

**DESIGN AND DEVELOPMENT OF ELECTRONIC SERVICE
PROVISION AND PERFORMANCE OF HOTELS IN ARUA
DISTRICT.**

CASE STUDY: PACIFIC HOTEL- ARUA

BY

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**A graduation Project submitted to the School of Computer Studies in the partial fulfillment
of the Requirement for the Award of a Diploma in Computer Science of Kampala
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DECLARATION.

"This dissertation is my original work and has not been presented for a Diploma or any other Academic Award in any University or any other Institution of learning".


NYATIBO STEPHEN

SIGN. 

DATE 11.05.2011

APPROVAL.

This Research was done under the supervision of Ms Kasuubo Esther.

SIGN.....
11/5/2011

Name: KASUUBO ESTHER.

DEDICATION.

This report is dedicated to my family members whose tireless efforts and hard work made me pass through my education. May the Almighty God reward you with wisdom and life?

ACKNOWLEDGEMENT.

I thank the Almighty God for the wisdom and life he availed me with and continuous support, without these two am nothing.

I would like to take this golden opportunity to thank Madam Kasuubo Esther for her sincere guidance throughout this Research. Therefore, may the Almighty God prolong her life to offer more service to other students than she could offer to me?

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A big vote of thanks goes to my group members: Ukongo Kolongo Silvio, Makur David, Edema Joseph, Jamila not to mention but a few.

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ABSTRACT.

Hotel Pacific was established by a proprietor in 1995 as a private Hotel under the Ministry of Wild Life and Tourism. This Hotel was established in order to improve and develop tourism sector due to increased number of tourists who visit Arua District. Formerly the number of Hotels was less, services offered were insufficient, and therefore, there was a need as to how the tourism department could develop the sector. The services offered by this Hotel to some extent has satisfied the tourism sector, may be if some more Hotels could emerge in near future with the current world standards of required services like steam bathing, Sauna, shall work. However, this Hotel has been faced with a problem of standalone system which could not enable customers to book on-line and also to find about the services offered at this hotel which the researcher has got a solution by designing a web-based service system to help bridge this gap.

LIST OF ABBREVIATIONS.

E-Service Email Service Provision
DBS..... DataBase System
DBMS.....DataBase Management System
HTML.....Hyper Text Markup Language

CHAPTER ONE

INTRODUCTION

1.0 General Introduction.

Arua Hotels have been lacking E-Services provision which has made these hotels not to have high performance, productivity which the researcher has solved by designing and developing a web-based system.

1.1 Background of case study.

Hotel Pacific is located in the center of Arua town along Adumi road. This hotel is managed by a proprietor and has modern facilities.

Hotel Pacific was established in 1995 after the collapse of White Rhino Hotel which was the only government hotel in the whole of Arua district.

1.2 Problem statement.

Hotel Pacific has been facing a problem of standalone system which could not enable customers to book on-line and also to find about the services offered at this hotel which the researcher has solved by designing a web-based service system to help bridge this gap.

1.3 Objectives of the study.

- i. To design and develop an electronic service that will help in accessing the services provided in such a hotel.

1.3.1 General objective.

To design and develop a web-based system for Hotel Pacific.

1.3.2 Specific objectives.

- i. To design and develop a web-based system to help customers of Pacific Hotel have timely online booking of services.
- ii. To advertise Pacific Hotel worldwide which will help to improve productivity and enhance service delivery in the hotel.
- iii. To design a database that will store information about the hotel's customers and the services offered to the customers.

1.4 Research questions.

- i. How can Hotel Pacific upgrade from a stand-alone system to E-Service system?
- ii. How can the customers of Pacific Hotel quickly search for information about the services offered?
- iii. How can Hotel Pacific store and secure information about its customers and the services offered?

1.5 Scope of the study.

This study was carried out at Pacific Hotel in manager's office. It was focused on the management of customer's records in terms of personal data and background and all details that concern the customers. The study covered the analysis of the existing system which has been restricted to the data captured, data security, data storage and retrieval of information of all customers that have ever visited or are willing to seek for services from this hotel.

1.6 Significance of the study.

- The study was carried out to improve the hotel's performance and service delivery to the customers. This reduced the confusion and misallocation of resources. This proposed system helped to increase the process of e-booking and performance of the hotel.

1.7 Limitations.

The following were some of the limitations while conducting the research.

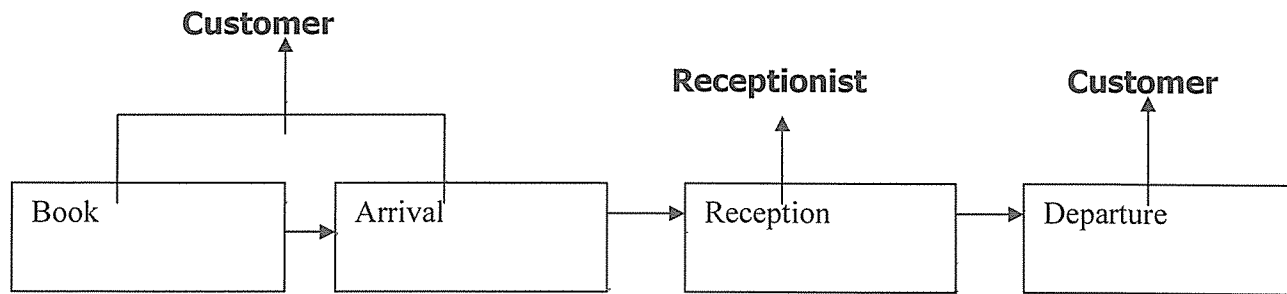
Time: It took a longtime for the researcher to gather the necessary requirements, the technical knowhow and advice on how the system could improve the performance and service delivery.

Finance: Financially the system was costly in terms of buying required materials, labour the expertise that will enable the system work as required.

Power: This system is suitable in areas where power is available like in cities or towns, but, could not suite in rural areas that are lacking power.

Access to data: This system improves the performance and service delivery well, but it is limited to customers who do not have computer knowledge.

1.8 The conceptual framework



This study is conceived with reference to the internal framework that forms the circulation of services within the hotel.

- The customer books over the internet in advance before he/she arrives at the hotel.
- On arrival he/she is received by the receptionist to check for the room booked for him/her.
- At the reception, he/she has to pay for the services in the hotel like breakfast, lunch, supper, drinks and the room.
- After staying for the days booked, he/she has to depart to his/ her other businesses.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction.

A literature review is a piece of writing that is valued like novels, plays that can be examined with an intention of changing it if necessary.

The purpose of this literature review is to convey to the reader what knowledge and opinions have been put in place on electronic service provision system.

2.1 Introduction to computer.

Web-based system is a process, an action or a medium of communication. It is a complex, international, cross platform, cross language, cultural mesh of services, clients, users, data bases and few article intelligence all talking, working, searching, viewing, accessing and downloading.

All these computers, software packages communicate to each other by designing standards of communication upon which the web is built based upon the layer of operating system, computer language, internet transmission protocol and basic medium of communication.

According to Steven (2003) fundamentals of data base systems; The data base system must keep track of all operations on the data base that are applied by a certain user through out each login session, which consists of the sequence of data base applications that a user performs from the time of logging out.

When the user logs into the DBMS, it can record the users account number and associate it with the terminal, the user logged in. It's particularly vital to keep track of

update operations that are applied to the data base so that if the data base is tampered with the data base application can find out which user did the tampering.

2.2 Database system.

It's a shared collection of logically related data, designed to meet the information needs of multiple users in an organization. Its managed using a set of programs called data base management system (DBMS) that acts as an interface between the data base and the user. DBMS is a collection of software that defines a data base, stores the data, supports a query language, produces reports and creates data entry screen.

According to Dary dor (1993) "the current state of data base application is characterized by the fact that companies continue to deploy data bases to meet isolated application needs. The end result is more redundant, i.e compatible data" Nevertheless, the goal of shared data bases is not only valid but essential for the successful organizations of the future.

According to Kendall, etal, system Analysis and design 5th edition, prentice Hall (1). Data bases are not merely a collection of files. Rather a data base is a central source of data meant to be shared by many users for a variety of applications. The heart of a data base is the data base management system (DBMS), which allows the creation, modification and updating of the data bases, retrieval of data and the generation of reports.

2.3 Manual System.

This is a method where information is stored on paper by use of writing tools like paper, pens, and markers to produce copies.

Mbabazi (2002) describes the manual system as a method that does not need use of computers to keep, process and maintain data or information for future reference. Movement of files from desk to desk or from office to office is a common procedure.

There, a unique number must be indicated on each file, this is kept in a file cabinet for easy identification. The operations carried out on manual records includes:

1. Sorting of records
2. Updating of records and
3. Editing of the existing records.

2.4 Limitation of manual systems.

According to ibid (2000) it states that a manual system is made up of limitations.

1. Chances of losing information or misplacing files during the retransfer are high.
2. Data redundancy is common
3. Data retrieval and processing is very slow leading to time consuming.
4. No information security. Unauthorized users may access files.

2.5 Data base management system (DBMS).

Date (2000) describes a DBMS as software that allows access to the database on the other hand. Elmasri (2000) defines a DBMS as a general purpose software system that facilitates the process of defining, constructing and manipulating data base for various applications.

2.5.1 Functions of DBMS.

Ibid (2000) states the functions of a DBMS as:

1. Data recovery
2. Data security; It provides a controlled access to the data base by allowing only authorized user access.
3. Data integrity system. This maintains the consistency of stored data.
4. Data manipulation: The DBMS must be able to handle request to retrieve, update or delete the existing data in the data base or add new data to database.

2.5.2 Advantages of DBMS.

Ibid (2000) states that:

1. Data redundancy is eliminated
2. Data inconsistency is eliminated since files are linked
3. It consumes less space
4. Data retrieval and processing is fast since files can be accessed sequentially.
5. Information security. Only authorized users can access files by login using their accounts.

2.5.3 Disadvantages:

According to ibid (2000) it states that despite of advantages of using a DBMS there also exist some disadvantages.

1. Needs an expert to manage it.
2. It involves unnecessary overhead costs that are not incurred in traditional file processing. These costs are due to high initial investment in hardware and software training.

2.6 Computerized information system.

A Computer is a sole tool now days used to keep, process and retrieve information, Masaba (2000). It stores information on using the concepts of database and the information is organized for easy and quick access when ever required.

In the computer based method of information keeping, all information about a particular student is organized in form of records, each being identified by a key field called a primary key such as a registration number of such a student. All records are organized in an order predetermined by the value of a key field, stored in a data base file on the computer's storage device.

Accessing any record for some operations can be achieved by providing the computer with the value of the record which the records are organized in the database file, which records are identified by means of unique primary key.

2.6.1 Advantages of a computerized system.

Ibid (2000) states that the following are the advantages of a computerized system.

1. Assessment of individual student payment is possible
2. Data processing is easy as compared to other filing systems
3. Easy retrieval of data
4. Data redundancy is eliminated, leading to consistent information.

2.6.2 Disadvantages of computerized system.

According to ibid (2000) the following are the limitations of a computerized system.

- (1) Basic computer knowledge is required to access and perform any operation on computer stored information.
- (2) File processing is dependent on available power.

Hence it's clearly seen that the advantages of using a computerized system outweigh the disadvantages, which many solutions are now in place.

2.7 Electronic Services.

Electronic service is a system that uses devices that work electronically to process data in a form that can be read on a computer for example, as CO-ROMs. The computer is then connected to internet.

According to McGraw Hill, the activity of electronic service includes identifying suppliers, selecting products or services, making purchase commitments completing transaction individuals to produce and sell for profit the product and services that satisfy society's needs through the facilities available on the internet.

Electronic service is a major facilitates of the digital economy which enables the unites states of America and other countries to enjoy an extended economic growth with low initiator resulting from high productivity. It has the following advantages:

- It enables more individuals to work at home and to do less for availing , resulting in less traffic on the road lower air pollution
- It also some goods to be brought at a lower price so, less affluent (Rich) people buy them , increasing their standard of living .
- It enables people in developing countries and rural areas to enjoy product and services that otherwise are not available to them.
- It facilitates service delivery to public such as government entitlement and fraud and increases the quality of social service.

In summary electronic service brings services closure to the needy people but its seen as nothing to those greedy (do not have the knowledge).

CHAPTER THREE

METHODOLOGY

3.0 Introduction.

This is a set of methods and principles used to perform a particular activity. Therefore, in this chapter, the methods and procedures that were used to generate and analyze data were discussed the researcher conducted a targeted population.

3.1 Data collection methods.

In data collection various methods and techniques were used to understand, analyze and document the key processes in the hotel especially electronic service provision.

3.1.1 Questionnaires.

Questionnaires were used to get information. This enabled us to find out the existing service and how it works and its limitations. This tool guided us on what information to capture from the management and the researcher was able to probe more information about the system in use.

3.1.2 Interviews.

Interview was a method used to carry out the research with manager and customers at Hotel Pacific.

This also guided us on what information to capture from the management. It also enabled us to find out the existing system, how it works as well as its limitations.

3.1.3 Observation.

The researcher used observation method to understand how the current system at Hotel Pacific operates in order to get a true feel of how it works. This technique involves seeing various activities that occur in order to set a clear view of what exactly is taking place, other than the interviews that were conducted. This enabled us to obtain first hand information.

3.2 System Analysis and Design.

In order to design a system that facilitated the capture, storage and retrieval of customers' hotel records, the data collected was analyzed to determine the best way it can be stored and retrieved through using the entity relationship and data flow diagrams.

3.3 System Implementation.

To implement the system, HTML was used because it's a widely recognized, open source general-purpose scripting language that is suited for web development. It is used to create the interface of the data base to develop the input forms and lay out.

3.4 Testing and Validation.

Testing is the process of exercising software to verify that it satisfies its requirements and to detect errors. Software testing is an empirical technical investigation conducted to provide stakeholders with information about the quality of the product or service under test, with respect to the context in which it is intended to operate. Validation of electronic service provision system was done so as to ascertain whether it worked as expected and produced desired results.

CHAPTER FOUR

SYSTEMS DESIGN AND IMPLIMENTATION

4.0 Introduction.

This chapter describes the design and implementation which the researcher did using the entity relationship and data flow diagrams.

The implementation is done by the use of the HTML as it is an open source general purpose scripting language suited for web development.

4.1 System design.

A system is an organized way of doing something while a design is a general arrangement of the different parts of something such as a building. Therefore in hotel pacific, the system design is established in such a way that, when a customer arrives at the courtyard, he has to park his motor vehicle in the parking yard, and then enters into the reception for inquiries of his choice.

After reception are the rooms which customers have to see before they make choice of their will. There is a big sized restaurant that enables the customers to be served breakfast, lunch, supper of their choice.

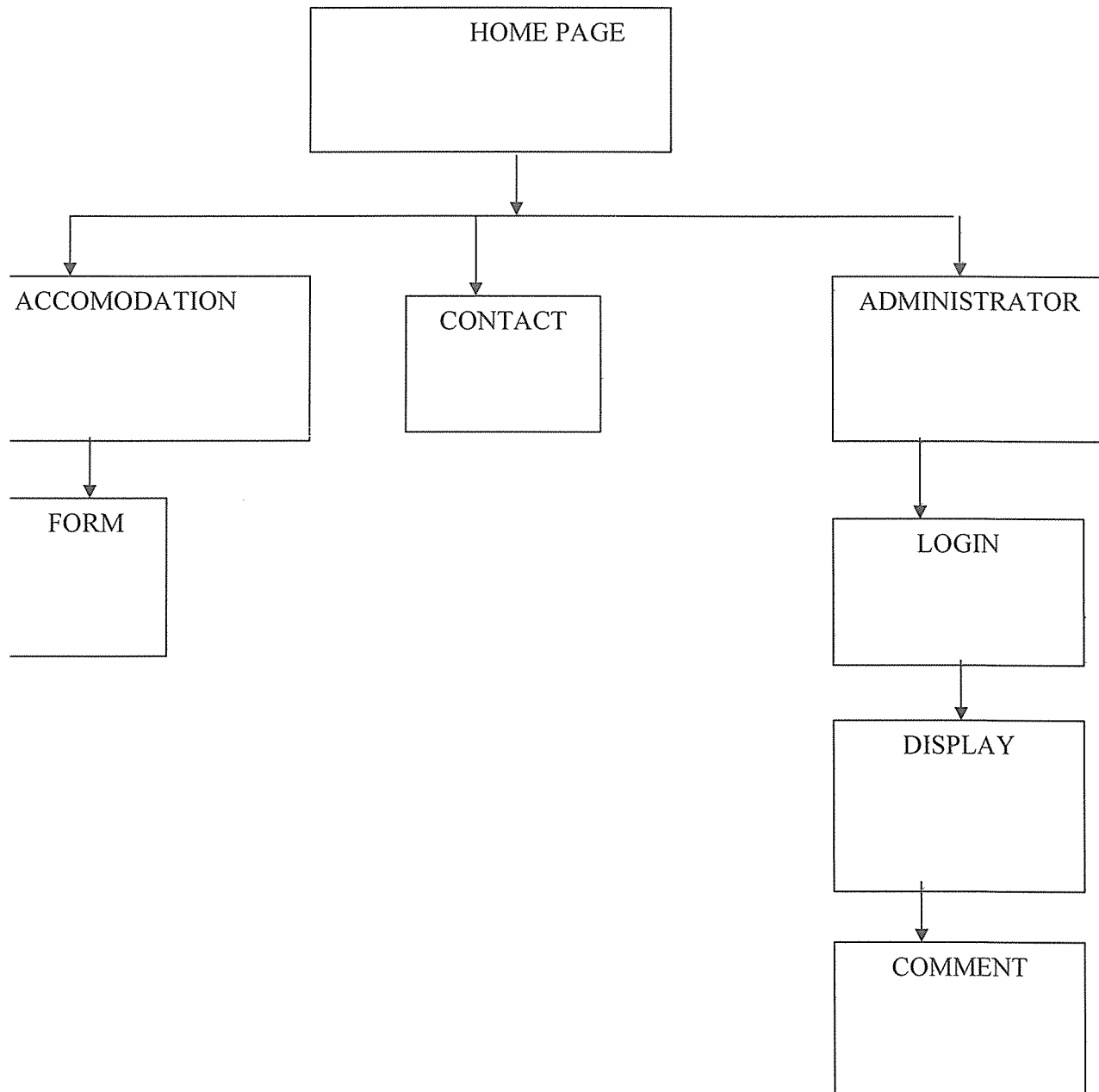
The hotel also has a wide room for bar where by some customers who do pass leisure while drinking can accommodate themselves for a variety of drinks they like to take.

The hotel does have a swimming pool which is limited to subscribe members of the hotel. Now days most of the modern hotels have a conference room for customers to organize meetings, wedding receptions plus more, then this service is available in this hotel.

However as now days, money is a trade off, the customers need to get its value.

4.1.1 The information flow in the system.

This is a way of gathering facts upon something and the way it steadily moves in one direction. This can be represented by the data diagram as seen below:



4.2 The input design.

MAIN FORM.



When a customer arrives at this hotel court yard, the security personnel directs him to the reception. The receptionist has to accord a rapport (to start sharing from a common ground like welcome, greeting and so on).

The customer is to pay at cashier's desk and is given a full privilege to tour round to see the services offered in this hotel.

If such a customer arrives early during day time after choosing his room, then, he can also leave the hotel court yard to tour around the town areas of interest normally, the Golf Coast, the Ragam beach.

Customer details form.

The screenshot displays the homepage of the HOTEL PACIFIC website. At the top, the header reads "HOTEL PACIFIC - Arua". Below the header is a large image of a two-story hotel building with a green lawn in front. Underneath the image is a navigation bar with links: "HOME", "ACCOMMODATION", and "CONTACT". The main content area features a login form titled "PLEASE INSERT YOUR USER NAME AND PASSWORD:". The form includes fields for "Username :", "Password :", and a "Login" button. To the right of the form is a "MENU" section with a list of links: "HOME", "ACCOMMODATION", and "CONTACT". At the bottom of the page, a small copyright notice reads: "Copyright © 2011 Nyathio - All rights reserved | Design by Nyathio Stephen DCS/14627/62/DU".

When a customer has known the website of this hotel and picks an interest to have some days spent here, the customer has to book online by logging in by his/her user name and password which will enable him/her to access the website and fill in the form.

As long as the form is filled it has to be sent to administrator's desk. The administrator also uses his / her user name and pass word to login to see how many customers have booked this hotel probably in a week and what should be the way forward . This is how the cycle keeps on rotating between the administrator and the customers whose wills are upon this hotel.

4.2.1 Data tables.

Below are the tables for accommodation and password:

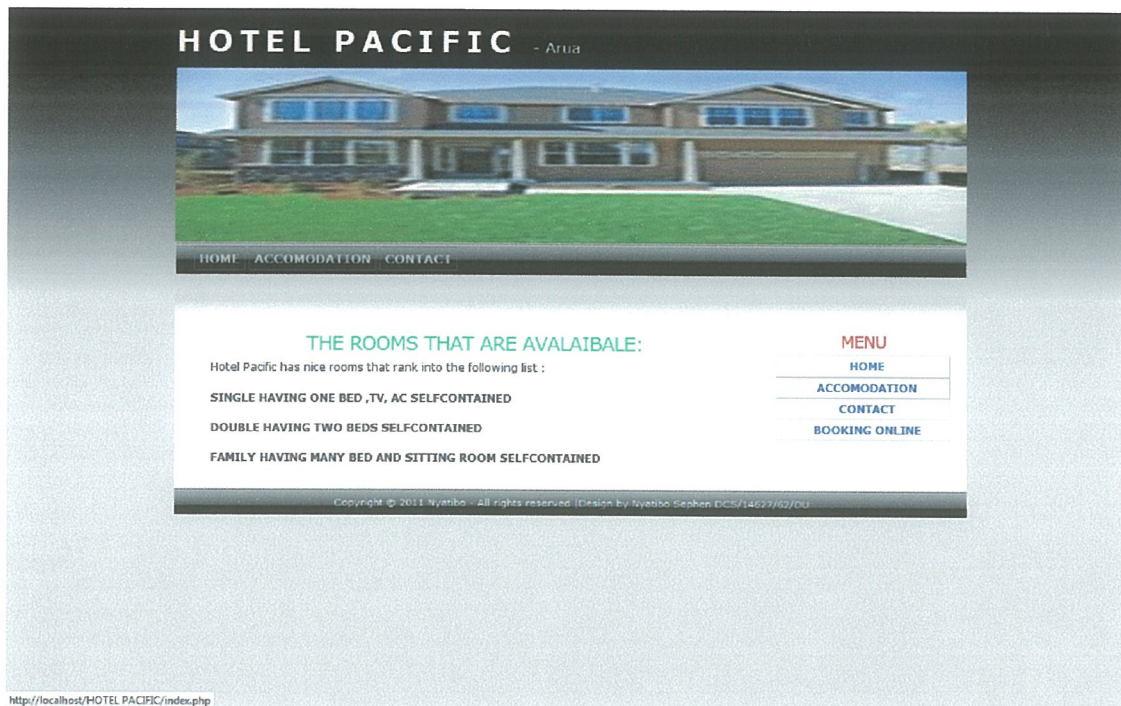
FIELD	TYPE	NULL	KEY	DEFAULT
FULL NAME	VARCHAR <40>	No	PRI	NULL
ARRIVAL DATE	DATE 40	No		NULL
EMAIL ADDRESS	40	No		NULL
GENDER	4	No		NULL
CHECK IN	20	No		NULL
CHECK OUT	20	No		NULL
ROOMS TAKEN	20	No		NULL
PAYMENT	20	No		NULL
STATUS	20	No		NULL
PASSPORT NO.	20	No		NULL

PASSWORD TABLE

FIELD	TYPE	NULL	KEY	DEFAULT
USERNAME	VARCHAR <30>	NO	PRI	NULL
PASSWORD	<30>	NO		NULL

4.2.2 Data entry form

Accommodation form.



Here the customer has to choose the bedding service that his pocket paid for whether single bed (room) , self contained that fits, normally people tend to spend life in hotels with girl friends.

Some customers dare to book in groups so that they can pay for such a double bed in a room which might be self contained or not depending on someone's life style.

During winter, some family members do go for home away enjoyment with their kids after school. In such a situation they book for family room which has 2-3 beds that can accommodate them. Generally, human beings enjoy life style in this world according to their wealth level.

Services provided.

This report is based on services offered in this hotel like breakfast, launch, supper, refreshments (drinks), beddings, swimming and conference facilities. The report is based on weekly utilization of these services.

In a week breakfast can be served to 1000-1500 customers this is because most of the businessmen in this town favor this hotel added to visitors accorded during the week, at times some organizations tend to organize meetings, fare well parties based on their wishes. When it comes to launch hours the number of customers tends to double the above number mainly on Mondays and Thursdays are the vivid market days in the town, therefore the number of people tend to be many. Another advantage is that this town is located along the great north road where by it tends to be the stop over place to many drivers along this route. During the night the number of customers for supper tends to reduce to average or below, as most of the businessmen sleep at their various homes in their villages, therefore, the number of people remained in the town is low even the visitors might not be many in such a week.

Refreshment (drinks), now day's people take all kinds of drinks as refreshments, regardless of when to take each of these drinks and at what hour. Therefore, the slogan of people now days is "if any time is tea time, then, any time is drink time", though alcohol or beverage provided you know how to control it. So as a result a customer comes for launch, will ask for some bottles of beer instead of water or soda. This is mainly the lifestyle of Congolese. Nevertheless, alcoholic drinks are supposed to be taken at night, but, in Uganda, total freedom has made most of the people living in Uganda go not crazy, but mad, servants go to their working places in the morning when drunk, some students in high institutions take it as a priority. Therefore, in this hotel within a week 1000 crates of different types of beer are sold, 500-700 crates of soda are sold then 200-500 bottles of different types of wines are sold regardless of day and night.

This hotel has a total of 300 bedrooms, mainly, foreigners from Congo, Sudan as well as some whites who do go for other duties dare to book for the rooms with exception of a few Ugandans. In a week the number of customers who put up in this hotel could reach 700-900.

Swimming pool is strictly for registered members; therefore, at least 50 customers can enjoy that service depending on the weather as Arua is on a higher altitude above sea level.

The conference room is used casually, depending on a number of big occasions like meetings, wedding parties and so on. At in week might not place.

In all people have different business knowledge which help society in different ways.

4.2.3 How to use the system.

By the time this system is installed, it is then tested, uploaded (hosted) in the website. The administrator then gives the user privilege to login.

Once a customer has seen the website of this hotel, he/she has to book online by filling the customer details form and submit to the administrator when he/she picks an interest to adventure in this hotel.

The administrator has to check daily the number of customers who booked for the required services in this hotel. This enables the administrator to have a weekly budget.

N.B The administrator logs in by use of user name and password. In conclusion, modernization has made 21st century easy, simple, beautiful, but creates redundancy in some working posts leading to unemployment.

4.3 System Implementation.

To implement the system, the researcher used the HTML, PHP for these are open source, general purpose script languages suitable for web development. They are used to create an interface of database to develop the input forms and outlay.

4.4 System testing.

In order to make a proof of something that is done on the other hand, there must be a test to see if the thing is working.

After designing the system the researcher tested the results from two different computers and internet before finally being tested from these computers of this hotel where the research is done.

The test proved everywhere positive results when tested. Therefore, the decision to implement the system is in the hands of the management whether to improve and develop the hotel in the modern way or to remain in their traditional state (as it was before).

CHAPTER FIVE

DISCUSSIONS, RECOMMENDATIONS AND CONCLUSIONS.

5.0 Introduction.

This chapter concerns the discussions, recommendations as well as the conclusions drawn on this research.

5.1 Discussions.

The discussion is based on the use of the web based system that is the resource factor to be utilized. Despite the web based system does the tremendous improvement in the development of this hotel. The customers are able to know about the hotel at a distance, are able to book as well, but there are some problems encountered;

- 1) Some customers are illiterate about these modern changes in this globe, for instance computer access is still limited in some African countries. How should such a big problem that has enabled the customer to be a victim be solved?
- 2) At times the server could fail to work which affects business on spot when in need.
- 3) Congestion in computers at times hinders some businesses that leads to a waste of time. Despite the fact that discussing some of the above issues and how they could be solved. Therefore, the researcher has come to learn that "the problem cannot be solved 100% as he thought it could be, meaning that the problem is an entity" (something that exists separately from other things and has its own identity).

5.2 Recommendations.

I would like to thank the management of hotel Pacific for the warmly welcome accorded to me during my periods of visit, also for accepting that the problems addressed in this research is really of a kind they have been looking somebody to address. I recommend that the management opens more of the similar hotels to boost tourism industry and to enable other researchers after me to identify some of the areas that shall need improvement apart from a web based system. May you continue with this spirit of service to everyone and treatment along the same line.

5.3 Conclusions.

The emergency of electronic services have brought in a number of changes that make a tremendous up lift of business sector to some level than in 19th century. It makes easy advertisement of different businesses whose management admits the move from their ordinary state to advancement to new changes. Therefore, a small business can be known world wide over electronic media and later creates awareness about the level and type of the business conducted around the globe.

On the other hand, electronic service as a media of advertisement creates market for the goods and the services advertised. Because the goods and services advertised might not be in other parts of the globe, whereby it will urge others to buy the goods and such services from the source whose advertisement they read electronically.

Whatever care it may be, the use of electronic service brought in technology of how the system is developed. This enables the expertise to be on market daily from place to place when in need for those who adopt to changes easily.

Businesses tend to boost especially in western world where the origin of electronic services are, most of the businesses are conducted on media this makes the required services be closure to your door step.

Employment opportunity increased across the globe to the individuals with computer knowledge, as access to a computer is the core for this service to be carried on. Despite the fact that, to discover a positive change, it's not an easy task. Therefore, the researcher came to discover that whatever step a man takes enables him to acquire some knowledge either positive or negative. For that reason the researcher came to realize that conducting a research takes a long duration (time factor). It is not cost effective in terms of transport to and from the research center, feeding, accommodation. Some employees with inadequate knowledge especially the chefs, respond negatively when the researcher tends to question them. Therefore the only weapon for an educationist is "try before failing and patience pays".

APPENDIX A: SAMPLE CODE.

The following were the sample codes used by the researcher in order to verify the performance of the system.

Code for log in:

```
<formname="form1" method="post" action="checklogin.php">
<td>
<tablewidth="100%" border="0" cellpadding="3" cellspacing="1" bgcolor="#FFFFFF">
<tr>
<tdcolspan="3"><strong>Administrator Login</strong></td>
</tr>
<tr>
<tdwidth="78">Username</td>
<tdwidth="6">:</td>
<tdwidth="294"><inputname="myusername" type="text" id="myusername"></td>
</tr>
<tr>
<td>Password</td>
<td>:</td>
<td><inputname="mypassword" type="password" id="mypassword"></td>
</tr>
<tr>
<td>&nbsp;</td>
<td>&nbsp;</td>
<td><inputtype="submit" name="Submit" value="Login"></td>
</tr>
</table>
</td>
</form>
```

APPENDIX B:
QUESTIONNAIRE GUIDE.

In this questionnaire guide, the researcher tends to put forward some of the questions that shall guide other researchers and the well wishers who may have interest in reading this research book.

1) Could a web based system solve a problem of a Hotel?

☐ Yes ☐ No ☐ I do not know

2) Is the location of the hotel suitable to access internet?

☐ Yes ☐ No ☐ Not really

3) Do the employees of the Hotel know how to access computers?

☐ Yes ☐ No ☐ Average

4) Do most of the hotel's customers book on internet?

☐ Yes ☐ No ☐ Not really

5) How many customers book on internet daily?

☐ More than 80 ☐ Less than 80 ☐ Average

APPENDIX C:

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