MOBILE RESERVATION SYSTEM

FOR UUM INN

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UNIVERSITI UTARA MALAYSIA

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MOBILE RESERVATION SYSTEM

FOR UUM HNN

A thesis submitted to the Graduate School in partial fulfillment of the
requirements for the degree Master of Science (Information and
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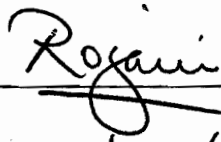
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ABSTRACT

Cell phones (mobile telephones) have today become part of our life style. One exciting thing about mobile devices is their ability to connect to the Internet and to execute web applications. Mobile applications can now be developed to deliver any types of data, to any user, any place in the world. Different mobile devices support different programming languages. Some support WAP and WML, some support HTML or a limited version of HTML, and some support both or a different language. To support all types of mobile devices, developers must create one different application for each language. WAP (Wireless Application Protocol) is a protocol for accessing information and services from wireless devices such as Mobile Phones and PDAs.

This research introduces a prototype" MOBILE RESERVATION SYSTEM FOR UUM INN" which is a WAP application that can be used by mobile phones. The proposed application will be used to enable student or their family or any one who want to stay in UUM INN. To use their hand phone Any where any time to make reservation with the hotel.

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companies. Most of the protocols in use today make a set of assumptions about the environment, such as the type of network that will be available (particularly from the point of view of bandwidth and reliability), the types of devices that will be accessing the services, and the types of services that will be accessed. These assumptions do not necessarily hold true in the wireless world. (Adaptus 2006)

WAP protocols are needed to display a website on the mobile phones or PDAs because WAP technology is relay on using of WML (Wireless Markup Language) that is used by developers to write pages that can be displayed on Mobile phones those support WAP.

The advancement in information technology has changed the communication process among the people around the world. The technology such as mobile and portal has become an important medium for people to communicate between each other. Many people already have good knowledge and experiences in using mobile devices in wireless or wired in particular of Internet applications. In interactive systems, to which data services belong to as well, customer orientation becomes more and more a fundamental user orientation. The user interface is the most important representation of the company. That means, in the context of mobile services it is the mobile communication to the customer. If the usability of the interface is bad, customers will not be able to utilize the system. Thus, they will terminate the running transaction and find the alternative providers.

The mobile devices and the emergence of wireless technologies are rapidly increasing. Firms adopted mobile devices and wireless technologies to assist and improve their business' performances. Today even small mobile devices access the

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The contents of the thesis is for internal user only

and internal memory in mobile devices. In development phase, developer need to concern about the size of the screen.

iii.   The WAP prototype and web prototype were tested using localhost server, namely IIS. But with limited financial resources no actual web server can be utilized in testing the prototype.

5.5 Suggestions for future works

The Mobile Reservation Application is to enable the customers to reserve as they want as well as necessary information about the reservation such as the cost of the reservation or the room, the type of the room, the day of the reservation. A lot of works still need to be done on this application in the future such as the payment process, and sending messages from the administrator to the customer incase there are some changes occur for the reservation that the customer reserve it, to inform him/her about these changes.

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