ONLINE HOMESTAY RESERVATION APPLICATION FOR LANGKAWI HOMESTAY

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A Thesis submitted to the Graduate School in partial
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ABSTRACT

Most tourists now prefer to know the real Malaysia. Homestay website will give enough information where they can live in a traditional village and discover relish the quiet calm of the rustic life, and also cultural experience that likely to be very different from anything experienced before than in hotel. The objective of the study was to proposed a web-base Homestay reservation application for Langkawi Homestay Sdn Bhd. This research focuses on identify, design and developing prototype for the Langkawi Sdn Bhd. Futhermore, this research had covered the booking process for online Homestay application. The study found that the online reservation has provided complete information the existence of Langkawi Homestay Sdn Bhd to the tourists or customers. The user requirement of the website provided facilities to improve the Langkawi Sdn Bhd limitation within local customers, and also provide update information about tourism industry such as accommodations of Malaysia hospitality. Researcher also found that the online reservation has a multiplier effect to the customer services development. In contrast, the website is enough to fill their pleasure, education, entertainment, and profits. They view the Web and the seemingly endless dynamism, more-compact computers and higher-speed service as tools that allow them to function with increased effectiveness. All the requirement system has been completely full fill with online reservation system.

Keyword: Online Reservation System, Web Development

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

The world of independent traveling using homestay offers great expectations, new life experiences and opportunities to make new friends. Independent travelers have to deal with balancing spontaneity with the desire to have certainty about travel and accommodation information. For the independent traveler homestay provides low cost accommodation which is used as key staging bases for exploring new countries (Columbia, 2004).

Homestay accommodation offers international students the unique opportunity of experiencing the country way of life with a family in the country. People live in homestay will be experience life with a local family during their home stay. This will be a cultural immersion opportunity, giving their chance to experience the culture, language, family life, traditional foods, and hospitality of local families (Columbia, 2004).

The objective of homestay program is not to offer inexpensive accommodation, but to give participants an opportunity to experience other country culture and lifestyle through exchange with host families, to let both the participants and the host families deepen their understanding of different cultures and customs, and to be aware of the importance of respecting differences and diversity (Division, 2005). This study determined the improvement of IT in homestay and the influence to the hospitality in Malaysia tourism context.

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