# Mobile Ticket Booking System for Long Haul Bus Transport

# Samir Milad Elsariti

# Universiti Utara Malaysia

2008

\$105.5865 \$49m 2008

Mobile Ticket Booking System for Long Haul Bus Transport

A Thesis submitted to College of Arts & Sciences in partial fulfillment of the requirements for the degree Master (Information and Communication Technology), Universiti Utara Malaysia

By

Samir Milad Elsariti (88366)

© Samir Milad Elsariti, 2008. All rights reserved.

Prof. Dr. Wan Rozaini Sheik Osman



# KOLEJ SASTERA DAN SAINS (College of Arts and Sciences) Universiti Utara Malaysia

## PERAKUAN KERJA KERTAS PROJEK (Certificate of Project Paper)

Saya, yang bertandatangan, memperakukan bahawa (I, the undersigned, certify that)

#### SAMIR MILAD ELSARITI

calon untuk Ijazah (candidate for the degree of) MSc. (ICT)

telah mengemukakan kertas projek yang bertajuk (has presented his/her project paper of the following title)

#### **M-TICKET BOOKING SYSTEM FOR LONG HAUL BUS TRANSPORT**

seperti yang tercatat di muka surat tajuk dan kulit kertas projek (as it appears on the title page and front cover of project paper)

bahawa kertas projek tersebut boleh diterima dari segi bentuk serta kandungan dan meliputi bidang ilmu dengan memuaskan.

(that the project paper acceptable in form and content, and that a satisfactory knowledge of the field is covered by the project paper).

Nama Penyelia Utama (Name of Main Supervisor): ASSOC. PROF. DR. WAN ROZAINI SHEIK OSMAN

Tandatangan (Signature)

: Rogaini : 15/5/08

Tarikh (Date)

#### **PERMISSION TO USE**

In presenting this project of the requirements for a Master of Science in Information and Communication Technology (MSc. IT) from Universiti Utara Malaysia, I agree that the University library may make it freely available for inspection. I further agree that permission for copying of this project paper in any manner, in whole or in part, for scholarly purposes may be granted by my supervisor or in their absence, by the Dean of Graduate School. It is understood that any copying or publication or use of this project or parts thereof for financial gain shall not be allowed without my written permission.

It is also understood that due recognition shall be given to me and to Universiti Utara Malaysia for any scholarly use which may be made of any material from my project paper.

Request for permission to copy or make other use of materials in this project, in whole or in part, should be addressed to:

> Dean of Graduate School Universiti Utara Malaysia 06010 Sintok Kedah Darul Aman Malaysia

> > i

#### ABSTRACT

Personal Digital Assistants (PDAs) and mobile phones have been increasingly getting more powerful every day. Web services in the near future will not only have to support mobile access, but also have to deal with other forms of web access, such as voice interfaces. This project performed a literature study of the involved standard documents, and explored available library resources for "Wireless Application Protocol (WAP)". The focus is on the widespread Wireless Application Protocol standard for cell phone based internet connectivity, and explores some of the possibilities it offers. The project involves the design of an application and its prototype for electronic Mobile Ticketing and booking Systems for long haul bus transport. The processes include converting HTML documents into WML.

#### ACKNOWLEDGEMENTS

Alhamdulillah....Praise to Allah for his guidance and blessing for giving me the strength and perseverance to complete this project.

I would foremost like to thank my parents, for providing me with the opportunity to pursue my goals and for their love and affection, which has helped me through the most trying times. Equal gratitude goes out to my siblings and brothers.

My special thanks and regards to the man who support me to come to Malaysia my father

## "Haj. Milad Elsariti".

Special thanks to my friends for them positive attitude and support here in Malaysia.

I truly enjoyed the time we spent living together.

I would like to thank my supervisor:

#### Prof. Dr. Wan Rozaini Sheik Osman

For her guidance and constant motivation that has enabled me to complete my project work

I would also like to thank her for the opportunities that she has made available to me.

Samir Milad Elsariti 24.04.2008

# TABLE OF CONTENTS

PERMISSON TO USE	i
ABSTRACT	ii
ACKNOWLEDGEMENTS	iii
TABLE OF CONTENTS	iv
LIST OF TABLES	vii
LIST OF FIGURES	viii
LIST OF DIAGRAMS	ix

CHAPTED ONE.	INTRODUCTION	1
CHAFIER UNE:	INTRODUCTION	L

1.1	Back ground	1
1.2	Problem statement	2
1.3	Objective of study	3
1.4	Scope of study	3
1.5	Significance of the study	4
1.6	Project organization	4
1.7	Summary	5

#### 

2.1	Application of Mobile Ticketing
2.2	The Technology of Wireless Application Protocol (WAP)8
2.3	Wireless Markup Language14
2.4	Related Work of (M-Ticketing)

<b>CHAPTER THREE: RES</b>	EARCH METHODOLOGY	
---------------------------	-------------------	--

3.1 Overview of Object-Oriented Software Development Method
3.1.1 Project Initiation, Selection and Planning
3.1.2 Requirements Analysis
3.1.3 Design
3.1.3.1 Logical Design
3.1.3.2 Physical Design
3.1.4 Implementation
3.1.4.1 Coding
3.1.4.2 Testing
3.1.4.3 Installation
3.1.5 Documentation
3.2 Summary
CHAPTER FOUR: FINDING AND RESULTS
4.1.2 Structuring System's Requirements
4.2 Design
4.2.1 Logical Design
4.2.1.1 Use-Case Diagram
4.2.2 Physical Design
4.3 Implementation
4.3.1 Coding
4.3.2 Testing

4.3.3 Documentation	47
4.3.4 SYSTEM PROTOTYPE	
4.3.5 USER MANUAL	
4.4 USABILITY TESTING	
4.4.3 Features of the system	56
4.5 Summary	

# 

# REFERENCES

APPENDIX A

# LIST OF TABLES

Table	No	Title	page
3.1	H/W.S	/W Specifications	29
3.2	Softw	are Specifications	
4.1	H/W.S	W Specifications	44
4.2	Softw	are Specifications	46
4.3	Worki	ng experience	55
4.4	Usabil	ity testing result	

# LIST OF FIGURES

Figure	No Title	page
2.1	WAP Architecture (WAP Forum, 1998)	11
2.2	Mobile Commerce Users by Application	20
2.3	Mobile Subscribers and desktop Internet users	20
3.1	Object-Oriented approach	23
4.1	Class Diagram of the Mobile Ticketing for Mara Liner	36
4.2	Welcoming Page & Login Page	
4.3	Login by ID & Password	
4.4	Destination and time selection	51
4.5	User Confirmation and payment pages	
4.6	System Confirmation and Logout	

# LIST OF DIAGRAMS

Diag	ram No Title	page
4.1	Use Case Diagram for Mara Liner Mobile Ticketing	38
4.2	Main Sequence Diagram	39
4.3	Sequence diagram for login	40
4.4	Sequence Diagram for Select Place or Destination	40
4.5	Sequence Diagram for Searching Time & Date	41
4.6	Sequence Diagram for Making Payment	41
4.7	Sequence Diagram for Printing Conformation	42
4.8	Use-Case Login	42
4.9	Use-Case Select Destination	43
4.10	Use-Case Select time & date	43
4.11	Use-Case print confirmation	43

1

# **CHAPTER ONE**

# INTRODUCTION

This chapter briefly elaborates the main idea of this work, providing answer of the question why the study was conducted and what is the main element involved in the study. The first sub-topic describes the overall idea in this study through the scenario and motivation that lead to the implementation of the whole project. This is followed by the problem statement, objectives of the study, significance of the study and scope of the study. The last sub-topic elaborates the way this project is organized.

### 1.1 Background

Mobile Computing is a generic term describing one's ability to use technology that is not physically connected, or in remote or mobile environments. The term is evolved in modern usage such that it requires that the mobile computing activity be connected wirelessly through the Internet or through a private network. This connection ties the mobile device to centrally located information or application software through the use of battery powered, portable, and wireless computing and communication devices. Mobile phones have been increasingly and these devices have been getting more powerful because of more benefits and less expensive than PC. Rhoton (2002), states that the basic aim of WAP is to provide users with a web like experience, but over a handheld device rather than PC, whilst accessing the content that is readily available on the Internet.

1

# The contents of the thesis is for internal user only

• The mobile ticketing should be upgraded with some more useful and beneficial functions according to the users needs.

#### **5.3 SYSTEM WEAKNESSES**

There are some limitations or weaknesses as described below-

- M-ticket booking system can only for those owned a Mobile phone with GPRS enable.
- 2) The user must subscribe a WAP or GPRS services. It is not free of charge (FOC).
- Users need to ensure that they are located in the phone's signal coverage because WAP and GPRS services only work with the adequate coverage.
- 4) This project will use mobile emulator and laptop to simulate the application.

#### 5.4 Summary

It is believed that the development of the mobile ticketing for Mara Liner is going to give a new dimension of information gathering especially in the field of Long Haul Bus Transport. Among others, it will bring the traveling sector up to another level of development with the integration of the WAP technology. It is hoped that this project will be part of a more promising growth of information technology in Malaysia.



#### REFERENCE

- Abowd, G.D., Atkeson, C.G., Hong, J., Long, S., Kooper, R.& Pinkerton, M. (1996).
   *Cyberguide: A Mobile Context Aware Tour Guide*, Georgia Institute of Technology,
   Atlanta, pp. 1-21.
- ARC Group and the Wireless Advertising Association (October 15, 2001). Privacy is not a Barrier to the Success of Mobile Advertising (survey summary). Guildford, Surrey, UK: ARC.
- Bahrami, A. (1999). Object Oriented System Development, McGraw-Hill, United States of America.
- Bhrat P. and Crowcroft J. Ticket based Service Access for the Mobile User, Proc. MobiCom'97, Budapest, Hungary.
- Bennett, S., McRobb, S., & farmer, R. (2002). Object-oriented System Analysis and Design 2<sup>nd</sup> Edition. UK, McGraw Hill.
- Bennett, S., McRobb, S., & farmer, R. (2007). Object-oriented System Analysis and design using UML. Berkshire: McGraw Hill.

Country Profile: Malaysia. (2006), Library of Congress: Federal Research Division.

Centre for Technology in Government, University at Albany. (1998). Models for Action Project: Developing Practical Approaches to Electronic Records Management and Preservation, A Survey of System Development Process Models.

- Cheverst, K., Davies, N., Mitchell, K., Friday, A.& Efstratiou, C. (2000). Developing a Context-aware Electronic Tourist Guide: Some Issues and Experiences, Lancaster University, pp. 1-8.
- Dennis, A., Wixom, B.H., & Tegarden, D. (2005). System analysis and design with UML version 2.0: an object-oriented approach with UML, 2<sup>nd</sup> edition. Hoboken, NJ: John Wiley and Sons, Inc.

Eriksson, H., & Penker, M. (1998). UML Toolkit. USA, John Wiley & Sons, Inc.

- Erlandson & Ocklind, (1998). WAP- The wireless application protocol. Pages 165-174 in Mobile Networking with WAP. ISBN: 3-528-03149-2.
- Goto, K., Matsubara, H., Myojo, S. (1999). Autonomous Decentralized Systems, Integration of Heterogeneous Systems Proceedings, The Fourth International Symposium, pp. 12-17.
- Gregory D. Abowd, Chris Atkeson, Ami Feinstein, Yusuf Goolamabbas, Cindy Hmelo,
  Scott Register, Nitin "Nick" Sawhney and Mikiya Tani (September 1996).
  Classroom 2000: Enhancing classroom interaction and review. GVU Center,
  Georgia Institute of Technology, Technical Report GIT-GVU-96-21. September 1996.
- Harry Stockman, 1998. Heavy transport vehicle tracking and maintenance system. Bar code data system private system Ltd.

Hoffer, J. A., George, J. F & Valacich, J. S. (1999). Modern Systems Analysis and Design (2nd Edition). United Kingdom : Addison Wesley Longman.

Hoffer, J. A., George, J. F & Valacich, J. S. (2002). Modern Systems Analysis and Design (3<sup>rd</sup> Edition). Upper Saddle River, New Jersey: Prentice Hall.
Hoo, W. S. (2005). Going 'Green' Pays, TTG Asia.

Hulberts, S.J. C. (1989). How Important Is Mobile Communication For A Truck Company? Proceedings of the Vehicle Navigation and Information Systems Conference, 11-13 Sep 1989, pp. 361-364.

Imulienski, T., & Badrinath, B. R. (2001). Mobile Wireless Computing: Solutions and Challenges in Data Management. Retrieved from:

http://citeseer.ist.psu.edu/imielinski93mobile.html [24th March 2006]

- Jacobson, I., Christerson, M., Johnsson, P. & Overgaars, G. (2004). Object-oriented Software Engineering: A Use Case Driven Approach (revised). Harlow, England: Addison-Wesley.
- Jagoe, A. (2003). Mobile Location Services: The Definitive Guid. Upper Saddle River, New Jersey: Pearson Education Inc.
- Jukka Lieslehto, (2000). Wap application for pid controller tuning, in: Proceedings of the 2000 IEEE International Symposium on Computer-aided Control System Design, volume, Ancorage, Alaska, USA, pp. 168-172.
- Kargl, F., IIImann, T., Raschke, A., Schlott, H., & Weber, M. (2001). WAPcam using aWAP application in student education, SIGGROUP Bulletin, pp. 12-15.
- Kendall, P. A. (1996). Introduction to Systems Analysis and Design: A Structured Approach, Irwin, Times Mirror Higher Education Group, USA.

- Kwok, T., Nguyen, T., Lam, L., & Roy, K. (2004). An Efficient and Systematic Method to Generate XSLT Stylesheets for Different Wireless Pervasive Devices, ACM 1-58113-912-8/04/0005, New York, USA.
- Lieslehto, K. (2000). WAP Application for PID Controller Tuning, Proceedings of the 2000 IEEE International, Symposium on Computer-Aided Control System Design, Anchorage, Alaska, USA, pp. 168-172.

MapInfo. Mobile Location Services. Retrieved from: http://www.mapinfo.com [25<sup>th</sup> November 2005].

Lyytinen, K. (2001). M-commerce – Mobile Commerce: a New Frontier for E-business.

Mara Liner Company website: http://www.maraliner.com.my/Defaulte.asp

- Maureen, O. N. (1998). Client Server Approach to Mobile Location Services. Retrieved from: www.w3.org/mobile/posdep/signalsoft.htm [25<sup>th</sup> November 2005].
- Masniza, H., & Mohamed Amir, A. S (2005). Guidelines in Designing the E-Publishing Environment for Hand Held Devices: A Study on E-InfoC WebSite. *Mater Thesis*. Universiti Utara Malaysia.

Mobile communications. Retrieve July 15, 2007. From www.inquirer.net/infotech/may2000wk1/info 5.htm

Nielsen, J. (2000). Scenarios in Discount Usability Engineering. Envisioning work and Technology. Book under preparation. Netherlands: Amsterdam.

Nielsen, J. & Landauer, T. (2001). A Mathematical Model of The Finding Of Usability problems. In ACM INTERCHI'93. Netherlands: Amsterdam.

Nunes, N. J. & Cunha J.F.E. Towards a UML profile for Interaction Design: the Wisdom Approach Retrieved from: http://citeseer.ist.psu.edu/cache/papers/cs/23122/ http://zszzszmath.uma.ptzsznjnzszpublicationszszuml2000.pdf/nunes00towards.p df [24<sup>th</sup> March 2006].

Prasad, S.K., Weeks, M., Zhang, Y., Zelikovsky, A., Belkasim, S., Sunderraman, R., & Madisetti, V. (2002). Mobile Fleet Application Using SOAP and System on Devices (SYD) Middleware Technologies. Retrieved from: http://www.carmaux.cs.gsu.edu/~mweeks/research/fleet\_CIIT\_376\_107\_Prasad\_ Weeks.pdf [18<sup>th</sup> November 2005]

- Rhoton C. J. (2002). Department of Computer Science Virginia Polytechnic Institute,46th Annual Meeting. Blacksburg, Virginia, USA.
- Salkinitzis, A.K. (1999). A Survey of Mobile Data Networks. Retrieved from: http://www.comsoc.org/livepubs/surveys/public/3q99issue/salkintzis.html [18<sup>th</sup> November 2005].
- Schmuller, J. (2002). SAMS Teach Yourself UML in Hours (2<sup>nd</sup> ed). SAMS Publishing, Indiana.
- Silva, A, P. & Mateus, G.R. (2003). A Mobile Location-Based Vehicle Fleet Management Service. Proceedings of the Intelligent Vehicles Symposium, 9-11 June 2003, pp. 25-30.
- Silva, P.P.D. & Paton, N.W. (2003). UMLi: The Unified Modeling Language for Interactive Applications. Retrieved from:

http://scholar.google.com/scholar?q=UMLi:%20The%20Unified%20Modeling%

20Language%20for%20Interactive%20Applications&hl=en&lr=&oi=scholart [24<sup>th</sup> March 2006].

Socichi Kubota. (1948). Communication by Means of Reflected Power. Proceedings of the IRE.

Sommerville, I., (2001). Software Engineering (6<sup>th</sup> ed.). Harlow, England: Addison Wesley. Sparxsystems's UML Tutorial Page (n.d.). Retrieved from: http://www.sparxsystems.com.au/UML\_Tutorial.htm [3<sup>rd</sup> March 2006]

Swedberg, G. (1999). Ericsson's Mobile Location Solution. Retrieved from: http://www.soi.city.ac.uk/~kam/mobilesolution.pdf [18<sup>th</sup> November 2005].
Whitten, J. L., Bentley, L. D. & Dittman, K.C. (2001). System Analysis and Design

Methods (5<sup>th</sup> ed.). Boston: McGraw-Hill.

Tétard, F.& Patokorpi, E. (2004). Design of a Mobile Guide for Educational Purposes, *Conference*'04, ACM, pp. 1-7.

Tourism Malaysia Annual Report. (2003)

Valacich, J.S., George, J.M. and Hoffer, J.A. (2004). Essentials of Systems Analysis and Design, Prentice Hall, Upper Sadder River, NJ.

Wireless Application Protocol, Web ProForum Tutorials, International Engineering Consortium. Wireless Application Protocol Forum (1999). Wireless Application Protocol, Wireless Markup Language Specification Version 1.2. Retrieved April 16, 2007 from: http://www.wapforum.org/what/technical/SPEC-WML-19991104.pdf

WAP Forum (2002). WAP 2.0 *Technical White Paper*. Retrieved April16, 2007 from http://www.wapforum.org/what/WAPWhite\_Paper1.pdf

Wireless Application Protocol Forum (1998). Wireless Application Protocol Architecture Specification, WAP Architecture Version 30. http://www.siliconpress.com/briefs/brief.wml/brief.pdf

U.S House of Representative (1999). Systems Development Life Cycle, pp. 1-12.