CHAPTER V
CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

Transportation services play an important role in economic activities, so that business actors in the transportation sector are obliged to increase quantity and the quality of its performance in an effort to face market competition. Every Companies need to have a company application that can display information in order to be able to compete healthily with competitors in the same field, especially in the field of rail transportation.

5.2 Project Contribution

Train ticket booking applications have a significant contribution to users and train service providers. For users, this application makes it easy to order tickets online without having to visit the ticket counter or call a booking agent. They can easily compare travel schedules, ticket prices and seat options from different train operators on one platform, which increases accessibility and provides more options. Trip notifications and trip history storage also help users better organize trips. Meanwhile, for train service providers, this application increases ticket sales, optimizes travel schedules based on user data, and reduces operational costs with a more efficient booking process. Real-time updates and information also help improve customer experience and build brand loyalty. Thus, train ticket booking applications have a large positive impact in increasing efficiency, comfort and satisfaction of users and train service providers.

5.3 Discussion Results

The results of the discussion about train ticket booking applications may highlight the important role of technology in facilitating the ticket booking process. Readers of the discussion may agree that such applications not only provide convenience to users by allowing them to book tickets quickly and easily from anywhere, but also provide benefits to train service providers. With applications, users have greater accessibility

to information about travel schedules, ticket prices and seat selection, which in turn can increase passenger numbers and revenue for service providers. Discussions may also include the importance of additional features such as trip notifications and trip history storage in enhancing the user experience. In addition, it is also important to discuss the challenges that may be faced in the development and use of these applications, such as data security issues and changes in consumer behavior regarding the use of technology. Overall, the discussion perhaps emphasized the importance of train ticket booking apps in modernizing the rail travel industry and increasing convenience and efficiency for users and service providers.

5.4 Conclusion

It can be concluded that the use of technology in the transportation industry, especially trains, has brought great benefits to users and service providers. This application provides convenience and comfort to users by allowing them to book tickets online without time and place restrictions. Additional features such as trip notifications and trip history storage also enhance the user experience.

For train service providers, ticket booking applications result in increased ticket sales, optimize travel schedules based on user data, and reduce operational costs. Thus, these applications play an important role in modernizing the rail travel industry and increasing operational efficiency.

However, challenges such as data security issues and changes in consumer behavior regarding the use of technology remain a concern. Therefore, it is important for service providers to continuously update and improve the features and security of their applications to keep them relevant and safe for users.

Overall, this report confirms that train ticket booking applications have a significant positive impact in improving comfort, accessibility and efficiency in train travel for all parties involved.

REFERENCES

Cerf, V., & Kahn, R. E. (1974). "A Protocol for Packet Network Intercommunication." IEEE Transactions on Communications, 22(5), 637-648.

Kurose, J. F., & Ross, K. W. (2017). "Computer Networking: Principles, Protocols and Practice." Pearson.

Tanenbaum, A. S., & Wetherall, D. J. (2018). "Computer Networks." Pearson.

Peterson, L. L., & Davie, B. S. (2011). "Computer Networks: A Systems Approach." Morgan Kaufmann.

Comer, D. E. (2008). "Computer Networks and Internets." Pearson.

Stallings, W. (2013). "Data and Computer Communications." Pearson.

Tanenbaum, A. S. (2015). "Modern Operating Systems." Pearson.

Keshav, S. (2016). "An Engineering Approach to Computer Networking." Addison-Wesley.

Deering, S. E., & Hinden, R. (1998). "Internet Protocol, Version 6 (IPv6) Specification." RFC 2460.

Subarnarekha Ghosal, Shalini Chaturvedi, Akshay Taywade and N. Jaisankar (2015) "Android Application for Ticket Booking and Ticket Checking in Suburban Railways"

A. D. Supun Nimesh (2020) "TrainGo App - Mobile Based Train Ticketing System For Railway Department in Sri Lanka"

Mr. Ajinkya V. Mohod (2017) "Automated Train Ticket Validation and Verification System"

Sanaan Refai (2015) "Android Suburban Railway Ticketing with GPS as Ticket Checker"

Nasution SM, Husni EM, Wuryandari AI (2012) "Prototype of train ticketing application using Near Field Communication (NFC) technology on android device. IEEE International Conference on System Engineering and Technology"

Hussin WH, Coulton P. Edwards R (2005) "Mobile Ticketing System Employing TrustZone Technology"