

ABSTRACT

The use of Information System is spreading rapidly in many organizations. It is now widely accepted that the success of business depends on Information Systems used in the business, or indirectly depending on other organizations that use Information Systems. Automation is not always the best solution to business problems. In the past many businesses have spent a huge amount of money to automate tasks that people performed manually. Automating existing processes with information technology provides more efficient ways of doing the same old processes. Process improvement is best achieved by taking advantage of new technologies. Changes can be made to the process by using new technology implementation. These changes should simplify process, improve the quality of service, reduce the cost of the process, decrease delays in the process and make improvement.

The traditional methods of performing business operations are inefficient. The introduction of Information Systems makes business operate more efficiently. Nevertheless there are some businesses that still use the traditional methods to perform their business operations. The existing system of MST Travel is fully based on a manual system. Difficulties in maintaining the system are result from the general problems of a manual system, which are error-prone and have a high maintenance cost. The new proposed Information System is developed to replace the manual system. Database server is required to keep all data of MST Travel. The user can access the database through the client workstation with less amount of system resource. The new system is found to help improving the current MST operations, and solving the problems occurred in the manual system.