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Digital Airlines: MyTravelling

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Abstract : MyTravelling Apps is a digital technology application of airlines. Since we are in the Pandemic Covid-19 era, the idea for this application was developed with the aim of giving users the opportunity to travel by applying the new norm through the application using the handphone. In this application, we provide some unique features among which are temperature trackers among the travellers, digital passport processes and queries, flight schedule checker and also distance tracker. This software helps to reduce physical interactions as well as provide information using its flight schedule feature.

Keywords: Airlines, Digital Technology, Tourism, COVID-19, Application.

1. Introduction

Establishments such as transportation systems are developing plans to resume normal or phased operations during the COVID-19 pandemic. These plans may include an initial assessment to try to identify people who may be infectious to limit the spread of COVID-19 infections. Temperature measurement can be one part of the assessment to determine if a person has an elevated temperature potentially caused by a COVID-19 infection. One method to measure a person's surface temperature is the use of "no-touch" or non-contact temperature assessment devices. The use of other temperature assessment devices, such as oral thermometers, requires physical contact which may increase the risk of spreading infection [1].

Our application, MyTravelling (Figure 1) is a free application that integrates with the assessement devices where it is designed to make it easier for users to travel by applying to the new norms using existing features that are provided in the application and also to assist in managing the Covid-19 outbreak. Basically, there are several features in the MyTravelling application that can allow users to perform their health self-assessment before they enter whatever place they wish to visit. There are also other features that we provide for users to find flight times and ticket price ranges as well as automated

services to create digital passports only through our application only. All the features in this application have been measured from many aspects to combine an entry that can be linked between airlines company with this Covid-19 pandemic to limit close contact with others and avoid handling of passenger and airline crew, where possible. MyTravelling is also available in two languages which is Bahasa Malaysia and English language.
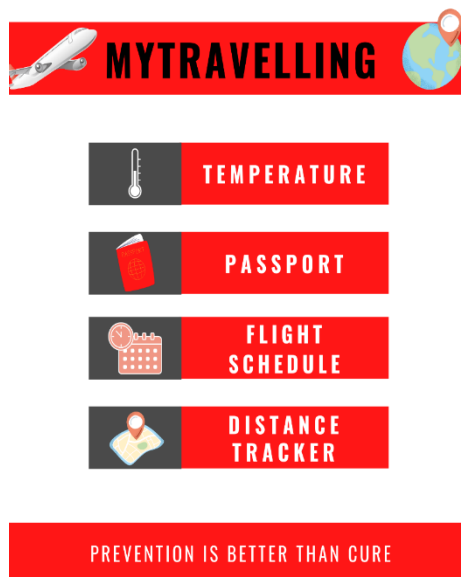
Figure 1: My Travelling App

The use of Non-contact Temperature Assessment Devices offers benefits such as can quickly measure and display a temperature reading so a large number of people can be evaluated individually at points of entry, non-contact devices require minimal cleaning between uses and using non-contact temperature measurement devices may help reduce the risk of spreading COVID-19 infections. My travelling application provides options for different tasks for airline travelers besides temperature checking such as passport check, flight schgedule information and distance tracker. The digital passport online is one of the application standout features. People can use this application to perform their checking and requirements to enter a destination country using the passport such as visa requirements as well as other essential documents such as health vaccinations information and so on. They can now travel without having to go to related offices to get the information. All the requirement and information pertaining to travel is available in this application and the information provided is updated. Due to this pandemic, this software aims to reduce physical interactions with others due to Covid-19. Another than that, flight schedule feature in this apps also provide an information on flight schedules for all types of airlines in all countries. Hence from this idea, the travellers will be more aware of the schedule before they make a decision when and which destination they want to travel. Last but not least, distance tracker is the application aims to measure the distance of 1 meter from each other especially in crowded places such as at information and check-in counters, seats, stairs, and many more areas.

2. Materials and Methods

Prior developing this application, Observation is the first way we used to do research before deciding to construct these apps. An observation was conducted at airport terminal. The observation include of recording what happens in the airport, how tourists engage with the employee at the counter, and any airline-related bookings and procedures before departure as part of this activity. Observation

was conducted to determine the problem statement, as well as how to minimise physical interaction caused by Covid-19.[2]

The second method used is secondary data. Secondary research, also known as desk research, is a type of research that involves using data that has already been collected and published, such as research material found in research reports and other similar papers. Literatures on the flaws that can occur when too many tourists connect and communicate at the airport, as well as the percentage of people who are exposed to Covid-19 infection at the airport were compiled and summarised. [3]

The final strategy employed collecting few case studies relevant to the scope project. This allows for the discovery and comprehension of complicated topics related to tourist behaviour at airports through reports from previous studies. It is a reliable research method, especially when a comprehensive, in-depth inquiry is necessary. [4]

3. Discussion and Conclusion

This application was developed with the aim of giving users the opportunity to travel but by applying the new norm through the app in the phone. With some features that was develop into this apps, it is will easily for them to make any businesses with airlines. Even though communication is important to provide an amazing results, however, self-health and curbing this Covid-19 infection is paramount .Thus, indirectly, with this modern technological, this apps are an able to help them to prevent themselves to communicate with others to avoid from being exposed to Covid-19 infection.

This means that airline customers can now benefit from a seamless, end-to-end travel experience on the mobile apps which will transform their traveling experience. The integration options for flight apps and websites has enable deals and promotion information to travelers to book airfare on budget. This feature is popular and most demanded by travelers in an application [5].

There is no doubt that apps are changing everyone's consumer experience, as people continuously rely on their smartphones and tablets to connect with different kinds of businesses. With technological developments on the constant rise, it is no surprise that even airlines leverage mobile apps to enhance the customer experience of their passengers. In a study conducted by HP, sales through increased from 18% to 33% in 2015 and top international airlines like Cathay Pacific, Singapore Airlines, Turkish Airlines, and other carriers have already invested in mobile capabilities to serve passengers [6]. The study is in with statements of such providing benefits to consumers such as provides convenience, addresses tailored needs, and disseminates information faster.

As a conclusion, MyTravelling application was developed as a prevention for ourselves as well as others from being exposed to Covid-19 infection. Thus, the performance of the developed product has been successfully demonstrated. Hopefully, this app is able to attract the attention of the public to use this app because it can simplify their businesses with airlines as well as help curb the spread of Covid-19.

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