### **CURRICULUM VITAE**

### **Personal Information**

Full Name Sherly Amelia

E-mail Address <a href="mailto:sherly.amelia@gmail.com">sherly.amelia@gmail.com</a>

sherlyamelia@yahoo.com

Address Taman Ratu Indah Blok DD3/9

Jakarta Barat - 11520

**Phone Numbers** Home : 021-56965889

Mobile: 0815 94 313 89

Gender Female

Birth Place, Date Jakarta, March 5, 1985

Religion Buddha

### **Formal Education**

Batch 2007 - Information Systems
Universitas Bina Nusantara - BiNus International
Jakarta, Indonesia

June 2000 – June 2003 Senior High School, Science Class (IPA) Kemurnian II, Jakarta, Indonesia

### **Informal Education**

Mandarin course – Universal Language Program Jakarta, Indonesia

# APPENDIX A

NO. NA	ME OF PA	ASSENG	ER (S	3)			T	ICKET NUMBI	ER (S)
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
COMPANY	4							LOCAL CONT	ACT :
CONTACT PERS	ON :				CIT	γ.		HOTEL	PHONE NO
PHONE - OFF	1								
- RES PREPARED BY	1					+			
DATE	-								
FLIGHT CL	DATE	FROM	TO	STATUS	ETD	ETA	SEAT	BOOKED BY	REMARKS
	. 100 / 100			-12,000		1			
									) WINDOW

# APPENDIX B

)	2	7	MITH.		rs &			124	VOICE	NO. :		ě.	
NO.			NAME OF	PASSEN		- Interest of the second		TICKET NUMBER (S)					
1						_			A Control of the cont		(0)		
2													
3													
4													
5													
6							1						
7													
8													
CON	MPANY		1							LOCAL CO			
			SON :					CITY		HOTEL:		PHONE NO.	
PHO	ONE -												
por	PAREC		4					-	+				
DAT		1.65.5											
FLIG	HT	CL	DATE	FROM	TO	STATUS	ETD	ETA	SEAT	BOOKED BY		REMARKS	
_													
										-			
SPE	CIAL F	REQU	JIREMENTS	: - S	EAT	NO. :				OKING N SMOKING			
					EAL (	5) : (S) :							

	NAME OF HOTELS / TOUR	ROOMS	IN	OUT	BOOKED BY	DATE	GFMD BY	DATE	REMARKS
-									
_									
FARE-	CALCULATION:			80	CONFIDE	NTIAL	FOR	SELLIN	G:
				NETT!		E :	USD		
					ANY)		USD		

#### APPENDIX C



### Questionnaire

Respected to our respondent,

This research is conducted in order to observe the need of support system (Web-based) for Mitha Tours and Travel and kinds of feature need to be enhanced. In addition, this research is also to improve our quality control for our products and services.

As your attention and participation to share the information to us, we would like to say thank you.

### I. Respondent's Personal Information

Name :
Phone number :
Gender (M/F) :
Age :

### II. Respondent's Criteria

How to answer: circle an appropriate answer.

Have you ever use Internet technology?
 a. Yes
 b. No

Note: If your answer is 'a', you can go to question No.4. If your answer is 'b', you can go to the next question.

2. Do you eager to learn how to use Internet technology?

a. Yes b. No

- 3. Why you don't want to learn how to use Internet technology?
  - a. I don't know how to use it. b. I don't have
- b. I don't have any desire to learn it.
  - c. In my daily life, I don't need any Internet technology.

Note: You can stop here. Thank you for your attention and participation.

- 4. How often you use Internet technology in your daily activity?
  - a. Very often (> 6 times/week)
- c. Rarely (1-3 times / week)
- b. Often (4-6 times / week)
- 5. Where do you usually use Internet technology? (Your answer can be more than 1)
  - a. Homeb. Officed. Internet center (warnet)e. Other .....
  - c. Campus

	Note: If your answer is/are 'a/b/c/e', y If your answer is 'd', you can go		
6.	What is the Internet connection tech	nolog	gy that you use?
	a. Dial-up	c.	GPRS
	b. Broadband	d.	Other
	c. ADSL		
7.	From whom do you know Mitha To	urs &	Travel?
	a. Brochure	d.	$\mathcal{E}$
	b. Friend	e.	Other
	c. Family		
8.	Is it easy for you to get information Mitha Tours & Travel?	about	t tours and travel products and services of
	a. Very easy	c.	Easy enough
	b. Easy	d.	Difficult
9.	What kind of products and services of	do yo	u usually acquire?
	a. Tour package	d.	( )1 1 ) /
	<ul><li>b. Flight ticket</li><li>c. Hotel information</li></ul>	e.	Other
10		, ·	1 4 M/4 T 0 T 1 1 4 1
10.	services?	tion a	about Mitha Tours & Travel products and
	<ul><li>a. By phone</li><li>b. Directly come to the office</li></ul>		
	Your reason		
11.	Have you ever do online payment fro	om Ir	nternet?
	a. Yes	b.	No
	Note: If your answer is 'a', you can go If your answer is 'b', you can go		
12.	What kind of payment do you usual	ly use	e? (You answer can be more than 1)
	a. Credit card	c.	e-banking
	b. Mobile banking	d.	Other
13.	Do you have any personal account?		
	a. Yes	b.	No
	Website's features to be designed	-y	

## II.

How to answer: put a tick  $(\sqrt{})$  in the provided box for each answer that you think is appropriate.

SS = Strongly agree S = AgreeNote: TS = Disagree**STS** = Strongly disagree

No.	Statement	SS	S	TS	STS
1.	Mitha Tours & Travel need to create web-based reservation and sales support system.				

2.	Company profile need to be added in the Website.		
3.	Informasi mengenai paket tour perlu disediakan di dalam Website.		
4.	Online tour package reservation (via credit card) needs to be added as one option of the payment system.		
5.	Hotel information needs to be put in the Website.		
6.	The website should provide flight schedule.		
7.	Online flight ticket reservation needs to be added as one option of the payment system.		
8.	The website should provide promo event offer.		
9.	The website should assign critics and suggestions form customer.		
10.	As there is a Website of Mitha Tours & Travel, it will ease me to acquire information about tours and travel products and services offer.		
11.	Through the Website, I can know Mitha Tours & Travel company profile.		
12.	I will visit the Website to know information about tour package offer.		
13.	It is nice if there is an online tour package reservation system provided as one of the purchasing method.		
14.	I will visit Mitha Tours & Travel Website to know flight schedule.		
15.	It is nice if there is an online flight ticket reservation system provided as one of the purchasing method.		
16.	I will visit the Website to acquire hotel information (address and phone number)		
17.	I will visit Mitha Tours & Travel Website to know Mitha Tours & Travel promo event offer.		
18.	I will visit Mitha Tours & Travel to deliver my critics and suggestions.		
19.	If Mitha Tours & Travel make web-based reservation and sales support system, I will enthuse to visit it.		
20.	I will be so thankful if Mitha Tours & Travel can give information about promo event offer through my personal email account.		

# APPENDIX D

# EXTERNAL SYSTEM (WEBSITE) EVALUATION

Performance

I.

1.	Does the designed Website give you complete features?  a. Yes.  b. No.
2.	Does the designed Website's content give you adequate information? <ul><li>a. Yes.</li><li>b. No.</li></ul>
3.	Does the designed Website help you to perform the reservation?  a. Yes.  b. No.
4.	Once you visit the Website, will you visit it again at other time? <ul><li>a. Yes.</li><li>b. Depends on occasion.</li><li>c. No.</li></ul>
5.	Do you satisfy with the designed Website generally?  a. Yes. b. In average. c. No.
•	Do you have any suggestion to improve the performance issue?
II. De	sign and Layout
6.	What is your first impression once you see the Website's layout design?  a. Attractive. b. Plain/ in average. c. Simple. d. Complex. e. Other

7.	Do you find the design of the Website pleasant?  a. Yes.  b. In average.  c. No.
8.	Can you easily navigate through the designed Website?
	a. Yes.
	b. No.
9.	Can you easily read the text?
	a. Yes.
	b. No.
•	Do you have any suggestion to improve the design issue?

# APPENDIX E

### INTERNAL SYSTEM EVALUATION

I.		Performance
	1.	Does the designed system reduce paper-work occurred in reservation and sales system?  a. Yes. b. No.
	2.	Does the designed system improve reservation and sales system process more efficient (faster)?  a. Yes.  b. No.
	3.	Does the designed system improve reservation and sales process more <b>effective</b> (easier)?  a. Yes. b. No.
	4.	Does the designed system give enough features? <ul><li>a. Yes.</li><li>b. No.</li></ul>
	5.	Do you satisfy with the designed system generally? <ul><li>a. Yes.</li><li>b. No.</li></ul>
	6.	What do you think if the designed system is implemented?  a. I'm very happy, because the designed system helps reducing my work load.  b. Fair. c. Idon't agree.
	•	Do you have any suggestion to improve the performance issue?

# II. Design and Layout

7.	What is your first impression about the system's layout design?  a. Attractive b. Simple c. Complex d. Other
8.	Do you find the interface design of the system pleasant?  a. Yes.  b. In average.  c. No.
9.	Can you easily navigate through the system?  a. Yes.  b. No.
10	. Can you easily read the text?  a. Yes.  b. No.  Do you have any suggestion to improve the design issue?