

THE ROLE OF INFORMATION TECHNOLOGY SUPPORT SYSTEM IN PASSENGER INFORMATION ONLINE AT RESERVATION PT. GARUDA INDONESIA

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Abstract:

This thesis is describing about teknologiinformasi role in supporting the system of passenger reservation information online at Garuda Indonesia in its efforts to improve services particularly in the field of passenger reservation. Information technology is supported by the components of hardware, software, networking, and designing a good database so the system can provide informative data. This is intended to allow consumers to obtain fast and accurate information whenever and wherever they make a reservation. The key to success of all of this is the architecture of the system with information technology supported by hardware components, software, brainware, and communication network. Where each component has a maximum reliability, in order to support the reservation information system that is online real-time. In this regard, the writer is interested to raise the issue of systemic reservation information technology and its relation to reliability (reliability) in supporting the system and improve service to consumers.

Bibliography: 11 (1976-1993)