

# My Porter Application

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**Abstract** On trips around the world, government and private departments are keen to provide all the services that facilitate travel procedures for travelers. The traveler will face several difficulties, including waiting for the luggage in the airports, especially when the traveler on a hurry or has an important work meeting the waiting for luggage is considered a waste of time. And in case of the travelers have some disability and need help in carrying his/her luggage. And those who have communication difficulties with porter's indirect way mostly they will ask some travelers to help them. In addition, some travelers cannot speak the language of the country that they visited and have difficulties in communication with porters. The best solution to this problem is to provide an application that handles luggage from the airport to the place of residence or vice versa. Therefore, My Porter Application seeks to facilitate receiving luggage. My Porter Application combines between the travelers and the luggage porters to provide a porter that delivers the luggage to the airport or place of residence safely.

**Keywords:** My Porter Application, traveler, luggage, porter.

## I. INTRODUCTION

There is an increase in multidisciplinary interest in measuring the performance of the airport in all aspects. Airports and their services are considered one of the most important aspects that a country is keen to develop its services. In general, My Porter Application will positively affect the country specifically on society and the environment, My Porter Application provides services to suit the needs of the travelers and provide them with comfort. In addition, My Porter Application provides support and facilities to make the traveler move around the airport without having to carry his/her luggage or asking for help to carry luggage or waiting for a traditional porter to service.

The hardest thing for a person to handle is waiting, especially waiting to receive and carry luggage at airports [1]. That because the luggage can be delayed for any reason, waiting for luggage is a waste of time for the traveler, especially if the traveler on a hurry or has an important work meeting. The best solution to this problem is to provide an application that handles luggage from the airport to the place of residence or vice versa. On condition that the luggage is delivered immediately and without any time restrictions in addition, at departure service, the porter is allowed to do check-in at the airport Instead of the traveler. When providing such an application will solve the problem radically. While in the current situation King Khalid airport uses the old-fashioned way by hiring a porter for traveler luggage. The traveler will face several difficulties, including waiting longer to find the available porter to serve. In addition, if the traveler does not have cash or does not have the currency of the country to pay for the porter. Furthermore, there is a possibility that all porters are busy with other travelers. Regard people with motor disabilities they will have difficulties in communication with porter's indirect way mostly they will ask some travelers to help them. Besides some travelers cannot speak the language of the

country that they visited and have difficulties understanding and talking with porters. Despite the existence of this problem, King Khaled airport ignored this problem, and the result was that travelers were wasting their time waiting which makes travel become a burden on the traveler. In addition, lack of development an progress of the country because the airport is the first place you can evaluate the country in terms of development.

## II. PREVIOUS WORK

In this section, we will discuss current systems that solve the luggage-waiting problem in completely or in part and present an overview of the current systems advantages and disadvantages for each system. The overview is presented by choosing the most important applications and systems such as AirPortr, Heathrow Airport, King Khalid Airport, and ItaliaDeals. Each system is explained and illustrated in the following sections:

### 1. AirPortr System

AirPortr is a London-based technology company that works closely with the airline industry to develop and deliver online booking services that help travelers and their luggage travel to and through airports more freely [2]. At departures, the porter receives the luggage from the traveler's residence and transports it to the airport, but requires that the reservation must be two days before the trip. At arrivals, the porter collects the luggage from the baggage carousel in the airport and delivers it to the traveler's residence. The delivery of luggage from the airport to the traveler's residence can be booked before at least one day and the delivery is between 6 am to 10 pm. [3]

#### • AirPortr System advantages:

1. The ability to pick up the traveler's luggage from his/her residence.
2. The ability to deliver the traveler's luggage to the airport.
3. The ability to pick up the traveler's luggage from the airport and deliver it to his/her

residence.

4. The ability to track the porter via Email and SMS updates.

- **AirPortr System disadvantages:**

1. Restrict booking times of the porter service.
2. Restrict the pickup times of luggage from the traveler's residence
3. Restrict the delivery times of luggage to the traveler's residence.

## 2. Heathrow Airport System

Heathrow is the UK's premier international airport. From it, some 80 airlines fly direct to over 180 destinations worldwide [4]. Heathrow airport provides an application and website that offers online booking services. One of the services provided is the porter service. The traveler can book to obtain the porter service. At departures, the porter holds a board displaying the traveler's name to meet him/her. Then will transport luggage from the airport gate to check-in for the traveler. At arrivals, the porter picks up the luggage from the baggage carousel and holds a board displaying the traveler's name. Then take luggage to the car park, train, or bus station [5].

- **Heathrow System advantages:**

1. Ability to book the porter service on the same day.
2. Ability to input luggage information by scanning luggage barcodes.

- **Heathrow System disadvantages:**

1. Pick up the luggage from the airport gate only.
2. There is no delivery service.
3. There is no porter tracking service.

## 3. King Khalid International Airport System

King Khalid Airport is an international airport in Riyadh. It is the center of the national air transport system. King Khalid Airport does not provide an electronic reservation system for porter service. Travelers are forced to take their luggage traditionally by calling or personally. At arrivals, the traveler will be going to the rental department and booking porter service. The porter then picks up the luggage from the baggage carousel and delivers it to the traveler's car. At departures, in the same way, or by calling then the porter will transport luggage from the airport gate to check-in for the traveler.

- **King Khalid International System advantages:**

1. Ability to obtain the porter service immediately if available.
2. Ensure luggage safety.

- **King Khalid International System disadvantages:**

1. There is no electronic reservation system for porter service.
2. There is no delivery service.
3. There is no porter tracking service.

## 4. ItaliaDeals System

Italia Deals is a company that helps travel communicate with points of interest by train throughout Italy and Europe from the moment of arrival to departure. The company offers a reservation service through the website. The company provides the porter service to communicate with the traveler via telephone message. The porter takes the luggage from the train station and delivers it according to the traveler's desire for the place he/she wishes. The porter is at the train station half an hour earlier of an appointment. Service is available from 09:30 until 19:00, 7 days a week. [6]

- **ItaliaDeals System advantages:**

1. Ability to book the porter service on the same day.
2. Online support through the chat help desk.

- **ItaliaDeals System disadvantages:**

1. Porters are not allowed to carry personal handbags.
2. Porter carries up to three bags.
3. The porter picks up the luggage when the traveler arrives from the train station only.

Based on these existing systems, a comparison of the most important functions among them is provided in the following Table.1 to clarify the difference between these systems and My Porter Application.

Table.1 Comparison of existing systems

System Criteria	AirPortr	Heathrow Airport	King Khalid Airport	ItaliaDeals
Serves	Gatwick airport	Heathrow airport	King Khalid airport	Italy and Europe trains
Information inputs as	Text	Barcode/Text	Orally	Text
Availability booking	up to 2 days before	up to 3 hours before	All time	All time
Pick up the luggage from	The residence	Airport gate	Airport gate	Train gate
Pick up time	Before one day	Immediately	Immediately	Immediately
Track the porter	Via Email and SMS updates	No	No	No
Deliver the luggage to the residence	Yes	No	No	Yes
Delivery time	Daily from 6am to 10pm	Not available	Not available	Daily from 09:30 to 19:00.
Using	Website	Website/ Application	Calling/ Personally	Website
Identify the porter by	Calling	board displaying traveler name	Personally	Message

As a result of studying these systems in Table.1, My Porter Application will avoid all the disadvantages that have been mentioned before in the existing system section by providing the pickup and delivery service and porter tracking service, and we will take into consideration the existing system's advantages. My Porter Application will be serving King Khalid International airport it will allow booking the porter service at any time and enable the traveler to enter his/her luggage information by scanning the luggage tag or typing it manually. The application will support the possibility of delivering and picking up the luggage from the traveler's residence or any place determined by the traveler. Concisely the pickup and delivery service is done without any time restrictions. For more security, the traveler will be able to contact and track the porter.

### III. APPLICATION DESCRIPTION AND DATA

My Porter Application will allow providing better airport services. My Porter Application particularly in Saudi Arabia at King Khalid Airport in Riyadh, the benefit of implementing the application is as a free application in the suitability of each traveler, allowing the traveler to use it instead of traditional porters who may not have a chance to help due to traveler's congestion. The implementation of My Porter

Application is due to the lack of an application that provides services at Saudi Arabian airports, which improves and develops airport services and provides services to travelers. Therefore, the My Porter Application will be implemented for travelers in Saudi Arabia at King Khalid Airport in Riyadh as a system based on smart devices.

My Porter Application serves travelers and people with motor disabilities, also providing the traveler with less expensive porter services. The application aims to increase airport services needed by the traveler. Therefore, the traveler can pre-requisite a porter. The traveler is required to submit a request either from the place of residence to the airport or from the airport to the place of residence. If the traveler decides to submit a request from the airport to the place of residence. Therefore, the traveler can clarify his/her information by scanning the luggage tag. Through it, the luggage tag checks the system can retrieve the traveler data, name, arrival time, etc. From the airport traveler database. Through the acceptance of the request, the porter is responsible for the luggage of this traveler. A map of the traveler displayed at the porter site to provide the traveler with tracking and porter controlling, the traveler. Also can communicate with the porter through his/her phone number to provide the appropriate information and instructions for the delivery of the luggage wither to the airport or the place of residence or to recommend the porter to particular luggage to take care of. My Porter Application can display the status of the request from the receiving of the luggage to delivering them to the traveler, where the traveler is finally able to evaluate the service provided to him/her.

Every Software Application goes through a phase called requirements gathering. My Porter Application methodology is a waterfall this model provides a structured approach through separate phases that are easy to understand and interpret, and provide recognizable features, good for unfamiliar technology, also excellent for a short time schedule. Due to the Application needing to be completed in a short time schedule this criterion is one of the most imprints to be met. The Waterfall method was chosen for several reasons:

- No one should move to the next stage until the previous phase has been completed and verified.
- Timelines are short.
- Getting a useful Application into the hands of the users quickly as well as its flexibility in the modification.
- Easy to understand the model.
- Easy to manage.
- Work is divided into small

Applications where requirements become easy to understand

Waterfall methodology phases as shown in Figure.1. Requirements gathering is the important part of the analysis phase because it supports the planning of the Application and looks at stakeholders' perspectives which helps the analysis to understand what the stakeholders or the users want from the system and what are the functions of the system must include. Therefore, My Porter requirements gathering technique includes background study, brainstorming, observation, interview, and questionnaire that were published to the largest possible number of residence in Riyadh. We decided to use five requirements gathering techniques to ensure that all possible requirements are covered and to determine what the new system should do accurately. A comprehensive description of each technique is provided in the next section.

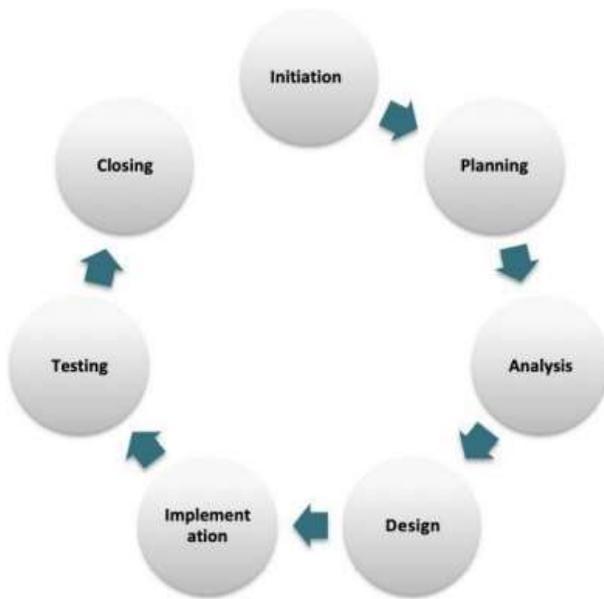


Figure.1 Waterfall methodology phases

#### IV. ANALYSIS

The important part of the analysis phase is requirements gathering and to ensure that all possible requirements are covered we use five requirements gathering techniques and determine what the new system should do accurately. A description of each technique is provided as follows:

##### 1. Background study

Is the reading of a literature review by the researcher; in order to obtain data and information on the subject of research [7]. The background study is used because it provides the basis for the problem and its importance and helps to reveal information

similar to the information used in the Application. We studied the current systems that currently provide porter service in the First section and defined each system's advantages and disadvantages. These systems are Airportr, Heathrow Airport, King Khalid Airport, and ItaliaDeals. So gathering the main requirements from systems advantages that give us a competitive advantage when implementing it in the My Porter Application and each system disadvantages to avoid it. Because of this analysis, we extract five requirements from the background study. Each requirement and the analysis of the results are explained in the following paragraph.

The first requirement, My Porter Application needs to input information as text in the request form or by scanning luggage tags to more facilitate. This requirement is from the advantages of the Heathrow Airport application. The second requirement, My Porter application enables the traveler to book the porter service to pick up luggage without any time restrictions. This requirement is one of the advantages of the ItaliaDeals system. The third requirement, My Porter application enables the porter to deliver the luggage to the residence without any time restrictions. This requirement is one of the advantages of Airportr system after enhanced it. The fourth requirement, My Porter Application needs to enable the porter to pick up from his/her residence and deliver the travelers luggage to the airport and vice versa. This requirement is from the advantages of the Airportr Airport application. The fifth requirement, the My Porter application enables the traveler to track the porter via real-time tracking. This requirement is to meet the security requirement, which is one of the advantages of the King Khalid Airport system.

##### 2. Brainstorming

Brainstorming is a situation where a group of people meets to generate new ideas and solutions around a specific domain of interest [8]. Brainstorming is used because the costs are very low in relation to the output and to extract unique requirements. In addition, brainstorming has a high amount of generated ideas. We met together several times to use the brainstorming technique, at each meeting we discuss together the requirements that should exist in the application. Twelve requirements are extracted from the brainstorming. Each requirement and the analysis of the results are explained in the following paragraphs. For the traveler side, there are four requirements. The first requirement is the traveler should be able to make a scan on luggage tag in the application. The second requirement is the traveler should be able to upload pictures of his/her luggage in the application. The third requirement is the traveler should be able to view order status and the fourth the requirement is the traveler should be able to evaluate porter service.

For the porter side, there are two requirements. The first requirement is the porter should be able to register in the application to get a chance of working as a porter. The second requirement is the porter should be able to update the order status in the application.

For the admin side, there are four requirements. The first requirement is the admin should be able to view the employment request. The second requirement is the admin should be able to activate or remove permitting from porters account. The third requirement is the admin should be able to search about specific porter by his/her ID. The fourth requirement is the admin should be able to view the order information.

The common requirements of traveler and porter are two requirements. The first requirement is the porter and traveler should be able to contact each other via the phone number. The second requirement is the traveler should be able to view the map of the porter location in the application and on the other hand, the porter should be able to view traveler location to deliver or receive the luggage to/from an appropriate location.

### 3. Observation

The observation technique is an effective means of deciphering how a user does their job by assessing their work environment [9]. Observation is one of the best information-gathering techniques to collect information because it is cheap and quite reliable. We started the observation technique into two periods, the first period is the peak period at the airport which is often on the holidays, and the second period is the normal period at the airport and which is often at the beginning of the school year. We used a passive observation method, a technique that relies on observing and taking notes without asking questions during the observation technique. As noticed that the porters were in uniform to grab travelers' attention. In addition, the porters were few compared to the travelers. In addition, there was a lack of payment methods. Moreover, there is a difficulty of communicating between the traveler and the porter. In addition, the porter service was limited in delivering the luggage and the travelers were waiting to receive their luggage despite the presence of the porter service. Usually, the waiting time for the traveler at the luggage carousel takes from half to one hour. My porter Application team extract five requirements from the observation technique. Each requirement and the analysis of the results are explained in the following paragraph.

Table.2 Interview questions

ماهي الاجراءات المستخدمة حاليا لخدمة نقل الامتعة؟
يوجد الآن بمطار الملك خالد شركة متخصصة بنقل امتعة المسافرين ، بحيث يقوم المسافر بعد مروره من تفتيش الجوازات بمخاطبة احد الحاملين الموجودين بصالة سير الحظاب واعطائه (تاك امتعة) حتى يقوم الحامل بحمل امتعة
ماهو الحد الاعلى والحد الاثني من الخدمة التي تقدمونها للمسافر؟
الحد الاعلى من الخدمة انه بإمكان الحامل توصيل امتعة المسافر من صالة سير الحظاب الى سيارة وتكون بتقود اضافة لما بالنسبة للحد الاثني من الخدمة من الخدمة انه بإمكان الحامل توصيل امتعة المسافر من صالة سير الحظاب الى بوابة المطار
هل سبق وخططتم بتطوير خدمتكم بأن تصل الى احد الحظاب من مكان اقامة المسافر الى المطار؟
نعم لأن قد تم جمع اراء المسافرين عن الخدمة الحالية (بأسئتيان) ووجدنا الكثير يريد توفير مثل هذه الخدمة ولكن لا يوجد تبنيا خدمة لاحد الامتعة من مكان اقامة المسافر الى المطار ، نسعى الى تقديم هذه الخدمة مستقبلا
ماهي تكلفة خدمة (الحامل) لتيكم؟
تقدم خدمة نقل الامتعة برسوم 225 ريال للعائلة المكونة من 5 اشخاص يحق لكل شخص حقيبتين فقط - اضافة شخص بقيمة 80 ريال في حال 5 اشخاص وهم عائلة يحق لهم 10 حقيب و الحقيبة الزائدة قيمتها 25 ريال
ماهي مشاكل النظام الحالي؟ ان وجدت مشاكل هل سبق وخططتم لحل هذه المشاكل؟
بطبيعة الحال لابد من توفر المشاكل لأي نظام ولكن نسعى دائما لإيجاد خطط تحلها او تحد من اثرها او وقتت هذه المشاكل قد واجهنا بأن احد الحاملين ضيع امتعة احد المسافرين ووقعت عليه شكوى من قبل المسافر ، ايضا احد الحاملين سلم امتعة مسافر لمسافر اخر وبالتالي قدم المسافر برفع شكوى لاسترداد امتعة ، ايضا واجهنا مشكلة ان العملاء عادة يريدون بتخفيض قيمة الخدمة وهذا ليس بالمتطابقا حله نظرا أن الازياح ان تعود للشركة بسبب الاموال المصروفة على الخدمة سوف تكون اعلى من قيمة الخدمة وبالتالي تعني الخسارة
هل وادخيتكم صعوبات بتقديم خدمة نقل الامتعة؟
نعم هناك صعوبة في تواصل المسافر مع الحامل ووقتة المسافر بالحامل ، وطرق الدفع حيث ان المسافرين لا يتاسيهم عادة كانت توصلا عبات مختلفة للنقد لان المسافر ATM فكان الحامل ينتظر وقت اضافي حتى يقوم المسافر بسحب النقود من لا يملك حاليا غير نقود البلد الذي جاء منه
هل سبق وواجهتم شكوى من المسافرين على خدمة نقل الامتعة؟ انا كان الجواب بنعم فهذه الشكوى؟
نعم كما ذكرت سابقا ان الحامل قد اضاع امتعة مسافر فالتالي كانت لدى الشكوى ايضا الحامل الذي قام بتبديل امتعة مسافر بمسافر اخر ، ايضا بعض الحاملين الذين يستغلون عدم معرفة المسافر بأسعار الخدمة يزيون في المبالغ لأخذها لهم

The first requirement, the traveler should be able to pre-requesting the porter service. The first requirement will reduce the waiting time for the traveler. The second requirement, any employee can become a porter once he/she is registered in the system and accepted by the admin. The second requirement will limit the problem of lack of porters' number. The third requirement, the porter should be able to pick up the luggage from the airport to the residence and vice versa. The third requirement will expand the features of the current porter service. The fourth requirement, the traveler should be able to buy by several payment methods. The fourth requirement will improve the current porter service by the availability of several payments method. The fifth requirement, the traveler and the porter should be able to contact each other via phone number. The fifth requirement will facilitate the difficulty of the contact in the current porter service.

### 4. Interview

The interview is a formal meeting between two people (the interviewer and the interviewee) where questions are asked by the interviewer to obtain information, qualities, attitudes, wishes, etc. Form the interviewee

[10]. It is the most common method of information gathering technique. The goal of the interview is to collect information about the problems that the current porter service faced in King Khalid airport and what they need to make the current porter service easier and effective. We made an interview with Mohammed Fahad Al-Assami. He is a customer service manager. The details about the interview questions and answers are shown in Table.2. After that, we analyzed Mohammed Fahad Al-Assami answers to extract the six requirements from the interview technique explained in the following paragraph.

The first requirement is the porter should be able to pick up the luggage from the airport to the residence and vice versa. The second requirement is My Porter Application needs to input information as text in the request form or by scanning luggage tags to more facilitate. The third requirement is the porter and traveler should be able to contact each other via phone number. The fourth requirement is the traveler should be able to view the map of the porter location in the application and on the other hand, the porter should be able to view traveler location in order to deliver or receive the luggage to/from the appropriate location. The fifth requirement the traveler should be able to buy by several payment methods. The sixth requirement is my porter application will calculate service prices based on the number of bags.

### 5. Questionnaire

The questionnaire is a method that is used to collect information from a sample of individuals in a systematic way [11]. My porter team members used the questionnaire of collecting requirements because it is allowing us to gather information from a large audience and the questionnaire technique is quick and easy to collect results with online and mobile tools. We used Google Form to implement the questionnaire. Which oriented to residents of the city of Riyadh to males and females of different ages and in the deferent level of education. The result was 490 responded to the questionnaire. The questionnaire targeted the people who travel more than once a year, we noticed through the answers that the females and families are more needed to the porter service. The extracted requirements from the questionnaire technique were six. The six requirements and the analysis of the results are explained in the following paragraph.

The first requirement, the porter should be able to deliver the luggage from the airport to the traveler's

residence or vice versa. According to the questionnaire result, there are about 43.7% of travelers faced difficulty during moving their luggage. The second requirement, the traveler should be able to pre-requesting porter service to limit traveler-waiting time. According to the questionnaire result, there are about 81.6% answers their worst problem faced during travel is waiting time. The third requirement, the porter should be able to serve the traveler at any time. According to the questionnaire result there are about 60.2% of answers already has been used the porter service and they like this service. The fourth requirement, my porter application should be able to enhance the current porter service by adding features like a barcode to request a porter service from the airport to the residence. According to the questionnaire result, there are about 52.9% answers they consider the porter service to be good, but they expect to improve this service to rise to a very good level. The fifth requirement, the traveler shall be able to track the porter map using GIS. According to the questionnaire result, there are about 70.2% answers they prefer to contact the porter by tracking its location. The sixth requirement, my porter application should be able to make any employee become a porter once he/she is registered in the system and accepted by the admin. According to the questionnaire result, there are about 34.6% answers they consider the porter job as a good job.

### V. Functional and Non-functional Requirements

Here we presented functional and non-functional requirements of My Porter Application.

#### • Functional Requirements

We will discuss the major functional requirement by drawing the use case. Figure.2 shows the use-case diagram which has three actors are the porter, the admin, and the traveler and have six use-cases are applying for employment, execute the service, make an employment decision, request porter service, track service status, rate porter service.

#### • Non-functional Requirements

This section defines the requirement that specifies how My Porter Application performs a certain function.

##### 1. Usability:

My Porter Application interface should be simple, easy to understand, and easy to use for all travelers, porters, and admin. My Porter Application should be displayed only information relevant to the context.

##### 2. Supportability:

My Porter Application should be easy to change after deployment.

**3. Testability:**

My Porter Application should be easy for testing and error reporting.

**4. Performance:**

My Porter Application should be open at 12 seconds maximum.

**5. Integrability:**

My Porter Application should have the ability to integrate components between travelers and porters.

**6. System security:**

My Porter Application shall be able to encrypt the password in the database and should have the ability to resist unauthorized attempts at usage and the admin must define the powers of the

travelers and the porters. After the traveler/porter register in My Porter Application .And when the porter signs in and accepts the requests, there is a verification code sent to his/her phone number to confirm the identity and verify the presence of the phone with him/her. Also, the porter authentication to the traveler by the porter picture.

**7. Privacy:**

My Porter application shall be able to save customer's private information such as Email, password, phone number

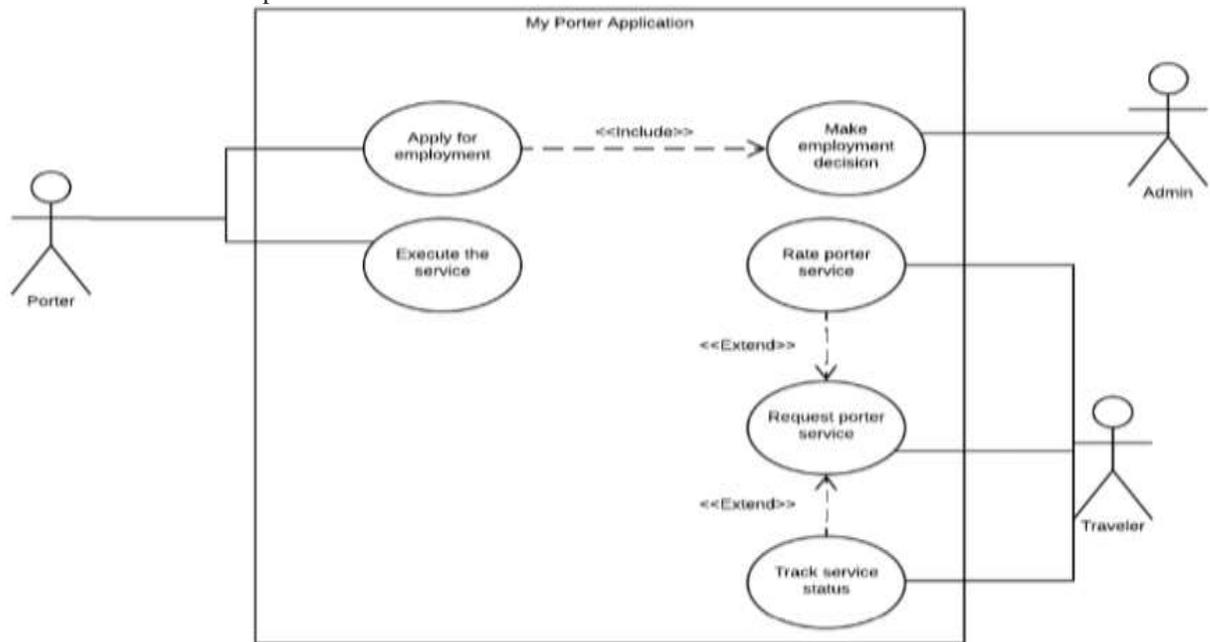


Figure.2 Usecase diagram of My Porter Application

## VI. RESULTS

We developed My Porter Application that satisfied the following results:

- Facilitate receipt of luggage.
- Provide the time and effort of the traveler.
- Guarantee that the luggage is received on time.
- Reducing unemployment in the Riyadh region by granting employment opportunities as a porter.
- Recruit a large number of porters.
- Arranging and organizing the work of porters.

The complete prototype of the application is implemented. Here we presented a sample of the application interface in Figure.3 and Figure.4.



Figure.3 Home interface for traveler

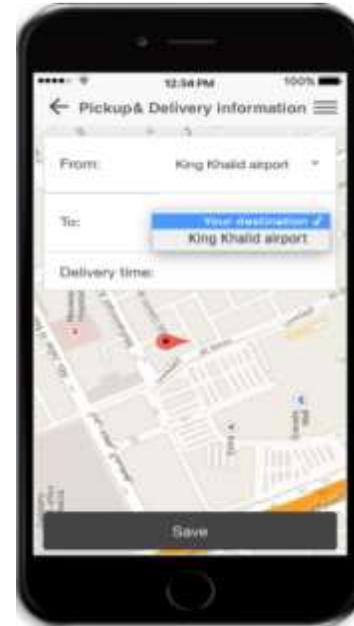


Figure.4 Pickup & Delivery Information Interface

## DISCUSSION AND CONCLUSION

My Porter Application is only available at King Khalid International Airport. We gathered the requirements using five elicitation techniques, which include background study, brainstorming, observation, Interview, and questionnaire. In the interview technique, we encountered a problem in the meeting with the customer service manager because of his busy time. The comprehensive gathering of the requirements results in producing a reliable application. The application connects travelers and porters so that travelers can access the service safely and quickly at any time. My Porter Application ensures for travelers the arrival of luggage in time and no delay. In addition, the traveler can communicate with his porter. My Porter Application is easy to navigate between the interfaces, the simplicity of design to be suitable for all users that use the application. The travelers through my porter application can track the porter. My Porter Application offers different payment options and evaluations of the service provided. Our future goal in My Porter Application is to expand the domain of the service to cover all of the airports in Saudi Arabia and worldwide. In the future, our Porter Application could be applied to rail travel.

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