

Enhancing Traveler Experiences: Time Management And Transfer In-Out Services Innovation

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Abstract. *This study aims to improve the service and time management of a tour guide for travelers or clients. This study was analyzed using a descriptive-qualitative design. This study were used theories from several journals to collect the data. Findings show that the ways to enhance travel experiences are: 1.) The strategies for time management; 2.) The strategies for transfer in-service innovation; 3.) The challenges for transfer services.*

Keywords: *Time Management, Services Innovation, Challenges Transfer Services*

Abstrak. Studi ini bertujuan untuk meningkatkan layanan dan manajemen waktu panduan wisata untuk wisatawan atau klien. Studi ini dianalisis menggunakan desain deskriptif-kualitatif. Studi ini menggunakan teori dari beberapa jurnal untuk mengumpulkan data. Temuan menunjukkan bahwa cara-cara untuk meningkatkan pengalaman perjalanan adalah: 1) Strategi manajemen waktu; 2) Strategi untuk inovasi transfer dalam layanan; 3) Tantangan untuk layanan transfer.

Kata kunci: Manajemen Waktu, Inovasi Layanan, Tantangan Transfer

INTRODUCTION

As a human who has a boring nature, either in terms of demanding knowledge or even working. Therefore, in every activity, humans need refreshing to restore their spirit. One example is walking both alone and with family. Nowadays, especially in Indonesia, there are many travel agencies available in every city, whether it is the destination of the city or the destination around it, or whether it is directed abroad or internationally. The term "travel" is used to describe the movement of people from one place to another physically, usually for recreational, business, or other purposes (Mill, 2008). These movements include land, air, sea, or other forms of transportation. A trip can include a trip nearby, like to a neighboring city, or a long trip, like to a different country or continent (Dimitriou & AbouElgheit, 2019).

People travel for a variety of reasons, such as holidays, jobs, education, business meetings, and other reasons. The tourism sector is expanding rapidly and includes many products, such as transportation, accommodation, restaurants, and recreation (Ranasinghe et al., 2021). Travel can also provide cultural experiences and learning, allowing one to explore

and learn about new places as well as meet people from different cultural backgrounds. In traveling activities, we also need to pay attention to some things, like time management and service to the travelers .

Time management involves setting and using time effectively to achieve goals, increasing productivity, and reducing stress, especially for travelers. Time management also involves understanding how time is used, planning activities, and prioritizing desired outcomes (Wolters & Brady, 2020). Time management also includes understanding the value and use of time; this includes planning, prioritizing, delegating, and much more. Because as a tour guide, you have to be able to arrange such things in bringing clients and providing maximum service to them.

The tourism and travel industries provide a variety of services to meet the needs and comfort of tourists during travel, which together create a more enjoyable and hassle-free travel experience (Pencarelli, 2020). Successful travel companies are often known for the quality of the services they offer. In this service, a tour guide should also pay attention to matters related to transportation, accommodation, security services, customer service, health, and others (Ianeva, 2014).

Therefore, this study aims to improve the service and time management of a tour guide for travelers or clients. So that all the challenges in it can be overcome or find solutions so that the travelers feel satisfied and comfortable with all the services.

LITERATURE REVIEW

1. Strategies time management

a. pre-trip

A significant part of traveling is pre-trip planning, which entails a variety of duties and considerations to guarantee a straightforward and joyful voyage (Batra, 2021). Here are some tips to assist you with pre-trip planning, regardless of the type of trip you are organizing a vacation, a business trip, or anything else:

1. **Destination Analysis:** Select a location and learn as much as you can about it, such as the local customs, language, weather, and tourist attractions.
2. Find out if your destination has any travel warnings, visa requirements, or entrance restrictions.
3. Create a budget. Establish your journey budget, taking into account costs for lodging, transportation, meals, entertainment, and mementos.

4. Organize a schedule. Plan your day's activities and draft an agenda. Be adaptable, but also have an overall plan for your daily activities
5. Travel papers: Verify that you have a valid passport with at least six months left on it that is up to date. Check the destination's visa requirements and apply if necessary. Make duplicates of your vital travel documents and keep the originals somewhere else.
6. Getting Ready for Health: For recommendations on vaccines or drugs for your destination, speak with your doctor or a travel clinic. A basic first-aid kit and any essential prescription drugs should be brought.

b. efficient packing

Whether you're packing for a short or long journey, packing efficiently is important to stay organized, avoid over packing, and make the most of your luggage space (Kumar, 2020).

Here are some tips to help you do it:

1. Make a packing list: Make a list of things you need to pack so you can stay organized, and don't forget the essentials.
2. Choose the right luggage:
 - a. Choose luggage that meets your requirements and conforms to airline baggage rules.
 - b. Consider using compression bags or packing cubes to organize and maximize space.
3. Roll, don't fold: Use compression bags or packing cubes for additional organization and space savings. Roll your clothes instead of folding them can save space and reduce wrinkles.
2. Essentials to Pack in Your Carry-On: Your carry-on bag should contain important goods, including identification documents, prescription pills, chargers, and extra clothing.
 - a. Choosing the best flight timing can have a big impact on how comfortable, convenient, and inexpensive your trip is. You can choose the optimal flight times for your trip by following these suggestions:
 - b. Think About Your Schedule: When choosing a flight time, keep in mind your personal schedule, work requirements, and other commitments. Select options based on your interests and needs.
 - c. Flight Period Take into account the duration of your flight, particularly for lengthy trips. You can save money by taking overnight flights and arriving at your destination feeling rested.

2. Strategies for transfer in out services innovation

A. Integrating transportation options, such as ride-sharing or public transit, into booking platforms

Integrating transportation options like ride-sharing and public transit into booking platforms aims to enhance user convenience and efficiency (Alyavina et al., 2020). By consolidating these options, users can plan their journeys better, compare prices and travel times, and make reservations through a single platform. For instance, integrating ride-sharing services enables users to directly book rides from the booking app without switching to separate applications. This reduces complexity and speeds up the booking process. Moreover, integration with public transit allows users to plan multimodal journeys involving various transportation modes, such as trains and buses, enabling them to reach their final destination more efficiently. Benefits of this integration include reduced waiting times, improved transportation accessibility, and simplified trip planning. This not only provides users with a better experience but also supports sustainability goals by encouraging the use of public transportation and shared vehicles, which can, in turn, reduce traffic congestion and greenhouse gas emissions. Overall, integrating transportation options such as ride-sharing and public transit into booking platforms enables users to have a smoother, more efficient, and more coordinated travel experience.

Transport integration refers to the integration of various modes of transportation, such as buses, trains, taxis, and other public transportation, into a system that is both efficient and reliable. Its goal is to increase the safety, efficiency, and speed of travel for passengers. In this system, the mode of transportation is closely linked, enabling passengers to exchange money easily using a single ticket or payment card. This not only lessens the influence of the fashion industry, but it also increases mass mobilization, congestion lessens, and air pollution lessens. Transport integration also involves leveraging information technology and communication to provide passengers with real-time information, such as travel schedules and arrival time estimates, enabling passengers to make more informed travel decisions (Noursalehi et al., 2021). In addition, this highlights the city's unique characteristics, such as transportation routes, stops or stations, and infrastructure development

Transport integration is the process of integrating several modes of transportation, such as buses, trains, plans, and other general transportation, into one efficient and reliable system. Its goal is to increase the safety, efficiency, and speed of travel for passengers. In the context of integrated transportation, several modes of transportation are connected in an appropriate way, enabling passengers to easily transition from one mode of transportation to another by using a single ticket or payment device. This does not only reduce the challenge during the golden age; it also increases the population's mobility, reduces late-life anxiety, and reduces air pollution. In addition, transport integration allows information technology and

communication to be used to provide users with real-time information, such as travel time estimates and last-minute travel information. In this way, travelers can create more deliberate and focused travel plans.

B. Providing personalized recommendations for transportation options based on traveler preferences and needs

Personalized transportation recommendations cater to individual travelers' needs and preferences by harnessing data and technology. This process involves collecting traveler information, such as preferred transportation mode, budget, travel time constraints, and specific requirements. The data, gathered through methods like mobile apps or surveys, undergoes analysis using advanced algorithms and artificial intelligence. Machine learning techniques identify patterns and predict future choices based on this data. Using this analyzed data, the system generates customized transportation suggestions. For instance, if a traveler prioritizes eco-friendly options, the system might propose public transit or cycling routes. Alternatively, if they have a higher budget, ride-sharing or taxi services might be recommended. Real-time information, including traffic conditions and vehicle availability, is integrated to provide accurate and current suggestions. These personalized recommendations are presented to users through user-friendly interfaces like mobile apps or websites. Travelers can compare different options and make informed decisions tailored to their preferences and needs. Additionally, feedback mechanisms allow users to rate suggested options, contributing to continuous refinement and enhancing the overall user experience. By offering tailored suggestions, travelers can make efficient transportation choices, leading to increased satisfaction, reduced travel time, and often decreased traffic congestion and environmental benefits.

Personal recommendations for transportation options based on traveler preferences and needs allow for the use of technology to analyze traveler data, such as location, travel time, and personal preferences (Lim et al., 2019). Utilizing a smart algorithm, this system may provide tailored transportation options, such as ridesharing, walking, taxi rides, or walking with a companion, based on the user's preferences. This technology enhances various factors such as user experience, user preference, time constraints, and user safety. In this way, the system may offer the most relevant and effective recommendations to users, increasing their travel experience and reducing their stress when selecting the most appropriate transportation option. This approach uses data analysis and building kecerdasan to provide unique transportation solutions for each arriving passenger, resulting in more efficient and harmonious travel experiences.

C. Utilizing technology, such as GPS tracking and real-time traffic updates, to optimize transfer times and routes

Utilizing technology, such as GPS tracking and real-time data logging, enables the optimization of transfer times and routes. GPS tracking enables kendaraan or packages to be tracked accurately and quietly, allowing for route adjustments based on up-to-date information. Drivers or automated systems to choose the fastest route and avoid congestion, are real-time traffic guides providing data on traffic density, accident, or road construction. By utilizing this technology, logistics companies and shipping services can increase their operational efficiency, reduce travel time, and increase customer satisfaction.

By utilizing data and technology, personalized transportation recommendations are made to meet the needs and tastes of specific travelers. Information about the passenger, including preferred method of transportation, spending limit, time limits for the trip, and special needs, is gathered during this procedure. Artificial intelligence and sophisticated algorithms are used to analyze the data, which is collected using techniques like surveys and mobile apps. Based on this data, machine learning systems can find patterns and forecast decisions in the future. Based on these data analyses, the system provides personalized travel recommendations. For example, if a traveler is more concerned about the environment, the system may suggest cycling or public transportation routes. As an alternative, ride-sharing or taxi services might be suggested if they have a larger budget (Altshuler et al., 2019). To deliver precise and up-to-date recommendations, real-time data is combined, including traffic conditions and car availability.

3. Challenges for transfer services

A. Delays

Delays in the transfer in out services can be caused by a variety of factors (Yu et al., 2019). First, delays in schedules can occur due to inefficient planning, such as busy schedules, planning errors, or problems with scheduling software. In addition, logistical obstacles are often involved, such as disturbances in the supply chain, bad weather, or delivery problems, which can lead to delays. In addition, uncertainty in the transfer process can lead to delays, such as poor management at the transit center or flight delays. Processing errors, such as errors in filling out forms or losing documents, can also be a cause of delays. Technical problems in systems or equipment used in transport services, such as problems with scanners at airports, can affect time.

When transfer volumes increase, such as during holidays or busy seasons, transportation services may encounter difficulties in handling additional loads, which can lead

to delays. Lastly, bad weather, natural disasters, severe security, technological disruption, staff constraints, and inadequate infrastructure can also lead to delays in the transfer in out services. To overcome these delays, improvements in planning, logistics, staff training, and technology need to be made to improve efficiency and customer satisfaction.

Delayed delivery challenges refer to delays in transferring or delivering services from one location to another. The more detailed explanations include:

1. Schedule delays: Sometimes transit services can be delayed due to poor planning. This can be caused by factors such as tight schedules, planning errors, or problems with the software used to set the schedule.
2. Logistical obstacles: Transportation services often involve complex logistics, such as the transportation of goods or traveling passengers. Disruption of the supply chain, bad weather, or delivery problems can cause delays.
3. Uncertainty in the transfer process: Transfer services often involve many steps, and entities need to coordinate. Uncertainties in the process, such as poor management at the transit center or a flight delay, can lead to delays.
4. Processing errors: Errors in processing information or documents required for the money transfer service may result in delays. For example, errors in filling out forms or missing documents
5. Technical problems: A technical problem with the system or equipment used in the transport service, such as a problem with a scanner at the airport, may cause delays.
6. Increased Volume: When the volume of transportation increases, for example during holidays or busy seasons, public transportation services may experience difficulties in handling additional loads, which may lead to delays.
7. Legal issues and compliance: The existence of strict regulations and regulations related to the redirection of services, such as security controls, may slow the process. It is important to address and minimize delays in delivery services to ensure greater efficiency and customer satisfaction. This may involve improvements in planning, logistics, staff training, and technology used in delivery services.

B. Language barrier

When discussing the transfer of outsourced services, the term "language barrier" refers to the communication issues that develop when those involved in the process speak different languages or have low language skills (Guillouët et al., 2021). The following things may happen when there is a language barrier:

1. Communication issues: Language barriers may prevent people providing transfer-in services from completely understanding requests or directions. This could cause confusion or mistakes.
2. Difficulties articulating specifics: Because the language used is ineffective, the transferring or receiving party may find it difficult to express crucial facts. This can stop the process from moving forward.
3. Possibility of confusion: A linguistic barrier may cause doubt. Language barriers in the transfer in out services can also affect our understanding of related regulations and requirements. Failure to clearly understand the rules to be followed in the transfer-out service process can lead to non-compliance or even legal problems. Moreover, in situations where safety is a top priority, such as on flights or medical transportation, language barriers can create ambiguities that potentially threaten safety. Finally, the customer experience can also be affected. If a customer or recipient of a service has communication difficulties due to a language barrier, this can create dissatisfaction. Insufficient service due to language difficulties can affect the business image and overall customer satisfaction.

C. Confusion

Confusion about transfer services while traveling can occur for several reasons:

1. Language and Communication: Language differences or difficulties in communicating with the driver or transfer service officer can cause confusion in determining the pickup location or destination.
2. Location Differences: Not all airports or stations have well-organized transfer services. This can confuse passengers when looking for pickup or drop-off locations.
3. Tariff Difference: Transfer service tariffs can vary, especially if you do not have a good understanding of local transportation costs. This can cause confusion about how much you should pay.
4. Schedule Uncertainty: Uncertainties in flight or train travel schedules can also cause confusion in booking transfer services. If your schedule changes, you may need to adjust or cancel your transfer.
5. Trust: Choosing a trusted and reliable transfer service provider can be a challenge. There are many providers on the market, and you need to make sure that you choose one that is reliable. To address this problem, it is advisable to plan transfer services in advance, rely on a travel application, and make sure you have important contact information, such as a driver's number or customer service, if there is any confusion or change in your travel plan. In the context of the challenges of transferring out services on the go, "confusion" refers to situations where there is confusion or ambiguity. This can occur when customers or passengers do not

understand the transfer in out services. Clearness about the steps to be taken or what to expect from them may be lacking. Besides, a lack of sufficient information or clear guidance can confuse people about what they should do. Inefficient coordination between the various parties involved and language or communication problems can also cause confusion (Perera et al., 2020). To overcome this confusion, it is important to provide clear information, coordinate the parties involved, and ensure effective communication. This will help streamline the process and reduce the confusion that may arise.

METHOD

This study uses descriptive-qualitative methods, and the method of obtaining or collecting the data is to take the theory from several journals relating to the submitted material and then analyze the journal or observe its phenomena without the intervention of the researcher.

RESULT AND DISCUSSION

1. strategies time management

Based on the results obtained, there are 3 points in these time management strategies, among others:

- a. pre-trip is a plan made by a traveler or tour guide before traveling, such as determining destination research, setting a budget, planning our daily activities, preparing travel documents, and making health preparations.
- b. Efficient packing is how a traveler arranges all the goods to be carried so that there is no mess and irregularity of items, such as making a packing list, choosing the right luggage, rolling, don't folding, and essentials in our carry-on.
- c. choosing the best flight timing, we as travelers or tour guides should pay attention to the schedules that exist or that fit us, such as our schedule and the maximum flight duration.

2. strategies for transfer out services innovation

a. Integrating transportation options, such as ride-sharing or public transportation, into the booking platform aims to increase user convenience and efficiency. enabling users to have a smoother, more efficient, and more coordinated travel experience. Transportation integration refers to the integration of various modes of transportation, such as buses, trains, taxis, and other public transportation, into an efficient and reliable system. In addition, it highlights the unique characteristics of cities, such as transportation routes, stops or stations, and infrastructure development, into one efficient and reliable system.

b. Provide personalized recommendations for transportation options based on traveler preferences and needs. Personalized transportation recommendations meet each traveler's needs and preferences by leveraging data and technology (Lu et al., 2019). Personalized recommendations for transportation options based on traveler preferences and needs enable the use of technology to analyze traveler data, such as location, travel time, and personal preferences. In this way, the system can offer the most relevant and effective recommendations to users, improving their travel experience and reducing their stress when choosing the most appropriate transportation option.

c. Leverage technology, such as GPS tracking and real-time traffic updates, to optimize transfer times and routes. A driver or automated system to choose the fastest route and avoid traffic jams is a real-time traffic guide that provides data on traffic density, accidents, or road construction.

3. challenges for transfer services

It is evident that the tourism industry faces many complex challenges that need to be resolved by service providers. Large price fluctuations, uncertain schedules, and varying customer preferences mean that flexibility and responsiveness are necessary to provide satisfactory service. Additionally, traveler safety and security, as well as challenges related to multilingual communications, highlight the importance of service providers having a solid strategy to address overall security and readability aspects (Xu et al., 2021). It is important to emphasize that customer data security must be a top priority amidst increasing privacy concerns.

Responding quickly to customer needs, whether questions or problems, is critical to maintaining customer satisfaction and building a positive reputation. Online reviews and reputation management are also important parts of maintaining a brand image and therefore require proactive measures. Finally, adaptation to local culture is a key success factor, indicating that understanding and respect for cultural diversity are important for tourism success.

Overall, to overcome these challenges, travel service providers must combine innovative technology, flexible marketing strategies, and focus on employee training to create positive and satisfying travel experiences for customers. Domestic and international shipping services face many complex challenges.

Punctuality, coordination with public transportation, operational regulations and permits, and sustainability are important aspects that need to be considered (Fang et al., 2019). Route flexibility, customer engagement, and technology adoption are also key success factors

in providing efficient transportation services. Passenger safety and vehicle availability are top priorities, and every effort must be made to ensure the vehicle fleet is in good condition and able to meet customer needs. In addition, handling emergency situations, such as accidents or sudden changes to travel plans, requires careful planning and procedures. Understanding the local culture at a transit destination is critical to providing a positive customer experience. This shows the importance of adapting to local norms and culture to provide appropriate services and respect diversity. Overall, transportation service providers must combine flexibility, technological innovation, security, and customer engagement to overcome these challenges (Carmichael et al., 2021).

With a comprehensive approach and the ability to respond to industry changes and customer preferences, transportation providers can gain a competitive advantage and provide a highly positive extreme travel experience for their customers.

CONCLUSION AND SUGGESTION

From the explanation above, the researcher includes that the strategies to successful our travelling for clients are how to strategies our time management such as: pre-trip, efficient our packing, and choosing the best flight timing. Not only about time but also how the strategies for transfer in-out services innovation, and how to conducted the challenges for transfer services like delays, language barriers, etc. So the researcher hope by implementing time management and transfer in-out service innovation strategies, we can enhance the traveler experience and improve customer satisfaction. These strategies not only benefit our customers, but also increase efficiency and reduce costs for our company.

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