

Abstract

E-ticketing system is one of the most commonly used system these days. One common use case for e-ticketing is in ticket sales. Unfortunately, there are risks involved in existing e-ticketing systems. One of the biggest causes of risks consists of when the physical tickets are involved in its identification system. This research focuses on increasing the number of physical ticket authentication factors. Moreover, this research involves two methods; survey and theoretical method. The survey method is a research method used to collect physical tickets mainly based on oral and/or written communication. This research also uses literature where the research method is based on research from conferences, journals, and data from the data industry. The e-ticketing systems nowadays are still at the "what you have" level, while those proposed systems have risen at the "what you are" level. With fingerprints as a biometric authentication factor, the results show that security testing successfully resolved the risks involved.