

Development of Flexible Airline Reservation System Using Quality Attributes for Domestic Airlines in Sri Lanka

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The airline industry is characterized by rapid change, innovation, and new technology. It is a fast-growing industry with annual revenues of millions of dollars. From the up-sky, travellers could experience breath-taking views of Sri Lanka. So, using domestic airlines is the best way to travel in Sri Lanka. Therefore, local airline websites must be developed. However, there is fierce rivalry in the airline industry because everyone is striving to be the best to gain their market share through various strategies such as offering excellent customer service, low-cost fares, and other perks for travellers accomplish those tasks, the researchers identified the importance of developing a web application through an investigation. Researchers identified the challenges faced by the flight seekers and administrators of the airlines through many problem identification techniques. Functionalities that will be supported to improve the efficiency of the domestic airline reservation system were authorizing an administrator to manage all the passenger details and flight details, developing a more secure system, automating the e-ticket generating system, improving user satisfaction by enhancing the user experience, reducing the developing and maintenance cost, encourage the users who have a low level of computer literacy to use the system. So, the researchers' main aim was to develop the application by enhancing the above-mentioned functionalities. For that researchers decided to use features such as tokenization, bar code generators, report generators, and automated ticket generators. After the successful development researchers have done a system test by contributing domestic airline users. Through the analysis of testing results, all respondents have been satisfied with the successful development of the domestic airline reservation system.

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