

A Resort Booking Web Site for Booking Affordable and Luxurious Resort for Events and Relaxation

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ABSTRACT

Booking a resort should be simple, but too often it means sifting through endless listings, calling to check availability, waiting forever for a confirmation, and just hoping the room is actually there when you arrive. Resort owners deal with their own headaches too—missed calls, double bookings, messy records, and no clear way to track how the business is doing. This project set out to fix that by building an Online Resort Booking System, a web-based platform where guests can browse resorts, view rooms and photos, check real-time availability, and make secure payments all in one place—no phone calls needed. For staff, there's a dashboard to manage listings, track reservations, monitor occupancy, and keep a clean record of every transaction. The focus was on building a reliable backend to prevent booking errors and a simple frontend that anyone could use, with real-time availability being a top priority to avoid double bookings. When we tested it with real users, guests found the process smooth and trustworthy, and resort staff said it made their daily operations much easier. The system shows that a well-designed digital tool can genuinely improve the experience for both travelers and resort owners, and that running a hospitality business isn't just about comfort—it's about building something people can actually depend on.

Keywords: Online Resort Booking System, Web-Based Application, Real-Time Availability, Hospitality Management, Digital Transformation, Reservation Management, Customer Experience, Tourism Technology



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1. Introduction

People don't plan trips the way they used to even a few years ago. These days, travelers expect to find a place, check what rooms are free, compare prices, and book everything online quickly without jumping through hoops. And honestly, that makes sense technology has made life easier in almost every other area, so why should booking a stay be any different? But here's the thing: a lot of resorts are still stuck in the past. They're managing reservations through phone calls, handwritten notes, long email chains, or spreadsheets that only one person understands. That approach might work okay when things are quiet, but the moment something goes wrong, it can get messy fast. Double bookings, missed messages, guests showing up to find no record of their reservation, and money slipping through the cracks without anyone even realizing it.

Now, it's not that resort owners don't want better systems. Most of them do. The real issue is that many especially smaller, family-run places have never had access to a digital tool that actually fits

what they need. Big hotel chains have teams building custom software for them. Meanwhile, a small beachfront resort might still be taking bookings through Facebook DMs. That gap between what guests expect and what many resorts can actually deliver is exactly what this project set out to address.

The Online Resort Booking System developed in this study is a web-based platform that pulls everything together into one clear, simple space. Guests can browse places to stay, check real-time availability with photos and prices, and complete a secure booking without ever picking up the phone. For resort staff, there's a clean dashboard where they can manage rooms, track reservations, and keep an eye on transactions without needing any technical background. The point was never just to build something that functions. It was to build something that people would actually want to use and that genuinely helps them.

Building it meant starting from the ground up looking closely at how resorts currently handle bookings, figuring out where both guests and staff run into problems, designing features to solve those specific issues, developing it using modern web tools, and then testing it with real users to see if it actually worked in practice. Every decision along the way came back to one simple question: does this make the experience better for the person on the other side of the screen?

This paper walks through all of that in detail. It covers why the project started, the tools and methods used to build it, the design choices that shaped the final version, and the feedback from user testing that confirmed the system does what it set out to do. Taken together, it shows that a well-built online booking system isn't just a nice extra for a resort it's becoming a necessary tool that helps the business run more smoothly and gives guests a better experience right from the very first click.

1. Motivation

If you've ever tried booking a resort and found yourself flipping between multiple websites, calling the place directly to check availability, and still feeling unsure whether your reservation actually went through, you already know exactly what this project is trying to solve. It might seem like a minor annoyance, but for a lot of people especially those organizing bigger trips like family vacations or special occasions it can turn into a real source of stress. What travelers really want is simple: confidence that the room they're booking is actually available, that their payment is secure, and that they'll get a proper confirmation without having to chase anyone down. That kind of peace of mind shouldn't be hard to come by. But for guests dealing with resorts that still rely on manual methods, it often is.

And it's not just guests who struggle. Resort owners and their staff deal with their own set of headaches. Running things through phone calls, text messages, or shared spreadsheets is slow, disorganized, and leaves way too much room for error. A room ends up double-booked because two people updated the availability list at the same time. A guest inquiry gets buried in an inbox and never answered. A reservation gets written down wrong, and someone shows up to find no record of their stay. These things happen all the time in places that haven't switched to a proper digital system, and every time they do, it costs the resort in terms of reputation, revenue, and trust things that are hard to win back once they're lost.

Guest expectations have shifted dramatically in recent years. People are used to booking flights, ordering food, and arranging rides through their phones with instant confirmation and real-time updates. When a resort can't offer even a basic version of that experience, it starts to feel outdated. And in a competitive market, feeling outdated is often enough to send potential guests straight to a competitor. The demand for digital convenience isn't something resorts can afford to ignore anymore. But many especially the smaller ones have simply never had access to a tool designed with their specific needs in mind.

That gap between what guests expect and what most small to mid-sized resorts can actually provide is what sparked this project. The Online Resort Booking System was built to close that gap by offering a

platform where guests can search, check real-time availability, and book with confidence, while giving staff a clear, organized dashboard to manage everything from. This isn't just about building a website. It's about giving both sides the clarity, convenience, and peace of mind they deserve. And it shows that the right technology, built thoughtfully, can turn one of the most frustrating parts of travel into one of the smoothest.

2. Contribution

This project is about making resort booking simpler and more reliable for both travelers and resort owners. The Online Resort Booking System offers a handful of real benefits that tackle some of the most common headaches in the hospitality industry. Here's what it brings to the table, laid out clearly.

Everything in One Place: The main thing this system does is give guests and resort managers a single website where they can handle the entire booking process from start to finish. Guests don't have to jump between different sites, call to check if a room is free, or send emails and wait around for a reply. From browsing room options to booking and paying, it all happens in one spot. That cuts down on frustration and makes the whole experience feel more straightforward and trustworthy.

Real-Time Availability Built with Modern Tools: This project shows how current web development tools can be used to manage room availability in a way that's fast and reliable. The backend updates availability instantly as soon as a booking is made, and the frontend shows that information clearly to users in real time. That removes the confusion and mistakes that tend to pop up when availability is tracked manually.

Booking Info That Actually Makes Sense: One of the things this system does well is take complex booking data and present it in a way anyone can understand. Instead of throwing confusing forms or cluttered tables at users, the platform uses clean layouts, simple calendars, and clear steps that guide people naturally through making a reservation. That takes a lot of the stress out of booking online and makes the process feel welcoming even for people who aren't super comfortable with technology.

Building Trust Between Guests and Resorts: The system helps create a stronger connection between guests and resort staff by keeping both sides informed at every stage. Guests get instant confirmations, clear pricing, and updates on their reservation. Resort owners always have an accurate picture of their bookings, upcoming guests, and financial records. That kind of transparency helps avoid confusion, prevents disputes, and builds the kind of trust that keeps people coming back.

Built to Grow: The platform was designed with future improvements in mind. Its structure is clean and flexible, so other developers or researchers can add new features without having to rebuild everything from scratch.

Things like personalized room suggestions, loyalty programs, multi-language support, or detailed analytics could all be added down the road. That makes this project useful now but also a solid foundation for whatever comes next.

A Real Solution to a Real Problem: A lot of research projects never leave the page. This one is different. It's a working system that solves actual problems resorts and travelers deal with every day. It's not just a concept or a prototype. It's a real tool that resorts can pick up and use to modernize their operations, and that travelers can use to book their stays with way less hassle. That practical value is what makes this project matter beyond just academic interest.

2. Related Work

Over the past couple of decades, booking accommodations online has pretty much become the standard way people arrange their travel. As demand for convenience grew, larger hotel chains and travel companies started rolling out their own websites and apps for reservations. Those systems worked well enough if you were staying within that specific brand, giving guests a smooth experience from browsing to checkout. But they had a clear limitation—you could only see that one chain's

properties. If you wanted to compare options across different hotels, you had to visit multiple sites and piece things together yourself.

That gap eventually got filled by third-party platforms like Booking.com, Agoda, Airbnb, and Expedia. These sites pulled together listings from tons of different hotels and properties all in one place. Suddenly travelers could compare prices, read reviews, and book everything through a single interface without hopping from one hotel site to another. It made things significantly easier. But these platforms come with their own set of trade-offs, especially for smaller, independent resorts. Getting listed usually means paying pretty high commission fees, and property owners have very little control over how their place is presented, what rates get shown, or how they communicate with guests. The platform owns the customer relationship, not the resort.

Research looking at digital transformation in hospitality has consistently found a pretty big gap between what large hotel chains can do with technology and what smaller, independent places have access to. There are definitely powerful property management systems out there, but they're often overly complicated, expensive, and require dedicated IT staff to maintain. They were built with big hotels in mind places with full tech teams and budgets to match. For a small, family-run resort with a handful of staff and limited resources, those systems are simply out of reach. Some studies have explored lighter alternatives like cloud-based booking tools or mobile-friendly platforms designed specifically for smaller operators. The idea is that simpler systems focused on the essentials managing rooms, checking availability, handling payments are a much better fit for small to mid-sized accommodations than the bloated enterprise solutions. But even those simpler tools aren't always built with resort owners in mind. They can still require a fair bit of technical know-how to set up and maintain, which creates its own set of problems for someone who just wants to run their property.

This project, the Online Resort Booking System, tries to sit right in that middle ground that's been largely overlooked. Most existing options either serve the big players or force small resorts to hand over control and pay steep fees to third-party platforms. This system gives each resort its own dedicated booking platform that they actually run themselves. It brings together the ease and convenience travelers have come to expect, while giving resort managers a dashboard simple enough that they don't need any technical background to use it day-to-day. It pulls from what previous research has shown works well, while directly addressing the specific problems smaller resorts face namely, the lack of affordable, straightforward, and independently controlled booking tools built for how they actually operate.

Research Methodology

1. Problem statement

Booking a resort stay sounds like it should be simple, but for a lot of travelers and resort owners, it ends up being surprisingly messy. Guests often find themselves bouncing between different websites, calling the front desk, maybe sending a message on social media, just to figure out whether a room is actually free on the dates they want. And even after all that effort, there's still no real guarantee that the booking went through correctly or that the room will actually be waiting for them when they arrive. That uncertainty is frustrating for guests, and it reflects poorly on the resort even when the property itself is lovely and well-run. On the other side of things, resort owners aren't having a much better time. Plenty of smaller, independent places are still managing reservations the old-fashioned way. That might mean jotting things down in a notebook, tracking availability in a shared spreadsheet that three people are updating separately, handling bookings over the phone, or relying on WhatsApp messages to confirm stays. These methods aren't just slow they're genuinely unreliable. It's way too easy for a room to get double-booked when two staff members update different records at the same time. Booking details get miswritten or lost entirely. Sometimes guests show up excited for their trip only to be told there's no record of their reservation. These kinds of problems create genuinely bad experiences, and they damage a resort's reputation long before a guest ever sets foot on the property.

Some resorts have tried getting around this by listing their rooms on big third-party platforms like Booking.com or Agoda. But those come with their own set of headaches for small operators. The commission fees eat into already thin margins. Resorts have very little control over how their property is presented or what rates get shown. And perhaps most frustrating, they lose the ability to communicate directly with guests, which makes it harder to build relationships or offer personalized service. So while these platforms work well enough for travelers, they're only a partial fix for the resorts themselves.

There's a gap between the overly complex enterprise systems built for big hotel chains and the high-commission third-party platforms that leave resorts with little control. That missing piece an accessible, independently managed booking system built for small to medium-sized resorts is exactly the problem this research focuses on. And building the Online Resort Booking System is the direct response to that need.

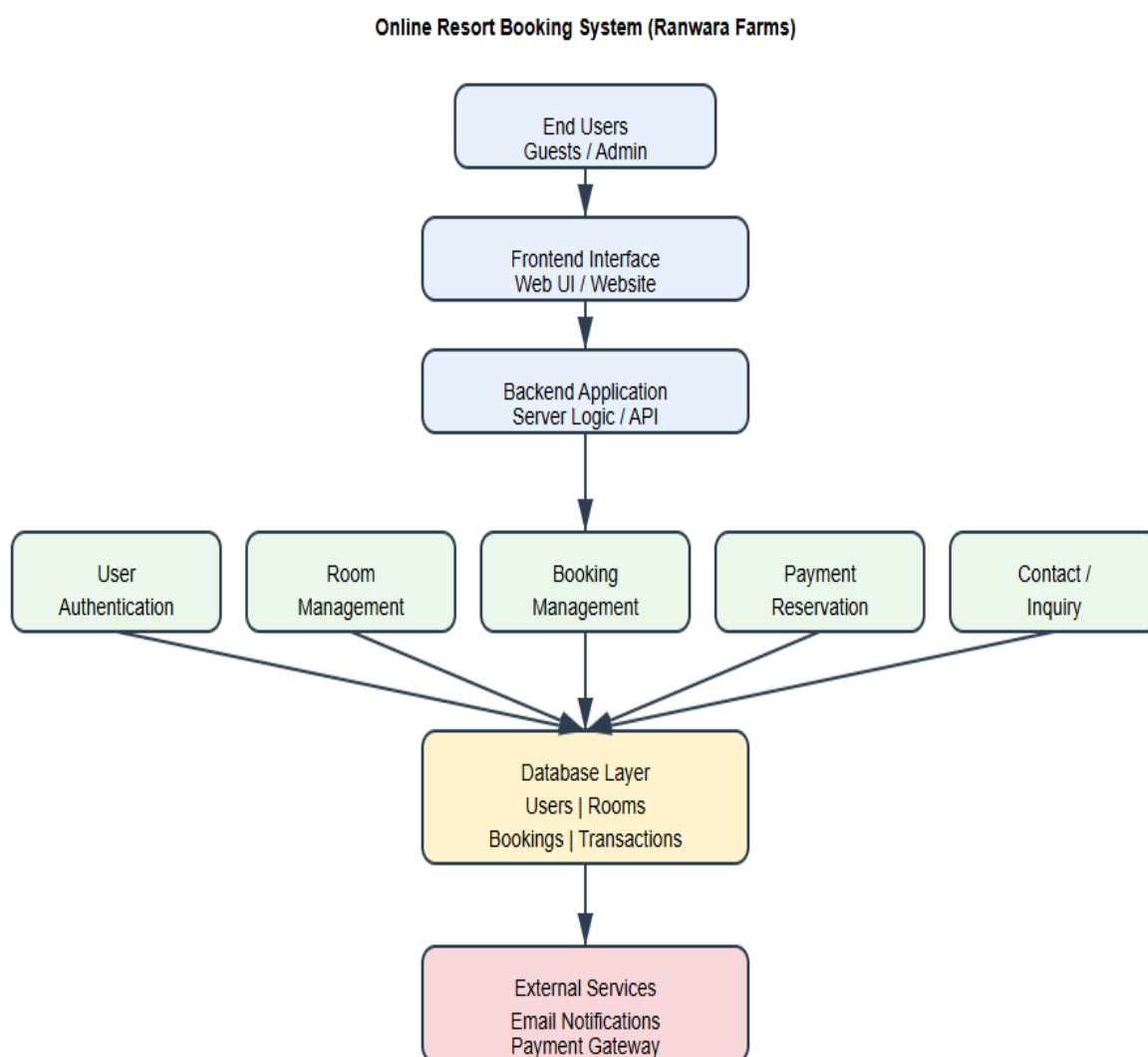


Fig 1: Block diagram of the proposed model

In the Online Resort Booking System shown in Figure 1, there are main parts that are grouped into different areas, and each part has a particular job or responsibility within the system. When you look at all these parts together, they help to keep user access safe, process reservations, show real-time room availability, confirm bookings, create reports, and connect with payment systems to give a smooth and full booking experience for both guests and resort managers.

3.2 Proposed Algorithm

1. Start the system and make sure all the backend services are running, including the database and server.
2. The user opens the platform and either creates a new account or enters their existing login details.
3. The system checks the login details.
4. If they are correct, the user is allowed access and directed to their dashboard. If not, the user gets an error message and is asked to try again.
5. A guest user looks at the available resorts, picks a property, and fills out a booking form with their preferred room type, check-in date, check-out date, and number of guests.
6. The system checks the booking form to make sure all the information is complete and correct.
7. It then checks if the selected room is available for the requested dates. Once confirmed, the reservation details are saved, a unique booking ID is assigned, and the guest receives a confirmation message.
8. The user wants to check the status of an existing booking.
9. The system gets the booking details from the database and shows the current reservation status to the user, including room details, booking dates, payment status, and confirmation number.
10. The system keeps the booking information up to date in real time, so any changes made by the guest or the resort administrator are shown immediately on the platform.
11. The backend keeps an eye on any updates to room availability, booking status, or new reservation requests.
12. When a room becomes available or a booking status changes, the backend updates the platform instantly to prevent two guests from booking the same room for the same dates at the same time.
13. The guest moves to the payment page, chooses a payment method, and completes the transaction through a secure payment gateway.
14. The backend processes the payment, changes the booking status to confirmed, creates a booking receipt, and makes it available for the guest to download or receive via email.
15. The system records any errors or problems during booking, payment processing, or data retrieval so that administrators can fix them quickly.
16. The system sends automatic messages and notifications to guests and resort administrators when needed, such as booking confirmations, check-in reminders, and cancellation notices.

4. Research Methodology

This chapter talks about the steps taken to plan, build, and check the Online Resort Booking System. It covers how the research was done, where the information came from to help create the system, the environment used to build it, how the data was ready before starting, and the ways the system was tested to make sure it works as intended.

1. Research Approach

The project uses a hands-on, development-focused method. Even though there's some knowledge about the theory behind web-based booking systems, the main focus was on learning how real-world resort bookings work. The goal was to make the process easier, quicker, and more dependable for both guests and resort workers.

The research process followed these steps.

First, the problem was understood by closely looking at how resorts handle their bookings now. The specific issues found were things like unavailable rooms, booking mistakes, unclear confirmation steps, and the lack of one central system to manage everything.

Second, the whole system was built using a full-stack approach. Each part, like user login, room management, booking handling, payment linking, and the admin panel, was made step by step. Each part was checked to work properly before moving on to the next.

Third, the system was tested and improved using different methods. This included checking how well the system performs, ensuring real-time availability updates are accurate, and getting real users like guests and staff to try the system. This helped confirm that the platform works well in real-life situations.

Throughout the project, an ongoing development method was used. This let the team make changes and improve things as new problems or needs came up during building and testing. This led to a system that is not only working well but also easy and pleasant to use.

2. *Obtaining Dataset*

To check and make sure the Online Resort Booking System works properly, we needed a good set of reservation and booking data. Since we couldn't use real booking records because of privacy and confidentiality issues, we made a simulated dataset that closely matches how real resorts operate.

- This we created reservation records by hand to mimic real booking data.
- Included guest names and contact info, room types, check-in and check-out dates, booking times, payment status, and transaction logs that show how a typical reservation moves from being created to complete.
- We also used automatically generated sample records for testing with large amounts of data.
- This helped us see how the system handles many bookings at once without any problems or delays.
- We used fake payment gateway responses to test how the system handles online payments.

This included successful payments, failed payments, and refund requests, making sure the payment part of the system works correctly and reliably in different real-life situations.

3. *Environment for Developing the System*

The Online Resort Booking System was created using a modern full stack development approach. The tools and technologies chosen were selected to make the platform reliable, efficient, and easy to maintain.

Frontend: HTML5, CSS3, JavaScript, and Bootstrap were used to build a clean, responsive, and mobile-friendly interface that works well on all devices.

Backend: Node.js with the Express framework was used to manage user authentication, booking processing, payment handling, and all the main functions that run behind the scenes.

Database: MySQL was used to store all the system data, including user accounts, room listings, reservation records, and payment transaction logs in a structured and organized way.

Payment Integration: A third-party payment gateway API was used to process online transactions securely, without storing any sensitive guest financial information directly in the system.

Web Server: Apache or Nginx was used to host the application, either locally or on a cloud-based server, depending on the deployment needs.

Development and Testing Tools: Visual Studio Code, XAMPP, Postman, Git, and GitHub were used throughout the development process for coding, setting up a local server, testing APIs, and managing version control.

Together, these tools and technologies helped create a system that is reliable, scalable, and fully functional, providing a solid foundation for real-world resort booking operations.

4. *Data Pre-processing*

Before putting the dataset into the system, we did a detailed data pre-processing step to make sure all reservation and booking records were accurate and consistent.

Data cleaning helped by removing duplicate bookings, filling in any missing details, and fixing formatting issues so every record was complete and well-organized.

Data standardization made sure all fields like room types, booking statuses, prices, and dates were the same across all records. This helped the system process and show information clearly and evenly.

Data verification checked that each reservation had a unique booking ID and that statuses like pending, confirmed, completed, and cancelled were used correctly and consistently throughout the system.

Data categorization sorted all records into specific groups like room type, resort location, booking status, and payment status. This helped with smooth and accurate testing of all system parts.

This pre-processing was done before testing and helped cut down on errors in the back end, leading to a better and more reliable reservation management system overall.

5. *Model Training Applied*

The main job of the Online Resort Booking System is to manage reservations and bookings. However, some parts of the system use simple learning techniques to help with analysis. For example, predicting busy times for bookings, spotting strange booking patterns, and guessing how full rooms might get are areas where basic prediction tools can really help the system work better and allow resort managers to plan more effectively.

The data used for these predictions was carefully checked and organized so there were no missing pieces or gaps. The model wasn't built to be a complicated machine learning system. Instead, the goal was to see if simple prediction methods could give useful information like predicting when there will be a lot of bookings, spotting possible mistakes in bookings, and finding incomplete or suspicious entries before they cause issues in the system.

1. *Hyperparameters*

While developing the model, different hyperparameters were changed to make the model work better and deliver more dependable results. The hyperparameters set during training were as follows.

1. Number of times the model went through the training data
2. The rate at which the model learned during each training step
3. The number of booking records processed together during training
4. The model's complexity based on the type of prediction being made

Once these hyperparameters were set, they were kept fixed and fine-tuned until the model gave consistent and reliable results across the booking data.

2. *Loss Function*

The loss function used while training the model was chosen based on the specific task it was handling. For tasks like predicting if a booking will be completed or cancelled, an appropriate classification loss function was used to track and reduce errors during training, making sure the model's predictions were as accurate and dependable as possible.

6. *Evaluating System Performance by Component*

To check how well the Online Resort Booking System works based on the abilities of its analytical parts, different ways were used to see how accurate and reliable the system was in performing all its main functions.

1. Confusion Matrix

A confusion matrix was made to compare what the system predicted about booking statuses with the real results. This helped evaluate the following.

- How correct the system was in predicting whether a booking was completed or cancelled
- Where the model got confused, like predicting a booking was completed when it was actually cancelled
- If there were any patterns showing where the system made mistakes in classifying reservation outcomes

This evaluation helped find both the good parts and the bad parts of the predictive part of the system in forecasting booking behaviour and occupancy trends.

2. Performance Metrics from the Confusion Matrix

After the confusion matrix was made, several performance metrics were calculated to get a clearer picture of how well the system worked in real situations.

These included accuracy, which showed how often the system's predictions were right; precision, which showed how sure the system was when it predicted a booking would be completed; recall, which showed how well the system found actual booking events; and the F1 score, which balanced precision and recall. Looking at all these metrics together gave a much more honest and complete view of the system's real-world performance than just looking at accuracy alone.

3. Observation

When we tested the main features of the system creating reservations, updating booking statuses, handling payments, and retrieving guest records everything performed as expected with minimal lag and no notable downtime throughout the testing period. Room availability updated almost instantly on the screen whenever a booking was made or canceled, so guests always saw accurate, real-time information without needing to refresh. On the predictive side, the trained model provided useful insights into booking trends and occupancy patterns after proper data preparation and tuning, giving resort managers a solid starting point for basic forecasting though the accuracy of those predictions would likely improve further with access to more real-world data from actual resort operations.

5. Experimental Design

The Online Resort Booking System's experimental design was set up to check how well the system works, how dependable it is, and how easy it is to use under regular operating conditions. This was done by creating a controlled setting where functional and performance tests could be run after the system was developed.

1. Hardware Environment

Required Specifications:

- Intel i3 or equivalent processor
- 8 GB of RAM
- 256GB SSD for Storage
- Stable broadband connection between 10 and 20 mbps.

The specified hardware allowed the backend server, database, and test client machines to be utilized without observable delays.

2. *Software Environment.*

The same systems were used for the front end user interface of the Online Resort Booking System and also to support the back end processes.

1. Frontend - HTML5, CSS3, JavaScript and Bootstrap
2. Backend - Node.js with Express framework.
3. Database - MySQL for primary storage and Redis for caching.
4. Real-Time System - WebSockets.
5. Third-party shipment tracking API.
6. Development Tools - VS Code, Postman & Git.

The software mentioned above works smoothly with all parts of the system and makes it easier to develop and test the Online Resort Booking System quickly at every stage of the development process.

3. *Test Data Setup*

Test data setup involved making fake resort and room entries to mimic how real resort reservations work. Different user accounts were made with various permission levels, like admin, staff, and guest.

Testing was done using these scenarios: new reservations being made, active bookings with future check-in dates, completed bookings with full payment details, and bookings that were either cancelled or not finished.

4. *Deployment Configuration*

The backend will be hosted on a local server.

The frontend will be hosted on either a local test server or a cloud-based test server.

The database & Redis services will be standalone entities in an effort to not interfere with the system's performance.

5. *Testing Procedures*

Several users tried using the Online Resort Booking System to make sure it works well. They tested all the main features like looking for rooms, checking if they're available, and making bookings, handling payments, and managing the admin section.

5.6 *Result Evaluation and analysis*

The Online Resort Booking System was evaluated across functionality, performance, accuracy, and usability, and all core features like user authentication, room search, availability checks, booking creation, payment processing, and report generation worked as intended. The system displayed correct room availability with each listing showing real-time information from the database. Performance testing showed quick response times, with logins and data retrieval taking under a second, and availability updates appearing almost instantly when bookings were made or canceled. The system handled multiple concurrent users without slowdowns. Testers found the platform easy to navigate from browsing to final booking, describing it as convenient, clear, and trustworthy. Stress testing confirmed the system remained stable under heavy load with no crashes or data inconsistencies. When two users attempted to book the same room simultaneously, the system properly prevented double bookings. Overall, the Online Resort Booking System performed accurately and reliably, providing a smooth and trustworthy experience for booking and managing resort reservations while meeting its goal of being a dependable and user-friendly solution.

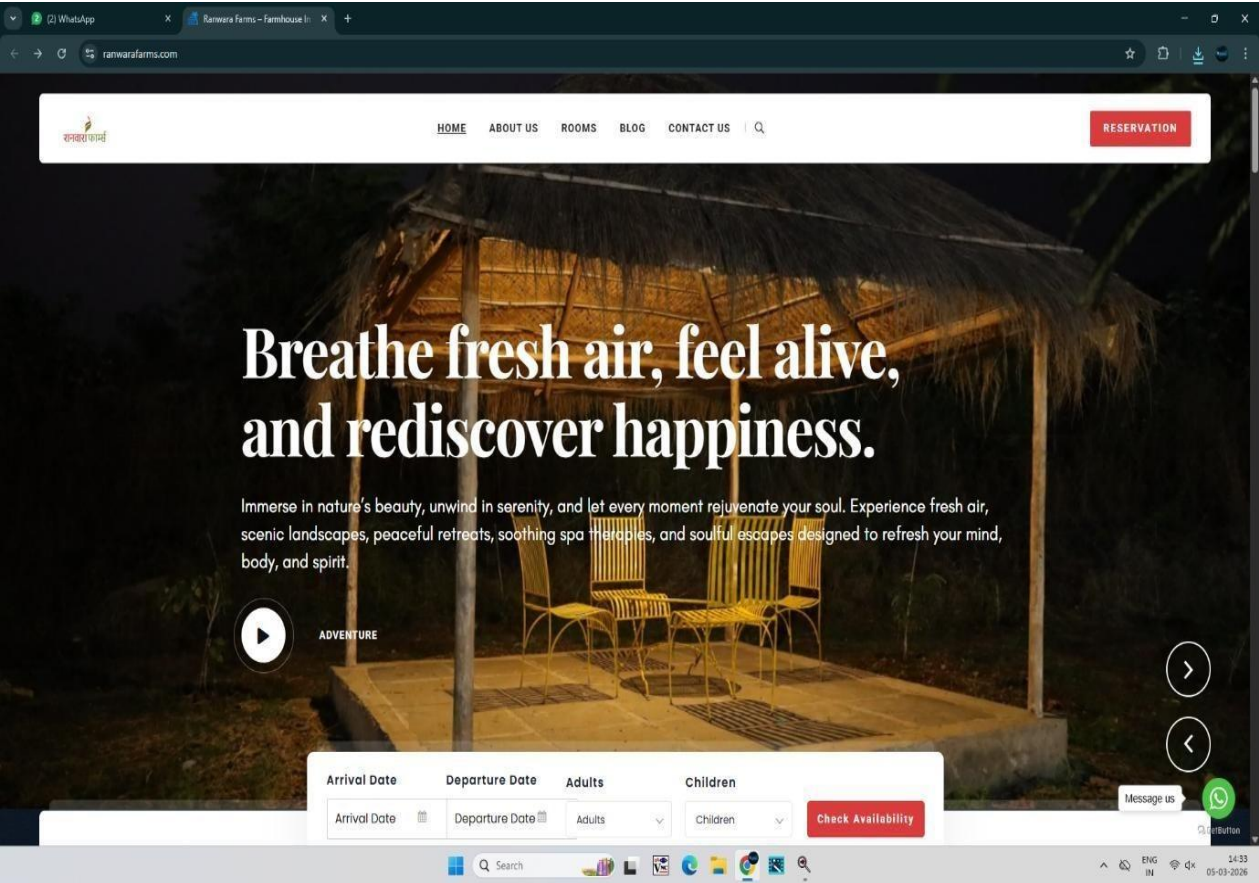


Fig 1.2: Home page for the customers for booking

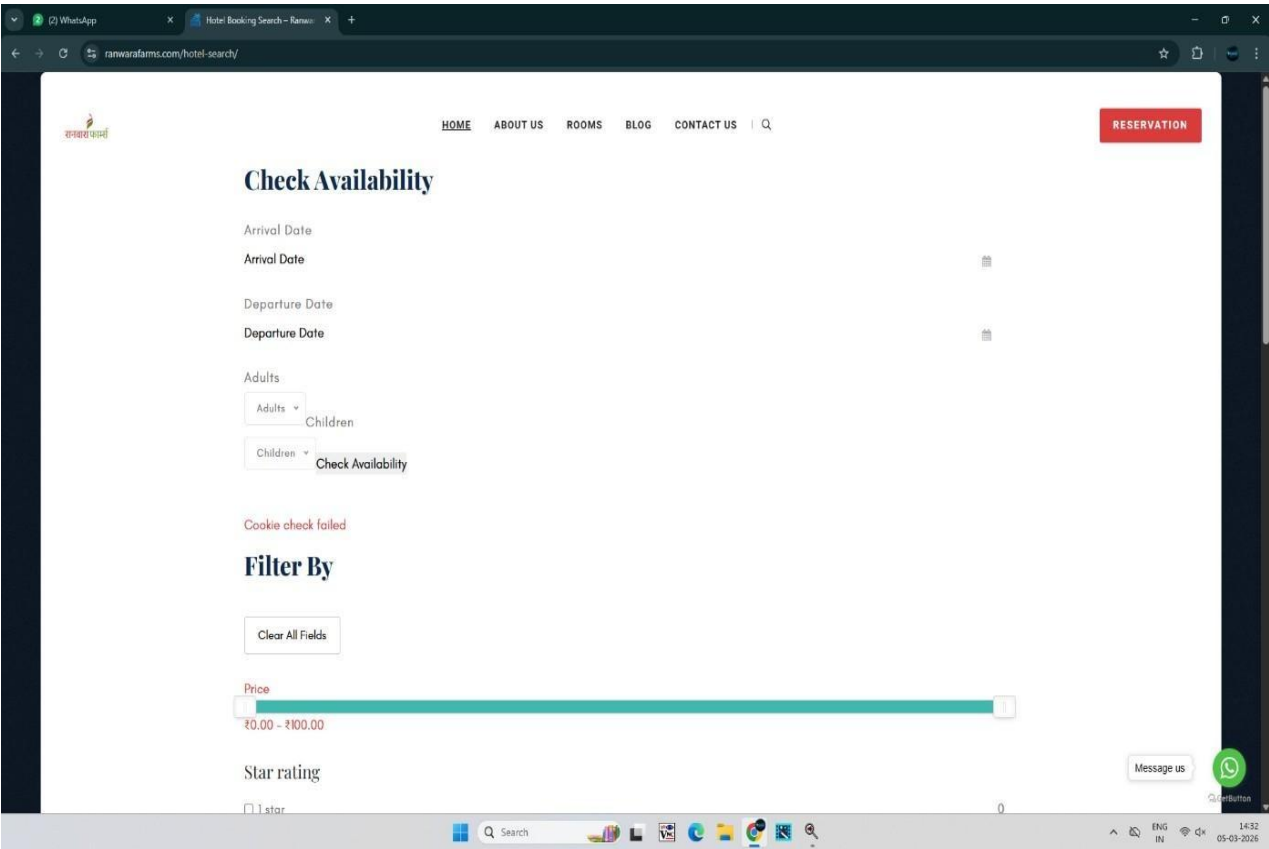


Fig1.3-Booking page to add the details to sort the resort and suggest to user

6. *Conclusion and Future work*

The Online Resort Booking System lets guests browse resorts, check real-time availability, and book instantly without making phone calls or waiting around for responses. For resort owners, it offers a clean dashboard where everything important upcoming reservations, room availability, and booking records lives in one place instead of being buried in spreadsheets or text messages. The feedback backed this up. Users said the platform was easy to figure out, staff found it helpful in their daily work, and the responses felt genuine, not just people being polite.

What this work really shows is that building something effective doesn't require a massive budget or a team of developers. A focused system designed around a real problem can make a tangible difference, and that's exactly what happened here. Small, independent resorts rarely get much attention when it comes to digital tools, as if technology is only meant for big hotel chains. This project pushes back against that idea. Every resort, regardless of size, deserves systems that help them run smoother and serve guests better. And this platform proves that kind of tool is absolutely within reach.

That said, this is still version one, and there's plenty of room to grow. The most obvious next move is building a proper mobile app not just a site that works on phones, but something people can install and get push notifications with booking confirmations, check-in reminders, or special offers. Expanding payment options is another priority, especially for international travelers who rely on digital wallets or local payment methods the current setup doesn't yet support. Adding guest reviews and ratings would also bring value, both for travelers trying to decide where to stay and for resort owners wanting honest feedback to improve.

Further down the road, an AI-powered recommendation engine that suggests resorts based on someone's past bookings and preferences could turn this from a simple booking tool into something that actually helps people plan trips. Supporting multiple languages and currencies would open the door for international guests who currently have no easy way to use it. And a smarter analytics dashboard for resort owners one that spots booking trends, peak periods, and revenue patterns would make the platform a real business tool, not just a reservation system. There's a clear path forward, and the foundation laid here makes all of that possible.

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