

USAGE AND TOURIST SATISFACTION OF SMART TECHNOLOGIES: A CASE STUDY IN SRI LANKA

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DECLARATION STATEMENT OF STUDENT AND SUPERVISOR

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ABSTRACT

The tourist industry has been greatly impacted by the quick global shift to smart cities, which uses cutting-edge technology to improve visitor experiences. This study investigates the fundamental elements driving the uptake of smart technologies, including e-payment systems, real-time information applications, and Internet of Things (IoT) mobility, and looks at how these technologies affect Sri Lankan tourists' pleasure. Since tourism is one of the main drivers of the national economy, it is important and timely to comprehend how smart technologies can be integrated into the tourism framework. Targeting both domestic and foreign travellers in smart-enabled locations such as Galle, Kandy, and Colombo, the study uses a quantitative methodology using structured surveys. Six important factors; information availability, accessibility, interactivity, personalization, security, and convenience were found by consulting both domestic and international literature.

The results are intended to demonstrate how these factors affect the degree of satisfaction among travelers who are tech-savvy and those who have different levels of digital literacy. In order to provide insight on their role in influencing visitors' perceptions of smart technology, the study also takes into account moderating elements like cultural, environmental, and economic contexts. It is expected that the findings of this study would help technology developers, hotel providers, urban planners, and tourism authorities create more intelligent and inclusive travel experiences. This study fills in the gaps in localized research and offers insights for boosting sustainable travel, expanding digital infrastructure, and making Sri Lanka a more competitive smart tourist destination in the global market.

Key words : tourism satisfaction, smart technology, technology uses

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