

# Development of Online Bus Ticket Purchasing and Reservation System for Smart Phones

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**Abstract.** Introducing and monitoring a well-organized bus transportation service has always been a challenge to the Sri Lankan transportation system. Passengers often face difficulties with purchasing tickets, reserving seats, unnoticed changes in travel schedules, and finding information about the service when it is required. The objective of this research is to investigate and address the existing issues faced by the public when utilizing the bus transportation system in Sri Lanka by making suggestions for a proposed online ticket booking system to overcome them. The research paper consists of two sections. The first part discusses recent advancements, issues, solutions, and their drawbacks regarding bus transportation Systems operated in different parts of the world. Furthermore, it explains features that could be implemented in the proposed bus ticket booking system in Sri Lanka. Second section; the analysis of the questionnaire survey is presented and discussed, regarding the condition of the existing system and the way proposed features should be fine-tuned according to user preferences, highlighting the finalized features and how they should be implemented in the proposed system.

**Keywords:** *Online Bus Ticket Booking System, Reservation, Electronic Ticketing*