

# Enhancing Tourism Development in Albania through a Hotel Management System

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**Abstract.** *The rapid development of tourism in Albania, particularly in the city of Shkodra, necessitates the implementation of efficient management systems to support the burgeoning hospitality industry. The study utilizes a mixed-methods approach, combining quantitative data analysis of tourism trends in Shkodra and qualitative interviews with small hotel owners in the region. Data sources include tourism statistics from the Albanian National Institute of Statistics (INSTAT), and user feedback of the HMS in selected hotels. This paper explores the significance of a Hotel Management System developed using C++ programming language for small hotel structures in Albania. The HMS program facilitates the management of hotel operations, allowing users to view available rooms and services, reserve desired rooms, check room availability, and review existing reservations. The system is designed with a focus on simplicity, user-friendly and usability. Shkodra, renowned for its natural beauty and diverse attractions, has seen a surge in tourism, with visitors interested to sites including Theth, Valbone, and the Shala River. Despite the providing of quality services and traditional cuisine, many small hotels in these areas struggle with facility management. This HMS addresses this gap by offering a straightforward solution to enhance the operational efficiency of small hotels. By improving the organization and management of hotel facilities, the HMS contributes to the overall development of tourism in Albania. It supports small hotel owners in providing a more seamless and enjoyable experience for tourists, thereby fostering the growth of the tourism industry. This study underscores the critical role of technology in modernizing Albania's hospitality sector and promoting sustainable tourism development.*

**Keywords.** system management, C++ programming, tourism development, hospitality industry, facility management

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