

ONLINE HOTEL BOOKING SYSTEM FOR MODERN TRAVELERS

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This Report Presented in Partial Fulfillment of the Requirements for the Degree
of Bachelor of Science in Computer Science and Engineering

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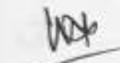
DHAKA, BANGLADESH

JANUARY 2024

APPROVAL

This Project titled "ONLINE HOTEL BOOKING SYSTEM FOR MODERN TRAVELERS", submitted by **Md. Oadud Hossain**, Student ID: 171-15-9529 to the Department of Computer Science and Engineering, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 26 January 2024.

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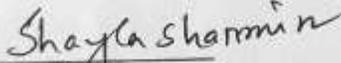
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I hereby declare that this project has been done by me under the supervision of **Mr. Dewan Mamun Raza**, Lecturer, Department of CSE Daffodil International University. I also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

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ACKNOWLEDGEMENT

First, I express my heartiest thanks and gratefulness to almighty God for His divine blessing makes us possible to complete the final year project successfully.

I am grateful and wish my profound indebtedness to **Mr. Dewan Mamun Raza, Lecturer, Department of CSE Daffodil International University**, Dhaka. Deep Knowledge & keen interest of my supervisor in the field of “*Web Application Development*” to carry out this project. His endless patience, scholarly guidance, continual encouragement, constant and energetic supervision, constructive criticism, valuable advice, reading many inferior drafts and correcting them at all stages have made it possible to complete this project.

I would like to express my heartiest gratitude to **Dr. Sheak Rashed Haider Noori, Professor & Head**, Department of CSE, for his kind help to finish our project and to other faculty members and the staff of CSE department of Daffodil International University.

I would like to thank my entire course mate in Daffodil International University, who took part in this discussion while completing the course work.

Finally, I must acknowledge with due respect the constant support and patience of my parents.

ABSTRACT

The Hotel Booking Web Application is a cutting-edge and user-friendly platform made to change the hotel booking process and improve the user experience. Users may easily search through a wide selection of hotels using this web-based application, reserve the lodging of their choice, and provide insightful feedback. In addition, an administrative position is added to give hotel managers more control over managing hotels, restricting user access, and ensuring efficient operations. The main goal of this project was to develop a reliable and successful hotel booking system that streamlines the procedure for users while offering an efficient management tool for hotel managers. To determine the difficulties users of the current hotel booking services experienced, extensive research and analysis were undertaken. The Hotel Booking Web Application addresses these issues and gives the user a better experience by utilizing contemporary web development technology. The user module and the administrative module are the application's two major modules. Users can search for hotels based on location, features, and price range using the user module's intuitive interface. Users can choose a hotel from the many alternatives offered and then book their preferred lodging after making their selection. Users are also given the chance to leave reviews of the hotels they have been at, fostering transparency and trust and giving other prospective guests insightful information. The administrative module provides extensive system control to administrators. Admins have the power to manage user access, add and remove hotels, and change hotel data. Only authorized users are able to access the system, thanks to this technology, which keeps the hotel database current and useful. Sensitive user and hotel data is being safeguarded by effective security methods.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

We made a cool Hotel Booking Web App to make booking hotels easier and more enjoyable. This web-based program not only helps hotel managers with their work but also makes it simple for users to find and book hotels. We wanted to fix the issues with other hotel booking websites that are hard to use and don't have many choices.

Our goal is to create a website that both travelers and hotel managers love. We focus on making it easy for users to pick and book hotels, see ratings from other users, and for hotel managers to control things smoothly. Many current hotel booking sites are frustrating for users and hard for hotel managers to handle.

Our Hotel Booking Web App solves these problems. It has a user-friendly design using the latest web tech, allowing users to quickly find and choose hotels. Users can see all the important details like costs, amenities, and reviews from other visitors. Booking is super easy with just a few clicks, saving users time and effort compared to calling hotels.

Users can leave reviews, giving future visitors honest opinions, and helping hotels improve based on feedback. Our app also has an admin function for hotel managers. They can update the hotel list, control who can use the system, and keep everything secure. This way, hotel managers can manage their hotels better.

In short, our Hotel Booking Web App is a big step forward in hotel booking. It's all about giving users and hotel managers a smooth experience with an easy interface, lots of hotel choices, simple booking, real user reviews, and effective admin controls. We'll cover how we made it, the features, tech used, and its impact in the following sections.

1.2 Motivation

We made the Hotel Booking Web App because booking hotels was a bit of a hassle. The old ways, like calling hotels or using travel agents, took a lot of time and were confusing. Even when online booking came along, there were still issues like not enough hotel options, unreliable reviews, and problems with hotel management.

1. **Better User Experience:** Our main goal was to make booking hotels easier for users. We wanted to provide a simple website with lots of hotel choices and easy booking steps. This way, users could find the perfect hotel quickly and make reservations without any trouble.
2. **Trust and Transparency:** People need reliable information when booking hotels. Many existing booking sites lacked trustworthy reviews, making it hard for customers to know if a hotel was good. We added a review feature so users could share their thoughts, helping others make better decisions. This also encourages hotels to provide good service and be transparent.
3. **Market Demand:** More people are traveling, and online booking is becoming popular. We saw a big opportunity to create a solution that meets the needs of modern travelers. Our goal was to become a trusted choice for hotel bookings by offering a user-friendly and feature-packed platform.
4. **Advancements in Technology:** With new and better web development tools, databases, and technologies available, we saw a chance to build a strong and reliable hotel booking service. We aimed to use these technologies to make the booking process smooth, manage data well, and keep things secure.

In a nutshell, we made the Hotel Booking Web App to solve problems that users and hotel managers faced with existing booking platforms. Our focus was on making it easy, reliable, and efficient. We wanted to bring a fresh approach to hotel booking that meets the changing needs of travelers and hotel managers.

1.3 Objectives

We had some clear goals when creating the Hotel Booking Web App:

1. **Easy Hotel Booking:** We wanted to make booking hotels simple. Our app needed to have an easy-to-use design, lots of hotel options, and a smooth booking process. Users should be able to browse hotels, compare prices and amenities, and book their stay effortlessly.
2. **Real Reviews and Ratings:** Getting honest reviews from real customers was important. Users should share their thoughts about hotels, helping others make good choices. We also hoped this would encourage hotels to provide great service based on customer feedback.
3. **Helpful for Hotel Managers:** We aimed to give hotel managers the tools they need to run their businesses well. This includes an admin role for managing room availability, updating hotel info, and more.
4. **Security and User Access:** Keeping data safe was a top priority. We put strong security measures to protect user and hotel data. Hotel managers also have control over who can access and manage the system.
5. **Ready for the Future:** Our app needed to be ready for changes and growth. We designed it to be easily expandable, so adding new features in the future would be simple. This ensures the app can keep up with changes in technology and what users want.
6. **Happy Users:** Ultimately, we wanted users to love using our app. We focused on a friendly interface, many hotel choices, easy booking, and honest reviews to make users happy. Happy users are more likely to stick around, helping our app grow and succeed.

In short, our goals were about making hotel booking easy, getting real feedback, helping hotel managers, keeping things secure, preparing for the future, and making users happy. Meeting these goals meant improving the experience for both travelers and hotel managers using our app.

1.4 Expected Outcome

We expect the Hotel Booking Web App to bring about several positive outcomes for both users and hotel managers, making the whole hotel booking experience better. Here's what we hope to achieve:

7. **Better User Experience:** The app is designed to make booking hotels smoother and more enjoyable. With an easy-to-use interface and lots of hotel options, users should be able to find and book places quickly. This should make users happier and more likely to keep using the app.
8. **More Transparency and Trust:** By letting users leave reviews, we want to build trust. When users share their opinions about hotels, it helps others make informed decisions. This openness benefits both users and hotels, creating a trustworthy environment.
9. **Efficient Hotel Management:** The admin tools in the app aim to help hotel managers run things smoothly. They can manage hotel info, add or remove hotels, and control user access. These admin features should improve hotel management and make things more efficient.
10. **Strong Data Security:** We've put strong security measures in place to protect user and hotel data. This ensures a secure environment for users to share personal info and make reservations, building trust in the app's security.
11. **Ready for the Future:** The app is designed to adapt and grow. Its flexible architecture makes it easy to add new features and stay up to date with market demands. This flexibility ensures the app remains competitive in the dynamic hotel booking market.
12. **Efficient Booking Process:** We aim to make hotel reservations quicker and easier. Users should save time and effort when finding and booking hotels, making the whole experience more practical and satisfying. This efficiency should lead to happier users who come back for more bookings.

13. Growth and Market Presence: With successful implementation, we anticipate the app to grow and gain popularity. By offering a comprehensive and user-friendly solution, we hope to attract a large user base and become a preferred platform for hotel reservations. The expected outcomes include increased user adoption and a larger share of the market.

In summary, we anticipate the Hotel Booking Web App to bring about a better user experience, increased trust, efficient hotel management, strong data security, adaptability for future growth, an improved booking process, and overall growth and market presence. These anticipated outcomes align with our project goals, aiming to create an effective application for the hotel reservation market.

1.5 Conclusion

The Hotel Booking Web App is a game-changer, simplifying hotel bookings and enhancing the overall experience. It tackles existing platform issues by providing a user-friendly interface, detailed information, and a space for honest user reviews. Transparency is increased, and hotel managers benefit from efficient tools for streamlined operations.

Anticipated outcomes encompass an improved user experience, heightened trust, and substantial market growth. The app's success hinges on its intuitive design, swift booking process, and the authenticity of user feedback. It not only caters to current needs but also holds the potential to reshape the hotel booking sector by staying adaptable to evolving trends.

CHAPTER 2

REQUIREMENT ANALYSIS AND SYSTEM

2.1 Requirement Specification

1. User Registration and Login:
 - Users should be able to create an account using their email or social media.
 - A verification email should be sent for account confirmation.
 - Secure login with credentials should be provided.
2. Hotel Listing and Search:
 - The app needs to show a clear list of hotels with info like location, amenities, prices, and availability.
 - Users should easily search for hotels based on location, price range, amenities, and ratings.
 - Filters and sorting options should be available for personalized hotel suggestions.
3. Hotel Booking:
 - Users should pick a hotel and smoothly book their stay.
 - The booking process should be simple, letting users choose check-in/check-out dates, room types, and number of guests.
 - Instant booking confirmation should be sent via email or shown in the user account.
4. User Reviews and Ratings:
 - Guests should be able to share reviews and ratings about their hotel stay.
 - Reviews should include a rating system and a text field for detailed feedback.
 - Other users should see these reviews to make informed hotel choices.

2.2 Conclusion

For In this chapter, we figured out what our hotel booking web app needs to do. We did this by looking at what users, hotels, and administrators require. We made sure the app focuses on users and solves problems they face with traditional booking methods. Knowing exactly what users need helps us create a user-friendly experience.

We included features like user reviews and ratings to make things transparent and trustworthy. The admin role was added to give hotel managers tools for efficient operations, secure data, and manage user access.

The system requirements we listed are like a guide for building our app. They tell us how the app should look, how data is stored, and how things work behind the scenes. This detailed analysis gives us a solid foundation for the project.

This chapter helps us understand what users want, what the app should do, and how to make it efficient. As we move forward, we'll use this knowledge to design, build, test, and make sure our hotel booking app meets everyone's needs.

CHAPTER 3

DESIGN ANALYSIS AND SPECIFICATION

3.1 Use Case Diagram

The use case diagram is like a picture that shows what the hotel booking web app can do. It highlights the different things users and administrators can do in the app, showing how they interact with the system. In the diagram, we see two main roles: the User (people booking hotels) and the Admin (people managing the system). These roles help us understand the different actions users and administrators can take inside the app.

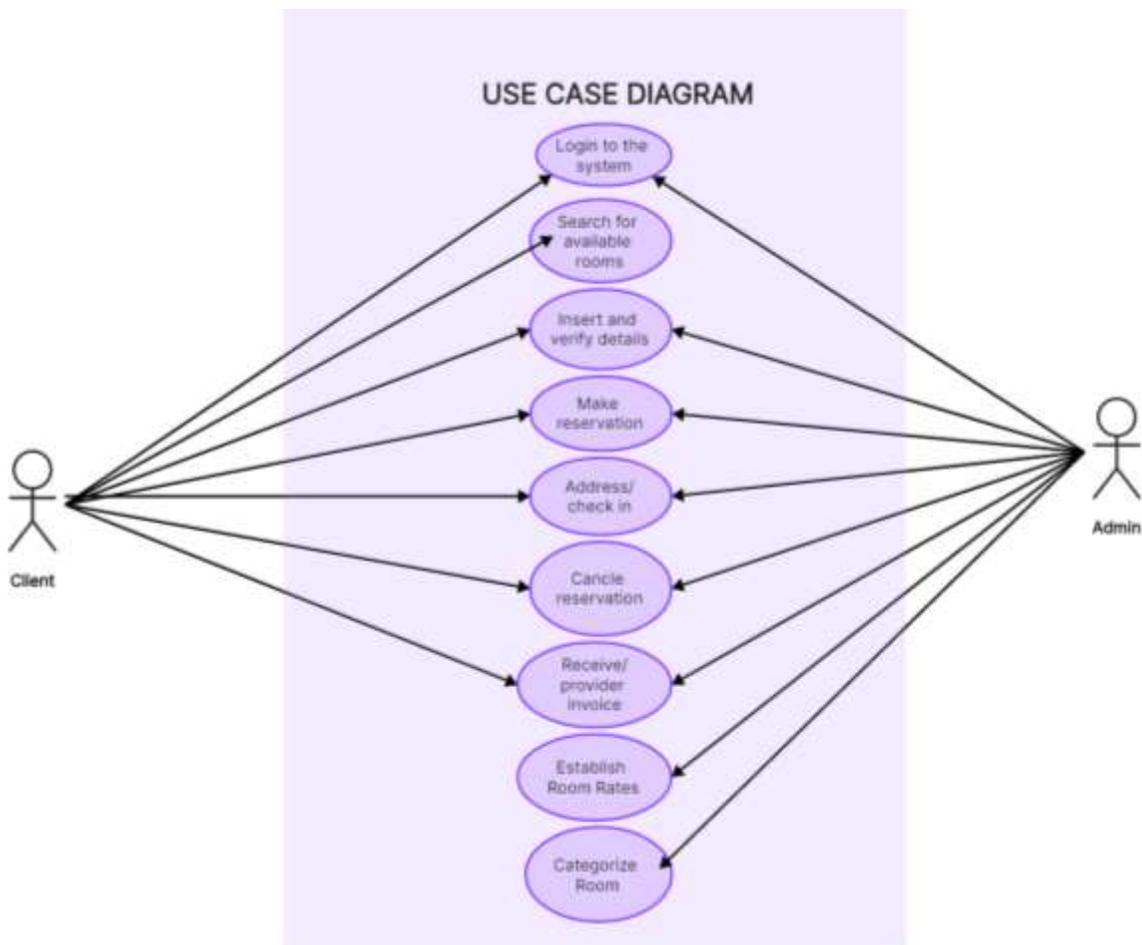


Figure 1: Use Case Diagram.

3.2 Data Flow Diagram

The data flow diagram is like a picture that shows how information moves around in the hotel booking web app. It helps us see how users, the app, and the database interact. The diagram gives us a big picture of how data moves between different parts of the system, showing the flow of information between processes and system elements.

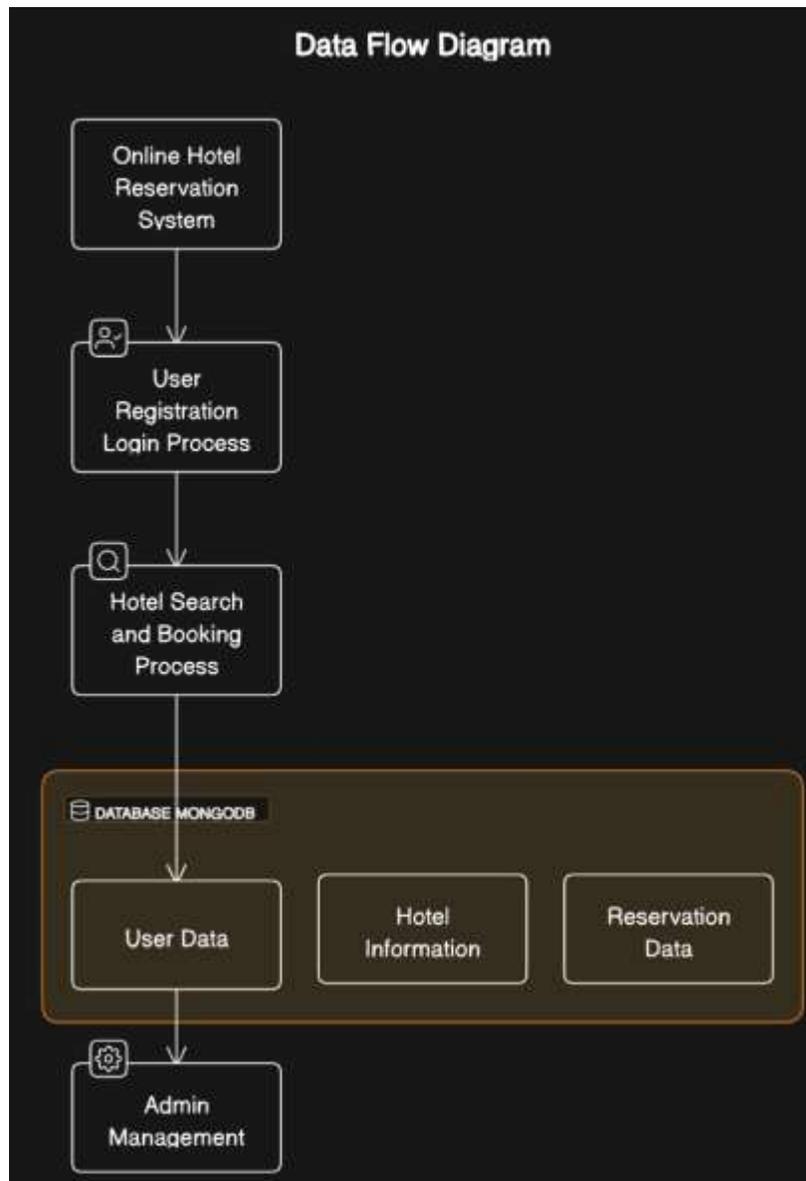


Figure 2: Data Flow Diagram.

3.3 Interaction Flow Diagram

Online Hotel Booking Site Interaction Flow

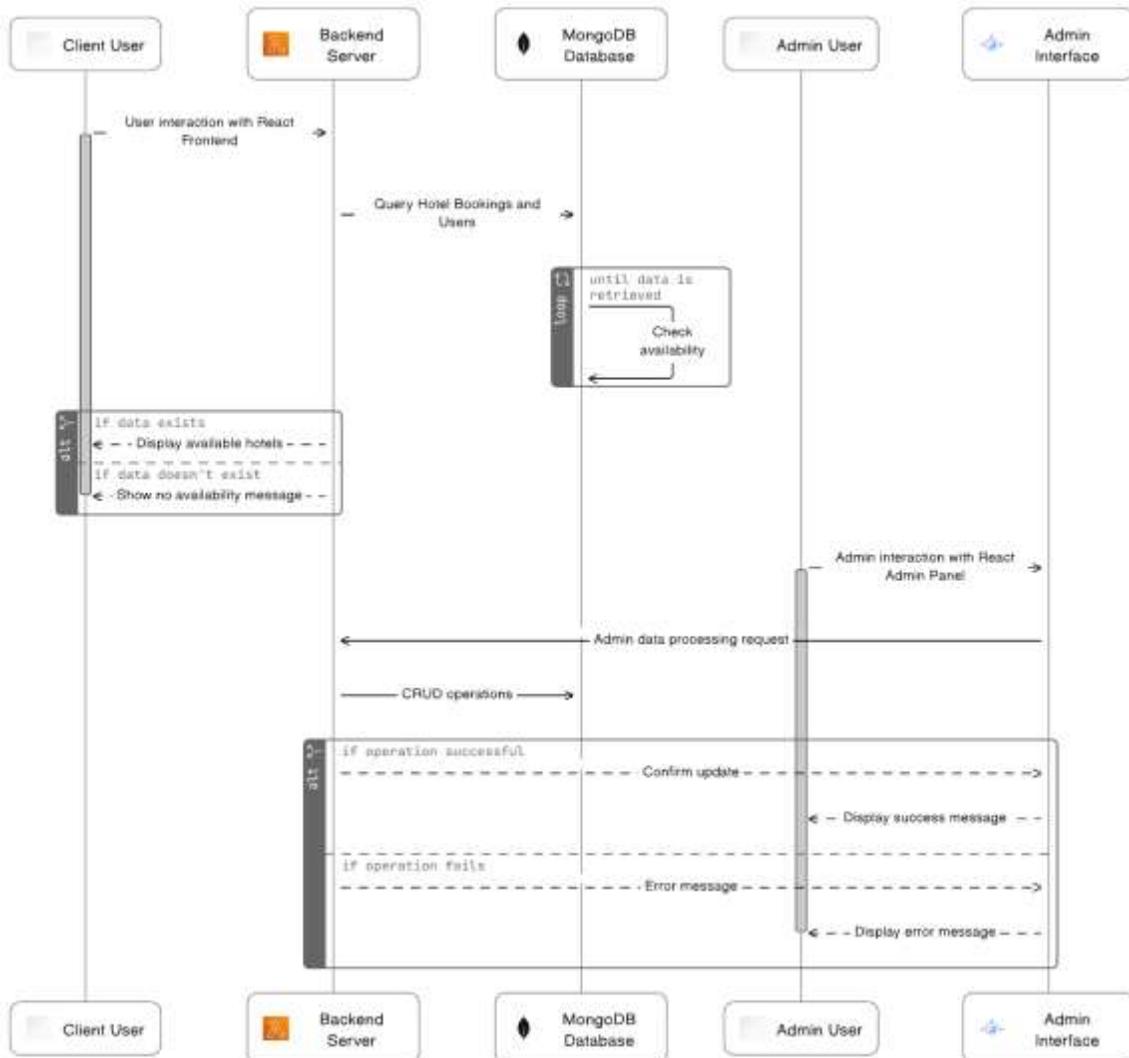


Figure 3: Interaction Flow Diagram.

3.4 Conclusion

This In this chapter, we've carefully planned how our hotel booking web app will work. We turned user needs and system requirements into a clear design using a step-by-step process. We created different diagrams, like the use case diagram and data flow diagram, to help everyone understand how the app will function. These visuals highlighted features, interactions, and how information moves within the system.

Our design analysis allowed us to identify and fix potential issues, ensuring a smooth system. We outlined the components, modules, and connections needed for effective communication between different parts of the app. We also paid attention to scalability, security, and performance to make sure the app can grow and provide a reliable and safe experience.

The database structure and backend functionality were precisely specified, shaping how the app handles and processes data. We focused on creating a user-friendly and visually appealing interface to enhance the user experience.

This chapter sets a strong foundation for the app's development. It gives a clear plan for the implementation stage, guiding the development team to build the app with the defined features and design principles. In the upcoming chapters, we'll delve into the details of coding, testing, and quality assurance. The insights gained here will be a constant reference to ensure the final product meets the goals and expectations of users and stakeholders. In summary, this chapter is a crucial step, turning ideas into a solid design blueprint for our hotel booking web application.

CHAPTER 4

IMPLEMENTATION AND TESTING

4.1 Frontend

The frontend of the Online Hotel Reservation System is designed using HTML, CSS, Tailwind CSS, React.js, and JavaScript for a responsive and interactive user interface.

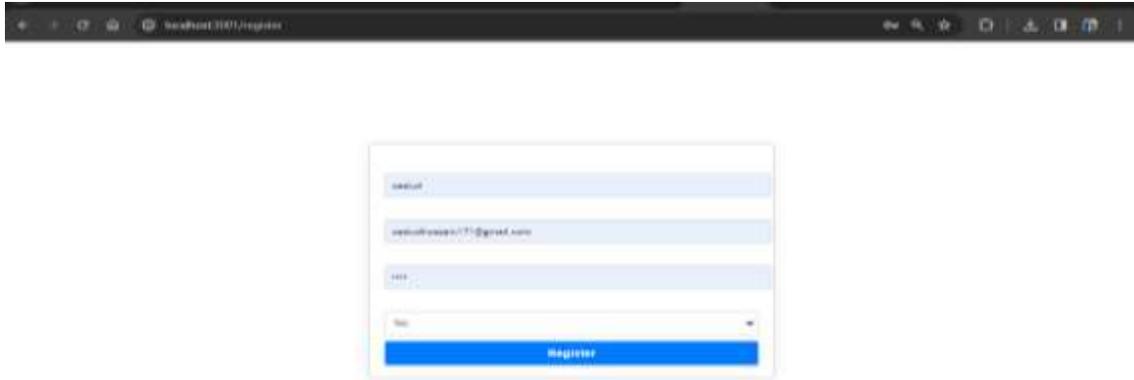


Figure 4: User Registration Page.

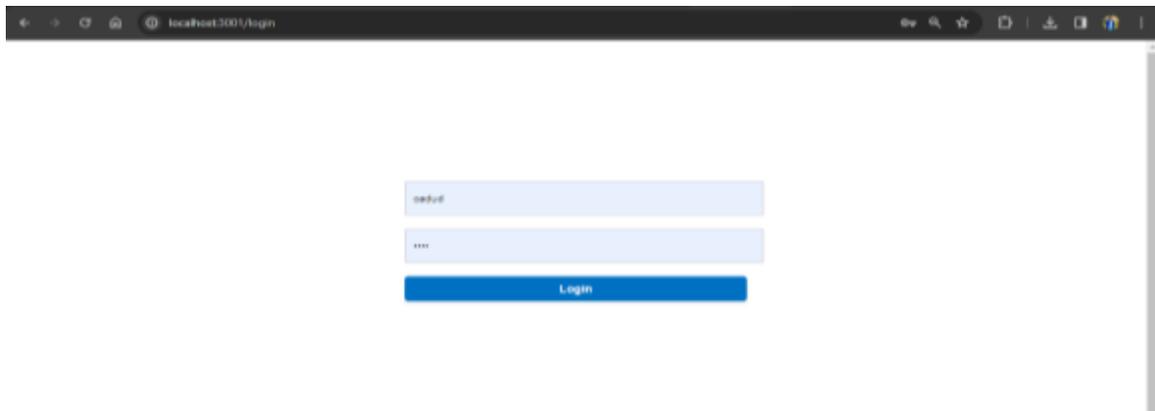


Figure 5: User Sign In Page

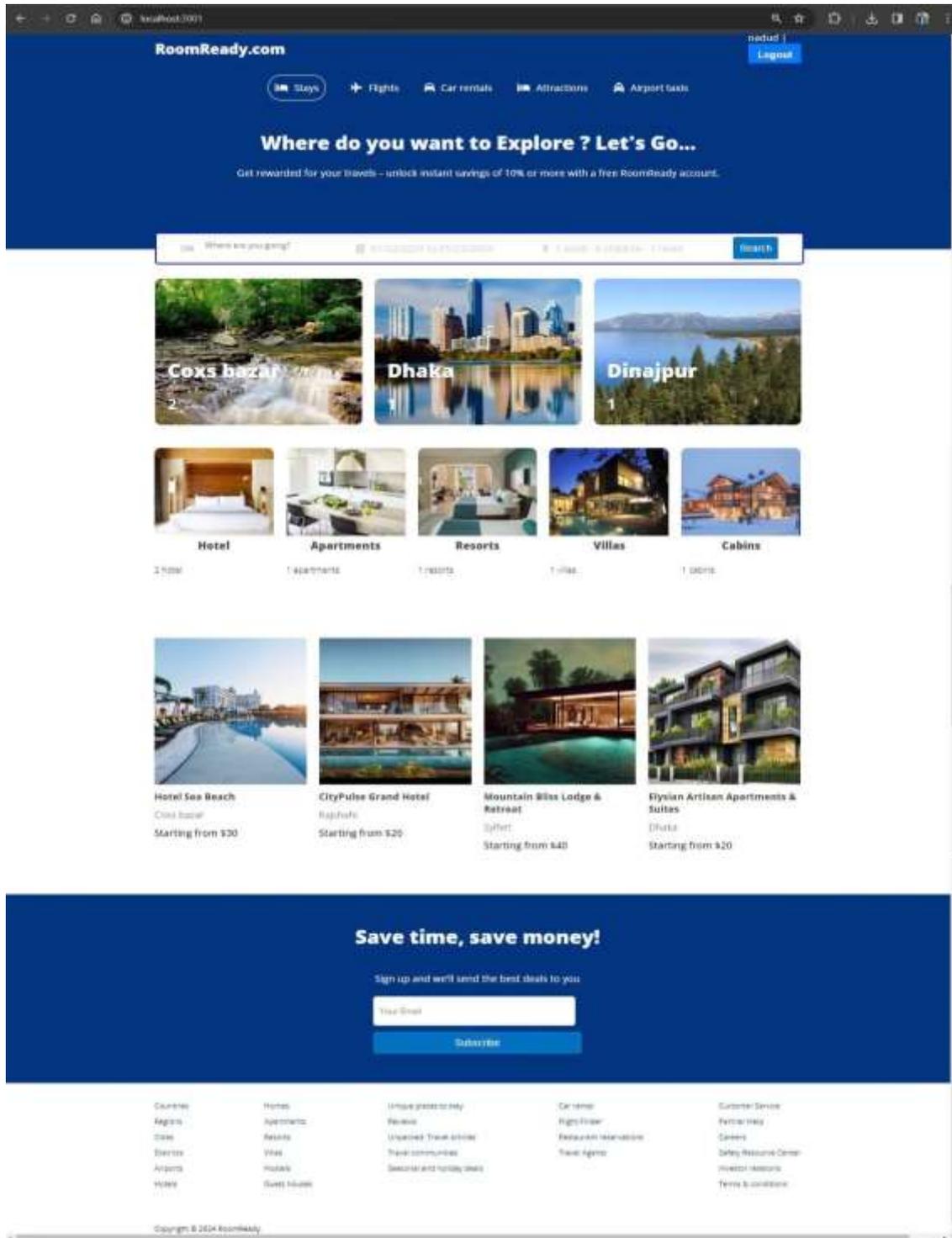


Figure 6: Home Page

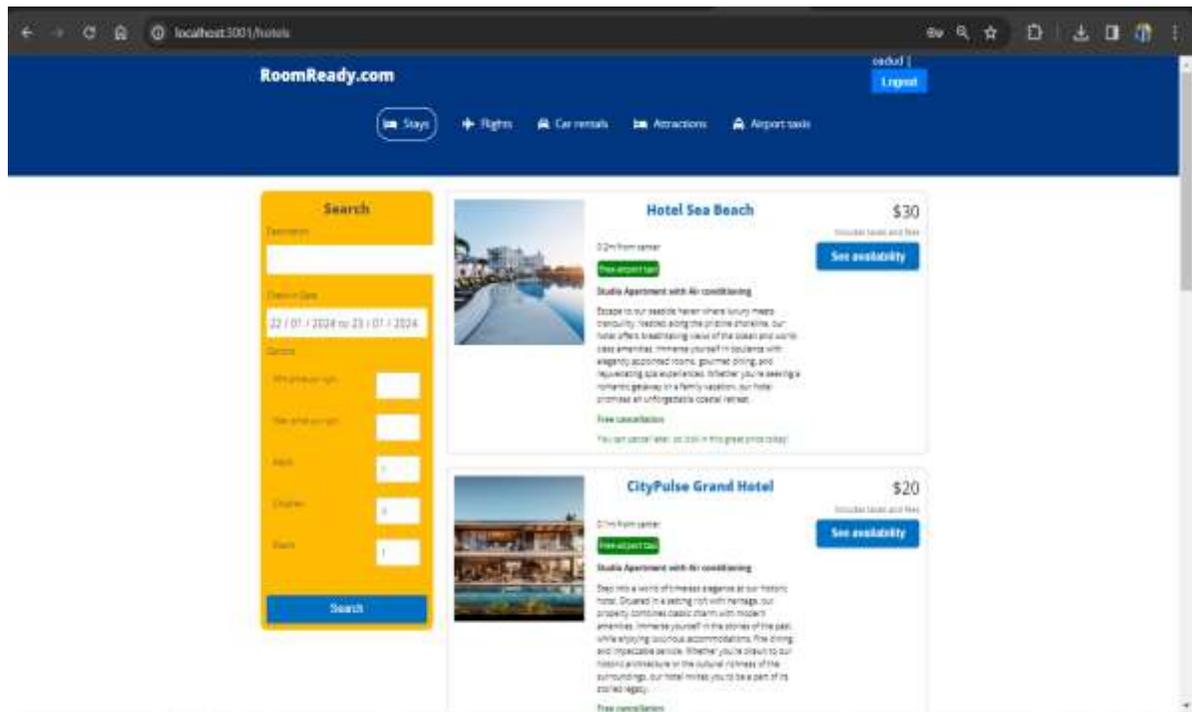


Figure 7: All Hotel Page

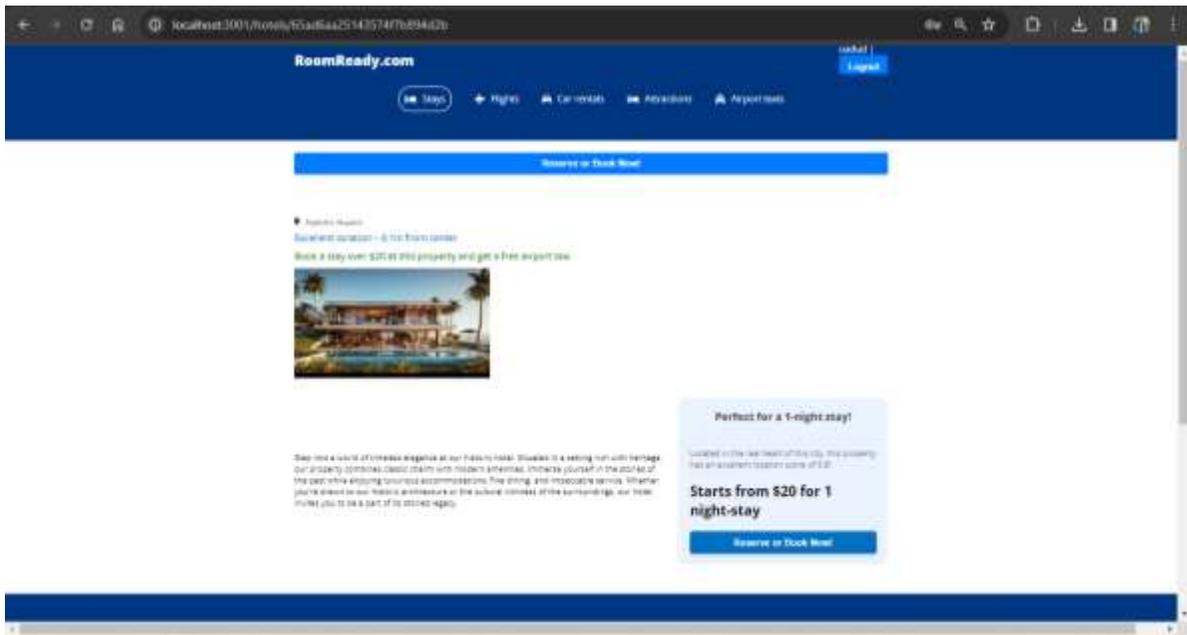


Figure 8: Single Hotel Details Page

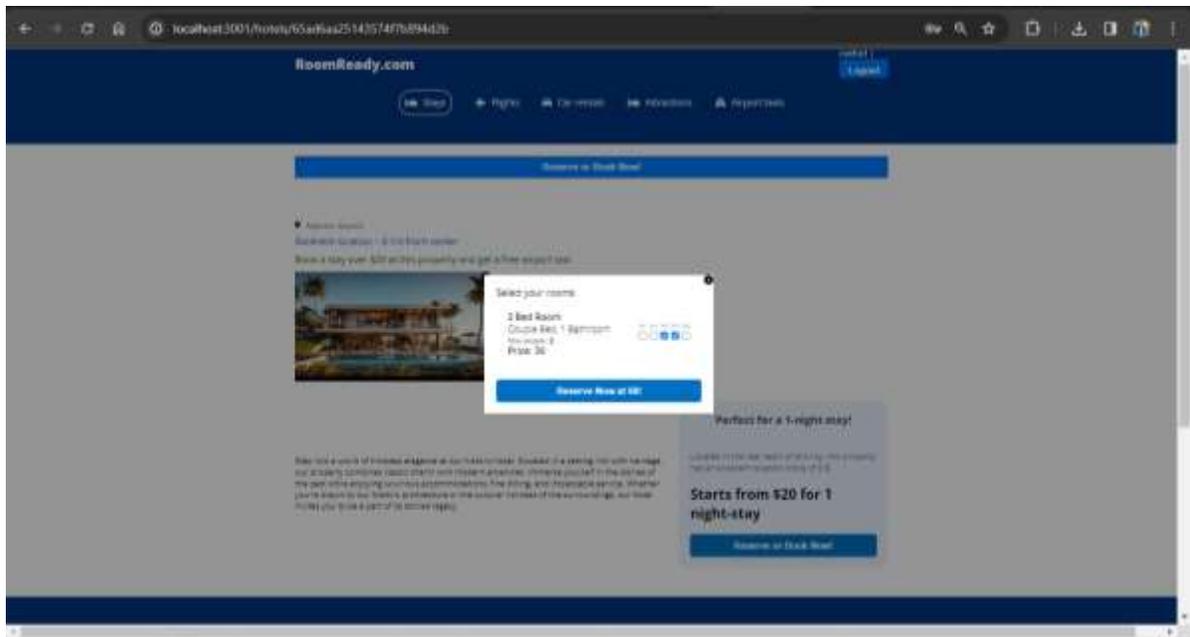


Figure 9: Reserve by Room Number

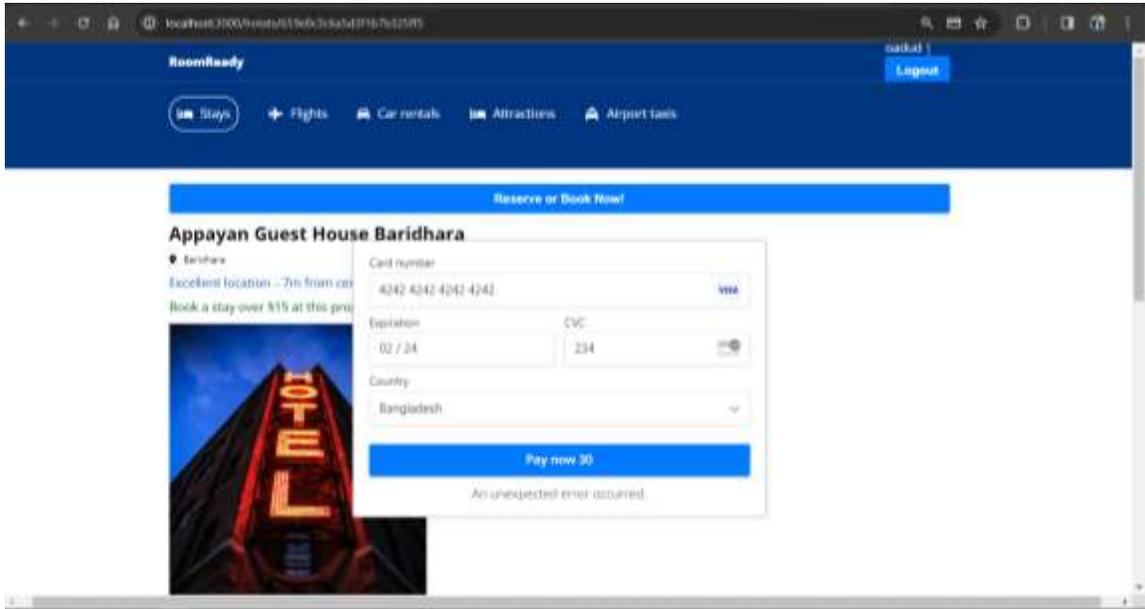


Figure 10: Payment Method

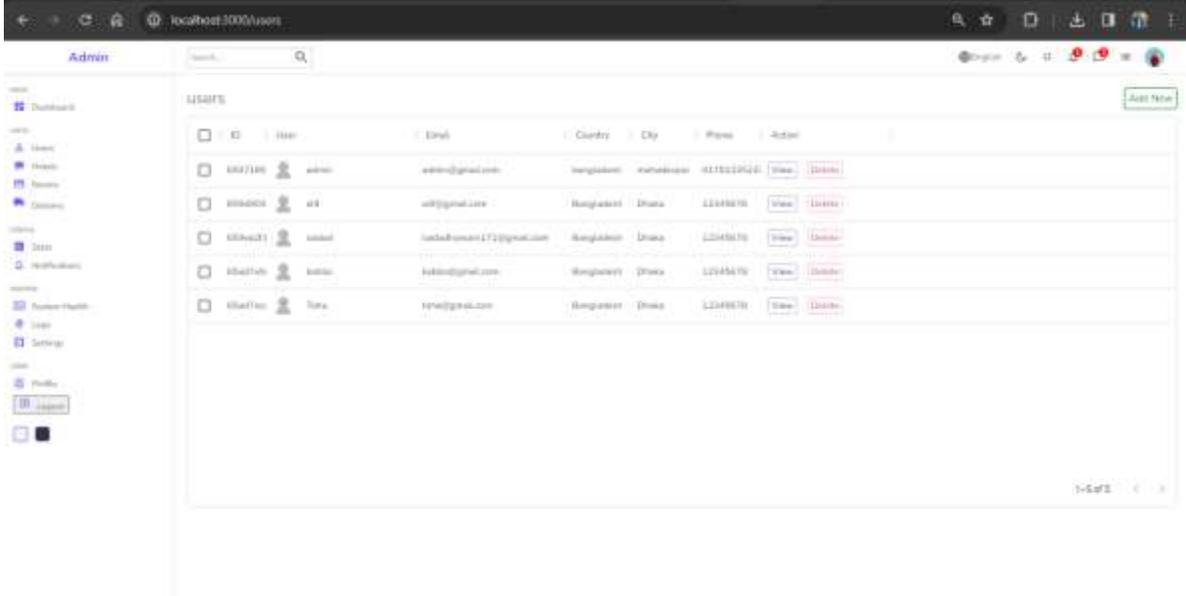


Figure 11: Admin and All Users Page

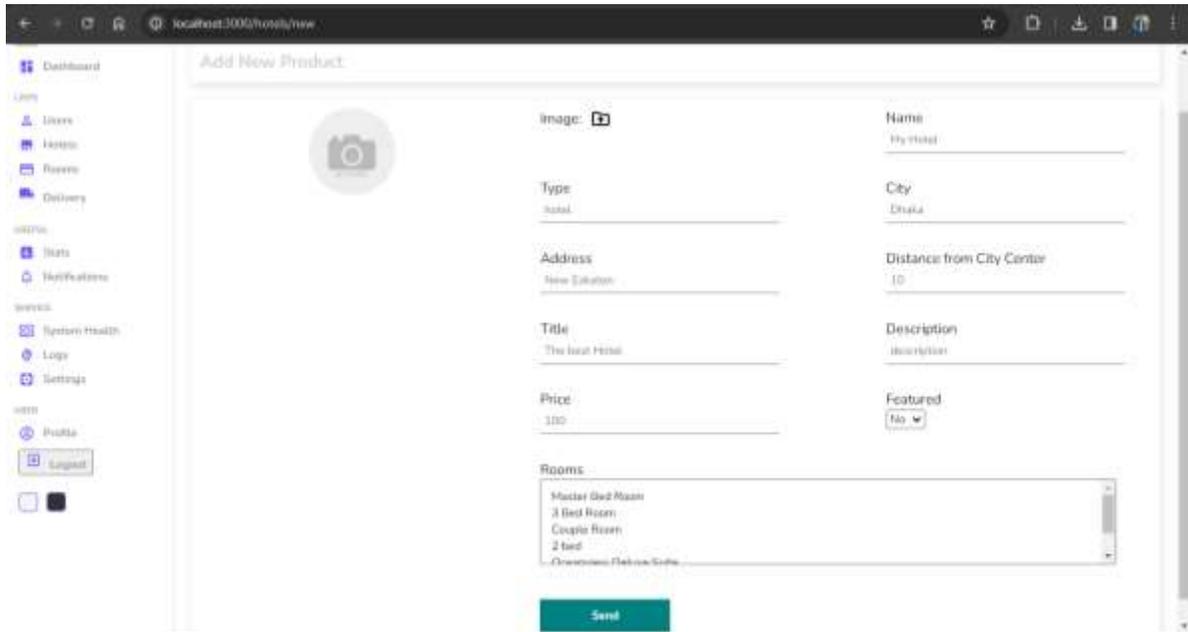


Figure 12: Add New Hotel Page

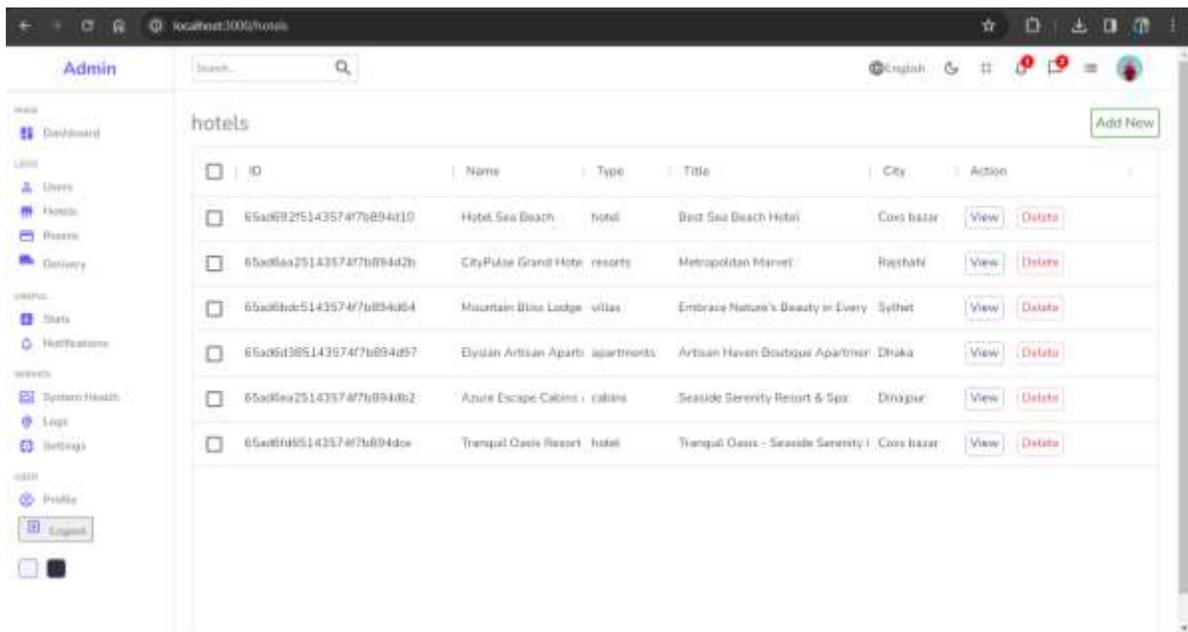


Figure 13: All Hotel Info Page

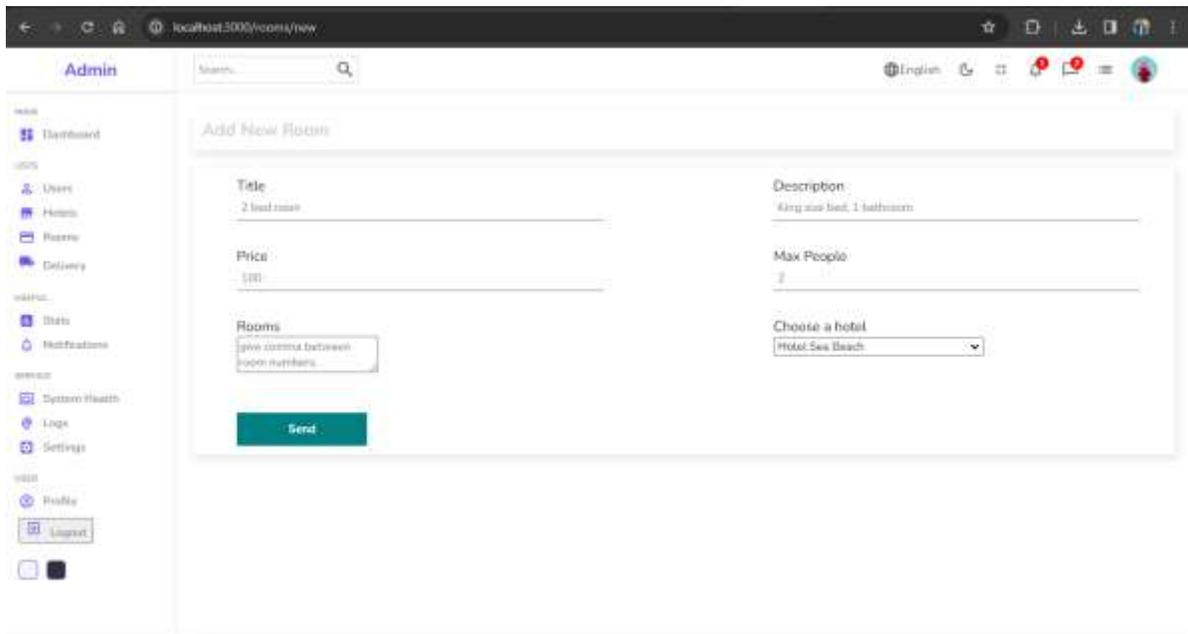


Figure 21: Add New Room Page

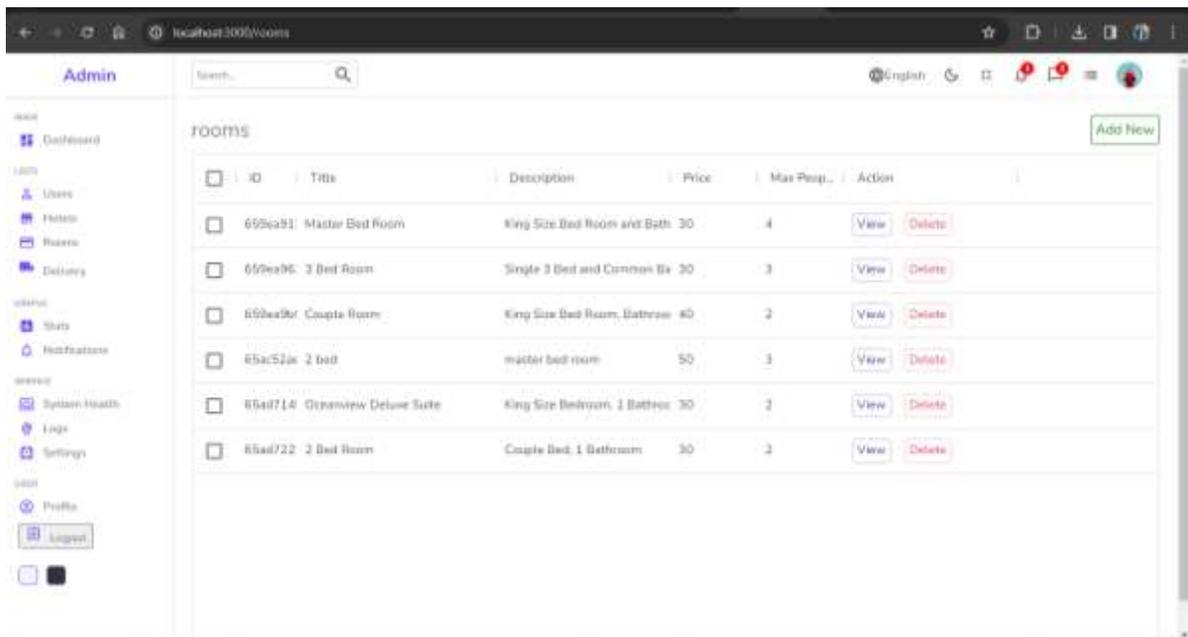


Figure 22: All Room Info Page

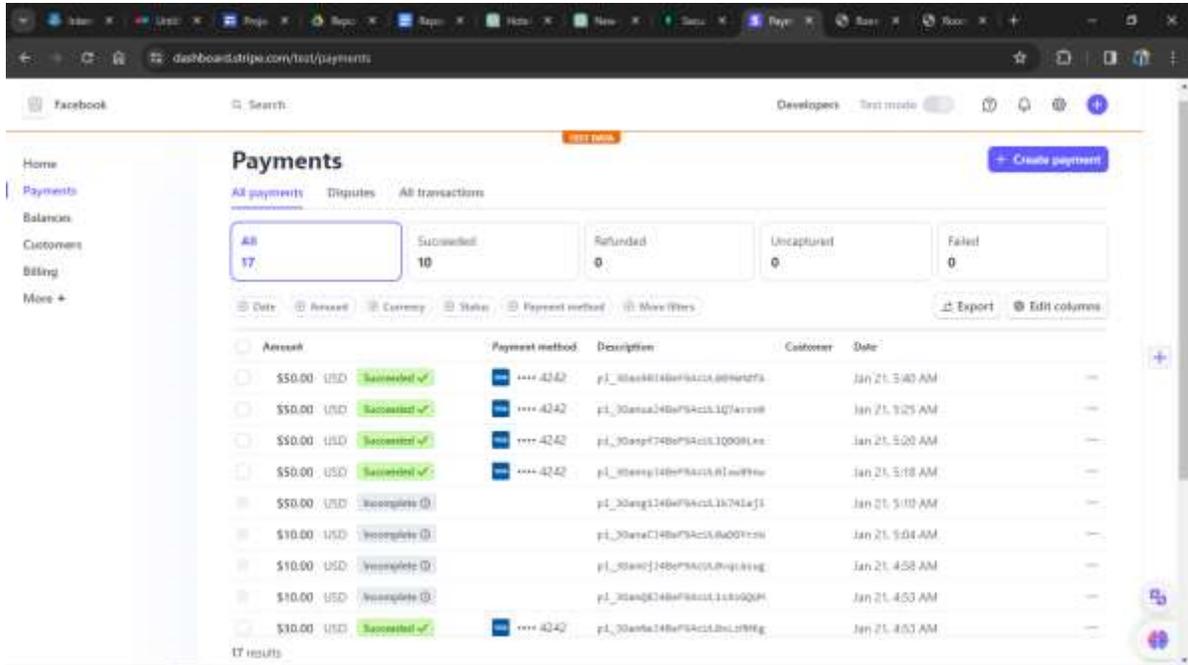


Figure 16: Payments Information Page

4.2 Backend:

The backend of the Online Hotel Reservation System is constructed using MongoDB as the database and Express.js, a web framework for Node.js.

1. Key Components:

- **MongoDB:**
NoSQL database for flexible and scalable data storage.
- **Express.js:**
Web framework simplifying server-side development in Node.js.

2. Backend Features:

- **Server Setup:**
Express.js configures the server, defines routes, and manages HTTP requests.
- **Database Integration:**
MongoDB stores and retrieves data related to users, hotels, reservations, etc.
- **API Endpoints:** Express.js defines API endpoints for user registration, hotel listing, reservation processing, etc.

4.3 Conclusion:

The Online Hotel Reservation System combines a dynamic frontend and a robust backend for an immersive user experience. The front end, designed with HTML, CSS, Tailwind CSS, React.js, and JavaScript, ensures responsiveness and interactivity. Noteworthy features include modular components, dynamic user interactions, and tailored templates. React.js facilitates reusability, while Tailwind CSS streamlines styling.

On the backend, MongoDB serves as the database, offering scalability and flexibility, while Express.js, a web framework for Node.js, handles server-side functionalities. The backend setup includes server configuration, database integration, API endpoint definition, and authentication middleware. MongoDB efficiently manages diverse data types crucial for hotel reservations.

Together, the frontend and backend create a harmonious system, providing a seamless, visually appealing interface for users and robust data handling on the server side. This combination aligns with the project's goals, offering a user-friendly experience while ensuring efficient data management and system scalability.

CHAPTER 5

IMPACT ON SOCIETY

5.1 Impact On Society:

The Hotel Booking Web Application stands to significantly impact society by introducing convenience, transparency, and positive economic contributions. Firstly, it offers users a time-saving and straightforward platform for hotel bookings, reducing the need for direct contact with hotels or reliance on travel agents.

Secondly, the integration of user reviews and ratings promotes transparency, fostering trust between guests and hotels. This not only aids users in making informed decisions but also encourages hotels to maintain high service standards, ultimately enhancing the overall guest experience.

Economically, the application contributes to job creation and growth in the hospitality sector. By streamlining the booking process and attracting more users, it increases hotel reservations and, consequently, economic activity in the industry. This, in turn, leads to job creation and income generation for hotel staff and local economies.

Moreover, the application's emphasis on user reviews drives quality improvement in hotels. The feedback loop created by customer reviews encourages hotels to prioritize customer satisfaction, identify areas for enhancement, and continuously improve their offerings.

The program's role in reducing environmental impact is noteworthy. The streamlined booking process reduces physical paperwork and unnecessary travel, contributing to a decrease in carbon emissions. Additionally, hotels can optimize their operations based on demand patterns identified by the application, leading to more sustainable resource use.

Furthermore, the application signifies a significant step toward the digital transformation of the hospitality sector. By leveraging technology and streamlining operations, hotels can adapt to evolving customer preferences and market dynamics. This could potentially inspire other hotel booking platforms to enhance their services and adopt cutting-edge methods.

Lastly, the user-friendly interface of the application promotes accessible travel. Users can

easily search for lodging that meets specific accessibility needs, supporting equal opportunities for all travelers.

In summary, the Hotel Booking Web Application not only improves the efficiency of hotel bookings but also contributes to economic growth, environmental sustainability, and the overall advancement of the hospitality sector, making it a positive force in society.

5.2 Conclusion:

The impact on society chapter underscores the multifaceted benefits our hotel booking web application brings to users, the hotel industry, and broader societal aspects. By simplifying the booking process and providing transparent user reviews, the application enhances user experiences and builds trust within the booking ecosystem.

Efficient hotel administration through the administrative function not only streamlines operations but also improves the overall guest experience. The economic impact is substantial, fostering growth in the hospitality industry, creating jobs, and generating income. The platform's encouragement of quality improvement in accommodations adds another layer to its positive societal contributions.

Furthermore, the emphasis on online bookings reduces environmental impact, promoting sustainability by minimizing paperwork and unnecessary travel. The potential for digital transformation in the hospitality sector is acknowledged, making the industry more competitive and customer focused.

In essence, our hotel booking website represents a technological advancement fostering social progress. It brings simplicity, transparency, and reliability to users and hotels alike, supporting an inclusive and accessible travel ecosystem while contributing to economic growth, job creation, and sustainability. The commitment to ongoing development ensures that the platform continues to meet evolving societal demands, benefiting both the hotel sector and its users.

CHAPTER 6

CONCLUSION AND FUTURE WORK

6.1 Future Work

The outlined suggestions for future work present valuable opportunities to elevate the Hotel Booking Web Application's functionality, user experience, and overall impact. Developing a mobile application version addresses the growing trend of mobile users, ensuring accessibility on different devices.

Integrating additional payment gateways enhances user convenience, while advanced search filters provide users with more precise hotel options. A loyalty and rewards program incentivizes repeat bookings, fostering customer loyalty and engagement.

Considering a global audience, multi-language support widens the application's reach, and data analytics offer insights to refine strategies and user experiences. Virtual reality integration provides an immersive preview of hotels, enhancing the decision-making process.

Social media integration leverages user-generated content for community building, and an AI-powered chatbot improves customer support and interaction. Accessibility features ensure inclusivity, and user training materials enhance user understanding.

By implementing these future work ideas, the application can stay at the forefront of the hotel booking industry, meeting evolving user needs and market demands. Regular updates will solidify its position as a leading platform, positively impacting both users and the hospitality sector.

6.2 Conclusion

The Hotel Booking Web Application stands out as a commendable achievement, delivering a user-friendly and efficient platform for hotel reservations. Users benefit from a seamless experience, easily navigating through hotel options, making reservations, and contributing reviews. The administrative role empowers hotel managers with essential tools for streamlined operations and data management.

Addressing the limitations of traditional booking methods, the application enhances user satisfaction through expedited processes and reliable reviews. The administrative features ensure data integrity and efficient hotel management. Anticipated outcomes, such as increased user happiness, transparency, and market expansion, showcase the positive impact on both users and society.

Economically, the application fosters growth in the hotel industry, while its features contribute to environmental sustainability and promote accessible travel. The digital transformation it encourages in the hospitality sector adds another layer to its societal contributions.

In summary, the Hotel Booking Web Application is a significant accomplishment, providing a holistic solution for users and hotel administrators. It not only streamlines hotel management but also enhances the overall user experience, making hotel reservations more accessible and efficient.

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