A Study on the Impact of Hotel Information System on Customer Satisfaction towards Chinese Hotels.

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- **Abstract:** As part of the fourth industrial revolution, hotel information systems have made considerable progress. For hotels, the hotel information system is the heart of the hotel. Only by continuously improving the level of the hotel's information system can the competitiveness of the hotel be improved. Due to the fourth industrial revolution, people's living standards have also been greatly improved. Traveling has become the mainstream. The surge in passenger flow has also put a huge test on the hotel's information system. At this stage, the hotel industry already utilized many hotel information systems, with differences in each system used. Facts have proved that the quality of the system has a great impact on the user's operation and is very important to the hotel staff. Begin with it is very important to provide a convenient, safe, useful, and responsive system for work. Only a better system can better improve the efficiency of use, and thus help the hotel's business. Therefore, the purpose of this article is to explore the relationship between hotel information system and operational results through an empirical analysis of user satisfaction characteristics of hotel information system, and to find the relationship between factors that promote long-term performance. The continuous development of the hotel requires the system to keep pace and discover system defects in time, which can prompt hotel operators to investigate omissions in a timely manner. Through the quotation and analysis of previous research results, this paper selects the impact of the safety, convenience, usefulness, and agility of the hotel information system on the operating results. This article mainly selects Chinese hotel companies to conduct research and investigations on Chinese hotel practitioners. The 104 valid samples were analyzed. The research results are as follows: safety, convenience, agility, and usefulness have a positive impact on user satisfaction. Second, the better the hotel system is for employees, the more beneficial it is to the hotel's operating performance, with it will also have a certain impact on the quality of hotel employees.