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TITLE: Qualiteness Effectiveness Of The COTS Software: Used In The Airline Companies in Turkey

ABSTRACT

This study aims to examine the qualiteness effectiveness of COTS (Commercial of the Shelf) software used in the airline industry. The results of the present scrutiny are expected to have managerial implications for the executives in the airline industry.

The present inquiry has adopted an exploratory and descriptive approach and the survey method was utilized in its realization. Both primary and secondary data have been used in the analysis. Interviews and questionnaires have been the two main data collection techniques followed in the research. The study was administered through purpose-built questionnaires, and subsequent interviews with the IT (Information Technology) staff of the collaborated airline companies, were carried out.

The study has been divided into four parts. The first part deals with the concept of effectiveness and how it applies to COTS software used in the industry. The next part focuses on the concept of software. The software program types have been scrutinized in order to specify and contrast the development process and the features pertinent to the product qualiteness. The emphasis of the third part is on the structures, specifications, and existing developers and sellers of the COTS software, particularly used in consumer-related services in the airline industry. The final part reports the primary data analysis conducted to understand how the users perceive the qualiteness specifications of the COTS software commonly used in the industry.

The results of the study demonstrated that some qualiteness dimensions of the COTS software used in the industry were perceived to perform their specified functions poorly. It is shown that the varied COTS software, examined in this research, suffers from similar inadequacies, and those identified inefficiencies tend to concentrate on certain functional dimensions. The research justifies the gathering of consumer feedback before launching COTS software into the market.

KEYWORDS

Software, COTS software, qualiteness effectiveness, Airline Company