

ABSTRACT

When new technologies were developed, new technologies and applications are created. The information kiosk is a popular technological technique. The tourist information kiosk was the more popular and effective technological technique in the travel and tourism industry. Several countries used tourist information kiosks in their travel and tourism businesses. It was an emerging technology to travel and tourism industry. Hence, the central focused of this study was to identify the existing usage of TIK in cultural triangle and explore the challenges and opportunities on adopting Tourist Information Kiosks in cultural Triangle, Sri Lanka. The Purposive sampling method was used to collect primary data from thirty (30) tourism stakeholders in cultural triangle Sri Lanka. In addition, qualitative data analytical method was employed, and the collected data was transcribed and analyzed by using Content analysis. The study's findings revealed that in cultural triangle, there was problem regarding the information providing to visitors. As well as, there is no usage of Tourist Information Kiosks in Anuradhapura and Polonnaruwa. The Kandy they used TIK but it not utilized the correct way. The Environment issues, theft, unemployment and maintenance and update were challenges for adopting TIK in Cultural Triangle. Stakeholder awareness, willingness, language barriers, inexperienced employees were opportunities to adopting TIK in cultural triangle Sri Lanka. Further, update and maintenance in timely manner, consider about physical access of TIK, the TIK content should suitable for users, implement TIK with cover to protect from environmental issues, maximize the TIK experience cultural triangle in Sri Lanka.

Key words-: Information Kiosk, Tourist Information Kiosk, Cultural Triangle, Tourism stakeholders, Tourist Destination