

WEB-BASED TOURISM RESERVATION INFORMATION SYSTEM

(Case Study: CV Kutubuku Sahabat Anak)

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ABSTRACT

This web-based tourist reservation information system was developed to overcome problems in the tourist ticket booking process that still uses WhatsApp between customers and admins, which results in ineffective communication. The purpose of this study is to design and implement an information system that can simplify and accelerate the tourist reservation process, increase communication efficiency, and reduce the potential for errors in bookings. The system development method used is the waterfall method which includes the stages of analysis, design, implementation, and testing. This system is built using the PHP programming language and MySQL as a database. The main features provided by this system include tourist ticket bookings, online bookings, tourist data management, reservation status tracking, and payments using a payment gateway. The results of this study indicate that the web-based tourist reservation information system is able to increase the efficiency and effectiveness of communication between customers and admins with an application test presentation of 88.9%. Users can easily search for and book tourist tickets, while admins can more easily manage tourist tickets and booking data. With this system, the tourist reservation process at CV. Kutubuku Sahabat Anak becomes more structured and transparent.

Keywords: *Tourist reservations, Waterfall, Payment Gateway*