Web-Based Factory Visit Reservation Information System to Improve Data Management and Report Efficiency
(Case study: PT Pia Juwara Satoe Yogyakarta)

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ABSTRACT

PT Pia Juwara Satoe is a company engaged in tourism and has utilized technology to improve customer experience in visiting the Bakpia Juwara Satoe factory. Currently, the management of factory visit reservation schedules is carried out through communication via WhatsApp, which will later record the reservation data in Microsoft Excel. The management of the reservations provided still has various obstacles, such as input errors, data loss and inefficient report preparation. This final project research aims to overcome these obstacles, a web-based reservation information system is developed that goes through the stages of data collection, system needs analysis, initial design, prototyping, evaluation, improvement, testing, and implementation and maintenance. This system is designed so that customers can make reservations online without having to visit or contact the company, and supports the payment process through the system. The implementation results show that this web-based system has succeeded in simplifying the management of reservation data, accelerating the preparation of reports, and increasing the company's operational efficiency. With the accessibility and report printing features provided, this system is expected to be able to provide a better experience for customers and improve the performance of PT Pia Juwara Satoe.

***Keywords**: Information System, Factory Visit Reservation, Web-based Reservation System*