

ABSTRACT

The rapid development of information technology has encouraged the transportation sector to adopt a digital system. Manual bus ticket bookings often result in inefficiencies, data errors, and service delays. This study aims to design and build a web-based bus ticket booking information system equipped with real-time communication features to improve service efficiency and customer satisfaction. The system was developed using the waterfall method with PHP (CodeIgniter) and MySQL technology. The main features of the system include customer registration, login, schedule search, seat selection, ticket booking, payment confirmation, e-ticket download, and a live chat feature for direct communication between customers and admins. The implementation results show that the system runs well and is able to simplify the booking process. The live chat feature makes it easy for customers to get direct assistance, thereby reducing errors and increasing convenience. This system also supports more effective management of schedule data and ticket sales. This system is suitable for medium-scale transportation companies such as CV. Karunia Majoe Jaya to improve service quality and competitiveness in the digital era.

Keywords: *Bus Ticket Booking, Information System, Web-Based, Live Chat, CV. Karunia Majoe Jaya*

