

# **IMPLEMENTATION OF WEB-BASED INTEGRATED RESTAURANT ORDERING SERVICE INFORMATION SYSTEM FOR TOURISM AND HOTEL SERVICES**

*(Case Study: The Ugul-Ugul Kepurun)*

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## **ABSTRACT**

*The Ugul-Ugul Kepurun Restaurant is a business unit of PT Kepurun Pawana Indonesia (PT KPI) located in the The Ugul-Ugul Kepurun tourist area. The Ugul-Ugul Kepurun Restaurant faces obstacles in managing reservations that are still conventional, such as recording using physical notes that are at risk of being lost and slowing down communication between departments. This Final Project aims to implement a web-based restaurant reservation service information system that is integrated with tourism and hotel services to improve operational efficiency. The system development method used is the System Development Life Cycle (SDLC) waterfall model, starting from problem identification, data collection, system design, implementation, testing, to maintenance. The system is built with React.js, Node.js, and MySQL, and includes a waiter system, cashier, kitchen, admin, and integration of reservations from tourism and hotel services. The test results using a black box showed a success rate of 98.36% from 61 test scenarios, with only one failure scenario. The system implementation successfully increased the speed of service, minimized errors, supported data-based decision making, and improved the overall restaurant workflow, so that the system is suitable for use in the daily operations of The Ugul-Ugul Kepurun restaurant.*

**Keywords:** *Restaurant Information System, System Integration, Web, SDLC Waterfall.*

