

ABSTRACT

The hotel industry is experiencing rapid development that requires the use of information technology to increase competitiveness. The Ugul-Ugul Kepurun Hotel faces obstacles in daily operations because it still uses a conventional administration system that is prone to errors. This study aims to design and build a web-based integrated hotel information system that can manage room reservations, guest data recording, payments, and additional restaurant and tourism services. The development method used is Waterfall with stages of problem identification, data collection and system analysis, system design using DFD, ERD, and rich picture, coding using React.js, Node.js, and MySQL, black box testing, and system implementation. The system developed integrates hotel reservations with restaurant and tourism services in one platform, equipped with a payment gateway that supports QRIS and cash payments. The test results using the Black Box Testing method showed a system success rate of 97.7% from 44 test scenarios. The system successfully increased the efficiency of hotel operations, reduced data recording errors, and made it easier for guests to make integrated reservations. The main innovation of this system is the integration of a payment gateway that produces automatic QRIS codes and real-time financial recording, thereby increasing the accuracy and transparency of hotel financial management.

Keywords: hotel information system, integrated, web-based, waterfall, payment gateway

gateway