

IMPLEMENTING A WEB-BASED MESSAGE THERAPIST BOOKING INFORMATION SYSTEM

(Case Study: PT Teman Nginap Hospitality)

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ABSTRACT

PT Teman Nginap Hospitality faced challenges managing massage therapist bookings that were not yet integrated. This problem led to frequent scheduling conflicts, delayed confirmations, and difficulties in monitoring booking statuses in real time. These issues negatively impacted operational efficiency and customer satisfaction. To address these problems, a web-based massage therapist booking application was developed, featuring online booking, automatic scheduling, booking status notifications, and integrated transaction recording. The system was developed in stages, including requirements analysis, Data Flow Diagram (DFD) and Entity-Relationship Diagram (ERD) design, database implementation, and functional testing. With the implementation of this system, the therapist booking process at PT Teman Nginap Hospitality has become faster, more accurate, and more transparent. The new system has improved operational efficiency, reduced scheduling errors, and enhanced the booking experience for both customers and service providers.

Keywords: Booking System, Therapist, Website, Schedule Management, BlackBox