

DEVELOPING A WEB-BASED AND MOBILE-BASED ONLINE TRAVEL TICKET BOOKING INFORMATION SYSTEM

(Case Study: Tiket Extra, Yogyakarta)

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ABSTRACT

The advancement of information and communication technology has driven a transition in travel ticket booking services from traditional methods to digital platforms. Manual ticket booking processes are often inefficient due to limited service hours, long queues, and the potential for data entry errors. Therefore, this study aims to design and implement a web-based and mobile-based online travel ticket booking information system to enhance efficiency, convenience, and accessibility for users. The research methodology includes system requirements analysis, system design, and application development using Flutter for mobile and HTML for the web. The developed system offers features such as ticket booking, passenger data entry, seat selection, booking data management, and payment integration with the Midtrans payment gateway. The user interface is tailored according to user roles: customer and ticket clerk. The results demonstrate that the system operates according to the designed workflow, provides accurate and real-time travel information, streamlines the ticket booking process, and enables more organized data management. This system is expected to improve service quality and increase user satisfaction.

Keywords: Information System, Travel Ticket Booking, Web, Mobile, Midtrans