

## ABSTRACT

Kangaroo Tour & Travel is a business centered on travel service providers such as study tours and tour packages. Located in the central area of the Praya sub-district, central Lombok Regency which is busy and easy to find visitors or potential customers with complete facilities and services, making Kangaroo Tour & Travel visited by many customers every day. There are problems that exist, namely the absence of up to date information media such as the web, the management of bookings for both general visits and tour packages that are recorded in the visit schedule book, so that the process of making reports can occur errors. The number of transactions that occur in the office is not matched by the number of employees and the capacity of employee service to customers because so far Kangaroo Tours & Travel only serves offline orders at the office, namely by recording order transactions in a journal or notebook. Manual processes also occur in recording customer data, tourist destination data and other staff employees. The system development methodology used is a waterfall in order to build good communication between developers and users. The tools used are flowmaps, context diagrams, DFD, data dictionaries, normalization, relationship tables, and ERD. The purpose of this research is to produce a web-based tour package booking system at Kangaroo Tours & Travel which is expected to simplify the process of booking tour packages and reduce admin workload in serving customers. The data collection method used by the author in this study is the method of field observation, interviews with employees of related institutions, namely Kangaroo Tour & Travel, and using theories that have been obtained during lectures and theories and supporting books. The programming language used is the PHP programming language and the database uses Mysql. The result of this research is a web-based tour package booking system, especially for Kangaroo Tour & Travel.

Keywords: booking tour packages, system design, waterfall, web, PHP, MySQL.