DEVELOPMENT OF WEB-BASED HOTEL RESERVATION INFORMATION SYSTEM USING PERSONAL EXTREME PROGRAMMING METHOD (CASE STUDY: HOTEL PACIFIC BALIKPAPAN)

By : Jio Wilson Prabowo
Student Identity Number : 10211042
Supervisor : Sri Rahayu Natasia, S.Komp., M.Si., M.Sc.
Co-Supervisor : Arif Wicaksono Septyanto, S.Kom., M.Kom.

ABSTRACT

The development of information technology is increasingly influencing the hotel industry, especially in reservation management. Hotel Pacific Balikpapan does not yet have an integrated reservation information system, so it still uses Microsoft Excel to record reservations manually, including data from Online Travel Agents (OTA) received via email. This process is prone to input errors which can cause double bookings and pose a risk to data security, and the use of OTA has commission fees which reduce the hotel's income. Therefore, this research aims to develop a reservation information system to simplify the room booking process, increase data accuracy, strengthen security through databases, and provide reservation alternatives that reduce dependence on OTAs. Development is carried out using the Personal Extreme Programming (PXP) method which is suitable for small scale projects with short development times. The development stages include requirements, planning, iteration initialization, design, implementation, testing and retrospective. The results of research with 27 user stories and 3 actors, namely admin, receptionist and general users, show that the system developed was successfully implemented according to the actor's needs. Black-box testing proves that all features work well. This system is able to increase data accuracy, minimize the risk of double bookings, and provide an alternative for making reservations without dependence on OTAs, as well as improving service quality and hotel operational efficiency.