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SISTEM INFORMASI *RESERVASI CAMPING* DI *METSA KOPI* BERBASIS WEB,
dibawah bimbingan Widiyono, S.T., M.Kom. dan Indrayanti M.kom. 218 + xvi halaman / 180
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ABSTRAKSI

Metsa Kopi masih menerapkan proses reservasi camping secara manual melalui WhatsApp, sehingga berpotensi menimbulkan keterlambatan respons dan kesalahan pencatatan data. Penelitian ini bertujuan untuk merancang dan membangun Sistem Informasi Reservasi camping berbasis web guna mempermudah proses pemesanan dan pengelolaan data reservasi. Metode pengembangan sistem yang digunakan adalah Waterfall dengan tahapan communication untuk pengumpulan kebutuhan, planning untuk perencanaan pengembangan, modeling menggunakan Unified Modeling Language (UML), construction melalui implementasi dan pengujian sistem, serta deployment sebagai tahap penerapan dan evaluasi sistem. Pengujian dilakukan menggunakan Black Box Testing dan User Acceptance Testing (UAT) melalui wawancara serta kuesioner kepada admin dan pelanggan. Hasil penelitian menunjukkan bahwa sistem mampu menampilkan ketersediaan spot camping secara real-time, meningkatkan efisiensi proses reservasi, serta membantu pengelola dalam mengelola data secara lebih terstruktur dan efektif. Selain itu, untuk pengembangan lebih lanjut, sistem disarankan dilengkapi dengan fitur pembayaran online guna meningkatkan kemudahan dan keamanan transaksi, serta fitur notifikasi otomatis melalui email atau WhatsApp untuk memberikan informasi terkait status reservasi, konfirmasi pembayaran, dan pengingat jadwal camping kepada pelanggan.

Kata Kunci: *Sistem Informasi, Reservasi camping, Waterfall, UML, Metsa Kopi.*

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ABSTRACT

Metsa Kopi still applies a manual camping reservation process through WhatsApp, which may cause delayed responses and data recording errors. This study aims to design and develop a web-based Camping Reservation Information System to simplify the reservation process and improve reservation data management. The system development method used is the Waterfall model, consisting of communication for requirement gathering, planning, modeling using Unified Modeling Language (UML), construction through system implementation and testing, and deployment for system application and evaluation. System testing was conducted using Black Box Testing and User Acceptance Testing (UAT) through interviews and questionnaires involving administrators and customers. The results indicate that the system is able to display real-time camping spot availability, improve reservation efficiency, and assist management in handling reservation data in a more structured and effective manner. Furthermore, for future development, the system is recommended to include an online payment feature to enhance transaction convenience, speed, and security, as well as an automated notification feature via email or WhatsApp to provide customers with information regarding reservation status, payment confirmation, and camping schedule reminders.

Keywords: *Information System, Camping Reservation, Waterfall, UML, Metsa Kopi*