

ABSTRACT

DESIGN AND DEVELOP A VILLA RESERVATION INFORMATION SYSTEM BASED ON A WEBSITE USING THE SCRUM METHODOLOGY

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Online reservations in Indonesia show that many hoteliers still rely on manual systems, which results in limitations in accessibility and operational efficiency. Villa Istana Bunga faces similar obstacles, thus encouraging the need for innovation. This research chose the Scrum method because the development of the information system at Villa Istana Bunga was carried out for the first time, and the Scrum method supports sustainable development. Apart from that, the Scrum method also makes it easier to monitor tasks based on tickets that have been created, and is flexible in responding to changes in requirements. Furthermore, this research aims to develop a web-based flower palace villa reservation information system by applying the Scrum method. This research also includes usability testing and heuristic evaluation to ensure the application created can be understood by users and black box testing for functionality. Usability testing using heuristic evaluation assessment has the following average values: visibility of system status (0.16), User control and freedom (0.2), Match between system and the real world (0.2), Flexibility and efficiency of use (0.13), Consistency and standards(0), Recognition rather than recall(0.2), Helps users recognize, Diagnose and recover from errors(0), Aesthetic and minimalist design(0.1), Error prevention(0), Help and documentation(0.2). Furthermore, Black Box testing shows the status PASSED (100%). Thus, this research not only proposes the development of information systems, but also offers a strategic basis for responsibility to market changes and environmental sustainability in an increasingly digital hospitality era.

Keywords: Villa Reservation, Scrum Method, Black Box, Heuristic, Usability.