

ABSTRACT

DESIGN OF A FRONT-END WEBSITE FOR CURUG PLETUK TOURIST TICKET ORDERING SYSTEM USING USER CENTERED DESIGN METHOD

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The government is currently actively trying to encourage and advance the tourism sector with the aim of obtaining economic benefits. In the era of sophisticated information technology like now, the development and promotion of tourism is increasingly visible. One example of technological advancement is the internet, which facilitates the practical dissemination of information. One of the most well-known components of the internet is the website, which plays an important role in providing information about tourism so that it can be connected and interacted with more effectively. One of the tourist attractions in Central Java Province is Banjarnegara Regency, especially the Pletuk Waterfall. However, the Pletuk Waterfall manager faces problems in disseminating information. To overcome this problem, the researcher aims to design a web-based Tour Ticket Booking System, with a focus on the case study of Curug Pletuk. The User Centered Design (UCD) method was chosen as the development method because user needs are easier to integrate into the system. The web structure used in development is HTML, JavaScript, CSS, Bootstrap and uses the PHP framework (Laravel). Usability and system testing applies the System Usability Scale (SUS) method, as well as the Blackbox Testing method to produce an indication of user satisfaction with the system. By designing a front-end website-based ticket booking system, it can increase the accessibility of Pletuk Waterfall Tourism information. The results of the front-end website research for booking tickets for Curug Pletuk tours, can make it easier for visitors and managers. The SUS test received a score of 76 on a grade B scale, has a predicate of "Good", Acceptability Range in the form of Acceptable, and the blackbox test with descriptive analysis shows a success rate of 98.78%, indicating that this website is worth using.

Keywords: *Curug Pletuk, Tourism, Ticket Ordering System, User Centered Design, Website*