ABSTRAK

Penelitian ini bertujuan merancang dan membangun sistem informasi berbasis *website* bagi layanan penyewaan kendaraan dan paket perjalanan Goootritour untuk mengatasi keterbatasan sistem manual yang masih digunakan. Berdasarkan observasi dan wawancara dengan pemilik Goootritour, proses bisnis sebelumnya masih bergantung pada pencatatan manual (buku besar, kuitansi fisik, dan rekap Excel) serta satu kanal komunikasi utama (WhatsApp/Instagram), sehingga rentan terhadap kesalahan manusia seperti duplikasi dan kehilangan data, lambatnya penyampaian informasi ketersediaan armada dan jadwal, serta keterlambatan konfirmasi pembayaran yang masih diverifikasi secara manual. Permasalahan tersebut dianalisis menggunakan kerangka PIECES (Performance, Information, Economics, Control, Efficiency, dan Service). Sistem dikembangkan dengan metode *Waterfall* yang terstruktur, meliputi analisis kebutuhan, desain sistem, penulisan kode program, pengujian, serta penerapan dan pemeliharaan. *website* yang dibangun menyediakan fitur registrasi pelanggan, pemesanan paket perjalanan dan sewa kendaraan, pengelolaan data oleh admin, pelacakan status pesanan, serta integrasi *payment gateway* Midtrans untuk memverifikasi pembayaran secara otomatis. Pengujian fungsional dengan *Black Box Testing* menunjukkan seluruh fitur berjalan sesuai rancangan (berstatus valid), sedangkan *User Acceptance Testing* (UAT) terhadap 12 responden memperoleh persentase rata-rata 93,76% dengan kategori "Sangat Baik". Hasil ini menunjukkan sistem diterima baik oleh pengguna serta berpotensi meningkatkan efisiensi proses penyewaan, menekan kesalahan administratif, dan menampilkan informasi ketersediaan armada berdasarkan data pemesanan yang tersimpan, namun belum menangani pemesanan simultan secara penuh. Dengan demikian, Goootritour memperoleh solusi digital yang mendukung operasional bisnis secara daring dan berkelanjutan.

Kata kunci: Sistem Informasi, Penyewaan Kendaraan, Paket Perjalanan, *website*, *Payment gateway* Midtrans, *Waterfall*

ABSTRACT

This study aims to design and build a website-based information system for the vehicle rental and travel package services of Gooootritour, in order to overcome the limitations of the manual system still in use. Based on observation and an interview with the owner of Gooootritour, the previous business process relied on manual recordkeeping (ledgers, physical receipts, and Excel recaps) and a single primary communication channel (WhatsApp/Instagram). This made it prone to human errors such as data duplication and loss, slow delivery of information on fleet availability and schedules, and delayed payment confirmation that was still verified manually. These problems were analyzed using the PIECES framework (Performance, Information, Economics, Control, Efficiency, and Service). The system was developed using the structured Waterfall method, comprising requirements analysis, system design, coding, testing, and deployment and maintenance. The website provides features for customer registration, travel package booking and vehicle rental, data management for the admin, order-status tracking, and integration with the Midtrans payment gateway for automatic payment verification. Black Box Testing showed that all features operate as designed (valid status), while User Acceptance Testing (UAT) involving 12 respondents obtained an average score of 93.76%, categorized as "Very Good". These results indicate that the system is well accepted by users and has the potential to improve the efficiency of the rental process, reduce administrative errors, and provide more accurate fleet-availability information. Accordingly, Gooootritour obtains a digital solution that supports online and sustainable business operations.

Keywords: Information System, Vehicle Rental, Travel Packages, website, Midtrans Payment gateway, Waterfall