

INTISARI

Penelitian berjudul “Inovasi Layanan Pada Bengkel AHASS Janti Polanharjo Melalui Sistem Reservasi Online Berbasis Website” ini bertujuan untuk merancang dan membangun sistem reservasi antrian yang lebih efisien dibandingkan sistem manual yang selama ini digunakan. Penelitian ini dilakukan untuk mengatasi permasalahan antrian panjang, waktu tunggu yang lama, dan kesalahan pencatatan data pada proses reservasi manual. Metode pengembangan yang digunakan adalah prototyping, dengan langkah-langkah meliputi identifikasi masalah, pengumpulan data melalui observasi dan wawancara, analisis kebutuhan fungsional dan non-fungsional, perancangan menggunakan UML dan wireframe, serta implementasi sistem berbasis PHP dan MySQL. Hasil penelitian menunjukkan bahwa sistem yang dikembangkan mampu menyediakan fitur home, registrasi akun, login, pendaftaran antrian, tabel antrian real-time, serta riwayat antrian untuk memudahkan akses layanan, fitur kelola akun, pengelolaan antrian, serta laporan bulanan yang dapat dicetak. Pengujian Blackbox Testing membuktikan seluruh fitur utama berjalan sesuai harapan setelah perbaikan dari uji awal, sedangkan hasil UAT dari 32 responden user (88,75%) dan 3 admin (93,33%) menunjukkan kategori “sangat baik”. Kesimpulan dari penelitian ini adalah inovasi sistem reservasi *online* berbasis *website* berhasil menggantikan proses manual yang kurang efisien, sekaligus meningkatkan kualitas layanan bengkel melalui pengelolaan data yang terstruktur, akurat, cepat, mudah digunakan, dan efektif dalam mengurangi waktu tunggu.

Kata kunci: Sistem, Reservasi, *Online*, *Prototyping*

ABSTRACT

This research, entitled “Service Innovation at AHASS Janti Polanharjo Workshop Through a Web-Based Online Reservation System”, aims to design and develop an online reservation system that is more effective than the manual system previously used. The study was conducted to address issues such as long queues, extended waiting times, and frequent data recording errors in the manual reservation process. The development method applied was prototyping, which involved problem identification, data collection through observation and interviews, analysis of functional and non-functional requirements, system design using UML and wireframes, and implementation with PHP and MySQL. The results show that the developed system provides features such as home, account registration, login, queue registration, real-time queue table, queue history, account management, queue management, and monthly report generation with a print option. Blackbox Testing confirmed that all core features worked as expected after improvements from the initial test. Furthermore, User Acceptance Testing (UAT) involving 32 users (88.75%) and 3 administrators (93.33%) demonstrated results in the “very good” category. In conclusion, this web-based online reservation system successfully replaces the less effective manual method while improving service quality through structured, accurate, and fast data management. The system has been proven to be user-friendly, informative, and effective in reducing waiting times, thereby enhancing both customer satisfaction and workshop operations.

Keywords: System, Reservation, Online, Prototyping