# INTISARI

Penelitian ini berjudul "Sistem Reservasi *Online* Berbasis *Website* dengan Rekomendasi Kapasitas Tempat Menggunakan Metode *Simple Additive Weighting (SAW)* pada Resto 2 Ikan Janti". Penelitian ini bertujuan untuk merancang dan membangun sistem reservasi berbasis *Website* yang mampu mempermudah proses reservasi serta memberikan rekomendasi tempat sesuai kebutuhan pelanggan. Permasalahan yang dihadapi Resto 2 Ikan Janti adalah proses reservasi yang masih dilakukan secara manual melalui *WhatsApp* dan pencatatan pada buku, sehingga berpotensi menimbulkan kesalahan pencatatan, keterlambatan konfirmasi, serta terjadinya *double booking.* Sistem dikembangkan menggunakan metode *Rapid Application Development (RAD),* sedangkan metode *Simple Additive Weighting (SAW)* digunakan untuk memberikan rekomendasi tempat berdasarkan kriteria kapasitas tempat, jumlah pengunjung, ketersediaan tempat, dan jenis area tempat duduk. Hasil penelitian menunjukkan bahwa sistem yang dibangun mampu membantu pelanggan melakukan reservasi secara *online*, melihat informasi ketersediaan tempat secara *real-time*, memperoleh rekomendasi tempat yang sesuai dengan kebutuhan, serta melakukan pemesanan makanan melalui *Website.* Bagi pihak pengelola, sistem mempermudah pengelolaan data reservasi, data pelanggan, data area, dan penyusunan laporan. Berdasarkan analisis menggunakan metode SAW, sistem mampu menghasilkan rekomendasi tempat secara objektif sesuai bobot dan kriteria yang telah ditentukan sehingga membantu pelanggan dalam menentukan pilihan tempat yang paling sesuai. Hasil pengujian *usability* menggunakan metode *System Usability Scale (SUS)* terhadap 35 responden memperoleh nilai rata-rata sebesar 60,79, dengan kategori *Grade* D, *Acceptability Range Not Acceptable*, dan *Adjective Rating* OK.

**Kata Kunci:** Sistem Reservasi, *Website*, *Simple Additive Weighting (SAW)*, Rekomendasi Tempat, Laravel

## *ABSTRACT*

*This research is entitled "Website-Based Online Reservation System with Seating Capacity Recommendation Using the Simple Additive Weighting (SAW) Method at Resto 2 Ikan Janti." The purpose of this study is to design and develop a Website-based reservation system that simplifies the reservation process and provides seating recommendations based on customer needs. The main problem at Resto 2 Ikan Janti is that the reservation process is still carried out manually through WhatsApp and written records, which often causes recording errors, delayed confirmations, and double booking. The system was developed using the Rapid Application Development (RAD) method, while the Simple Additive Weighting (SAW) method was applied to generate seating recommendations based on several criteria, namely seating capacity, number of visitors, seat availability, and seating area type. The results of this study indicate that the developed system enables customers to make online reservations, view real-time seat availability, obtain seating recommendations that match their requirements, and order food through the Website. For restaurant management, the system facilitates the management of reservation data, customer data, seating area data, and reservation reports. By implementing the SAW method, the system is able to provide objective seating recommendations based on predefined criteria and weights, thereby assisting customers in selecting the most suitable seating area. Usability testing using the System Usability Scale (SUS) method involving 35 respondents resulted in an average score of 60.79, categorized as Grade D, with an Acceptability Range of Not Acceptable and an Adjective Rating of OK.*



***Keywords:*** *Online Reservation System, Website, Simple Additive Weighting (SAW), Seating Recommendation, Laravel.*