

ABSTRACT

Baraya Travel as a provider of transportation services between cities that have more than 7 years of operations has some problems regarding the order process. The main problem is obtained after performing the dissemination of questionnaires to customers is equal to 19% of respondents said that call center often busy when called. The second problem is the company demand to have a digital information media that can be accessed by its customers. Therefore, this research is about building an Online Booking System with Prototyping - Oriented Software methods as an alternative way for customers to book ticket .

This research begins with gathering data on any problems that occur in the booking process in company recently. Interviews with operational manager and distribute questionnaires to customers be the first step to find the problem. After the required data received, the next step is designing the application according to the requirements by using UML and PHP/HTML programming language. Applications continue to be revised until the desired requirements are met. Furthermore, the application will be tested using the system test functionality and user feedback.

The results of this research is a web application that can simplify customer to book ticket and search information about the company. Results of the testing showed that the system is in accordance with the system design and user requirements. Mostly of user feedback shows positive result about this research.

Keywords: *Prototyping-Oriented Software, Booking Online System, Shuttle Bus.*