

ABSTRACT

Andi's Travel is a transportation company that provides shuttle and travel services. Andi's Travel has served many destinations as across provinces in Indonesia. The development of technology is important to be adapted by Andi's Travel due to increase their customer satisfactions. One of the proper solution to increase customer satisfaction is by providing access to reserve tickets easier and quick.

This project designs android based application of ticket reservation for Andi Travel's customers. It helps the customers to reserve tickets easily by providing some important informations include all Andi's Travel services. The features can be access by users which is customers by using smartphone android which connect to internet as the connection between users and hosted server.

Andi Travel's ticket reservation application helps customers search available ticket and do the reservation. It is proven by the questioners which is given to 30 respondents and 50% of population state that this application is very useful, 40% is useful, and 10% is useful enough. Index of success of this application reaches 4.4. Therefore this application is very useful for the people who use travel for their transportation especially in reservation activity and checking ticket availability. By and large this facility is expected to increase customer satisfaction level and customer loyalty to Andi's Travel services.

Key words : android, smartphone, ticket reservation, Andi's Travel