

ABSTRACT

Transportation is very important media for the people in performing their daily activities. One of the most popular means of land transportation is train because of its freedom from traffic on the highway. Train passengers always want a comfortable and timely train ride. However, PT KAI is still studying the delay compensation system in travel delays case, because the waiting time affects the overall perception of service quality.

In Indonesia there is no system integrated with the application in the handling of train delay compensation. For that it takes innovation to handle compensation services through the application of train ticket reservations with cloud-based and can be accessed by Android.

The ticketing system application that be designed has two main modules, the discount module and the late compensation module, as well as some support features such as ticket booking system, train schedule information, and location checks. The train delays compensation module designed is to provide an offer to passengers in the form of points or compliments in accordance with the time delays that have been set by writer.

System testing is done in two methods namely black box method and white box. Black box test results show the time and compensation in accordance with the author's expectations. From the results of white box testing can be concluded that 80% of users and the performance of train ticket system, and 82% of users who agree with the module.

Testing system is done in two methods, black box method and white box method. Black box test results show the time and compensation in accordance with the author's expectations. From the white box test results, 72.5% of users love the application interface, 82.5% of applications are easy to use, 76.7% feature application functionality suits the needs of users, and 74.2% of the information available on the application is complete. For the late compensation module, 80.8% of users agree that the late compensation module needs to be developed in the train ticketing application, 75.8% of the module required by the user if the train is delayed, and 82.5% of the compensation module and discount module provide satisfaction for application users.

Keywords: Android, Cloud, Delay Compensation Module, Notifications, Train