ABSTRACT

PT. Haifa Nida Wisata, a travel agency focusing on Umrah and Hajj pilgrimage, responds to technological advancements by developing an online presence through a website. However, the Umrah package booking process is still done manually, requiring prospective customers to visit the company's office directly. The lack of information availability and trust in the services are also concerns in similar services. To address these challenges, this research proposes the development of an information system that provides information needed by prospective customers and facilitates package booking. The Waterfall method, a traditional sequential and structured method, is used for development. The developed system successfully meets the functional requirements, such as package creation, and group, room, and bus management. The system evaluation through User Acceptance Testing (UAT) shows a high acceptance rate with an acceptance index value of 96%. The Administrator feature generated from the research provides an online representation and information management platform, increasing customer trust in the services. Therefore, the use of the Waterfall method in developing the Umrah package booking administration information system at PT. Haifa Nida Wisata has a positive impact, resulting in a quality and market-responsive solution.

Keywords: Umrah and Hajj Services, WaterFall, Administrative Information System.