ABSTRACT

A tourist is someone who travels to a particular place or destination for the purpose of recreation, vacation or cultural experience. Tourism is a trip undertaken for recreation or vacation. Tourists are important to support the tourism industry to increase tourism potential in West Java. This research aims to build an Explore West Java tourism application that makes it easier for tourists to make bookings to order tour packages, choose official travel agents on the website, provide a complaint system related to problems faced by tourists. In this research there are several things that become problems for tourists. Based on interviews with tourists, there are several problems faced in this research, namely tourists have difficulty ordering tickets from official travel agents, difficulty finding comfortable transportation to their destination, difficulty finding information on West Java tourist destinations, experiencing unpleasant problems when using agent services. travel and there are cases of tourism service fraud which harm tourists financially and time. The system development methods used are the Prototype method and design thinking. The systematic problem solving used is introduction, planning, analysis, design, implementation and testing. In this research, we build an application using the Laravel programming language, then a MySQL database, using Unified Modeling Language (UML) system modeling and system testing using user acceptance tests (UAT) and black box testing. The final results of this research show that the Explore West Java application can be a solution to the problems faced by tourists. And in the user acceptance testing process it was tested by 5 respondents with a final acceptance level of 91.5. These results show that the application built has very good criteria.

Keywords: tourists, tourism, prototype, Laravel, UAT