ABSTRACT

For the past ten years, tourism has experienced growth. Indonesia, especially Banyuwangi also felt said growth and offer different kind of tourism destination, such as nature tourism, man-made tourism, historical tourism, and so on. However, tourist whom travel to Banyuwangi experienced a lot of hindrances. Ticket queue, switching among travel app, and pricing scam has become a for tourist whom travel to Banyuwangi. The purpose of this research is to create a mobile app that can solve problems that emerge when a tourist travel to Banyuwangi, such as ticketing feature, cataloging tourist destination and product of tourism, giving accurate information, and prevent monetary loss from scam. This research uses mix method with design thinking approach. Data is gathered using interviews, questionnaire, and observations. This research is done to make tourist's experience better when travel in Banyuwangi by eliminating obstacles that emerges.

Keywords   : tourism, Banyuwangi, mobile app