

ABSTRACT

Catering Dapur Kita in Sidoarjo still relies on conventional processes, resulting in issues such as the absence of a real-time menu list and price estimates, unstructured order overload, and payment delays that cause financial losses and decrease customer satisfaction. This study aims to design and develop a Service Management Information System based website using the SDLC Prototype method, which comprises data collection through observation and interviews, prototype design and construction, evaluation and refinement based on user feedback, and final system development and testing. The system is implemented in PHP with the Laravel framework and a MySQL database and integrates the Midtrans interface for digital payments. Core features include automatic menu management and price estimation, structured ordering with automatic queuing, order status notifications, digital payment integration via Midtrans, and reporting and data export modules. Testing is conducted with White Box Testing covering statement coverage, branch coverage, condition coverage, and path coverage on authentication, registration, ordering, menu management, and API integration modules and Black Box Testing using Equivalence Partitioning, Boundary Value Analysis, Functional Testing, and Negative Testing on Login, registration, menu display, ordering, payment, and menu management features. The results show that all functionalities perform as specified, error-handling mechanisms work effectively, and the application interface is well accepted by the business owner as the primary user. Therefore, this new system is expected to reduce human error, accelerate service workflows, improve transaction data accuracy, and raise customer satisfaction levels for Catering Dapur Kita.

Keywords: *Catering, SDLC Prototype, service management information system.*