

ABSTRACT

The hotel and restaurant industry in Yogyakarta faces challenges in monitoring occupancy and finance due to unintegrated processes. This research aims to design and develop an enterprise system based on the concept of Enterprise Resource Planning (ERP) using the web to integrate occupancy and financial data in one PHRI Yogyakarta platform. Using Rapid Application Development (RAD) method, the system was designed with multi-tier architecture and modular approach, including dashboard, hotel, restaurant, finance, and customer modules. Data was collected through interviews and needs analysis, with business process-based design and Unified Modeling Language (UML). BlackBox Evaluation, Expert Judgement, User Acceptance Testing, and User Experience Questionnaire to show whether the system is effective in improving operational efficiency and strategic decision making through real-time data visualization. The main conclusion is that the system successfully unifies business processes, reduces reliance on self-reporting, and supports data transparency.

Keywords — Concept ERP, Monitoring System, Hotel, Restaurant, PHRI, RAD.