

Design of a Web-Based Ticket Reservation Application for RORO Bengkalis

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ABSTRACT

The RORO Bengkalis ferry ticket booking application, developed as a web-based system, has been successfully implemented to replace the previous booking method, which relied on Google Forms. The system was built using the Waterfall methodology through the stages of requirements analysis, design, implementation, and testing. Available features include departure schedule search, ticket booking, bank transfer payment with proof of payment upload, and digital ticket downloads. The application also provides user authentication and separate dashboards for administrators, staff, and customers. Blackbox testing and cross-browser testing confirmed that all features function optimally. The implementation results show that the application can reduce queues at the port, improve data management, and enhance the transparency of schedule information. Therefore, this system makes a positive contribution to improving the quality of RORO Bengkalis ferry ticket services in a modern and structured manner.

Keywords: Website, Ticket Reservation, RORO Bengkalis, Waterfall, Information System.