WEBSITE DEVELOPMENT FOR TRAVEL BOOKING AT PT. DUMAI PERMATA INDAH

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ABSTRACT

PT. Dumai Permata Indah still uses a manual system for ticket booking, where customers have to come directly to the office or make a reservation by phone. This method often causes issues like disorganized customer data, unclear schedules, and an overall less practical booking process for both customers and the company. To solve this problem, a web-based ticket booking system was developed that can be accessed directly by customers. The system was built through several stages, starting from identifying system needs, designing the interface, developing the features, and testing to make sure everything works properly. The main features include schedule search, ticket booking form, bank account info for payment, proof-of-transfer upload, and an admin page for managing incoming data. After the system was completed and tested, the results showed that all the main features worked as expected. Customers can now book tickets more easily, and the admin can manage bookings, schedules, and payments more neatly. This website helps improve workflow and provides better service for customers.

Keywords: Ticket Booking, Travel Website, Laravel, PT. Dumai Permata Indah