ABSTRACT

DESIGN OF WEB-BASED E-TICKETING SYSTEM FOR BRIGATA CURVA SUD SUPPORTERS USING RAPID APPLICATION DEVELOPMENT METHOD

By

Rahmat Ashari (21102043)

In the digital era Brigata Curva Sud (BCS) supporter group of PSS Sleman still faces challenges in managing match ticketing, which is currently conducted manually, resulting in long queues, discomfort, and security risks at the point of purchase. This study aims to design and implement a web-based e-ticketing system to improve efficiency and transparency in the ticket ordering process for BCS members. The system development method used is Rapid Application Development (RAD), which consists of the stages of requirement planning, workshop design, and implementation. The system is developed using PHP programming language with the Laravel framework and MySQL as the database, and is visualized through Unified Modeling Language (UML) modeling. System testing was conducted using the Blackbox Testing method to evaluate system functionality and the System Usability Scale (SUS) to assess user-friendliness from the end-user perspective. The test results show that all features function properly as specified, and the system achieved a SUS score of 88.5, categorized as "Excellent" with a Grade B. Based on these results, the developed e-ticketing system is considered feasible to be implemented to improve the quality of ticket ordering services for Brigata Curva Sud supporters.

Keywords: Brigata Curva Sud, Blackbox Testing, Rapid Application Development, System e-Ticketing, System Usability Scale