

ABSTRACT

The advent of information technology has precipitated the digital transformation of numerous facets of life, encompassing the domain of sports event booking. The Jaskon Sport Center, located in Banjarnegara, is one of the municipality's sports facilities. Presently, the reservation process is conducted manually, which gives rise to several issues. These include schedule clashes, inaccurate field availability information, and unilateral cancellation by the manager. In light of the aforementioned issues, the objective of this research endeavor is to conceptualize and develop a website-based field reservation system that will offer users the advantages of enhanced convenience, expedited processing, and precise information. The system development process utilizes the Rapid Application Development (RAD) method, which comprises three primary stages: requirement planning, workshop design, and implementation. The data for this study was collected through a combination of interviews with managers and surveys administered to 30 respondents who were users of Jaskon Sport Center. The survey results indicate that 55.2% of respondents encounter difficulties in making reservations, with 58.6% of them expressing dissatisfaction with frequently conflicting schedules. Preliminary findings indicate that the developed system incorporates a range of functionalities, including login, reservation, cancellation, schedule management by an administrator, and reservation status notification. System testing was conducted using the blackbox testing method, which revealed a success rate of 83.33% for general users and 91.6% for admin users. Additionally, System Usability Scale (SUS) testing was performed, resulting in an average score of 79 in the "good" category.

Keywords: Blackbox testing, Jaskon Sport Center, RAD, Sistem Reservasi, Website