

ABSTRAK

Hasan Askary, 2025. **SISTEM INFORMASI PENGELOLAAN FASILITAS HOTEL GUNA MENJAMIN KETERSEDIAAN KAMAR**. Tugas Akhir, Program Studi Sistem Informasi (D3), Universitas Bhinneka Nusantara, Pembimbing: Sugeng Widodo S.Kom., M.Kom

Kata kunci: sistem informasi, pengelolaan fasilitas, housekeeping, front office, hotel

Penelitian ini dilakukan mengembangkan sistem informasi pengelolaan fasilitas hotel yang dapat membantu proses kerja housekeeping, front office, supervisor serta manajer dalam memastikan ketersediaan fasilitas hotel untuk menjamin ketersediaan kamar . Permasalahan yang diangkat adalah belum tersedianya sistem digital dalam pengelolaan tugas pembersihan dan pelaporan kerusakan fasilitas, yang masih dilakukan secara manual. Sistem ini dibangun menggunakan framework Laravel dan database MySQL dengan pendekatan metode Waterfall. Fitur utama mencakup manajemen tugas pembersihan kamar, monitoring status kamar, pelaporan kondisi fasilitas rusak, serta rekap laporan pembersihan dan keluhan. Pengujian dilakukan menggunakan metode black box dan seluruh fungsionalitas berjalan sesuai harapan. Hasil akhir dari penelitian ini adalah sebuah sistem informasi berbasis web yang dapat digunakan untuk membantu operasional hotel Sawojajar Inn dalam menjamin ketersediaan dan kelayakan kamar secara efektif dan efisien.

ABSTRACT

Hasan Askary, 2025. **INFORMATION SYSTEM FOR HOTEL FACILITY MANAGEMENT TO ENSURE ROOM AVAILABILITY**. Final Project, Diploma Program in Information Systems, Universitas Bhinneka Nusantara. Advisor: Sugeng Widodo S.Kom., M.Kom

Keyword: information system, facility management, housekeeping, front office, hotel

This study was conducted to develop an information system for hotel facility management that supports the work processes of housekeeping, front office, supervisors, and managers in ensuring the availability of hotel facilities to guarantee room readiness. The main problem addressed is the absence of a digital system for managing cleaning tasks and reporting damaged facilities, which are still handled manually. The system was developed using the Laravel framework and MySQL database with a Waterfall development approach. The core features include room cleaning task management, room status monitoring, facility damage reporting, as well as recap reports for cleaning activities and complaints. Testing was conducted using the black box method, and all system functionalities performed as expected. The final result of this research is the development of a hotel facility management information system to ensure room availability at Sawojajar Inn.