DEVELOPMENT OF ONLINE RESERVATION SYSTEM FOR HOSTEL TROPICANA OF CAVITE STATE UNIVERSITY – MAIN CAMPUS

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ABSTRACT

GONZALES, KATHREEN D. and MUYOT, DAVE HARLEY V. Development of Online Reservation System for Hostel Tropicana of Cavite State University - Main Campus. Undergraduate Thesis. Bachelor of Science in Information Technology. Cavite State University, Indang, Cavite. January 2019. Adviser: Prof. Jake R. Ersando.

The study was conducted from August 2017 to November 2018 in Cavite State University, Indang, Cavite to provide a management information system for the staff and customers of Hostel Tropicana. Specifically, the study aimed to: 1. develop a computerized system to manage the hotel service effectively and efficiently; 2. create a reservation module to provide convenience to the users through an online reservation system and a good customer service; 3. make an automated system to lessen/eliminate the duplicate records or information; 4. create account module that secure the confidential information and provide storage for the records/reservations; and 5. create a report module that easily view all the information of monthly/yearly income.

The methodology used by the researchers was the Iterative Development Process Model. It consists of six (6) phases: planning, requirements analysis and design, implementation, testing, evaluation and deployment. The system was evaluated based on the criteria of functionality, reliability, usability, efficiency, maintainability, portability and user-friendliness. The participants of the system evaluation were composed of the Hostel Tropicana Manager, Ms. Daisy Marca, Hostel Staff and IT experts from Department of Information Technology of Cavite State University, Indang, Cavite. Evaluation result got 4.36 for the mean and 0.62 for standard deviation and has an

excellent interpretation, indicate that the system has passed completed and met all the needed requirements and achieved the objective of the study.

The results show that the system was judged to be excellent in general by all the participants in terms of its functionality, reliability, usability, efficiency, maintainability, portability and user-friendliness. The results were tabulated, analysed, and statistically treated using mean and standard deviation.

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