ABSTRACT

PT Angkasa Pura Sarana Digital (APSD) is part of PT Angkasa Pura II Group which is located at Soekarno Hatta International Airport. With the status as the busiest airport in Southeast Asia, it is important for this airport to continue to grow, especially in terms of technology. One of the efforts involves transforming into a smart airport by integrating transportation services into an integrated smart mobility ecosystem, involving various transportation companies. However, there are still transportation services at this airport, such as buses, that are not fully integrated with technology, especially in terms of ticket sales and operational management. So, this study aims to design a web-based information system that integrates bus services into the smart airport concept. The Waterfall methodology approach is used, involving requirements analysis, design, implementation, and maintenance. Through a comparative analysis between the existing bus ticket sales process and the proposed system, the efficiency of the process can be improved. The results show that the use of this web-based system reduces processing time from 1140 to 440 minutes, with an increase in business efficiency of 18.2%. The usability test using the System Usability Score (SUS) shows a score of 74.375, which is included in the "acceptable" category. This research confirms that the design of this website effectively supports the smart airport concept, leading to more advanced growth for Soekarno Hatta International Airport.

Keyword— ***PT Angkasa Pura Sarana Digital, smart airport, transportation service integration, web-based information system, business efficiency, bus ticketing, Waterfall methodology, usability testing, System Usability Score, Soekarno Hatta International Airport.***