

ABSTRACT

Kost Poniran in Purwokerto Utara, Banyumas Regency, faces challenges including difficulties for tenants in submitting service complaints and manual recording of payments and expenses. The absence of a reliable centralized digital platform results in risks of payment data loss and delayed complaint handling, which affect operational efficiency and tenant satisfaction. To address these issues, an integrated web-based information system was developed as a solution. The system development applied the flexible Extreme Programming (XP) method to ensure the final product meets user needs. The system was built using Express.js for the back-end and Next.js for the front-end interface. System quality was tested functionally using Black Box Testing and usability was evaluated with the System Usability Scale (SUS). This study successfully developed a functional system. Black Box Testing results showed a functional success rate of 97.32%. Meanwhile, the usability evaluation using SUS yielded an average score of 76.70, categorized as “B” or “Good,” indicating that the system is easy to use for both owners and tenants. Thus, this system provides a solution to the existing problems and contributes by offering an integrated platform for financial administration and service complaints in small-scale boarding house businesses, validated for both functionality and usability.

Keywords: Boarding House, Express.js, Extreme Programming, Financial Administration System, Next.js, Service Complaint