



Development of an Integrated Web-Based Partnership Management Information System for PHRI Bekasi City

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ABSTRACT

Professional associations require integrated information systems to improve administrative efficiency and support digital transformation. However, the Indonesian Hotel and Restaurant Association (PHRI) Bekasi City still manages membership administration, membership fee payments, organizational information dissemination, and hotel occupancy reporting through separate and predominantly manual processes, resulting in inefficient data management and delayed administrative services. This study aims to develop an integrated web-based Partnership Management Information System to streamline administrative processes and enhance organizational services. The project was governed using the Project Management Body of Knowledge (PMBOK) framework for initiation, planning, execution, monitoring, and closing, while the Waterfall model guided sequential software development. Laravel was employed as the web application framework, MySQL as the database management system, Bootstrap for the user interface, and the Midtrans payment gateway for digital membership fee transactions. Functional evaluation was conducted through User Acceptance Testing (UAT) with the PHRI Bekasi City management board, while technical performance was evaluated using Google PageSpeed Insights. The developed system successfully integrated membership management, digital membership cards, digital payment processing, organizational information management, and hotel occupancy reporting into a single platform. UAT results showed very good scores across functionality (93%), performance (92.5%), interface (91%), and efficiency (97%), while Performance Testing indicated strong results on desktop and good results on mobile devices. These findings demonstrate that the proposed system effectively supports the digital transformation of partnership management and provides a practical reference for implementing integrated information systems in similar professional organizations.

1. Introduction

Digital transformation has become an essential strategy for organizations to improve operational efficiency, integrate business processes, and enhance service quality through the adoption of information technology (Jarvenpaa & Selander, 2023). Membership-based organizations increasingly rely on integrated web-based platforms to manage administration, financial transactions, and organizational reporting as their membership base and operational complexity grow. Well-designed web-based membership management systems have been shown to replace manual, error-prone record keeping with centralized and automated processes that reduce the administrative burden faced by both administrators and members (Hambali et al., 2024). This shift reflects a broader pattern in which membership-based organizations pursue digital transformation not only to accommodate growth in

membership numbers but also to sustain the quality and responsiveness of the services they provide.

The Indonesian Hotel and Restaurant Association (Perhimpunan Hotel dan Restoran Indonesia/PHRI) Bekasi City coordinates hotels, restaurants, cafés, and tourism-related micro, small, and medium enterprises within the city, serving as an intermediary between its members and the local government in supporting regional tourism development. In its current practice, membership registration is still carried out by sending business legality documents through instant messaging applications or electronic mail, which are then verified manually by the association's administrators before being recorded into the organizational archive. This condition lengthens the time required for data retrieval and membership updates, delays the issuance of digital Member Identification Cards (Kartu Tanda Anggota), and increases the likelihood of

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data inconsistency as the number of members continues to grow.

A comparable administrative burden is found in the annual membership fee payment process, where members must submit proof of bank transfer for manual reconciliation by the association's administrators, a practice that frequently delays payment validation and increases the risk of recording errors, particularly when transaction volume rises. Payment gateway technology has been widely adopted across Indonesia's digital economy to address comparable challenges because it enables real-time and automated payment verification while integrating multiple payment channels, such as bank transfers, virtual accounts, and digital wallets, into a single reconciliation process (Hidajat & Salini, 2023; Siahaan & Sianturi, 2024). Midtrans, one of the payment gateway providers most widely used in Indonesia, has been successfully integrated into various Laravel-based web applications, enabling automatic payment confirmation without requiring manual verification by administrators (Pariyadi et al., 2025).

Beyond membership and payment administration, PHRI Bekasi City has not yet established a centralized system for collecting and monitoring hotel occupancy data from its member hotels. Occupancy information is still communicated informally between hotel management and the association's administrators or exchanged through separate spreadsheet files that are difficult to consolidate for periodic trend analysis. This limitation is significant because hotel occupancy rates have repeatedly been found to be positively associated with regional own-source revenue generated through hotel and restaurant taxes (Jomaki & Pratomo, 2023; Kamasan & Dewi, 2024). Without a structured occupancy reporting mechanism, both the association and the local government face limitations in monitoring the development of the local hospitality sector and projecting regional revenue potential from tourism-related activities.

Previous studies have demonstrated that web-based information systems developed using the Laravel framework and MySQL database can effectively support organizational administration across various domains, including document traceability (Yunus et al., 2024) and institutional web services (Aslan et al., 2022). In addition, Unified Modeling Language (UML) is widely adopted to model system requirements, business processes, and software architecture before implementation (Ramdany et al., 2024). Functional evaluation of web-based information systems is commonly performed using User Acceptance Testing (UAT) to ensure that implemented features satisfy user requirements and operational expectations (Priyatna et al., 2020). While previous studies have separately examined web-based membership management (Hambali et al., 2024), payment gateway integration (Pariyadi et al., 2025; Siahaan & Sianturi, 2024), and the relationship between hotel occupancy and regional revenue (Jomaki & Pratomo, 2023; Kamasan & Dewi, 2024), these functions are generally implemented as independent solutions. To the best of the authors' knowledge, limited research has developed an integrated web-based

information system that simultaneously supports membership administration, digital membership fee payment, and hotel occupancy reporting specifically for a professional hospitality association. The novelty of this study lies in three interrelated contributions. First, it integrates three previously siloed administrative functions membership lifecycle management, automated digital payment verification, and structured hotel occupancy reporting into a single coherent platform tailored to the operational context of a regional professional hospitality association. Second, the system embeds domain-specific features that are rarely combined in generic membership systems, namely digital Member Identification Card (Kartu Tanda Anggota) issuance linked to document verification status, real-time payment reconciliation via Midtrans, and occupancy data submission that supports both internal association monitoring and potential regional tourism revenue analysis. Third, the development process deliberately combines a formal project management framework (PMBOK) for governance with the Waterfall model for sequential software construction, providing a structured and reproducible approach that can be adapted by similar professional organizations with limited IT resources. This combination of domain-specific integration, automated financial and reporting workflows, and explicit project governance distinguishes the present system from prior standalone membership or payment applications.

To address this research gap, this study develops an integrated web-based Partnership Management Information System for PHRI Bekasi City that consolidates membership administration, digital membership fee payment, and hotel occupancy reporting into a unified platform. The project was governed using the Project Management Body of Knowledge (PMBOK) framework for initiation, planning, execution, monitoring and controlling, and closing, while software construction within the execution stage followed the Waterfall model (Project Management Institute, 2017; Anis et al., 2024). The system is implemented using the Laravel framework and MySQL database and integrated with the Midtrans payment gateway to automate membership fee verification, while its functional performance is evaluated through User Acceptance Testing. Therefore, this study aims to improve administrative efficiency, accelerate service delivery, strengthen organizational data integration, and support organizational decision-making for PHRI Bekasi City and regional tourism stakeholders.

2. Research Methods

2.1 Research Stages

This research was managed using the Project Management Body of Knowledge (PMBOK) framework as the overarching project governance structure, covering the five process groups: initiation, planning, execution, monitoring and controlling, and closing (Project Management Institute, 2017). PMBOK was applied to define project scope,

objectives, schedule, budget, and success criteria, as well as to ensure systematic coordination among stakeholders throughout the project lifecycle. Within the execution process group, software development followed the Waterfall model, which proceeds sequentially through requirement analysis, system design, implementation, testing, and deployment (Anis et al., 2024; Rajabiantoro et al., 2022). Thus, PMBOK provided the project management and governance layer, while Waterfall served as the software development methodology.

Figure 1 shows the five PMBOK process groups applied in this study. Initiation identified problems and system needs through observation, interview, and literature study. Planning defined requirements, scope, technology stack, schedule, and budget. Execution built the system using the Waterfall sequence. Monitoring and controlling employed User Acceptance Testing (UAT) and Performance Testing. Closing finalized documentation and system handover to PHRI Bekasi City.

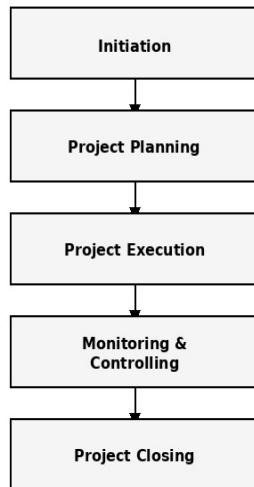


Figure 1. Five PMBOK process group

2.2 Research Location and Time

This research was conducted at PHRI Bekasi City from April to July 2026.

Table 1. Research location and time

Aspect	Description
Organization	Perhimpunan Hotel dan Restoran Indonesia (PHRI) Kota Bekasi
Location 1	Jl. Kemakmuran No. 15, RT.006/RW.005, Marga Jaya, Kecamatan Bekasi Selatan, Kota Bekasi, Jawa Barat
Location 2	Jl. Cikunir Raya No. 32A, RT.005/RW.002, Jakamulya, Kecamatan Bekasi Selatan, Kota Bekasi, Jawa Barat 17146
Research period	April 2026 – July 2026
Main activities	Observation, interview, requirement analysis, system design, development, testing, implementation, and reporting

2.3 Research Subjects

Research subjects consisted of two user groups.

Table 2. Research subjects and roles

Subject group	Description	Main roles in the system
Administrator	PHRI Bekasi City management board (Secretary as key informant)	Manage members; verify documents; process fees; issue digital KTA; publish news/activities; broadcast; monitor occupancy; manage support and finance
Member	Hotel, restaurant, café, and tourism MSME operators registered with PHRI Bekasi City	Register business; upload legality documents; pay fees digitally; download digital KTA; receive information; submit occupancy (hotel); report issues

2.4 Data Collection Techniques

Three techniques were used for requirement analysis and system design.

Table 3. Data collection techniques

Technique	Procedure	Information obtained
Observation	Direct observation at the PHRI Bekasi City secretariat	Membership administration, registration, legality documents, fee payment, information delivery, occupancy reporting
Interview	Structured interview with the Secretary of PHRI Bekasi City, Mr. Wahyudi Yuka, S.E., M.A.B.	Workflows, constraints, registration and fee mechanisms, KTA issuance, system expectations
Literature study	Review of books, journals, and related documentation	Information systems, project management, payment gateways, occupancy, UML, ERD, Waterfall

2.5 System Design and Development

System modeling used UML to visualize processes and requirements before implementation (Ramdany et al., 2024; Aryani et al., 2025). Use case diagrams represented actor interactions. The database was designed with ERD and transformed into LRS (Pulungan et al., 2023).

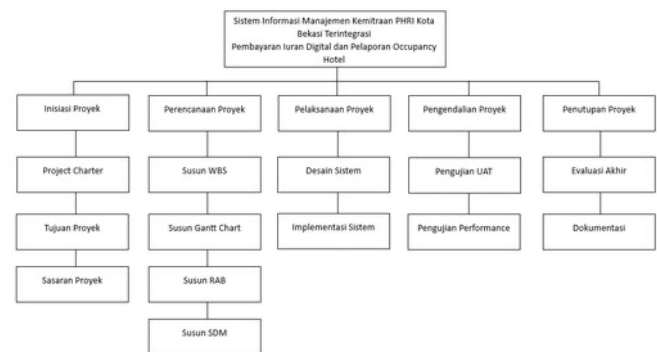


Figure 2. Work Breakdown Structure (WBS)

Figure 2 maps project work into the five PMBOK stages and their sub-activities. Figure 3 shows administrator features after login: member management, verification, payments, activities, news, occupancy, reports, broadcast, tickets, and

expenses. Figure 4 shows member features: registration, document upload, digital fee payment, digital KTA, information center, occupancy input (hotel), and support ticket.

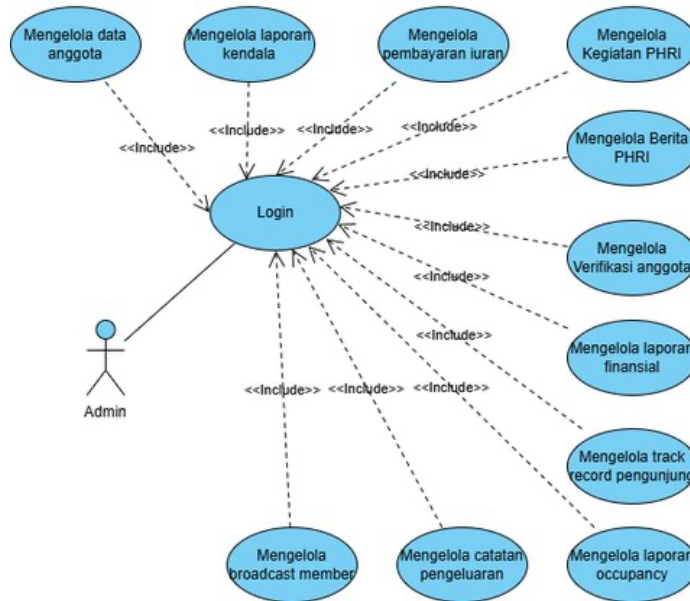


Figure 3. Use Case Diagram – Administrator

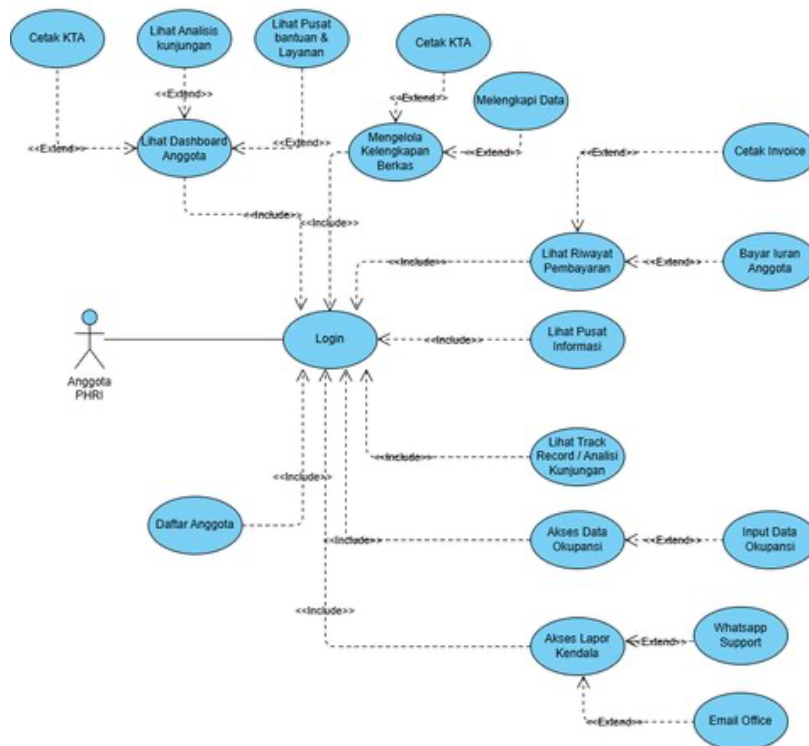


Figure 4. Use Case Diagram – Member

Figure 5 presents the main entities and relationships used for database design. Figure 6 shows core tables with primary and foreign keys for MySQL implementation. The system was built with Laravel (Herdiyatmoko, 2022), MySQL

(Purnaningsih & Yulianto, 2022), Bootstrap, JavaScript, and Midtrans (Djuwitaningrum & Jati, 2025; Fatman et al., 2023; Salma et al., 2023).

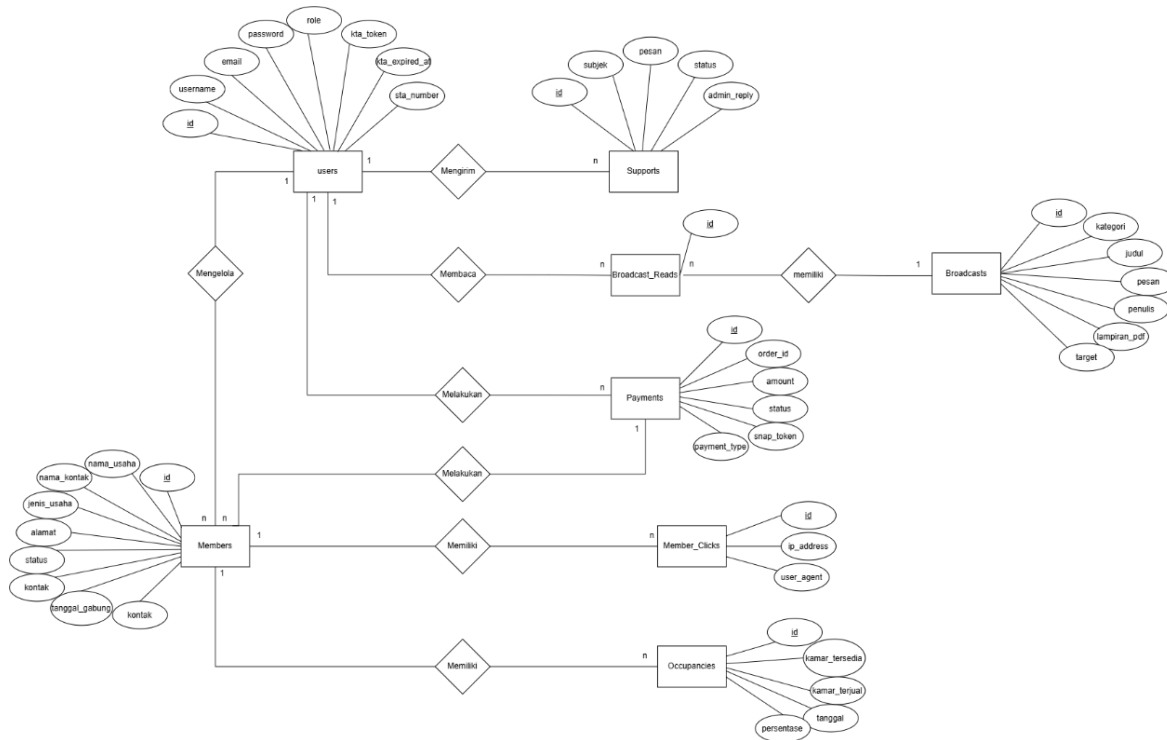


Figure 5. Entity Relationship Diagram (ERD)



Figure 6. Logical Record Structure (LRS) – core tables

2.6 System Testing

Functional evaluation was conducted through User Acceptance Testing (UAT) using a structured five-point Likert-scale questionnaire (1 = Strongly Disagree to 5 = Strongly Agree). The instrument covered four aspects with a total of 19 items: Functionality (5 items), Performance (4 items), Interface & User Experience (5 items), and Efficiency & Productivity (5 items). The questionnaire was administered to three purposively selected members of the PHRI Bekasi City management board the Chairperson (Yogi Kurniawan, S.I.Kom.), Secretary (Wahyudi Yuka, S.E., M.A.B.), and Treasurer (Erlina Farma) on 26 July 2026. The percentage score for each aspect was calculated using the formula: $\text{Score (\%)} = (\text{Total obtained score} / \text{Maximum possible score}) \times 100$, where the maximum possible score per aspect equals the number of items $\times 5 \times$ number of respondents. Interpretation thresholds followed common practice: $\geq 80\%$ = Very Good, $60\text{--}79\%$ = Good, $40\text{--}59\%$ = Fair, and $< 40\%$ = Poor (Aliyah et al., 2025; Sari et al., 2024). Representative items included statements on membership data management, digital fee payment, occupancy reporting, system responsiveness, interface clarity, and administrative efficiency. Performance Testing was conducted using Google PageSpeed Insights on both mobile and desktop versions of the system (Cahyono & Kamarudin, 2024). Test results are reported in Section 3.

3. Result and Discussion

3.1 Initiation and Planning Outcomes

Consistent with the stages in Section 2.1, initiation confirmed that membership registration, legality documents, fee payment, and occupancy reporting were fragmented and largely manual. The project charter defined PHRI Bekasi City as sponsor and the student team as project manager. Scope covered member and user management, digital fee payment, digital KTA, broadcast, news and activities, occupancy reporting, monitoring dashboard, and system reports. The project ran for 16 weeks (20 April–27 July 2026) with a budget of IDR 28,000,000. Figure 7 shows the schedule from observation to documentation, following the Waterfall sequence under PMBOK.

3.2 System Implementation Results

Based on the design in Section 2.5, the system was implemented as a single web platform for administrators and members. Figure 8 shows the shared login portal with CAPTCHA, password recovery, and new registration. Administrator modules implement the use cases in Figure 3.



Figure 7. Project gantt chart (April–July 2026)

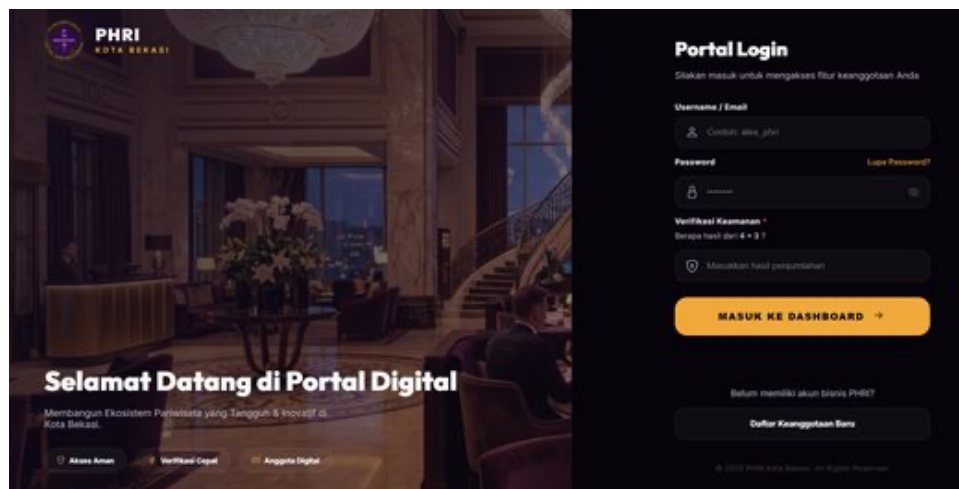


Figure 8. System login page

Figure 9 shows the member list with search, filters, and management actions. Figure 10 shows total income, Midtrans and bypass totals, and transaction list with PDF export.

ID	IDENTITAS BISNIS	KATEGORI	PERANGKUPUN JAWAB	STATUS	MASA BERLAKU	MANAJEMEN
1	HOTEL AMARI KALAMALAND	HOTEL	Katuk Duanata	AKTIF	Validasi: 30 Jun 2026 Aktivasi: 30 Jun 2026	[Edit] [Hapus]
2	HOTEL B3 BEKASI	HOTEL	Michael Mustama	AKTIF	Validasi: 30 Jun 2026 Aktivasi: 30 Jun 2026	[Edit] [Hapus]
3	HOTEL B3 STYLES BEKASI JATINEUNG	HOTEL	Ria Florentina, M.M.	AKTIF	Validasi: 30 Jun 2026 Aktivasi: 30 Jun 2026	[Edit] [Hapus]
4	GRAND CAMAN HOTEL	HOTEL	Riza Bayu Aj	AKTIF	Validasi: 30 Jun 2026 Aktivasi: 30 Jun 2026	[Edit] [Hapus]

Figure 9. Administrator – member data management

ORDER ID	MEMBER & DETAIL	KOMISAL	MATRI TRANSKASI	METODE	STATUS	Aksi
order-17000000000000000000	UMKM Mart Koperasi Bina Warga Sejahtera	Rp 2.000.000	Midtrans	AKTIF	AKTIF	[Detail]
order-17000000000000000000	Trial Account Hotel	Rp 2.000.000	Midtrans	AKTIF	AKTIF	[Detail]
order-17000000000000000000	HOTEL AMARI KALAMALAND	Rp 2.000.000	Midtrans	AKTIF	AKTIF	[Detail]
order-17000000000000000000	HOTEL B3 BEKASI	Rp 2.000.000	Midtrans	AKTIF	AKTIF	[Detail]
order-17000000000000000000	HOTEL B3 STYLES BEKASI JATINEUNG	Rp 2.000.000	Midtrans	AKTIF	AKTIF	[Detail]

Figure 10. Administrator – payment recapitulation

ID	CATEGORY	JUDUL & INFORMASI	STATUS	TANGGAL TERBIT	MANAJEMEN
1	PHRI Kota Bekasi dan BPPPT Komunitas Perkotaan	PHRI Kota Bekasi dan BPPPT Komunitas Perkotaan	PUBLIK	30 Jun 2026	[Edit] [Hapus]
2	PHRI Kota Bekasi Tanggapan Komunitas Organisasi	PHRI Kota Bekasi Tanggapan Komunitas Organisasi	PUBLIK	30 Jun 2026	[Edit] [Hapus]
3	PHRI Kota Bekasi Optimalisasi Organisasi	PHRI Kota Bekasi Optimalisasi Organisasi	PUBLIK	30 Jun 2026	[Edit] [Hapus]

Figure 11. Administrator – news management

ID	POSTER	INFORMASI KEGIATAN	VISIBILITAS	WAKTU & LOKASI	TINDAKAN
1	PHRI Kota Bekasi dan BPPPT Komunitas Perkotaan	PHRI Kota Bekasi dan BPPPT Komunitas Perkotaan	PUBLIK	30 Jun 2026	[Edit] [Hapus]
2	PHRI Kota Bekasi Tanggapan Komunitas Organisasi	PHRI Kota Bekasi Tanggapan Komunitas Organisasi	PUBLIK	30 Jun 2026	[Edit] [Hapus]
3	PHRI Kota Bekasi Optimalisasi Organisasi	PHRI Kota Bekasi Optimalisasi Organisasi	PUBLIK	30 Jun 2026	[Edit] [Hapus]
4	PHRI Kota Bekasi dan BPPPT Komunitas Perkotaan	PHRI Kota Bekasi dan BPPPT Komunitas Perkotaan	PUBLIK	30 Jun 2026	[Edit] [Hapus]

Figure 12. Administrator – activity management

Figures 11–12 show news and PHRI activity management for organizational information dissemination. Figure 13 shows occupancy charts and report details submitted by hotel members. Figure 14 shows income, expense, and balance summaries with charts. Member modules implement the use cases in Figure 4. Figure 15 shows legality document progress and digital KTA download.

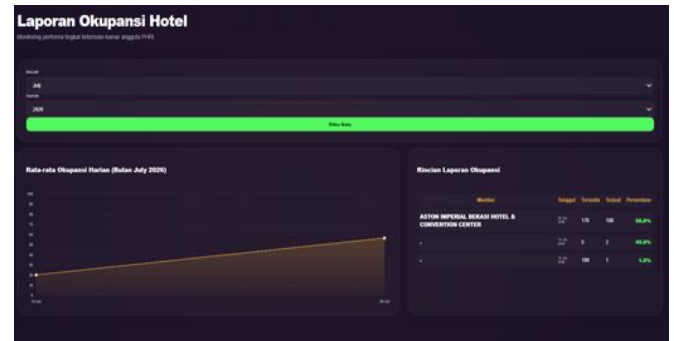


Figure 13. Administrator – hotel occupancy monitoring

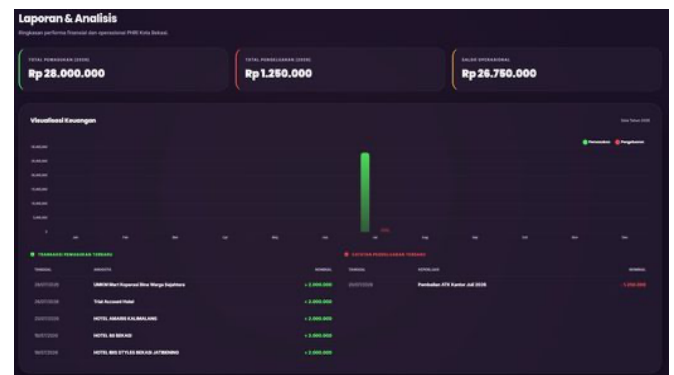


Figure 14. Administrator – financial report and analysis

Progres Kelengkapan Legalitas	0%
OKUMEN NIB	BEUM ADA
OKUMEN STA	BEUM ADA
OK KEMERKUPHAM	BEUM ADA

Figure 15. Member – document completeness

Figure 16 shows fee payment history, status, and invoice access after Midtrans payment. Figure 17 shows occupancy input with automatic percentage calculation and history. Figure 18 shows organizational announcements received by members.

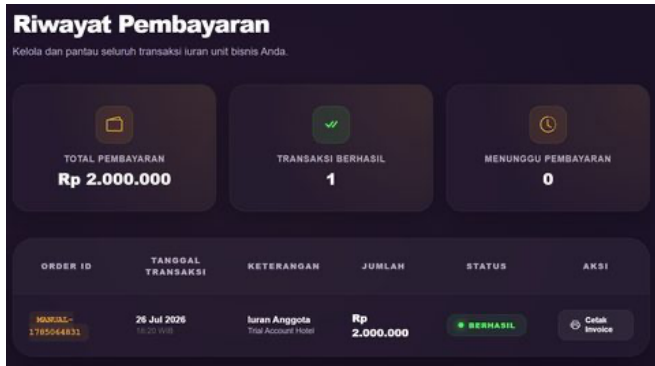


Figure 16. Member – payment history

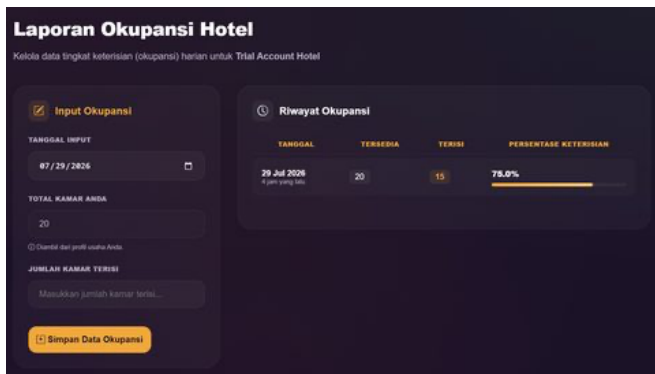


Figure 17. Member – hotel occupancy reporting

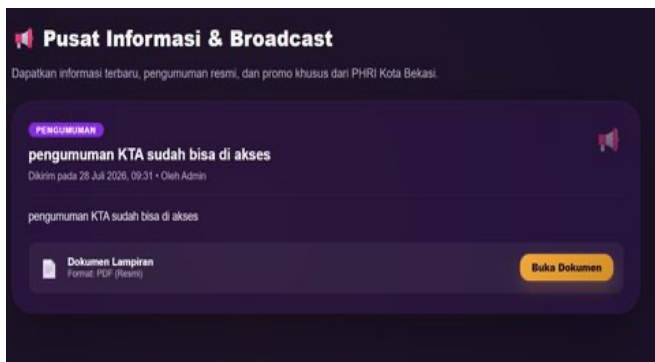


Figure 18. Member – information and broadcast center

3.3 Evaluation Results

Following the testing methods in Section 2.6, UAT was conducted with the Chairperson, Secretary, and Treasurer of PHRI Bekasi City on 26 July 2026. All aspects were rated very good. Efficiency scored highest (97%), indicating reduced administrative workload versus the previous manual process.

Table 4. Summary of User Acceptance Testing (UAT) Results

No.	Aspect	Score	Interpretation
1	Functionality	93%	Very Good
2	Performance	92.5%	Very Good
3	Interface & UX	91%	Very Good
4	Efficiency & Productivity	97%	Very Good

Figure 19 shows Performance 84, Accessibility 93, Best Practices 100, SEO 100. Figure 20 shows Performance 99, Accessibility 93, Best Practices 100, SEO 100.

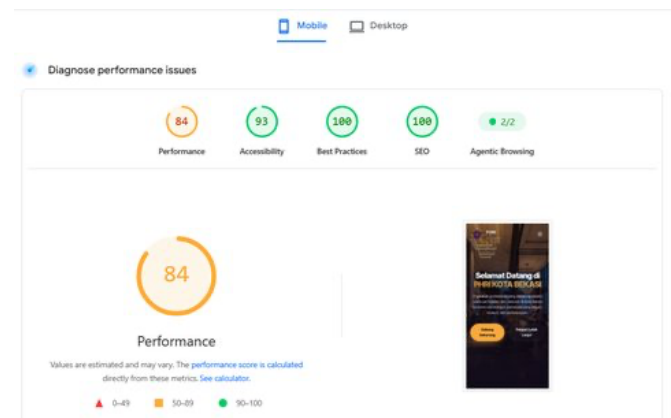


Figure 19. PageSpeed insights – mobile

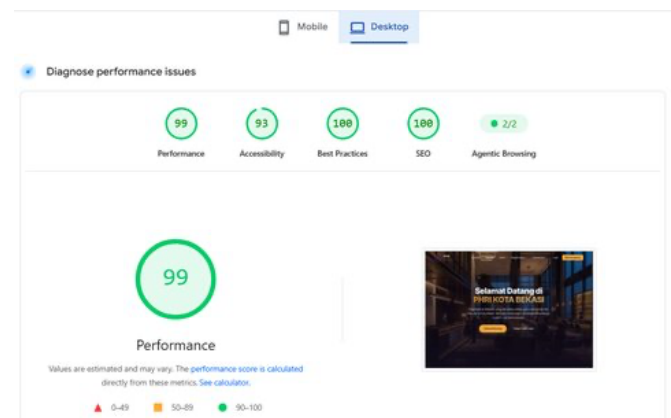


Figure 20. PageSpeed insights – desktop

3.4 Discussion

The results reported in Section 3 follow the methods defined in Section 2. The initiation and planning outcomes (Section 3.1) confirmed the administrative fragmentation identified during the research stages and established a clear project charter, 16-week schedule, and budget of IDR 28,000,000. The system implementation (Section 3.2) realized the UML design and database structure described in Section 2.5: administrator modules support member management, payment recapitulation, news and activities, occupancy monitoring, and financial analysis, while member

modules support document completeness, digital fee payment via Midtrans, occupancy reporting, and organizational announcements. These modules operate within a single web platform, addressing the research gap noted in the Introduction.

The high UAT scores-particularly the 97% for Efficiency & Productivity can be explained by the elimination of previously manual and fragmented workflows. Prior to system implementation, membership registration relied on messaging applications and email, fee validation required manual bank-transfer reconciliation, and occupancy data existed in scattered spreadsheets. By consolidating these processes, the system reduced administrative hand-offs and shortened service cycle times, which board members explicitly recognized as the primary source of efficiency gains. This finding aligns with prior observations that centralized membership platforms reduce administrative burden (Hambali et al., 2024) and that payment-gateway automation accelerates verification (Pariyadi et al., 2025; Siahaan & Sianturi, 2024). From a technology-acceptance perspective, the strong Interface & UX score (91%) and overall acceptance by the management board are consistent with recent applications of the Technology Acceptance Model (TAM) in digital membership and tourism contexts, where perceived usefulness and ease of use remain key drivers of intention to use (Skynyrd & Suwarno, 2025; Mihos & Kokkinis, 2026). The system's domain-specific features digital KTA linked to document status, real-time Midtrans reconciliation, and structured occupancy input appear to have enhanced perceived usefulness beyond generic membership applications. PageSpeed Insights results further support technical readiness: desktop performance (99) indicates a mature implementation, while the mobile score (84) remains acceptable but points to an opportunity for further optimization, consistent with recommendations in web-performance literature (Cahyono & Kamarudin, 2024). Compared with previous studies that treated membership management, payment integration, and occupancy reporting as separate solutions, the present system demonstrates that simultaneous integration is both technically feasible and organizationally valued within a professional hospitality association. The deliberate use of PMBOK for project governance and Waterfall for sequential development provided a structured path that kept the project within schedule and budget an outcome that may be particularly relevant for associations with limited internal IT capacity. Nevertheless, several limitations should be acknowledged. The UAT involved only three board members; broader member-level evaluation would strengthen generalizability. The study measured acceptance and technical performance but did not yet quantify long-term impacts on fee-collection rates or occupancy-reporting compliance. Future research should therefore examine these outcomes over a longer implementation period and consider extending the platform with mobile applications, automated notifications, and richer analytical dashboards.

4. Conclusion

This study developed an integrated web-based Partnership Management Information System for PHRI Bekasi City that consolidates membership administration, digital membership fee payment through the Midtrans gateway, and hotel occupancy reporting into a single platform. The project was governed by the PMBOK framework, with software development following the Waterfall model, and the system was implemented using Laravel, MySQL, Bootstrap, and Midtrans. User Acceptance Testing yielded very good scores for functionality, performance, interface, and efficiency, while Google PageSpeed Insights indicated strong technical quality on desktop and good quality on mobile. The system meets the operational needs of PHRI Bekasi City administrators and members and provides a practical reference for similar professional organizations. For future development, a mobile application, automated notifications, a more comprehensive analytical dashboard, and further optimization of mobile loading performance are recommended. Subsequent research may also examine the system's effect on membership-fee collection rates and occupancy-reporting compliance over a longer implementation period.

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