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Bu Murni Restaurant Sales Information System Based on Website

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ABSTRACT

***Purpose**: The purpose of the research on the sales information system of Bu Murni's restaurant based on the website is to increase the efficiency of the sales process, facilitate data management, provide easy access for customers and expand marketing reach.*

Subjects and Methods: Qualitative Method is a research approach used to understand the phenomenon, perspective, or meaning of a social event in depth. This method usually focuses on collecting non-numerical data such as interviews, observations, or documents to obtain a richer and more complex picture of a problem or situation. UML (Unified Modeling Language) is a standard modeling language designed to document the description of software systems. UML also helps analysts and other stakeholders understand, design and communicate the structure and behavior of the system. UML consists of system requirements analysis, activity diagrams, usecase diagrams, databases, creating a Database Using MySQL, Table Design, Determining Relationships Between Tables and Using Normalization

***Results**: This information system provides features for managing food menu data, sales transactions, and financial reports that can be accessed in real-time through a MySQL-based web interface. The system successfully meets the needs of restaurants by automating the ordering and reporting process, which was previously done manually. With this system, the time needed to process orders and errors in recording raw material stock are successfully minimized. The test results show that the system can process orders with accuracy and effective time.*

Conclusions: The website-based sales information system for Rumah Makan Bu Murni was successfully designed with the aim of increasing efficiency and accuracy in managing sales data. This system provides features that support integrated management of menus, orders, customers, and employees. With this website, customers can easily place orders, either directly on the spot or online, thus providing more flexibility in service.

INTRODUCTION

The development of the culinary industry in this era of globalization is undergoing significant transformation, where competition among businesses is increasingly competitive and dynamic. Modern consumers no longer simply seek to fulfill their basic food needs but also look for unique and memorable experiences in every dining activity. Restaurants, as one of the pillars of the culinary industry, face their own challenges in meeting the expectations of increasingly critical and selective consumers. The complexity of restaurant management involves several strategic aspects, ranging from human resource management, menu development, and interior design to appropriate marketing strategies. The development of information technology and social media has also significantly influenced how consumers choose and evaluate the quality of a restaurant. Innovation, concept, presentation, and culinary experience have become the key factors for a restaurant's success to survive and excel amidst the increasingly intense competition. Therefore,

in-depth research on the dynamics and strategies of restaurant development is essential to provide theoretical and practical contributions to culinary industry players.

At Bu Murni Restaurant, several common issues have been identified, such as:Manual record keeping errors, the manual recording system often leads to mistakes in nothing down costumer orders, especially during busy hours. This not only affects service quality but also reduces customer satisfaction. Slow services process, costumer have to wait in long queues to place their orders, causing discomfort. This also risks losing costumer who prefer faster service. Ineficcient stock management, the absence of an integrated system makes it difficult to manage raw material inventory accurately. As a result, the restaurant often experiences stock shortages or even an excess of unused ingridients.

LITERATURE REVIEW

Lack of structured sales reports, Sales recording is done manually, which takes a long time to generate reports. This delays the restaurant owner's ability to analyze business performance in a timely manner. Limited digital access, In the modern era, many customers expect the convenience of online ordering, but Bu Murni Restaurant has yet to offer this service. This makes the business less competitive compared to competitors who have already embraced digital technology. The restaurant business is an organization that could potentially benefit from integrating IT into its operations. Providing quick and accurate data to customers for reserving tables and ordering food from the available menu ensures that orders are served promptly and in the correct quantity, guaranteeing service satisfaction. This makes customers happy and satisfied, thereby enhancing the restaurant's reputation (Yusran & Herwanto, 2023).

A website is a collection of interconnected web pages that can be accessed via the internet using a browser. Websites typically contain information, services, or specific features designed to meet users' needs, such as news, e-commerce, entertainment, education, or communication. Technically, a website consists of elements such as text, images, videos, and other interactive components, organized using programming languages like HTML, CSS, and JavaScript. Websites can be accessed through a unique address known as a URL (Uniform Resource Locator) and are usually hosted on a server to be available online. A website is a collection of pages within a domain that contains information that can be read and viewed by internet users through search engines. The information on a website may include images, text, and videos (Costa, 2022).

Advancements in technology and information are progressing rapidly. The development of communication technology is currently leaning towards mobile-based or portable devices. These technologies are not only used for communication via phone calls and SMS but also as a medium for direct communication through the internet in a client-server model, particularly for sending and receiving data related to orders or reservations in the restaurant business (Meiniarti et al., 2022).

Without adequate technological support, the operations of culinary businesses or restaurants can face challenges such as order recording errors, service delays, and difficulties in monitoring raw material inventory. Bu Murni Restaurant, as one of the culinary business players, experiences these issues, particularly during peak hours.

As technology evolves, web-based systems have become a popular solution to support business operations management. These systems not only make it easier for customers to place orders but also assist business owners in managing operational processes more efficiently. This research aims to design and implement a web-based sales system for Bu Murni Restaurant, which is expected to improve efficiency and customer satisfaction.

METHODOLOGY

The system development method used by the author is using a prototype system development method where this system development uses an approach to create a system program quickly and gradually so that it is immediately evaluated by users.

There are steps in this system development method: 1) Identify Needs, this stage is the initial stage in building a system where development and users meet each other. At this stage the author

analyzes a system by collecting data, namely by using observations of the company; 2) Make a prototype, after analyzing the system, the system to be developed and the needs of the system to be built, the author then makes a prototype; 3) Testing the Prototype, in this third stage, the author will test the system that has been created and designed to ensure that the system that has been created is running well; 4) Improving the Prototype, at this stage the author will improve the system, if the system has been tested and received suggestions from users; 5) Developing Product Versions, at this stage the author completes the system that has been created according to what was suggested by the user (Ahmad & Hasti, 2018).

Unified Software Development Process (USDP) is one of the object-oriented software engineering methods that consistently tries to adapt to the increasingly large and complex systems/software developed by software vendors around the world. The USDP models are as follows: 1) Analysis Model. The analysis model has 2 uses, namely expanding and detailing the definitions of each use case; 2) Design Model. The design model defines the static structure of the system such as subsystems, classes, and interfaces and their respective relationships within the framework of the system/software being developed; 3) Deployment Model. The deployment model defines the physical computer nodes and maps each component to each existing computer node; 4) Implementation Model. The implementation model contains components (representing codes in a particular programming language chosen) and maps classes to components; 5) Testing Model Testing Model describes the cases and testing procedures whose purpose is to verify the software produced; 6) by viewing and ensuring whether each Use Case has been implemented in a manner that is in accordance with the main functionality included in it. At this stage, testing is carried out using the Black Box Testing method (Muthohari & Rahayu, 2016).

Qualitative Method is a research approach used to understand the phenomena, perspectives, or meanings of a social event in depth. This method typically focuses on collecting non-numerical data such as interviews, observations, or documents to obtain a richer and more complex picture of a problem or situation.

There are several research approaches in qualitative research, including phenomenology, ethnography, hermeneutics, grounded theory, narrative/historical, and case study. Qualitative research has developed in fields such as anthropology, sociology, psychology, and later in political science, humanities, and education, based on several axioms (Haryono, 2023).

The case study approach is preferred for qualitative research. As Patton stated, the depth and detail of a qualitative method stem from a small number of case studies. Therefore, case study research requires more time, which is different from other academic disciplines (Assyakurrohim et al., 2023).

This research uses a qualitative approach to identify the system requirements and the issues faced by Bu Murni Restaurant. Data is collected through in-depth interviews with the restaurant owner and employees, as well as direct observation of operational processes. The interviews are conducted in both structured and semi-structured formats with stakeholders such as the restaurant owner and employees. The aim is to understand the vision and primary needs in the sales management system, including raw material stock management, sales transactions, and financial reporting. Additionally, the research seeks to gain insights into daily challenges in manual recording processes, such as order entry errors, service delays, and inventory management.

The researcher must also conduct observations, which are carried out over a two-week period during the restaurant's operating hours to observe the order recording process by employees, raw material stock management, including when new supplies are received, and the preparation of daily sales reports. The results from the interviews and observations are used as a basis for designing an information system that aligns with the needs of Bu Murni Restaurant. This approach ensures that the system design can address the main issues and enhance operational efficiency.

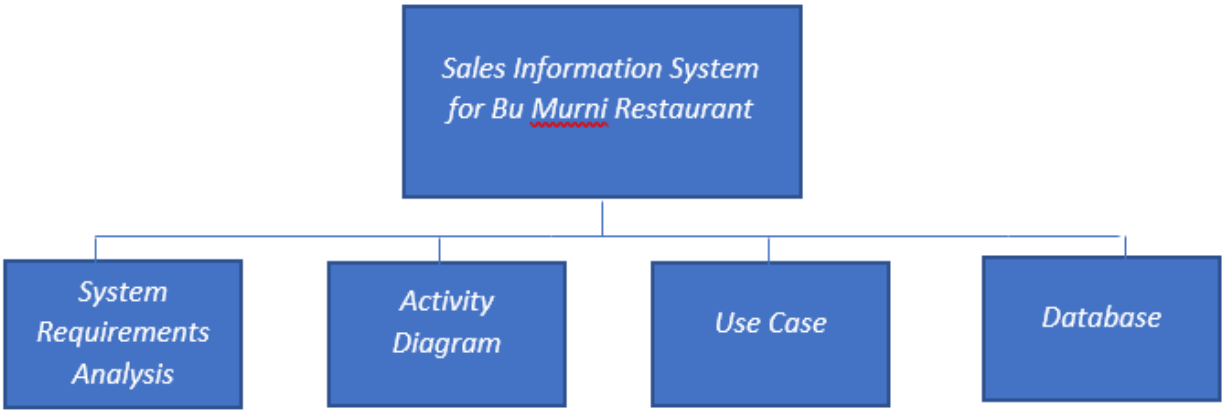

Figure 1. Method Diagram

UML (Unified Modeling Language) is a standard modeling language designed to document software systems. UML helps analysts and other stakeholders to understand, design, and communicate the structure and behavior of a system.

UML in application design refers to a set of tools used for abstraction of an object-oriented system or software. It is one way to facilitate the ongoing development of applications. UML can also serve as a tool to share knowledge about a system or application being developed from one developer to another, or to people who can understand a system through UML (Pebriadi et al., 2023).

In this research, the method used is system analysis and design based on models with a process visualization approach using UML (Unified Modeling Language) Diagrams. The UML diagrams used include Activity Diagrams, Use Case Diagrams, and database structure through MySQL.

System Requirements Analysis

This phase is conducted to identify the user requirements and the existing business processes at Bu Murni Restaurant. Interviews with the restaurant owner and direct observation of the manual ordering process are carried out to obtain accurate data.

Activity Diagram

The Activity Diagram is a depiction of the functional flow within a system. In the system modeling phase, the Activity Diagram serves as a means to illustrate the workflow of the system and may also be employed to depict the sequence of events (Dirgantara & Suryadarma, 2021).

This diagram aids in illustrating the steps of a business process, system operations, or specific scenarios by showcasing the sequence of activities and how these activities are interconnected. Following the requirements analysis, the Activity Diagram is created to visualize the workflow of the new system. This diagram portrays an integrated food ordering process, beginning with the customer selecting a menu, placing an order, and culminating in the generation of sales reports.

The components depicted include actors (customers and the system), activities performed, and decision points for decision-making processes.

This diagram assists in designing the system's process flow to be more efficient and structured.

As illustrated in the Activity Diagram below:

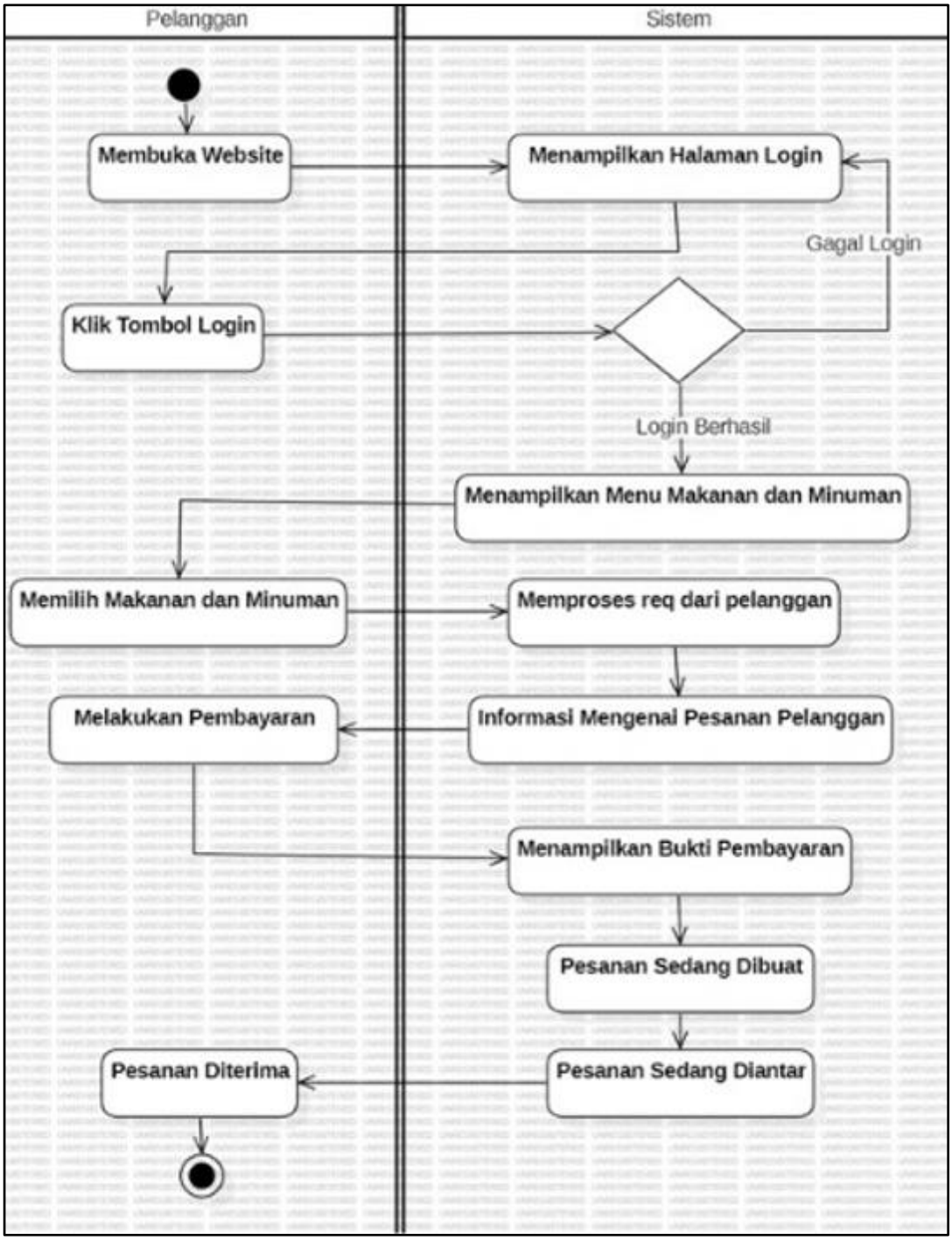

Figure 2. Activity Diagram

UseCase

A Use Case is a technique used to depict the interaction between users (actors) and the system to accomplish a specific task or process. It serves as a critical tool in software system requirements modeling, helping to illustrate how the system will operate from the user's perspective.

A Use Case is a description of a system's functionality from the perspective of its users. It defines what will be processed by the system and its components. A Use Case operates through scenarios, which are descriptions of the sequences or steps detailing the interactions between the user and the system, as well as the system's responses (Setiyani, 2021).

There are three actors in the use case of the sales system: the buyer, the admin, and the seller. The seller is defined as the person who owns the restaurant. The buyer's task is to select the menu

and food, enter their complete address for order delivery, make the payment, and then the system will automatically display a message as shown in the use case diagram below. The admin's task is to manage the menu, stock, orders, payments, and finances, and later, the admin will generate reports, which will be reviewed by the seller.

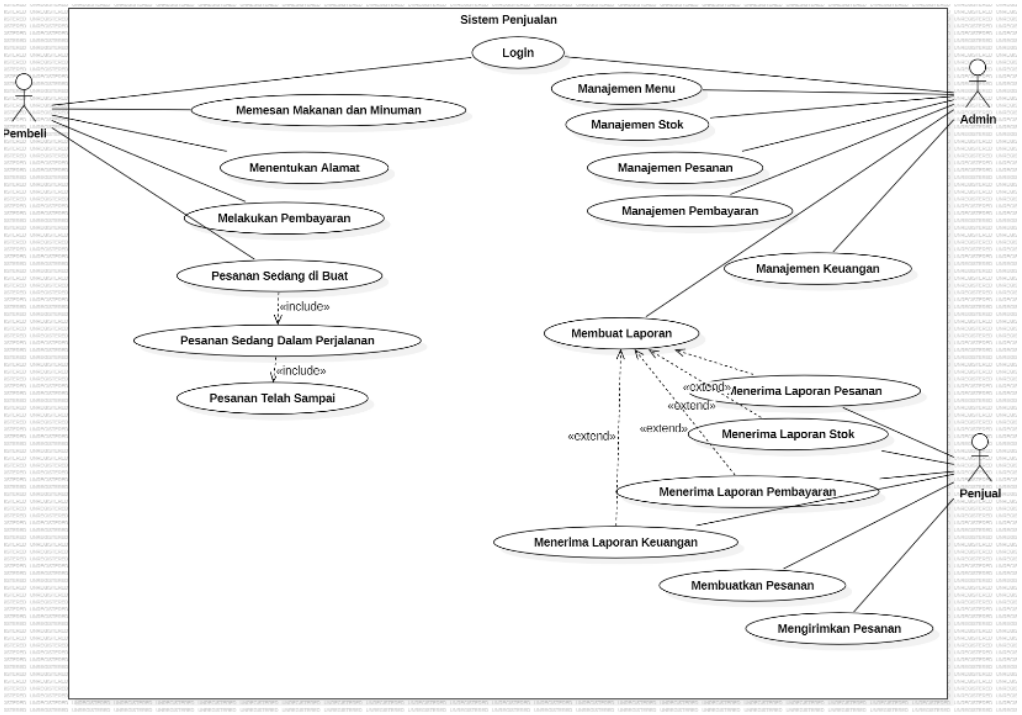

Figure 3. Use Case

Database

A database is a structured collection of data or information that is stored, managed, and accessed electronically using a Database Management System (DBMS). A database is designed to store, organize, and facilitate the management and retrieval of information efficiently and systematically.

A database is a collection of related files, with the relationships between them indicated by the keys of each file. A database represents a collection of data used within a specific information scope. Each file contains similar records that are of the same size and form, representing a set of uniform entities. A record consists of fields that are related to each other, indicating that the fields represent a complete meaning and are recorded within a single record (Audita et al., 2022).

Data is a fact or value that is recorded or represents a description of an object. Data, which consists of recorded facts, is then processed into a form that is useful or beneficial for its users, forming what is called information. Complex and integrated forms of information, processed through a database with a computer, will be used for decision-making processes in management, resulting in a Management Information System (MIS). Data in a database represents the smallest and most crucial item for building a good and valid database (Ibna & Nasution, 2024).

Creating a Database Using MySQL

In the rapid development of information technology, websites have also undergone significant progress. The current development of the web focuses more on content management. Furthermore, the categorization of websites is increasingly directed based on their functions, characteristics, or style, as well as the programming languages used. Websites are categorized based on style into two types: dynamic websites and static websites.

A website is a collection of interconnected web pages that contain information in the form of text, images, animations, audio, and video, accessible through an internet connection. It is created for individuals, organizations, and companies. These documents are stored on a large number of

computers (web servers), which are distributed across five continents, including Indonesia, and connected as one through the internet network (Noviana, 2022).

A dynamic website requires a database to manage content that changes periodically, such as articles, user data, or product catalogs. An example of its application is an e-commerce site that uses a database to store information on product stock and customer transactions.

Table Design

The tables required for the Bu Murni Restaurant sales system website are designed, such as the Customer, Order, Menu, Table, Menu Category, Employee, and Order Details tables.

Determining Relationships Between Tables

Although an Entity Relationship Diagram (ERD) is not used, the relationships between tables are still established, for example, the relationship between orders and menus, where a single order can consist of several menu items.

Normalization

To avoid data redundancy, the database is normalized to ensure an efficient and consistent data structure. The following is the database created for designing the Bu Murni Restaurant website.

Here are the tables that have been created using MySQL:

Costumer Table

Table Name : Costumer

Primary Key : Costumer_id

Table 1. Table Costumer

Field	Type	Null	Key	Default	Extra
Costumer_id	Int (5)	No	Pri	0	-
Name	Varchar (30)	Yes	-	NULL	-
Email	Varchar (30)	Yes	-	NULL	-
Telephone	Int (12)	Yes	-	NULL	-

This table stores information about customers who come to Bu Murni Restaurant. Every customer who places an order will be recorded in this table.

Costumer_id : A unique identifier for each customer.

Name : The full name of the customer.

Email : The customer's email, if required.

Telephone : The customer's phone number for communication.

Order Table

Table Name : Order

Primary Key : Order_id

Table 2. Order Table

Field	Type	Null	Key	Default	Extra
Order_id	Int (5)	No	Pri	0	-
Costumer_id	Int (5)	Yes	-	NULL	-
Tabel_id	Int (4)	Yes	-	NULL	-
Employee_id	Int (10)	Yes	-	NULL	-
Order_date	Date	Yes	-	NULL	-
Total_price	Int (20)	Yes	-	NULL	-
Status	Varchar (20)	Yes	-	NULL	-
Quantity	Int (11)	Yes	-	NULL	-

This table stores information about each order made by customers. Each order includes details such as the total price, order status, and the customer who placed the order.

Order_id : A unique identifier for each order

Costumer_id : Links the order to the customer who placed it

Tabel_id : Links the order to the table where it was placed.

Employee_id : Links the order to the employee who served it.

Order_date : The date the order was placed.

Total_price : The total amount to be paid.

Order_status : The status of the order, such as 'Pending', 'In Process', or 'Completed'.

Jumlah : The total quantity of the order.

Menu Table

Table Name : Menu

PrimaryKey : Menu_id

Table 3. Menu Table

Field	Type	Null	Key	Default	Extra
Menu_id	Int (5)	No	Pri	0	-
Category_id	Int (5)	Yes	-	NULL	-
Menu_name	Varchar (30)	Yes	-	NULL	-
Description	Varchar (30)	Yes	-	NULL	-
Price	Int (20)	Yes	-	NULL	-
Status	Varchar (30)	Yes	-	NULL	-

This table stores information about the various food and beverage menu items offered by Bu Murni Restaurant. Each menu item can be selected by customers to place an order.

Menu_id : A unique ID for each menu item.

Category_id : The category of the menu item (e.g., main course, beverage, or snack)

Menu_name : The name of the offered menu item.

Description : A description or additional information about the menu (optional).

Price : The price per serving of the menu item.

Status : The status of the menu item, such as 'Available', 'Unavailable', 'New', 'Discounted', 'Out of Stock', or 'Coming Soon.'

Table of Table

Table Name : Table

Primary Key : Table_id

Table 4. Table of Table

Field	**Type**	**Null**	**Key**	**Default**	**Extra**
Table_id	Int (4)	No	Pri	0	-
Table_number	Int (1)	Yes	-	Null	-
Capacity	Varchar (8)	Yes	-	Null	-
Status	Varchar (20)	Yes	-	Null	-

This table stores information about the tables available at Bu Murni Restaurant. This serves to record whether the table has been booked or is still empty.

Table_id : Unique id for each table.

Table_number : Table number that can be used for costumers.

Capacity : Table capacity that can be filled

Status : Table status, such as ‘available’, or ‘reserved’.

Menu Category Table

Table Name : Menu Category

Primary Key : Category_id

Table 5. Table kategori_menu

Field	Type	Null	Key	Default	Extra
Category_id	Int (5)	No	Pri	0	-
Category_name	Varchar (50)	Yes	-	Null	-

This table stores that category of each menu offered at BU Murni Restaurant. This used to group menus by type such as ‘mains’, ‘drinks’, or ‘desserts.

Category_id : Unique id for menu category

Category_name : Category name, such as ‘main_meals’, ‘drinks’, or ‘desserts’

Employee Table

Table Name : Employee

Primary Key : Employee_id

Table 6. Employee Table

Field	Type	Null	Key	Default	Extra
Employee_id	Int (10)	No	Pri	0	-
Name	Varchar (30)	Yes	-	NULL	-
Position	Varchar (30)	Yes	-	NULL	-
Telephone	Int (12)	Yes	-	NULL	-

This table stores information about employees who work at Bu Murni Restaurant. This could include cashiers, waiters, and the kitchen.

Employee_id : Unique id for each menu

Name : Full name of employee.

Position : Employee titles, such as ‘waiter’, ‘supervisor’, ‘cashier’, or ‘chef’.

Telephone : Telephone number for communications purposes.

Order Detail Table

Table Name: Order Detail

Primary Key : Detail_id

Table 7. Order Detail Table

Field	Type	Null	Key	Default	Extra
Detail_id	Int (5)	No	Pri	0	-
Order_id	Int (5)	Yes	-	NULL	-
Menu_id	Int (3)	Yes	-	NULL	-
Amount	Int (100)	Yes	-	NULL	-
Unit_price	Int (20)	Yes	-	NULL	-

This table stores details about the menu items ordered by customers in each order. It functions to link orders with the selected menu items.

Detail_id : A unique ID for each order detail.

Order_id : Links the order details to the main order.

Menu_id : Links the order details to the ordered menu items.

Amount : The number of portions of the menu item ordered.

Unit_price : Unit price.

RESULTS AND DISCUSSION

This information system provides features for managing food menu data, sales transactions, and financial reports that can be accessed in real-time through a MySQL-based web interface. The system successfully meets the needs of the restaurant by automating the ordering and reporting processes, which were previously done manually.

Figure 4. Proses Login, Registration and Password Change

To access the Bu Murni Restaurant website, users can visit www.rumahmakanbumurni.co.id They will then log in as shown in the image above. If the login fails, it means the user entered an incorrect username or password or does not have an account yet. If the user does not have an account, they can create one by clicking "Register," as shown in the image. Registration requires entering a username, password, and Gmail address. The Gmail address is necessary to send a verification code. Note that users cannot register multiple accounts with the same Gmail address. If a user forgets their password, they can click "Forgot Password?" to be directed to the password recovery menu. The user must enter their username, a new password, and the same Gmail address used during registration. Once completed, a verification code will be sent to the Gmail address. If an "ERROR" message appears, it indicates that the user entered the verification code incorrectly.

Figure 5. Beranda

Verification requires users to carefully input the verification code sent to their Gmail. Once users access the Bu Murni Restaurant website, they will land on the "Home" page. The "Home" page contains only the restaurant's name and a brief description of Bu Murni Restaurant. For more detailed information, users can navigate to the "About" page, where they can find the restaurant's address and a complete description of Bu Murni Restaurant. If users want to leave feedback about the food or any unpleasant service experience, they can go to the "Contact" page. Here, users can submit their name, Gmail address, and phone number. The page also provides links to Bu Murni Restaurant's social media accounts.

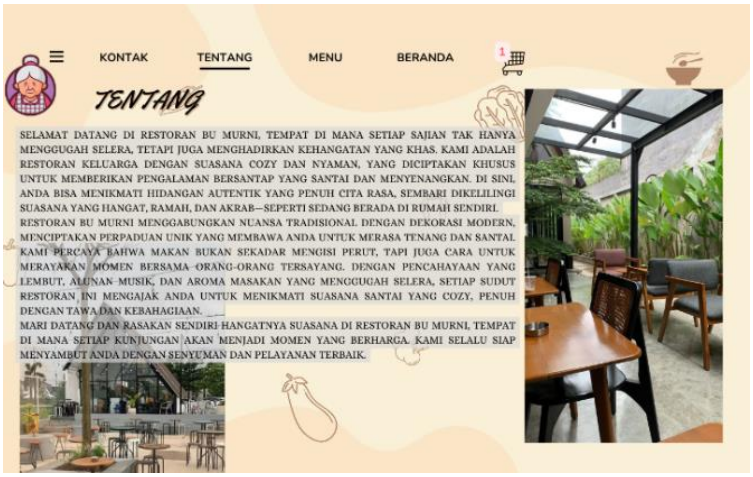

Figure 6. About

This page contains an introduction by the admin for using the Bu Marni restaurant sales information system. This about page also introduces how to use the sales information system.

Figure 6. Menu

Before placing an order, users are required to update their profile by providing their name, full address, and phone number. To do this, users can click on "Edit Profile" located in the hamburger menu on the left. By selecting "Edit Profile," users can fill out the provided form on that page. If users want to order food, they can go to the Menu page, where they will find a variety of food and drink options along with their respective prices. Users can click the plus icon, which will automatically add the item to their cart. A notification in the cart will show the total number of items ordered. To make a payment, users can go to the Cart page, where they can view the total amount of their order and select a payment option: GoPAY or COD. If users choose to pay via GoPAY, they will be redirected to the Gojek app to confirm the payment. If users select the COD (Cash on Delivery) option, the order will be confirmed immediately.

CONCLUSION

The web-based sales information system for Bu Murni Restaurant has been successfully designed to improve efficiency and accuracy in managing sales data. This system provides features that support the integrated management of menus, orders, customers, and employees. With this website, customers can easily place orders either directly on-site or online, offering greater flexibility in service.

The web-based sales information system for Bu Murni Restaurant has been successfully designed and implemented to address various existing issues. With the implementation of this system, significant benefits have been achieved. The system has automated the ordering process, reducing potential errors that frequently occurred with manual record-keeping. Transactions have become faster and more efficient, especially during peak hours, thanks to the integrated online ordering feature. The MySQL-based database enables real-time stock management, helping the restaurant anticipate shortages or surpluses. The system provides more systematic reports, making it easier for the restaurant owner to analyze business performance quickly and accurately. The online ordering feature via the website offers customers greater flexibility, making the restaurant's services more modern and competitive.

Thus, the development of this web-based sales system provides significant benefits for Bu Murni Restaurant, both in terms of operational efficiency and enhanced customer experience. Technology-based management like this also offers a higher competitive advantage, enabling the restaurant to adapt to the more dynamic needs of modern customers.

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