

CHAPTER V

CONCLUSION

5.1. CONCLUSION

Based on the results of the implementation, testing, and evaluation of the Web-Based Integrated PlayStation Rental Management Information System on Lucky Cat PlayStation and Marvel PlayStation, it can be concluded as follows.

1. The Web-Based Integrated PlayStation Rental Management Information System has been successfully implemented according to the operational needs of PlayStation rentals. Based on the results of functional testing (*Black Box Testing*), all the main features of the system can run according to the test scenario that has been designed. These features include user authentication, TV data management, rental schedule bookings, Point of Sales (POS) transactions, inventory management, administrative dashboards, and report preparation, so that operational processes that were previously carried out manually can be digitized properly.
2. The system has successfully improved the effectiveness of managing PlayStation rental schedule bookings. The results of *the User Acceptance Test* (UAT) showed that the real-time TV availability status feature and the *countdown* feature received excellent ratings from administrators with an average score of 5.00. Meanwhile, customers also gave positive ratings to the two features with an average score of 4.15 and 4.20, respectively. These results show that the system is able to help users know the availability of units, estimate waiting times, and minimize rental schedule clashes.
3. The system successfully improves the efficiency of the transaction process and inventory management. The integration of the Point of Sales (POS) module allows PlayStation rental transactions and food and beverage purchases to be made in one payment process. In addition, the stock cut feature automatically gets an excellent rating with an average value of 5.00, while the transaction management feature gets an average value of 4.75. These results show that the system is able to improve the accuracy of

transaction recording, maintain the suitability of inventory data, and reduce the risk of recording errors during operations.

4. The system successfully provides operational information that supports the decision-making process. The administrative dashboard obtained an average score of 5.00 because it was able to present information about rental activities, transactions, inventory conditions, and revenue summaries centrally. In addition, the data recapitulation and daily income calculation features obtained an average score of 4.75, helping administrators compile operational reports faster, more accurately, and more efficiently.
5. Based on the overall results of user evaluation, the system obtains a good level of acceptance from both administrators and customers. All administrator testing indicators scored an average of between 4.75 and 5.00, while customer testing scored between 3.80 and 4.20 with an overall satisfaction score of 4.00. These results show that the developed system is able to meet the operational needs of PlayStation rentals, increase service effectiveness, speed up the administrative process, and provide convenience in managing transactions and inventory compared to the manual processes previously used.

5.2. ADVICE AND DEVELOPMENT

Based on the results of the research that has been conducted, there are several suggestions that can be considered for the development of the system in the next research, which are as follows.

1. The system can be developed by adding digital payment features, such as QRIS or digital wallets (*e-wallets*), making the transaction process more practical and providing more choice of payment methods for customers.
2. The system can be developed by adding automatic notification features, such as via WhatsApp or email, to provide information about booking confirmations, reminders of rental times that are about to end, and transaction status to customers.
3. The next development can add an online reservation feature so that customers can book schedules without having to come directly to the rental location.

4. The system can be developed into an application that supports the management of multiple branches (*multi-branch*) in one integrated database so that it is more suitable for PlayStation rental businesses that have more than one operational location.
5. The user interface (UI) and user experience (UX) can continue to be refined based on the results of user evaluations to make the system easier to understand, more intuitive to use by new users, and able to improve the comfort of use in future developments.