# ONLINE DELIVERY, DINE-IN, AND RESERVATION SYSTEM USING THROW-AWAY PROTOTYPING AT JONG JAVA RESTAURANT

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**Abstract**— The culinary industry continues to grow amidst the increasing purchasing power and consumption of society. Many restaurants still rely on direct sales (dine-in) without utilizing technology to enhance services and expand their market. This study aims to design and build a web-based information system for Restoran Jong Java, which includes dine-in, online delivery, and table reservation features. The system is expected to simplify transaction processes, improve operational efficiency, and provide added value for the restaurant in the industry competition. The system is developed using the throw-away prototyping method. This method allows for iterative system development with direct input from users. Testing is conducted using black-box testing to ensure the system functions as per the specifications, and user acceptance testing is performed through questionnaires with five main types of users: customers, admins, cashiers, waiters, and waitresses. The designed system is capable of supporting the integrated management of dine-in services, reservations, and online deliveries. The tests show that the system meets user needs, with a high level of satisfaction from the respondents. The user acceptance testing in this study shows positive results across different user groups. For the customer group, the average score obtained was 77.25%, the waiter group gave an average score of 83.6%, and for the managers, the system was also well received by them. This system has successfully improved the restaurant's operational efficiency and provided convenience for customers in making orders. It also serves as a technological solution that can help Jong Java expand its market reach and increase competitiveness.

**Keywords:** black box testing, dine-in, online delivery, reservation system, throw-away prototyping.

**Abstrak**—Industri kuliner terus berkembang di tengah meningkatnya daya beli dan konsumsi masyarakat. Banyak restoran masih mengandalkan penjualan langsung (dine-in) tanpa memanfaatkan teknologi untuk meningkatkan layanan dan memperluas pasar. Penelitian ini bertujuan untuk merancang dan membangun sistem informasi berbasis web untuk Restoran Jong Java yang meliputi fitur dine-in, delivery online, dan reservasi meja. Sistem ini diharapkan dapat mempermudah proses transaksi, meningkatkan efisiensi operasional, serta memberikan nilai tambah bagi restoran dalam persaingan industri. Sistem dikembangkan menggunakan metode throw-away prototyping. Metode ini memungkinkan pengembangan sistem secara iteratif dengan masukan langsung dari pengguna. Uji coba dilakukan menggunakan black-box testing untuk memastikan fungsi sistem berjalan sesuai spesifikasi, dan user acceptance testing melalui kuesioner kepada lima jenis pengguna utama, yaitu pelanggan, admin, kasir, pelayan, dan waitres. Sistem yang dirancang mampu mendukung pengelolaan layanan dine-in, reservasi, dan delivery online secara terintegrasi. Pengujian menunjukkan bahwa sistem memenuhi kebutuhan pengguna, dengan tingkat kepuasan yang tinggi dari para responden. Pengujian penerimaan pengguna dalam penelitian ini menunjukkan hasil yang positif pada kelompok pengguna yang berbeda. Untuk kelompok pelanggan, skor rata-rata yang diperoleh adalah 77,25%, kelompok pelayan memberikan skor rata-rata 83,6%, dan untuk manajer menunjukkan bahwa sistem juga diterima dengan baik oleh mereka. Sistem ini berhasil meningkatkan efisiensi operasional restoran dan memberikan kemudahan bagi pelanggan dalam melakukan pemesanan. Sistem ini juga menjadi solusi teknologi yang dapat membantu Jong Java memperluas cakupan pasar dan meningkatkan daya saing.

**Kata Kunci**: pengujian black box, dine-in, pemesanan online, sistem reservasi, throw-away prototyping.

## INTRODUCTION

Businesses in this era of globalization must be competitive if they are to survive. At present, people's purchasing power has begun to increase and the level of public consumption is much higher than in the past (Husniar et al., 2023). In addition, the era of globalization has penetrated into many industries, ranging from large to small industries (Embun Febryanti Panggabean et al., 2023). Good production quality, quantity, promotion, and branding become competitiveness, in addition to the need for broad market coverage. As there are many new businesses, demand is increasing. Because this is both a challenge and an excellent opportunity for actors, it must be taken seriously (Kadeli et al., 2023). Restaurants are one of the growing businesses, which serve as a strategy for economic growth and increased national income (Ramadan et al., 2021). As mentioned earlier, many restaurants rely solely on dine-in sales. In general, dine-in services do provide customer experience and intention to return to the restaurant (Mulyono et al., 2021). However, other services such as online food ordering and reservation services also need to be improved to support the smooth running of the restaurant business (Rejeki et al., 2021).

Thus, in this era of globalization, the restaurant industry faces both challenges and opportunities due to increasing consumer purchasing power and evolving consumption patterns (Jayati et al., 2021). To remain competitive, restaurants must improve service quality and operational efficiency. Jong Java Restaurant, established in 2018 and known for its authentic Indonesian cuisine, strives to meet these demands by developing an integrated information system. The system aims to simplify the process of dine-in, online delivery, and reservation, thereby improving customer experience and expanding market reach. Online delivery allows restaurants to reach a wider range of customers, including those who cannot or prefer not to dine in (Huang & Siao, 2023).

The problems that can be analyzed at the jong java restaurant after going through the interview process include the dine in process carried out manually by the waitress, so problems often occur where the waitress incorrectly enters the menu data that has been ordered by the customer. This also causes the dine-in process to become long. In addition, there is no record of who has served the customer in the dine-in process, so there is no accountability if an error occurs in the ordering process. Another problem is that there is no data integration between menus, customers, tables, employees, and so on and the existing system can only handle the dine-in process. These various problems can lead to inefficiencies and errors in

order management and reservations at Jong Java Restaurant. Recognizing the potential of technology to change business operations, this research focuses on designing and implementing a web-based information system using the Throw Away Prototyping Method. This approach allows for iterative development and feedback from users, ensuring the system meets the specific needs of the restaurant and its customers. Recognizing the potential of technology to transform business operations, this research focuses on designing and implementing a web-based information system using the Throw Away Prototyping Method. This approach allows for iterative development and feedback from users, ensuring the system meets the specific needs of the restaurant and its customers.

In (Meiniarti et al., 2022) designed a web-based food ordering application using the waterfall development method, the application serves online ordering through place orders. However, this system does not provide online food delivery services, making it less effective. Online food ordering is only for customers who make reservations. Meiniarti's research cannot meet the needs (requirements) of Jong Java restaurants because the approach and features developed in her research do not match the specific needs of restaurants. The features generated from Meiniarti's research do not include driver management for customer location-based food delivery, estimated delivery costs using the Google Maps API, and a reservation system that sends automatic notifications to customers. Jong Java Restaurant needs a system that can be integrated with delivery, dine-in, and reservation services which is one of the main needs of the system at Jong Java restaurant.

Similar restaurant applications have also been made in the research of (Wijoyo et al., 2024) who designed a delivery system at a website-based restaurant and used the waterfall methodology. (Wijoyo et al., 2024) research uses an approach that is more focused on a single service, such as a mobile application-based delivery system or a simple reservation feature. In contrast, Jong Java's restaurant needs include the integration of three main services (dine-in, online delivery, and reservation) in one coordinated web-based system. A similar restaurant application has also been made in the research of (Kartini & Hidayatulloh, n.d.)who developed a web-based online food ordering system that aims to improve the quality of customer service. This system allows customers to order food directly through the website and get real-time order confirmation. However, this system has not been integrated with on-site dining services which are needed by jong java restaurants. Research (Ramadhan & Sutabri, 2023), designed a website-

based online food ordering system in food stalls, the system developed generally focuses on online food ordering. In the research (Ramadhan & Sutabri, 2023), the features of the system designed are such that customers can order food online, which helps increase the number of customers and the efficiency of shop operations. Important features developed include menu selection, online payment, and integration with food inventory systems. However, online delivery is still done by customers themselves (pick-up) so there is no food delivery information feature. This is not in accordance with the needs of Jong Java Restaurant, the owner wants an online delivery feature by couriers provided by Jong Java Restaurant so that customers can monitor information related to food delivery. Therefore, a system is designed that combines the system between food ordering and online delivery based on the website, where all data and information can be integrated into 1 system so that it can facilitate internal restaurant and customers.

The main objectives of this research are to improve service quality, simplify the transaction process, and expand the restaurant's target market. This system can increase the target and range of sales because this system uses technology to diversify services, namely dine in, online delivery and online table reservations. So this provides flexibility to customers in choosing how to enjoy restaurant services. In addition, the jong java system also provides convenience and access and transactions, because this system is web-based so that customers can place orders, payments, and reservations anytime and from anywhere. The system also utilizes Google Maps API integration to estimate the cost of online food delivery based on distance. To improve service quality, the system also receives input in the form of criticism and suggestions from customers.

## MATERIALS AND METHODS

Based on the problems that have been explained, the type of research that will be conducted is applied research. This can be seen from the focus of the research conducted, namely developing a practical online ordering and reservation system in restaurants to improve service quality and expand sales targets for Jong Java. The research methodology used in this study is the throwaway prototyping method. This approach was chosen because the restaurant already understands the dine-in ordering system and only requires knowledge of the online order and reservation processes. The system is web-based, developed using HTML, PHP version 7, and the Bootstrap CSS framework, with a MySQL version 10.3 database.

Additionally, the research involved the use of closed-ended questionnaires to gather data. These questionnaires were designed for internal company users (such as admin, cashier, waitress, and driver) and customers of Jong Java. The responses helped determine which design was preferred by users, which was then implemented into the system.

The throwaway prototyping method used in this research involves several key steps, each designed to ensure that the final system meets the users' needs effectively (Tombeng & Muju, 2023). The stages of the Throwaway prototyping method are as follows:

### Requirement Gathering
The first step involves collecting the system requirements. This is done by understanding the needs of the restaurant, particularly focusing on the online order and reservation processes, as the dine-in system is already well understood by the restaurant. Developers and stakeholders meet to outline general objectives and identify known requirements, providing an overview of the necessary components. The stakeholder in question is the manager of Jong Java Restaurant. An interview was conducted with the manager of Jong Java to gather information about the system requirements needed for business development.

### Quick Design
A quick design phase follows, where a prototype is created to represent all known aspects of the software. This prototype serves as a preliminary version of the system, allowing users to visualize and interact with the proposed features and content. The design is based on the requirements gathered and aims to provide a clear representation of the system's functionality.

### Prototype Evaluation
Users, including internal company users and customers, evaluate the prototype. This step is crucial as it involves gathering feedback to clarify and refine the software requirements. The evaluation helps in identifying any discrepancies between user expectations and the prototype, allowing for adjustments to be made before the final system is developed.

### Implementation of Preferred Design
Based on the feedback received during the evaluation, the preferred design is implemented into the system. This ensures that the final product aligns with user preferences and requirements.

### Finalization
After the prototype has been evaluated and the necessary changes have been made, the final

system is developed. This step involves refining the system to ensure it is robust and meets all specified requirements. The throwaway prototyping cycle in this study can be seen in Figure 1.
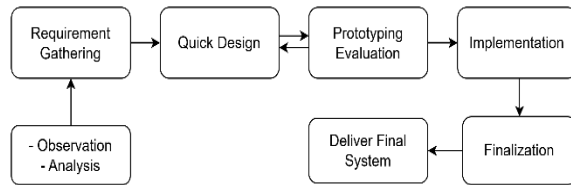


Source: (Research Results, 2024)
Figure 1. Throwaway Prototyping Cycle

By following these steps, the throwaway prototyping method helps reduce the risk of unmet requirements and ensures that the final system is user-friendly and effective.

**RESULTS AND DISCUSSION**

**Analysis Result**

The Dine In system, online delivery and reservation developed at Jong Java Restaurant can be used by customers, cashiers, waitresses, admins, and drivers. This is by interviews conducted with managers that managers need a system that can monitor their employees and a system that can improve restaurant service and profits.

At the rapid design stage, a prototype was created as a description of the Jong Java restaurant system design so that users could easily understand the system to be created. At this stage, 2 types of designs were created that can be chosen by the Jong Java restaurant as a consideration in the display. The prototyping design will be shared via a Google form questionnaire, where users can choose the design options that have been made. The questionnaire used in this study used a questionnaire method with closed questions, namely, respondents could only choose the options that had been provided. Using a closed questionnaire can make it easier for the author to analyze the data because the data obtained can be more focused than expected. The questionnaire will be divided into 2 types, namely a questionnaire with a design that will be used by the company's internal parties (admin, cashier, waitress, and driver) and a questionnaire with a design that will be used by Jong Java customers. In the questionnaire that has been distributed, it will be seen which design is more widely chosen by users, and the design will be implemented into the system.

After the design stage is carried out by making a prototyping design, the next step is the stage for evaluating the prototyping design that has been made. Based on the questionnaire that has been distributed to internal parties and several Jong

Java customers, the design with the most choices was chosen. Based on this design, it will be used as a reference for making the Jong Java information system which will later be developed even better. From the needs analysis that has been done, a diagram is needed that can explain the overall picture of the Jong Java information system that is created. By using a context diagram, the flow of information on the system that will be created can be seen clearly (Rudianto & Isroni, 2021), as in Figure 2.

In Figure 2, it is explained that the data flow within the system is accessed by each entity connected to the Jong Java information system process. This system involves five main entities, namely Admin, Customer, Driver, Waitress, and Cashier. Admin has full access to monitor all activities carried out by other entities. In this system, Admin is used by the Supervisor (SPV) and the Jong Java restaurant manager to oversee the overall customer service process, including dine-in services, reservations, and food delivery.

From an operational perspective, employees in this system are divided into three main roles, namely Waitress, Driver, and Cashier. The Waitress is responsible for handling dine-in and reservation processes, including taking orders from customers dining in and managing table reservations. The Driver in the Jong Java system is exclusively assigned to handle the food delivery process, without being involved in other activities. Meanwhile, the Cashier is responsible for processing payments for dine-in customers, ensuring that all transactions are accurately recorded in the system.

Additionally, Customers play a crucial role in the system, as they can place orders, make reservations, and request food delivery through the system. Customers can also track order statuses and make payments according to their chosen service. The interaction between each entity and the system ensures that all operational processes run in a structured and efficient manner, with clearly defined roles for each function.

Through this context diagram, it is evident how the Jong Java information system is designed to manage and integrate all restaurant service processes. With this system in place, restaurant operations are expected to run more effectively, systematically, and efficiently, ultimately improving service quality for customers.

To make it easier to design the database that will be used in the Jong Java restaurant information system, an Entity Relationship Diagram was created. To facilitate the design of the database that will be used in the Jong Java restaurant information system, an Entity Relationship Diagram is created. ERD can facilitate the description of the database of
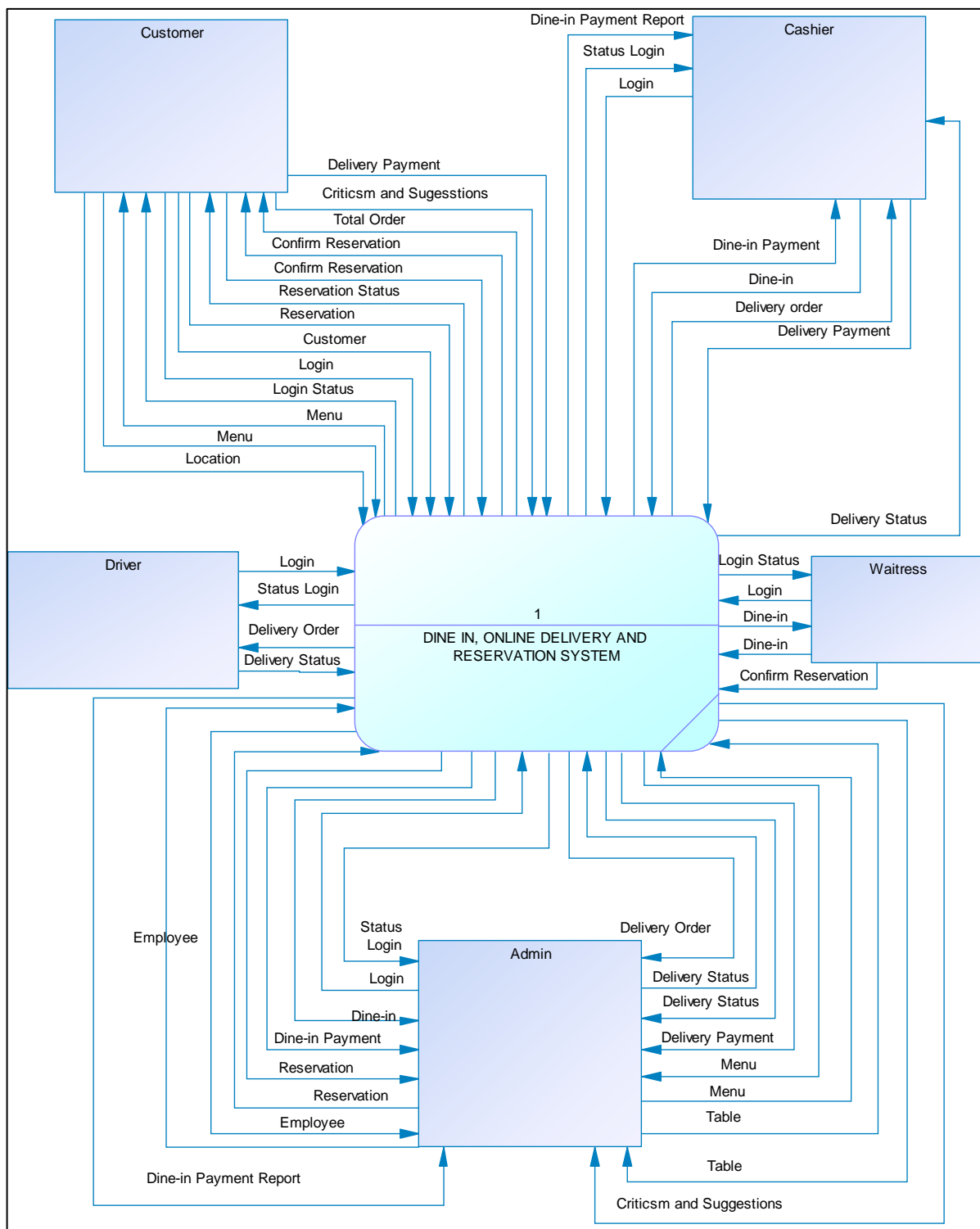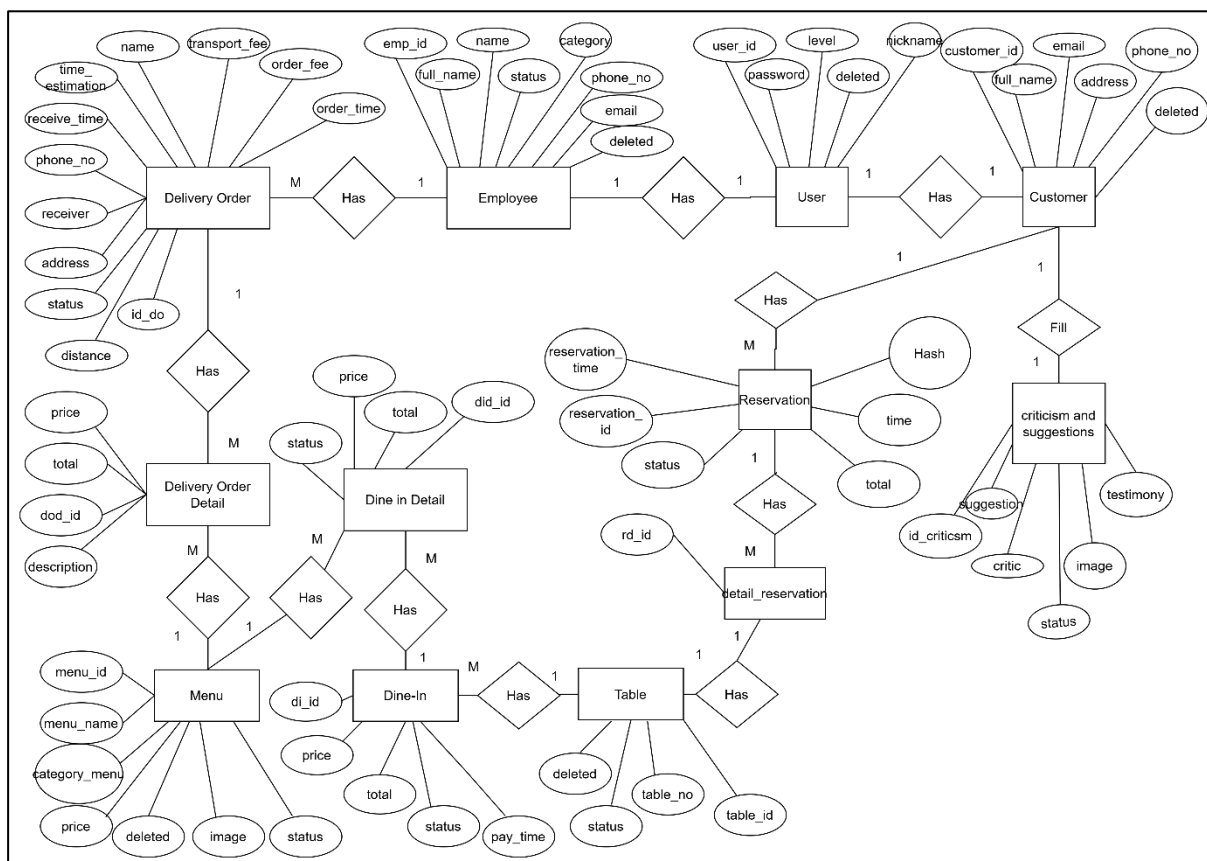
Source: (Research Result, 2024)

Figure 2. Context Diagram Jong Java Restaurant System

a system so that the relationship between tables can be identified (Hidayat & Maskhun, 2022). Each entity in the ERD has attributes that function to describe the characteristics of the entity as in Figure 3. 13 entities have attributes that will be columns in each table. The employee and customer entities have a relationship with the user entity, this entity is used for user accounts of employees and customers. Employees also have several related entities including the dine-in service entity, the reservation entity, the reservation detail entity, and the delivery order entity. This dine-in service entity is carried out by employees to record the history of employee service in serving dine-in transactions,

this entity is also related to the dine-in detail entity. Each dine-in detail has 1 dine-entity where the entity is a record of transaction notes at each table. In the delivery order entity, it is related to employees and customers who will make delivery transactions. Each delivery order is related to the delivery order detail entity. While in the reservation entity, it is also related to employees and customers. The reservation entity is also connected to the reservation detail entity which shows the detailed data of the reservation. The restaurant system also provides a feature where customers can fill in criticism and suggestions for improving the restaurant's development.



Source: (Research Result, 2024)
Figure 3. Entity Relationship Diagram Jong Java Restaurant System

A conceptual Data Model (CDM) represents all information in a database and is created based on a data flow diagram (Anggoro et al., 2021). The data types needed to create a database will be visible in the conceptual data model. The conceptual data model that has been created will later be generated into a physical data model which will later become a physical table for the database. A conceptual data model can be seen in Figure 4.

**Testing Result**

This Jong Java restaurant system uses black box testing and User Acceptance Testing as testing methods because this system focuses on users and all functions must be ensured to run properly. Black box testing is a type of test that checks all system activities. The black box testing method allows testers to test the system without knowing the structure of the program code. The testing process is faster than the white box testing method. One way to perform black box testing is to try to input data into each system flow. This makes it possible to find out whether the output results match the correct system flow (Setyoadi et al., 2023). User Acceptance Testing to find out whether the system makes it easy for users to use the system.

In testing the Jong Java restaurant system, tests will be carried out on the dine-in, reservation and delivery system modules which will use several related users, namely admin, cashier, driver, waitress, and customer. The following is a display of the test results on the page.
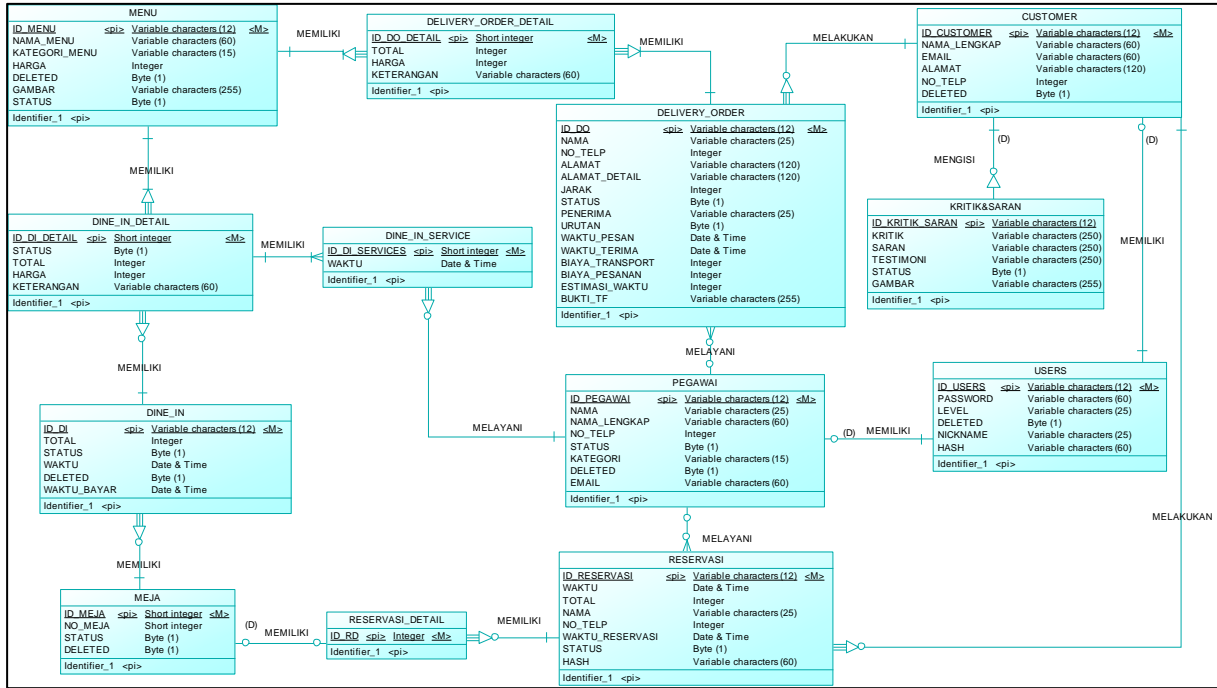
Source: (Research Result, 2024)

Figure 4. Conceptual Data Model (CDM) Jong Java Restaurant System

In the account registration test, testing is carried out when the user fills in the account registration field incompletely, it is expected that the system will provide a warning message that the user must fill in all existing fields. The results for account registration test can be seen in Figure 5.



Source: (Research Result, 2024)

Figure 5. Account Registration Test Result

In the system login test, testing is carried out when the user logs in to the system where the username and password are not available on the system, it is expected that the system will provide a warning message that the username and password

that have been entered are wrong. The results of the system login test can be seen in Figure 6.



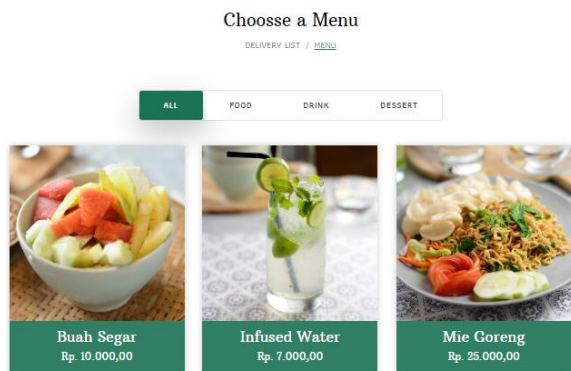Source: (Research Result, 2024)

Figure 6. Login Page Test Results



Source: (Research Result, 2024)
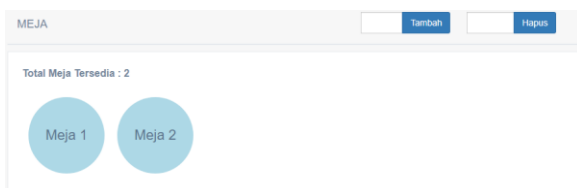
Figure 7. Reservation Page Test Results

In testing the filling of table reservation data number 1, testing is carried out when the reservation data field is not filled in completely, it is expected that the system will provide a message where all existing reservation data fields must be filled in completely. The results for the table

reservation data filling test scenario can be seen in Figure 7.



Source: (Research Result, 2024)
Figure 8. Delivery Order Menu List View

This display is a page to view all menus that can be selected in the delivery order. Customers can filter data with the filter button based on menu categories. The menu list display can be seen in Figure 8.



Source: (Research Result, 2024)
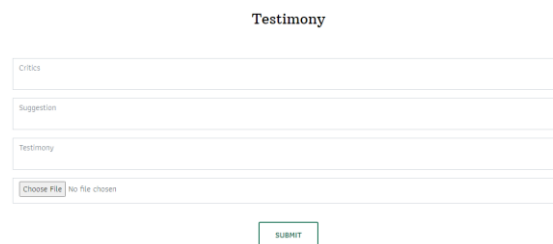Figure 9. Table Addition Page

This display serves to add tables available at the restaurant, where the table will be used in dine-in transactions and table reservations. On this page the admin can add or delete tables by filling in the existing fields. To add available tables in the restaurant, where the table will be used in dine-in transactions and table reservations as shown in Figure 9. On this page the admin can add or delete tables by filling in the existing fields.
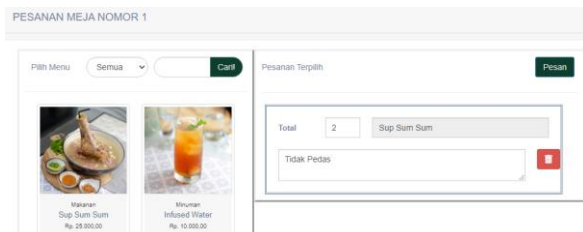


Source: (Research Result, 2024)
Figure 10. Dine In Order Selection Page

This dine-in order selection page as shown in Figure 10 aims to add dine-in orders. This page can only be accessed by the admin and waitress by pressing one of the table numbers on the dine-in table list page. On this page, there are 2 sides, namely the left side to select a menu that can be ordered where the menu can be filtered.



Source: (Research Result, 2024)
Figure 11. Criticism and Suggestion Addition Form

On the addition page of criticism and suggestions as in Figure 11 can be accessed by customers to provide criticism and suggestions for Jong Java restaurants. Criticism and suggestions that have been inputted by the customer can be seen by the admin and can be displayed on the main page of the website. On this page, the customer can also upload files if needed.

In making the Jong Java restaurant system, User Acceptance Testing is carried out which tests whether the system makes it easy for users to make several transactions such as dine-in, reservations, and delivery orders. The user acceptance test questionnaire distributed by 10 customers can be seen in Table 1. In the questionnaire distributed by the customer, the maximum value is 10 (people) x 5 (strongly agree) = 50.

Table 1. Results of User Acceptance Test Questionnaire for Customer

| No | Question | Answer | | | | | Total Score | Percentage Score |
|----|----------|----|---|---|---|----|-------------|------------------|
| | | SD | D | M | A | SA | | |
| 1 | Website color selection is attractive | | | 1 | 7 | 2 | 41 | 82 % |
| 2 | Website pages are responsive to all devices | | | 4 | 3 | 3 | 39 | 78 % |
| 3 | Field all existing forms can be easily understood | | | 2 | 6 | 2 | 40 | 80 % |
| 4 | The delivery order process on the Jong Java restaurant system can be understood well | | | 3 | 6 | 1 | 38 | 76 % |
| 5 | The delivery | | | 3 | 6 | 1 | 38 | 76 % |

| No | Question | Answer | | | | | Total Score | Percentage Score |
|----|----------|----|---|---|---|----|-------------|------------------|
| | | SD | D | M | A | SA | | |
| | order process on the Jong Java restaurant system can run well | | | | | | | |
| 6 | The table reservation process in the Jong Java restaurant system can be understood well | | | 4 | 6 | | 36 | 72 % |
| 7 | The table reservation process on the Jong Java restaurant system can run well | | | 3 | 7 | | 37 | 74 % |
| 8 | The system can provide restaurant information well | | | 1 | 8 | 1 | 40 | 80 % |

Source: (Research Result, 2024)

Table 1, the questionnaire that has been distributed by the customer. The questionnaire has an average value of 77.25% so that it can be concluded that the Jong Java restaurant system in front of the customer is of good value. The user acceptance test questionnaire was also distributed by 3 managers who tried the system as an admin, the results of the questionnaire can be seen in Table 5.15. The questionnaire distributed by the manager has a maximum value of 3 (people) x 5 (strongly agree) = 15. The results of user acceptance testing conducted with the admin role showed a score of 73.3%. This shows that the system is generally acceptable to the admin, but there may be some things that need to be improved. In the manager role, the average score is 80%. This shows that the system is well accepted by managers, reflecting a good level of satisfaction with its functionality. The driver role scored a high 85% in the user acceptance test. This indicates that the system was very well received by drivers, suggesting that it effectively meets their needs. Meanwhile, the waiter role generated an average score of 83.6%. This shows that the system was perceived favorably by waitresses, indicating positive acceptance and usability. These scores reflect the varying levels of satisfaction and acceptance of the system by the different user roles, highlighting areas where the system performs well and where the system may need further refinement.

**CONCLUSION**

Based on the results of making a delivery order, reservation, and dine-in system at Jong Java restaurant can make it easier for customers to make transactions efficiently, with the Google Maps API it can make it easier for managers and drivers to deliver food, this is because the Google Maps API can find the location of the position of customers who place orders. In addition, the Google Maps API can determine the delivery price based on the distance from the restaurant to the orderer's position. In addition, using the throwaway prototyping method can make it easier for website creators to determine the flow and design of the system. For website users, this method can also provide an overview of each feature and content contained on the website. This is because, during the design stage, system users have been given a prototype to ensure that the features and content contained on the website are in accordance with user needs. However, this research has a number of limitations, including that the information system developed does not handle financial aspects and food stocks. In addition, the system does not provide a discount or point feature that can increase the attractiveness for customers to continue using the service. So that potential areas for improvement and expansion include integrating the system with financial management services/systems and also inventory modules that are already running at Jong Java Restaurant, developing loyalty features such as adding discount or point features. In terms of flexibility, the development of mobile-based applications also needs to be developed to provide easy access to dine-in, delivery, and reservation services. Mobile applications can include real-time notifications and personalization features.

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