ABSTRACT

This thesis will be an information system that helps provide service to consumers in making ticket reservation, travel and rental cars and inprove employee performance at PT. Prima Krista Sejahtera. The ability of a give system this information is easier to do service to consumers and easier to manage data such as data travel departure schedules, ticket booking data travel and rental cars reservation data.

Eclipse is an IDE (Itegreted Envirotment Development) to develop the software and can be run on all platform (Platform Independent). Eclipse was developed with the java programming language, but the eclipse-based application development support other programing language, like C/C ++, Cobol, Phyton, Perl PHP and so forth. Powered by Prototype system development methods and techniques of interviewing and observation data collection is espected to generated a ticket reservation systems, trvel and rental cars that can be described in a object-oriented modeling language or UML (*Unified Modeling language*).

Making travel ticket reservation information system and a car rental is intended to provide services to consumers in booking travel tickets and rental cars,and can be a alternative to be used in PT. Prima Krista Sejahtera and as part of a service to consumers.

Keywoords: Customer Service, UML (*Unified Model Language*) .

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