

ABSTRAK

Mobilitas dan persaingan bisnis menuntut berbagai pihak untuk kreatif dalam memberikan pelayanan serta mencari pangsa pasar. Diantaranya pemanfaatan sistem *mobile communication* untuk akses informasi, reservasi dan transaksi.

Pemanfaatan sistem *mobile communication* belum begitu terasa pada penjualan tiket bioskop. Hal ini dapat terlihat pada antrian panjang sebagai akibat dari proses transaksi yang memakan waktu dan belum memberikan jaminan untuk mendapatkan tiket. Selain itu, sistem penjualan tiket dengan memanfaatkan jalur telepon untuk reservasi, masih membatasi keleluasaan *customer* karena untuk mendapatkan kepastian akan perolehan tiket, *customer* harus datang ke bioskop untuk melakukan pembayaran sebelum batas waktu yang telah ditetapkan oleh pihak bioskop.

Melihat kondisi di atas, perlu dibangun suatu sistem penjualan tiket alternatif yang dapat meningkatkan efisiensi dan efektifitas dengan memanfaatkan sistem *mobile communication* yaitu GPRS dan atau 3G serta protokol komunikasi WAP yang dapat menawarkan kemudahan transaksi. Untuk memanfaatkan sistem ini, *customer* terlebih dahulu harus mendaftarkan diri untuk menjadi *member* dan membeli sejumlah *account*. Setelah itu, *member* dapat membeli tiket dan mendapatkan kepastian mengenai status perolehan tiketnya tanpa harus datang ke bioskop. Hal ini akan membantu meningkatkan pelayanan untuk mengejar kepuasan *customer*.

Sistem ini dikembangkan dengan menggunakan metode *Unified Approach*, WML sebagai bahasa pemrograman dan UML sebagai *tools* pemodelan.

Kata kunci : sistem *mobile communication*, bioskop, GPRS, 3G, WAP, *account*, *member*

ABSTRACT

The increasing of mobility and business competition demanding many business actor to be more creative in giving services and finding market segment. For instance the utilizing of wireless technology in information access, reservation and transaction.

The utilizing of mobile communication system is not so well in cinema's ticketing selling system. This can be seen from the long stand in line because of the wasting time on transaction process and it have not give guarantee for the customer to get the ticket. Beside that, ticketing selling system with utilizing phone line for reservation still limiting the customer's freedom because they have to come to the cinema before the movie schedule they reserved to finish the administration.

Therefore, it is needed an alternative ticketing selling system with utilizing wireless technology that can rise the efficiency and effectivity, like GPRS and or 3G and communication protocol WAP that can offering transaction and reservation easiness. To utilizing this system, customer must do the registration to become a member and buy a number of ticket. After that, member can booked the ticket and get the certainty about their ticket status without have to come to the cinema. This can be very helpful to increasing services for the customer satisfaction.

This system developed with using Unified Approach, WML as the programming language, and UML as the modeling tools.

Keywords : *mobile communication systems, cinema, GPRS, 3G, account, member.*

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Gambar 205 <i>Form Update Data Jadwal</i>	Error! Bookmark not defined.
Gambar 206 <i>Form Input Data Kursi</i>	Error! Bookmark not defined.
Gambar 207 <i>Form Update Data Kursi</i>	Error! Bookmark not defined.
Gambar 208 <i>Form Input Data Bioskop</i>	Error! Bookmark not defined.
Gambar 209 <i>Form Update Data Bioskop</i>	Error! Bookmark not defined.
Gambar 210 <i>Form Input Data Paket Tiket</i>	Error! Bookmark not defined.
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Gambar 212 <i>Form Input Jam Tayang</i>	Error! Bookmark not defined.
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Gambar 214 <i>Form Input Employee</i>	Error! Bookmark not defined.
Gambar 215 <i>Form Change Password</i>	Error! Bookmark not defined.
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Gambar 219 <i>Form Select Theater</i>	Error! Bookmark not defined.
Gambar 220 <i>Form Select Movie and Studio</i>	Error! Bookmark not defined.
Gambar 221 <i>Form Select Schedule Date</i>	Error! Bookmark not defined.
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