ABSTRACT

DESIGN AND DEVELOPMENT OF AESTHETIC TREATMENT BOOKING APPLICATION AT XYZ BEAUTY CLINIC BASED ON WEB

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This study aims to design and develop a web-based booking application for XYZ Beauty Clinic using the SDLC waterfall method. The background of this study is to overcome the problem of unclear treatment queue slot availability and difficulty in changing reservation schedules, which causes patient discomfort and dissatisfaction. The developed system provides real-time reservation information, allowing patients to view and select available slots easily and transparently. In addition, this application also makes it easy for patients to reschedule their reservation schedules independently, thereby increasing flexibility and satisfaction with clinic services. The results of the study indicate that this booking application is effective in reducing manual workload and minimizing administrative errors. This application also helps admins in managing reservations and treatment schedules more efficiently. For further development, it is recommended to add feedback and rating features for each treatment, develop an admin dashboard that presents detailed analytics and reports, and implement customer support features via chat or hotline to improve service quality and patient satisfaction.

Keywords: Design, Build, Application, Booking, Clinic, Web.