

## SUMMARY

Ricky Dwi Wijaya, 2013, **Evaluation of Implementation of Online Reservation Information Systems (case studies on VIP Enterprise Malang)** Dr. Kertahadi, M.Com, Drs. Riyadi, M.Sc. , 85 Hal + xvii

This research is motivated the role of that information systems are very important in relation to business activities. With the appropriate use of information systems by the company will result in benefits for the company. One of the company's information system required is a system information online reservations. The purpose of this study was to evaluate the implementation of the information system that runs an online reservation company.

Type of research is descriptive qualitative research method and case study approach where the research object VIP Enterprise, Malang. Data used in this study is secondary data. Sources of secondary data in this study with data capture techniques documentation, interviews and observations. In this research, the data analysis method used is the method of data analysis nonstatistik.

Evaluation is a process in which success is achieved compared to a set of expected success. Implementation is putting a new system into the existing operations at a company. information system is a unity of elements which interact is lacking a systematic and organized to create and shape the information that will support decision making and to control in an organization. reservation is a system that is used in a product ordering goods or services and there has been an agreement between the consumer and the producer, but the sale has not happened – buy.

The results of the analysis carried out showed that the online reservation system implementation information on VIP Enterprise Malang has been going well. But there are still shortcomings in the systems have been implemented in the company. Error at the output of the system is still found. This error makes the online reservation information system has not been effective.