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Development of a Mobile Application for Booking Meeting Rooms at PLN UP2D West Java

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Abstract

At PLN UP2D West Java, the meeting room booking process still often faces several problems. Employees frequently experience schedule conflicts, difficulty finding clear information about room availability, and delays caused by manual confirmation. These issues can make employees confused and waste time, especially when meetings need to be arranged quickly. As a result, work activities do not always run smoothly and meeting schedules are sometimes disrupted. To solve these problems, a mobile meeting room booking application was developed. This application allows employees to check room availability in real time and make reservations easily without going through a long manual process. The system also helps prevent double bookings, so each meeting room can be used more effectively. The application is designed with a simple and user-friendly interface, making it easy for all employees to use anytime and anywhere. With this application, the meeting room booking process becomes more organized, efficient, and supports smoother daily work activities at PLN UP2D West Java.

Keywords— *Meeting Room Booking, Mobile Application, Real-time Availability, Room Utilization Optimization.*

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1. INTRODUCTION

Meeting rooms play a crucial role in supporting various operational activities at PLN UP2D West Java, ranging from work coordination, technical discussions, evaluations, to internal training. As a highly essential facility, the availability of meeting rooms must be managed optimally to ensure that every corporate agenda can proceed as planned without technical obstacles. However, in daily practice, the effectiveness of meeting room utilization is still hindered by a conventional management system, where scheduling records have not yet been digitally integrated.

The main problem arises from the meeting room booking process, which is still carried out manually through direct checks or short message communication. This condition often leads to miscommunication and schedule conflicts (double bookings), as not all employees have access to up-to-date information regarding room usage. Such manual processes are consistent with research indicating that conventional systems are prone to inefficiency and data recording errors [2]. As a result, employees must spend more time merely to ensure room availability, which indirectly disrupts work productivity and the smoothness of internal coordination [4].

The advancement of mobile technology offers a relevant solution to overcome these issues. Mobile technology provides a relevant solution by enabling real-time room availability and centralized reservation management through mobile applications [1][3].

This study aims to design and develop a mobile meeting room booking application tailored to the internal needs of PLN UP2D West Java. The developed system not only functions as a booking tool but also serves as a reporting mechanism for administrators to systematically monitor the history and patterns of room usage. The implementation of this application is expected to create a

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more structured, transparent, and efficient workflow, ensuring that daily meeting requirements can be met without reliance on time-consuming manual confirmation processes [5][6].

This study offers several key contributions compared to previous research. First, the proposed system integrates both mobile and web-based platforms to support different user roles within a unified system. Second, it provides real-time room availability combined with automatic validation to effectively prevent double booking. Third, the system is specifically implemented in the operational environment of PLN UP2D West Java, which requires high coordination and structured monitoring. Therefore, this research not only develops a technical solution but also demonstrates its practical impact on improving organizational workflow efficiency, reducing manual coordination efforts, minimizing scheduling conflicts, and improving transparency in meeting room utilization within PLN UP2D West Java.

2. Literature Review And Related Research

Various studies have been conducted regarding the development of information technology–based meeting room borrowing and reservation systems. Putra and Perkasa [1] developed an Android-based meeting room booking application that was able to replace manual processes and improve room management efficiency. The results of their study showed that digital systems simplify the reservation process and enable online recording of booking data.

Sukmana et al. [2] developed a web-based room reservation system in a university environment and concluded that a centralized system can reduce schedule conflicts and increase transparency in facility usage. Another study by Sudrajat [3] emphasized that the prototype method applied to meeting room booking systems can enhance system flexibility and better accommodate user requirements.

Setiadi et al. [6] demonstrated that a mobile-based meeting room reservation application can accelerate the booking process and reduce users' dependence on administrators. Based on these studies, it can be concluded that mobile- and web-based reservation systems are effective solutions for managing meeting room facilities.

The distinction between this study and previous research lies in its implementation within the PLN UP2D West Java environment, which is characterized by a high intensity of coordination and a structured need for monitoring room usage. Therefore, this study provides a practical contribution to the implementation of meeting room booking systems in the electricity sector.

3. Research Methodology

3.1. Method Used

This study applies a structured system development approach to build a mobile and web-based meeting room booking application in the PLN UP2D West Java environment. The method chosen is the Waterfall model, which is used as a technical guide due to its ability to manage development stages in a systematic, structured, and sequential manner. This method was chosen based on the relatively stable characteristics of the system requirements and clearly defined workflows, enabling the documentation process at each stage to be carried out in a planned and measurable manner.

This linear approach aims to minimize the risk of design errors and ensure that the resulting application is capable of presenting real-time room availability information. In addition, this methodology focuses on building a double booking prevention feature and providing a structured meeting room usage reporting module for both managers and end users.

The research stages include problem identification, data collection, system requirements analysis, system design, implementation, and system testing to ensure that the application runs according to user needs.

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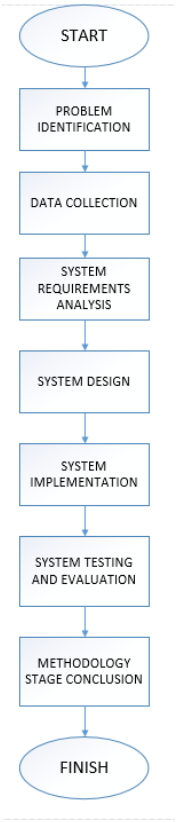


Figure 1 Diagram Waterfall

The Waterfall model in this study consists of several sequential stages, including problem identification, data collection, system requirements analysis, system design, implementation, and system testing. Each stage is carried out systematically to ensure that the developed system meets user needs and minimizes development errors.

3.2. Identification of Problems

Problem identification was carried out by observing the meeting room booking process at PLN UP2D West Java. The booking process is still done manually through direct communication or simple recording, which often causes schedule conflicts and delays in information delivery.

In addition, the manual process makes it difficult for managers to monitor the history of meeting room usage in a structured manner. This condition indicates the need for a digital system that is capable of managing meeting room reservations centrally and in real time.

3.3. Data Collection

Data collection was conducted through direct observation of meeting room booking activities and semi-structured interviews with employees and administrative staff involved in the reservation process. The observation process focused on identifying workflow inefficiencies, booking conflicts, and communication delays during manual reservations. Meanwhile, the interviews were conducted to gather user requirements, system expectations, and operational constraints related to meeting room management. The data collected included the type of meeting room, room capacity, booking workflows, user requirements, and common obstacles encountered during the manual reservation process. The collected data were then analyzed to identify both functional and non-functional system requirements needed for application development.

In addition to field data, a literature study was conducted by reviewing scientific journals and previous research relevant to web and mobile-based meeting room booking systems as a basis for system design.

3.4. System Requirements Analysis

Based on the collected data, system requirements were analyzed and classified into functional requirements and non-functional requirements.

3.4.1 Functional Requirements

The functional requirements include user authentication, room availability display, meeting room booking, automatic schedule validation, booking management, and booking history reporting.

3.4.2 Non-Functional Requirements

The non-functional requirements include:

1. Usability: The system must be easy to use and accessible for all employees.
2. Performance: The system must respond quickly when displaying

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room availability and processing booking requests.

3. Security: User authentication and data protection must be implemented to secure booking information.
4. Reliability: The system must ensure consistent data validation to prevent booking conflicts.

3.5. System Design and Architecture

This section describes the system design and architectural structure used to develop the meeting room booking application.

3.5.1 Use Case Diagram

The use case diagram illustrates the interaction between system actors and the meeting room booking system. There are two main actors: User and Administrator. Users can register, log in, check room availability, submit booking requests, and view booking status. Administrators are responsible for managing room data, approving or rejecting booking requests, managing user data, and viewing booking reports.

The use case diagram provides a conceptual overview of system functionality and clarifies the roles and responsibilities of each actor.

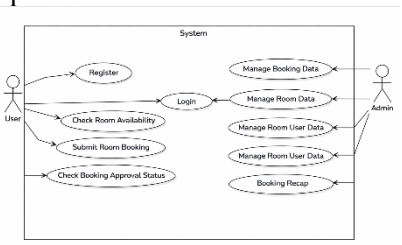


Figure 2 Use Case Diagram

3.5.2 System Architecture

The system architecture is designed using a client–server approach consisting of three main layers: the client layer, API layer, and data layer, as illustrated in Figure 3.

The client layer consists of a mobile application used by employees and a web dashboard used by administrators. The mobile application allows users to check room availability, submit booking requests, and monitor booking status. The web dashboard enables administrators to manage rooms, approve or reject booking requests, and monitor room utilization.

The API layer is implemented using Golang and functions as the core processing unit. This layer handles user authentication, booking validation, and business logic processing. All requests from both mobile and web clients are processed through this backend API to ensure consistency and data integrity.

The data layer uses a MongoDB database to store room information, booking schedules, user data, and transaction records. The backend API performs read and write operations to maintain real-time availability data and booking history.

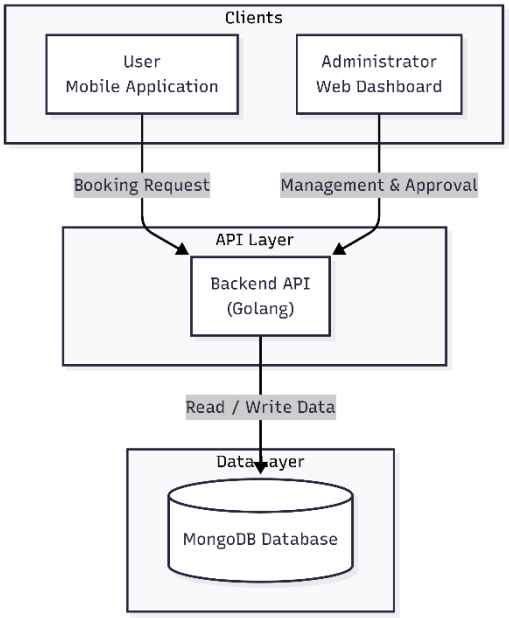


Figure 3 System Architecture of the Meeting Room Booking Application

3.6. System Implementation and Testing

The system implementation phase involved translating the system design into a functional application consisting of a mobile application for users and a web-based dashboard for administrators. The mobile application was developed to enable employees to independently access meeting room information, submit booking requests, and monitor booking status in real time through their mobile devices. Meanwhile, the web dashboard was implemented to support administrators in managing meeting room data, validating booking requests, and monitoring overall room utilization.

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During implementation, the backend API was developed to handle core system logic, including user authentication, booking validation, and schedule conflict prevention. All booking requests submitted by users are processed through the backend to ensure that a specific room and time slot can only be reserved by one user. This mechanism plays a crucial role in preventing double booking and maintaining data consistency across the system.

System testing focused primarily on functional testing, where each major feature was tested to ensure it worked according to system requirements. The testing process included user registration and login, room availability display, booking submission, booking confirmation by administrators, and real-time schedule updates. Each test scenario was executed using valid and invalid input data to verify system responses and error handling.

In addition to functional testing, usability evaluation was conducted by collecting feedback from users who interacted directly with the application. Users were asked to assess the ease of navigation, clarity of information, and overall convenience of the booking process. The testing results indicate that the system functions as expected, provides accurate information, and offers a user-friendly experience for both employees and administrators.

Table 1 Functional Testing Results

No	**Feature**	**Test Scenario**	**Expected Result**	**Result**
1	Registration	Valid data	Registration successful	Pass
2	Registration	Empty data	Error message displayed	Pass
3	Registration	Duplicate email	Registration rejected	Pass
4	Login	Valid login	Dashboard displayed	Pass
5	Login	Incorrect password	Login failed message	Pass
6	Login	Empty data	Error message displayed	Pass
7	User Dashboard	Access dashboard	Dashboard displayed	Pass
8	User Dashboard	Open booking menu	Booking page displayed	Pass
9	User Dashboard	View schedule	Schedule displayed	Pass
10	Admin Dashboard	Access dashboard	Admin dashboard displayed	Pass
11	Admin Dashboard	Add room menu	Add room form displayed	Pass
12	Admin Dashboard	View requests	Requests displayed	Pass
13	Room Booking	Available schedule	Booking successful	Pass
14	Room Booking	Schedule conflict	Room unavailable message	Pass
15	Room Booking	Empty data	Error message displayed	Pass
16	Booking Schedule	View schedule	Schedule displayed	Pass
17	Booking Schedule	No schedule data	Empty data message	Pass
18	Booking Requests	View requests	Requests displayed	Pass
19	Booking Requests	Approve / Reject	Status updated	Pass
20	Booking History	View history	History displayed	Pass
21	Booking History	No history data	Empty data message	Pass
22	Add Room	Valid data	Data saved	Pass
23	Add Room	Empty data	Error message displayed	Pass
24	Add Room	Duplicate room name	Input rejected	Pass

In addition to functional testing, usability testing was conducted to evaluate user satisfaction and system effectiveness. The usability questionnaire measured several indicators, including ease of use, interface clarity, system responsiveness, and overall user satisfaction. A total of 10 respondents consisting of 3 administrative staff members and 7 employees of PLN UP2D West Java

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participated in the evaluation using a Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). The respondents were selected because they are directly involved in meeting room booking and coordination activities within the organization. The results of the usability testing are presented in Table 2.

Table 2 Usability Testing Results

No	Aspect	Average Score
1	Ease of Use	4.5
2	Interface Clarity	4.4
3	System Response	4.3
4	Overall Satisfaction	4.6

Based on the results in Table 2, all usability aspects obtained average scores above 4.0, indicating a high level of user satisfaction. The highest score is observed in overall satisfaction (4.6), which shows that users are generally pleased with the system. These results demonstrate that the application is easy to use, responsive, and effective in supporting meeting room booking activities. Therefore, the system is not only functionally correct but also provides a positive user experience.

4. RESEARCH RESULTS

This chapter presents the results of the development and implementation of the meeting room booking system at PLN UP2D West Java. The results focus on the implementation of the mobile application for users, the web-based dashboard for administrators, and the outcomes of functional system testing. All results discussed in this chapter are derived from the actual implementation of the developed system.

4.1. Mobile Application Implementation

The mobile application was developed to support employees in independently booking meeting rooms in a fast and structured manner. The application interface was designed with simplicity and usability in mind to ensure ease of use for all employees.

4.1.1 User Registration Interface

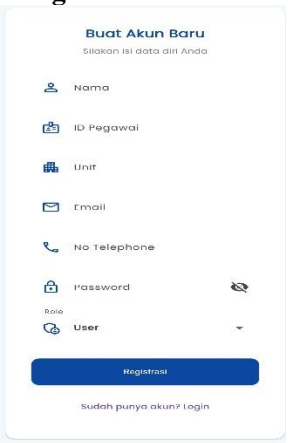


Figure 4 User Registration Interface

Figure 4 illustrates the user registration interface of the mobile application. The registration form is designed in a minimalistic layout to simplify the account creation process. Users are required to complete three main input fields: full name, email address, and password. A clearly visible “Register” button is provided at the bottom of the form to submit the registration data. In addition, a navigation link is available for users who already have an account to directly access the login page.

4.1.2 User Login Interface

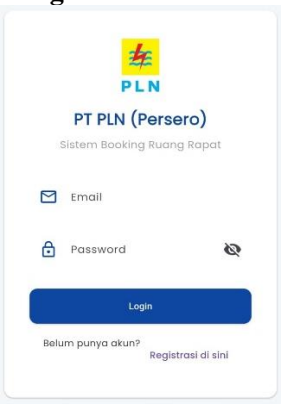


Figure 5 User Login Interface

Figure 5 shows the user login interface. The design incorporates the official PT PLN (Persero) logo at the top of the page to emphasize that the application is an internal system. Users are required to enter their registered email and password to access the

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system. For security purposes, the password input is masked. A registration link is also provided for new users who have not yet created an account.

4.1.3 User Dashboard Interface

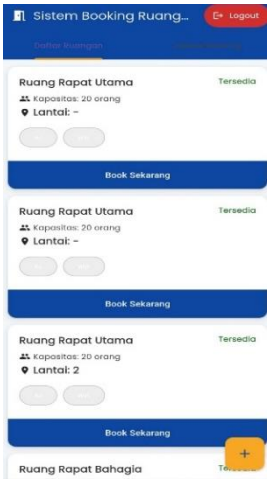


Figure 6 User Dashboard Interface

Figure 6 presents the main user dashboard displayed after a successful login. This page provides a list of available meeting rooms, such as Sriwijaya Room, Majapahit Room, and the Main Meeting Room. Each room is displayed using a card-based layout that includes detailed information such as room capacity, floor location, and available facilities (projector, air conditioning, and WiFi). This presentation enables users to easily compare rooms before making a booking decision.

4.1.4 Booking Form Interface

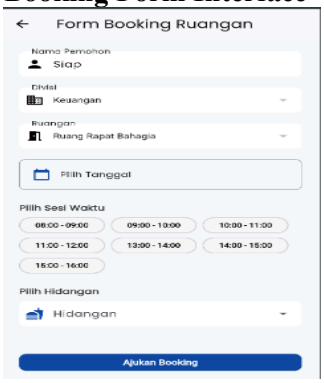


Figure 7 Booking Form Interface

Figure 7 shows the meeting room booking form. The system automatically fills in the user's name to reduce manual input and speed up the booking process. Users can select their division, desired meeting room, and booking date through dropdown menus. A notable feature of this form is the predefined time slot selection, ranging from 08:00 to 16:00, presented as clickable buttons. This feature eliminates the need for manual time input and reduces input errors. After completing the form, users can submit their booking request by clicking the "Submit" button.

4.1.5 Booking Schedule Interface



Figure 8 Booking Schedule Interface

Figure 8 displays the booking schedule interface, which allows users to monitor the status of their submitted booking requests. Each booking card contains information about the meeting room, usage date, and duration. Booking status is shown using visual indicators, such as an orange label labeled "Pending Confirmation", indicating that the request is still under administrative review. This feature reduces the need for manual confirmation inquiries by users.

4.2. Web Administrator Dashboard Implementation

The web-based dashboard was developed to enable administrators to manage meeting room data and booking activities in a centralized manner.

4.2.1 Administrator Login Interface

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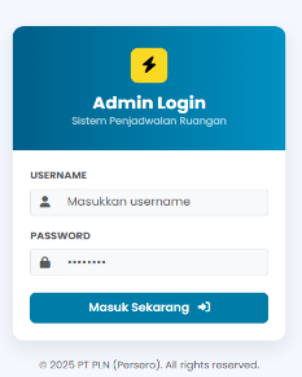


Figure 9 Administrator Login Interface

Figure 9 illustrates the administrator login interface. This page is separated from the user login interface to ensure access control. Administrators are required to enter a registered username and password to access the system management panel.

4.2.2 Admin Dashboard Overview

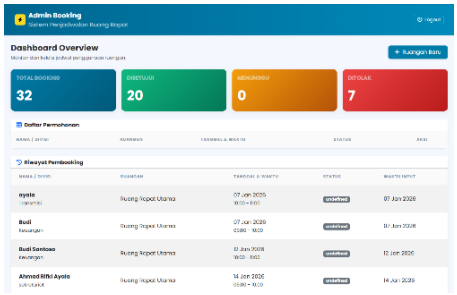


Figure 10 Admin Dashboard Overview

Figure 10 shows the main administrator dashboard overview. At the top of the page, summary statistic panels are displayed using color-coded indicators to represent the total number of bookings, approved bookings, pending requests, and rejected bookings. This overview enables administrators to quickly assess the overall system condition and booking activity.

4.2.3 Booking Request Management Interface

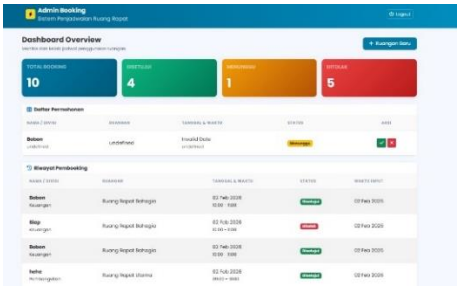


Figure 11 Booking Request Management

Figure 11 presents the Booking Request List interface, which serves as the core workspace for administrators. Booking data are displayed in a structured table containing information such as employee name, division, selected room, and usage time. Administrators can directly approve or reject booking requests using a dropdown menu in the status column. A search feature is also provided to facilitate quick data retrieval when the number of booking requests increases.

4.2.4 Booking History Interface

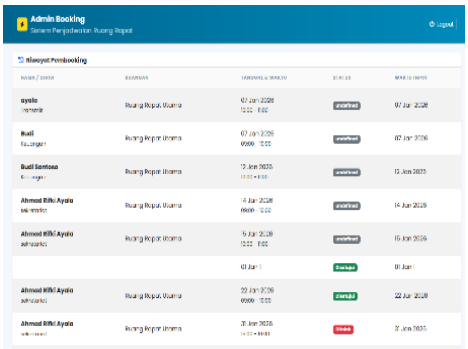


Figure 12 Booking History Interface

Figure 12 shows the booking history interface, which functions as a digital archive of all processed booking activities. Unlike the booking request list, this page stores finalized booking records permanently. The information includes employee name, meeting room, booking date and time, and submission timestamp. This interface supports internal audits and retrospective schedule verification when discrepancies occur.

4.2.5 Room Management Interface

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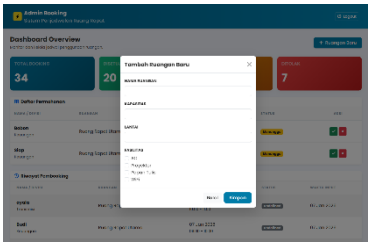


Figure 13 Room Management Interface

Figure 13 illustrates the room management interface used by administrators to add new meeting rooms to the system. Administrators can input room name, floor location, and maximum capacity, as well as select available facilities using checkbox options such as projector, air conditioning, and WiFi. Once saved, the room data is immediately integrated into the booking system.

5. DISCUSSION

This chapter discusses the research results presented in Chapter 4 by analyzing how the developed system addresses the identified problems, comparing the findings with previous studies, and evaluating the effectiveness of the proposed solution in the context of PLN UP2D West Java.

5.1. Analysis of System Effectiveness

Based on the implementation results, the developed mobile meeting room booking application has successfully addressed the main issues previously encountered in the manual booking process. Before the system was implemented, meeting room reservations relied heavily on informal communication methods such as messaging applications or direct coordination, which often resulted in schedule conflicts, delayed confirmations, and inefficient use of meeting rooms.

The availability of real-time room information significantly improves transparency in the booking process. Employees can directly view available rooms and schedules without relying on administrative confirmation, which reduces uncertainty and waiting time. This finding confirms that digital booking systems provide more reliable and timely access to facility information compared to manual processes.

Tabel 3 Comparison Between Manual and Proposed Booking System

Aspect	Manual Booking Process	Proposed Booking System
Booking Method	Through direct communication or messaging applications	Through mobile application
Room Availability Information	Not updated in real time	Real-time room availability
Schedule Validation	Manual checking by administrator	Automatic schedule validation
Risk of Double Booking	Frequently occurs	Automatically prevented
Booking Confirmation	Requires repeated manual confirmation	Booking status displayed directly in system
Data Recording	Manual and scattered records	Centralized digital database
Administrative Monitoring	Difficult to monitor systematically	Web-based dashboard monitoring
Efficiency	Time-consuming coordination process	Faster and more structured booking process

The usability testing results further strengthen the effectiveness of the proposed system. With all usability aspects scoring above 4.0, it can be concluded that users are satisfied with both the functionality and usability of the application. Compared to the previous manual booking system, the developed application reduces the need for repeated manual confirmations and minimizes scheduling errors through real-time room availability information and automated booking validation. In addition, users reported that the booking process became more practical and easier to manage because room availability and booking status could be accessed directly through the application. Although quantitative measurements of time reduction were not formally recorded, the evaluation results indicate that the system improves operational efficiency by simplifying

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coordination processes and reducing dependency on manual communication. This improvement demonstrates that the system is not only technically functional but also practically effective in real-world organizational usage.

5.2. Prevention of Double Booking

One of the primary objectives of this research was to prevent schedule conflicts or double booking. The results show that the backend validation mechanism effectively prevents overlapping bookings by restricting each room and time slot to a single reservation. When a user attempts to book an already reserved time slot, the system automatically rejects the request and displays an appropriate notification.

This mechanism ensures data consistency and enhances trust in the system. The prevention of double booking is crucial in environments with high coordination intensity such as PLN UP2D West Java, where meeting rooms are used frequently by multiple divisions. The findings support previous research by Putra and Perkasa [1] and Setiadi et al. [6], which emphasized that centralized reservation systems significantly reduce scheduling conflicts.

5.3. Impact on Employee Productivity

The implementation of the mobile application positively affects employee productivity. By allowing employees to independently check room availability and submit booking requests, the system reduces time spent on administrative coordination. The predefined time-slot feature further simplifies the booking process and minimizes user input errors.

The ability to monitor booking status through the booking schedule interface also contributes to efficiency. Employees no longer need to repeatedly contact administrators to confirm reservation status, as all relevant information is displayed transparently within the application.

5.4. Administrative Efficiency and Data Management

From an administrative perspective, the web-based dashboard significantly enhances operational efficiency. The dashboard provides a centralized platform for managing room data, booking approvals, and booking history. Color-coded status indicators and structured tables allow administrators to quickly identify pending requests and take appropriate actions.

Furthermore, the availability of booking history data supports better record management and internal auditing. Administrators can easily review past reservations, identify usage patterns, and resolve scheduling disputes if they occur. This structured data management approach is a substantial improvement over manual record-keeping methods.

5.5. Comparison with Previous Studies

Compared to previous studies that focused on meeting room reservation systems in academic institutions or private companies, this research contributes a practical implementation within a state-owned electricity distribution unit. While earlier studies demonstrated the effectiveness of mobile or web-based reservation systems, this research emphasizes real-world operational needs, such as real-time coordination, administrative monitoring, and reporting capabilities tailored to PLN UP2D West Java.

The integration of both mobile and web platforms ensures that the system accommodates different user roles without compromising functionality or usability. This dual-platform approach enhances system adaptability and supports broader organizational requirements.

5.6. Limitations of the System

Despite its effectiveness, the developed system has certain limitations. The current implementation does not include push notification features to automatically inform users of booking status changes. Additionally, the system is not yet integrated with corporate calendar systems or other

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internal enterprise applications, which could further enhance scheduling efficiency.

These limitations indicate opportunities for future development and system enhancement to better support long-term operational needs.

5.7. Overall Discussion Summary

Overall, the discussion confirms that the mobile meeting room booking application effectively transforms the previously manual reservation process into a structured and transparent digital system. The system improves scheduling accuracy, reduces administrative workload, and supports data-driven decision-making. The findings demonstrate that the proposed solution is suitable for addressing meeting room management challenges in organizational environments with high coordination demands such as PLN UP2D West Java.

6. CONCLUSION

The development of a mobile meeting room booking application at PLN UP2D West Java has successfully provided an appropriate digital solution to replace the manual booking process, which previously often encountered miscommunication issues. Through the implementation of this system, meeting room availability can be accessed directly and in real time by employees, significantly increasing the transparency of office facility information.

The automated scheduling system developed has proven effective in eliminating the risk of double booking through centralized database validation, ensuring that each time slot can only be reserved by a single user. In addition, the presence of a web-based admin dashboard greatly assists administrators in monitoring room usage statistics, managing facility data, and providing accurate booking history reports to support future managerial decision-making. Overall, this application has created a more structured, transparent, and systematic workflow for all units at PLN UP2D West Java while reducing manual coordination efforts and improving meeting room management efficiency.

In addition, the usability evaluation results confirm that the system provides a positive user experience and is suitable for practical implementation in real organizational environments.

7. RECOMMENDATIONS

For further system development, several additional features are recommended to enhance user experience and operational efficiency. One proposed improvement is the implementation of push notification features on mobile devices to provide instant information regarding booking approval or cancellation status directly to employees.

Furthermore, integration with corporate calendars or other facility management systems is highly recommended to ensure that activity schedules are fully synchronized within a single digital ecosystem. Future research may also consider the implementation of occupancy sensors or QR code–based check-in systems in each meeting room to ensure that reserved rooms are actually utilized, thereby maximizing the effectiveness of office facility usage.

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