

**Rancang Bangun Sistem Aplikasi *E-Porter* Berbasis *Mobile* untuk
Meningkatkan Jasa Prioritas Bandara di Kabupaten Kediri (*Design and
Development of a Mobile-Based E-Porter Application to Enhance Priority
Services at Kediri Regency Airport*)**
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ABSTRACT

This study aims to design and develop a mobile-based E-Porter application to enhance the quality of priority services at Dhoho International Airport, Kediri. The application utilizes the Waterfall development model with features such as ticket booking, VIP porter service, transaction history checking, and QR scanning to call the nearest porter. The development process involves data collection through literature studies and field observations, followed by problem formulation and system development. System testing is conducted using Black Box Testing techniques with the Equivalence Partitioning method to ensure the application's functionality is successful. The testing results show a success rate of 100%, indicating that the application fulfills all planned functionalities without any errors. Further evaluation identifies a few minor shortcomings that were successfully addressed to improve the system's quality. This application can improve operational efficiency at the airport and provide a better experience for passengers through faster and more convenient services. The study also recommends integrating digital payment methods and push notifications to further improve user comfort. Overall, this application successfully achieves the research goal of providing a digital solution to support porter services at Dhoho Kediri Airport.

Keywords: *E-Porter Application, Airport Priority Services, Black Box Testing, Waterfall Development Model, Mobile Development*