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Designing a Web-Based Parking Attendant Management and Accounting System to Increase the Effectiveness of Financial Accountability of Levy Deposits at the Sragen Regency Transportation Office

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ABSTRACT

This study aims to design a web-based Parking Attendant Management and Accounting System to improve the effectiveness and accountability of levy collection at the Sragen Regency Transportation Office. Developed using Laravel and MySQL with the Waterfall method, the system includes key features such as secure login, digital attendance tracking with geolocation, parking location data management, and automated financial reporting. The system addresses common issues in manual processes, including delayed reporting, data inaccuracy, and lack of transparency. Testing using the black box method showed improvements in reporting speed and data reliability. From a public sector accounting perspective, the system supports accrual-based recording, aligns with Government Accounting Standards (SAP), and enhances financial transparency through audit trails and integration with the Regional Financial Information System (SIKD). The digital transformation presented in this study not only optimizes levy deposit management but also strengthens regional financial governance. This solution is practical, scalable, and user-friendly, with potential for further development into a mobile application to increase accessibility and real-time monitoring for field officers.

INTRODUCTION

Parking is the activity of a vehicle stopping or remaining stationary for a temporary period, typically carried out on the roadside or in designated parking areas. In the context of local government, parking is not merely a traffic-related activity, but also serves as a source of Local Own-Source Revenue (PAD) through parking fee collections. This aligns with the mandate of the Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government, which grants each region the authority to manage revenue sources to support effective and efficient development and public services. (Purnawan, 2023).

Local governments need to pay close attention to increase Regional Original Revenue so that they do not depend on or rely on the central government and are able to explore potential sources of funds, namely from regional tax collections and regional levies. In the era of regional autonomy, the

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ability of local governments to be financially independent is an important indicator of the success of government administration. Therefore, optimizing every source of PAD, including parking levies, is a vital strategy in realizing regional fiscal independence.

Regional levies are one of the sources of PAD revenue that have potential. According to Law Number 34 of 2000 concerning regional taxes and regional levies, article 18 paragraph 2 explains the determination of the types of regional levies consisting of public service levies, business services, and certain licensing. Parking levies are included in the category of public service levies, which provide a legal basis for local governments to collect fees for the provision of parking facilities and services to the community.

Payment for the use of the place determined by the local government is called the parking levy. The increasing community activities and accompanied by the increasing number of vehicles, a wider parking area is needed. Every year the means of transportation increase and the number of vehicles in the city continues to increase, this is what causes parking problems and congestion. Data from the Central Statistics Agency shows that the growth of motor vehicles in Indonesia reaches an average of 8-10% per year, while the development of parking infrastructure is not proportional to the growth rate.

Regional Original Revenue (PAD) from the parking levy component is the large use of land or parking areas. However, in practice, parking levy receipts often leak out, namely with illegal levies. This leak can occur through various modes, ranging from parking attendants who do not deposit all the collection results, manipulation of data on the number of vehicles parked, to the practice of mark-up parking rates that are carried out without the knowledge of the relevant agencies. (Rahayu et al., 2023)

The rise of illegal parking practices and illegal levies at various strategic points, especially in dense areas such as shopping centers, traditional markets, and main roads, is one of the main causes of the decrease in the realization of parking levies in Sragen Regency. This phenomenon not only harms the community as service users, but also has a significant impact on regional income. Many parking attendants on duty in the field do not have official permits from the relevant agencies, so their existence is not recorded in the regional levy system. This condition creates a shadow economy that is difficult to control and has the potential to reduce public trust in the official parking management system.

In Sragen Regency, the management of parking levies is still often carried out manually. Data collection by parking attendants and administrative officers usually uses handwriting and recap methods in spreadsheet applications, which are prone to human errors, reporting delays, and inefficiencies in the process of depositing into the regional treasury. This manual system also complicates the process of monitoring and evaluating the performance of the parking attendant, making it difficult to identify and address problems in a timely manner.

A similar problem has also been found in Sidoarjo Regency, where the recap of parking levy data is done manually using books and Excel, causing delays and high data vulnerability. The experience of various regions shows that manual systems are not only inefficient, but also have the potential to cause significant financial losses for regions.

As a solution, digital transformation through the development of web-based information systems is an urgent need. A study from Batam shows that the use of a Laravel-based parking service administration system is able to increase transparency, accountability, and effectiveness in the management of parking attendant data and the levy deposit process (Rasid Ridho, 2022). The web-based system also supports real-time monitoring and is able to reduce the information gap between field officers and related agencies. The implementation of digital technology in parking levy management can increase data accuracy by up to 95% and reduce administrative processing time by up to 70%.

These findings are supported by research conducted by Kusumastuti and Aligarh (2024), who examined the implementation of digital information system in waste retribution management. The system was proven to improve service efficiency and strengthen accountability in financial reporting and recording. In addition, the study by Novayanti, Saraswati and Iqbal (Novayanti et al., 2024) also highlight the importance of measuring efficiency and effectiveness in public service projects through the Social Return on Investment (SROI) approach, which is relevant in the context of web-based parking retribution. Through this approach, the digital retribution system becomes not only an administrative tool but also part of a financial governance strategy based on performance, social accountability, and public value (value for money).

The gap in the current literature and practical implementation lies in the absence of a comprehensive web-based solution designed specifically for parking attendant management, capable of addressing the challenges faced by regional transportation agencies in Indonesia. While various parking management systems have been available, most have focused only on automated parking facilities and have not touched on the management aspects of conventional parking attendants operating in roadside parking lots and open areas.

In designing a web-based parking attendant management and accounting system, the accounting perspective that is emphasized refers to the concept of the Accounting Information System (AIS). The system developed is not only limited to recording levy deposits but also aims to ensure that every financial transaction is documented, processed, and reported in an integrated manner. Elements of AIS such as data collection, data processing, internal control, and reporting are embedded in the application to improve transparency and accountability. By adopting this approach, the system supports the financial management of levy deposits at the Sragen Regency Transportation Office to be more structured, reliable, and auditable.

The digital transformation of public services is increasingly becoming a necessity, especially for local governments that want to increase efficiency and transparency. Digital transformation in Indonesia is one of the government's policies to encourage the public and business people to make optimal use of digital technology (Bangsawan, 2023). According to Adrianto and Wahyuni (2021), digital systems in local governments have the potential to reduce the risk of corruption by up to 43% through increased transparency and an audit trail. These findings are particularly relevant in the context of parking levy management, where cash management without adequate oversight can lead to revenue leakage. Digitalization also allows integration with the wider regional financial system, making it easier to plan budgets and evaluate the performance of the transportation sector.

To overcome these challenges, this study aims to design and implement a web-based parking attendant management system at the Sragen Regency Transportation Office. This system is designed to digitize and automate the management of parking attendant data, parking locations, attendance tracking, and the levy deposit process. By providing real-time monitoring, digital attendance verification, and automated reporting, the system is expected to significantly increase the effectiveness of levy deposits while reducing administrative burden.

This research contributes to the practical and theoretical realms, by presenting special solutions for parking attendant management and expanding insights related to the application of information systems in local government services. The findings of this study are expected to be applied by other regional transportation agencies that face similar challenges in parking management and levy collection, thereby contributing to the increase in PAD nationally.

MATERIALS AND METHODS

This research was conducted from January to June 2025 at the Sragen Regency Transportation Office, Central Java, Indonesia. The development of this web-based parking attendant management system uses the *Waterfall*, which consists of the stages of needs analysis, system design, implementation, and testing (Aji & Pratmanto, 2021).

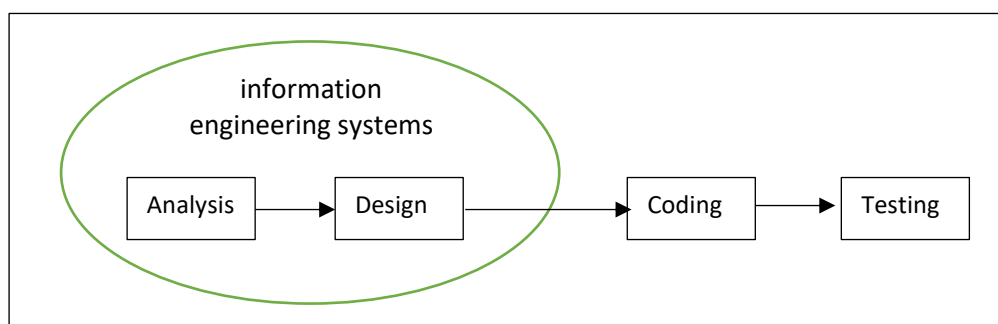


Figure 1. Waterfall Method (Ramadhan et al., 2023)

Needs Analysis

A. Functional Needs

- The system must provide a login feature for admins and parking attendants. Admins can add, edit, and delete parking attendant data.
- Parking attendants can enter daily levy deposit data. Admins can verify and view deposit reports.
- Admins can manage available parking location data. Parking attendants can choose the location according to the job placement.

- d) Admins can create daily, weekly, or monthly reports of levy deposits. The report can be downloaded in PDF or Excel format.
 - e) The system provides a notification if there is a deposit that has not been inputted. The system performs automatic validation so that there is no duplication or empty inputs.
- B. Non-Functional Needs
- a) The system must use login authentication with username and password.
 - b) Web-based systems should be accessible 24 hours through any internet-connected device.
 - c) The user interface should be simple, intuitive, and easy to understand for users who are not very tech-savvy.
 - d) The system must be able to handle data input and processing in a short time, even when used by multiple users simultaneously.
 - e) The system should be easy to develop for feature additions or integration with other systems in the future.
 - f) The system must provide an automatic backup feature of data so that it is not lost in the event of a technical glitch.

System Planning

At this stage, a comprehensive system design process is carried out, encompassing several crucial components such as the structure of the user interface (UI), system workflow, and the underlying functionality logic that drives system operations. This stage plays a vital role in the system development life cycle, as it translates user requirements and system development file cycle, as it translates user requirements and system specification into a clear, structured, and functional blueprint that developers and stakeholders can refer to during implementation.

The primary objective of this process is not only to ensure the system works optimally from a technical perspective, but also to make sure that it remains user-friendly, intuitive, and accessible to the end-user-regardless of their level of technical expertise. A well-thought-out user interface helps reduce the learning curve, minimizes potential errors during use, and boosts user confidence when interacting with the system.

System workflow design, on the other hand, ensures that all processes within the system are logically connected, follow a consistent pattern, and align with the real-world tasks the system is meant to support. This includes defining how data flows from one module to another, how user actions trigger specific responses, and how the system handles different scenarios or exceptions. Meanwhile, the logic of functionality covers the behind-the-scenes operations-the business rules, calculations, decision-making algorithms, and automation mechanisms that ensure the system delivers accurate and consistent outputs based on user input or system events.

With a mature and detailed system design, the goal is to enhance user experience, ensure smoother operation, and increase overall system efficiency. This reduces the likelihood of user errors, improves system reliability, and ultimately supports the successful achievement of the system's objectives in a sustainable and scalable manner.

Design Implementation

The system is implemented using PHP 8.2 with the Laravel 12.0 framework for backend development, providing a strong and secure foundation. MySQL was chosen as a database management system because of its reliability and compatibility with the IT infrastructure in the service. The frontend is developed using the Bootstrap framework to ensure responsive design across multiple devices.

For on-attendance location verification, the system uses an HTML Geolocation API integrated with the Google Maps API to ensure that the parking attendant is actually at the location of their duties. In addition, QR code technology is implemented for quick identification and verification of parking attendants during field inspections.

System Testing

The system undergoes thorough testing using the black box method to ensure functionality, usability, performance, and security. Black Box testing is a test that verifies the results of application execution based on the input provided (test data) to ensure that the functionality of the application is in accordance with the requirements (Mintarsih, 2023). Functional testing is performed on all modules, including user management, parking attendant management, location management, attendance tracking, deposit logging, and reporting. Load testing is done to ensure the system can handle users simultaneously, especially during peak hours when multiple parking attendants record attendance or deposits simultaneously.

Security testing includes penetration testing and vulnerability assessment to protect sensitive financial and personal data. The user acceptance test was carried out by involving 20 service staff and 30 parking attendants to get feedback and make adjustments before full implementation.

RESULTS AND DISCUSSION

This research resulted in the development and implementation of a web-based parking attendant management system for the Sragen Regency Transportation Office.

Needs Analysis

From the results of the system analysis developed based on the previous analysis, the system is designed using a web-based platform. This system can be accessed by officials and employees of the Sidoarjo Regency Transportation Office as users (brainware), both as admins and users.

The implementation of the system applies the Accounting Information System framework, which consists of several main components. First, the input process records levy deposit transactions from each parking attendant in a standardized format. Second, the processing stage automatically updates balances, categorizes transactions, and validates data to minimize errors. Third, the storage component ensures that transaction data is maintained securely in a centralized database. Finally, the output stage produces real-time financial reports, including summaries of levy deposits, arrears, and accountability reports required by management. This integration of AIS principles allows the system not only to function as an operational tool but also as a mechanism for financial accountability that aligns with public sector accounting practices.

System Planning

This Web-Based Parking Attendant Management System is designed to assist the Sragen Regency Transportation Office in managing parking attendant data collection and levy deposit processes more effectively and efficiently. The system was developed using a web-based approach with Laravel technology for the backend and Bootstrap on the frontend side, as well as using MySQL as the primary database.

The system provides two types of user access, namely admin and parking attendant. On the admin side, the available features include parking attendant data management (add, change, remove), parking location management, levy deposit validation, and creation of daily, weekly, or monthly financial reports in Excel and PDF formats. Admins can also view the active status of the parking attendant and evaluate performance based on the amount of deposits.

Meanwhile, on the parking attendant side, users can log in to access daily task information such as parking locations and work shifts. Officers can also record daily levy deposits digitally and make absenteeism with the support of the geolocation feature to verify the location of duty in real-time.

The system is designed to be responsive and accessible through any internet-connected device, supporting automatic reporting, input validation, and data access security. At the system design stage, the design process is carried out based on the needs of users and administrators, so that the system built can be in accordance with the expected functions and purposes.

A. Flowchart

Flowcharts are also defined as charts that have currents that illustrate the steps to solve a problem. Flowcharts can also be a graphical representation of the steps and sequence of procedures of a program. Flowcharts are used to simplify a problem, especially a problem that needs to be studied and evaluated further (Fauzi, 2020).

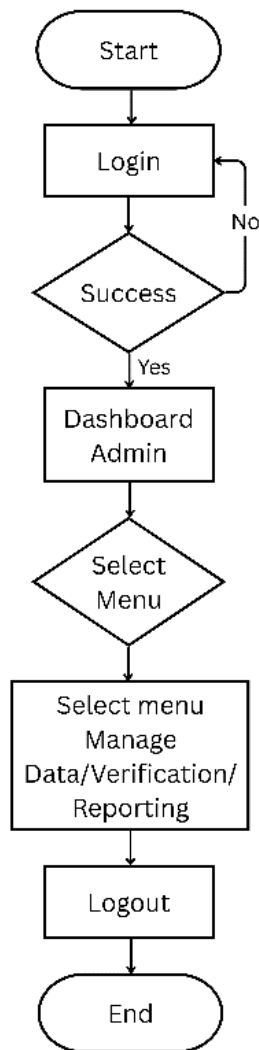


Figure 2. Admin Flowchart

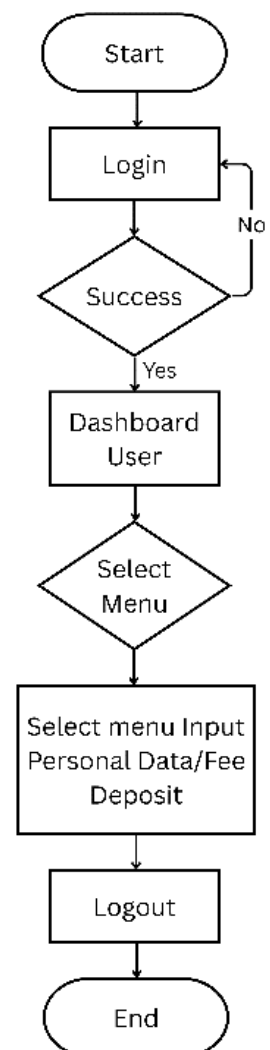


Figure 3. User Flowchart

B. Context Diagram

The design of a context diagram generally describes the system to be developed. With this context diagram design, researchers will be able to easily develop such a system. In addition, the researchers also designed the website's inputs and outputs. Here is a context diagram design drawing (Susena et al., 2023):

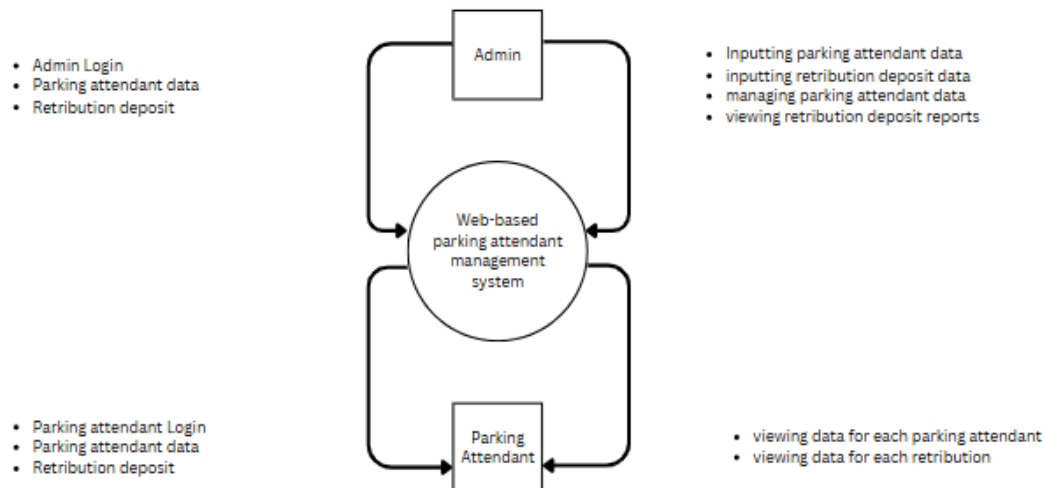


Figure 4. Context Diagram

C. Hierarchy Diagram

HIPO (Hierarchy plus Input-Process-Output) is a system development tool and system documentation technique in a program. The most important goal of HIPO is to produce the correct output and meet the needs of the user (Risma Nur Hanifah et al., 2021).

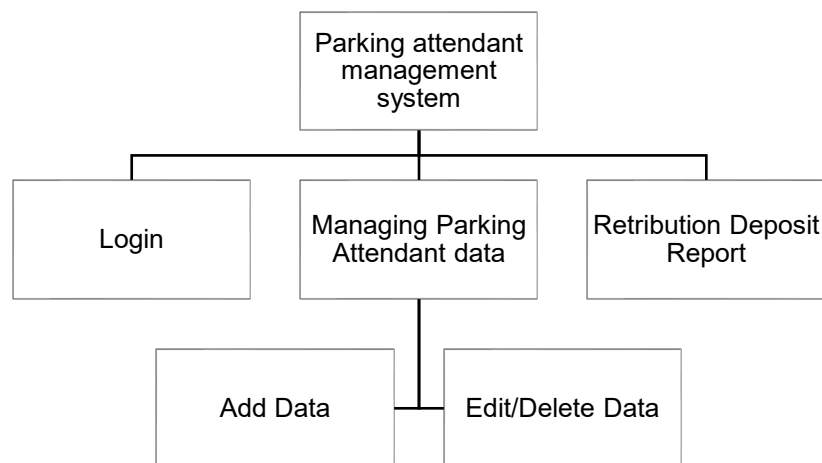


Figure 5. Hierarchy Diagram

D. Table Design

Below is table 1, admin table for admin data, then table 2, table juru_parkir for Parking Attendant data, then table 3, table setoran_retribusi for deposit data, and table 4, table lokasi_parkir for parking location data.

Table 1. user

| Field | Data Type | Information |
|--------------------------------|---------------|-------------------|
| id_user (<i>primary key</i>) | INT | User:StuRat |
| Powered by E-Mail | Varchar (100) | Powered by E-Mail |
| D.C. | | |
| Password | Varchar (100) | Password |

Table 2. The Parking Attendant

| Field | Data Type | Information |
|--------------------------------|-----------|-----------------------|
| id_juru (<i>primary key</i>) | INT | Unique Parking Lot ID |

| | | |
|----------------------------------|---------------|---------------------------|
| name | Varchar (100) | Full name |
| Nik | Varchar (16) | KTP Number |
| address | Text | Address |
| no_hp | Varchar (15) | Mobile number |
| id_lokasi (<i>foreign key</i>) | INT | Parking location |
| jenis_parkir | Enum | Roadside/building/special |
| Status | ENUM | Active/Inactive |

Table 3. Levy Deposit

| Field | Data Type | Information |
|-----------------------------------|-----------|----------------------------|
| id_setoran (<i>primary key</i>) | INT | Deposit ID |
| id_juru (<i>foreign key</i>) | INT | The Parking Attendant's ID |
| id_user (<i>foreign key</i>) | INT | |
| date | Date | Deposit date |
| sum | Decimal | Deposit amount |

Table 4. Parking Locations

| Field | Data Type | Information |
|----------------------------------|---------------|------------------------------|
| id_lokasi (<i>primary key</i>) | INT | Unique ID of location |
| nama_lokasi | Varchar (100) | Name of the parking location |
| alamat_lokasi | Text | Full address |
| district | Varchar | |
| Neighborhoods | Varchar | |
| capacity | INT | Vehicle capacity |
| Latitude | Varchar | |
| Longitude | Varchar | |

Design Implementation

Based on the design that has been made, the implementation of this design is realized in the form of a web-based information system that has a simple, intuitive, and user-friendly interface (UI). Each component and page in the system is designed to support the efficiency of user workflows according to the functional needs of each role, be it admin or officer.

A. Admin and Officer Login Page View

This login page displays a page that can be accessed by admins and parking attendants to log in to the system. Users can choose the role as an admin or parking attendant through the button provided above the login form. After selecting a role, users are asked to enter the username and password that has been registered in the system. If the data entered is appropriate, then users will be directed to the dashboard page according to their respective roles.

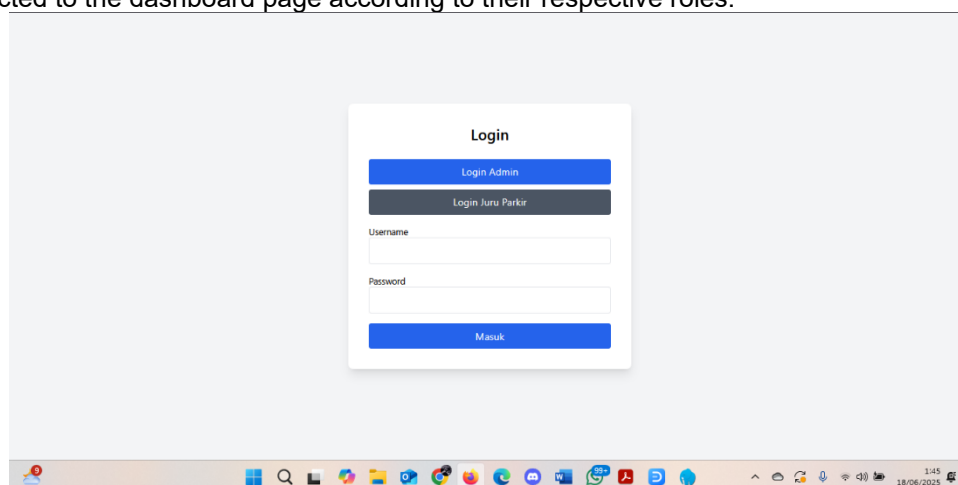


Figure 6. Login page

B. Admin Dashboard Page View

On this dashboard page, the main page of the system is accessed by the admin after successful login. There is a quick look at the total number of parking attendants, the total deposits this month, and the number of parking locations shown in figure 7.

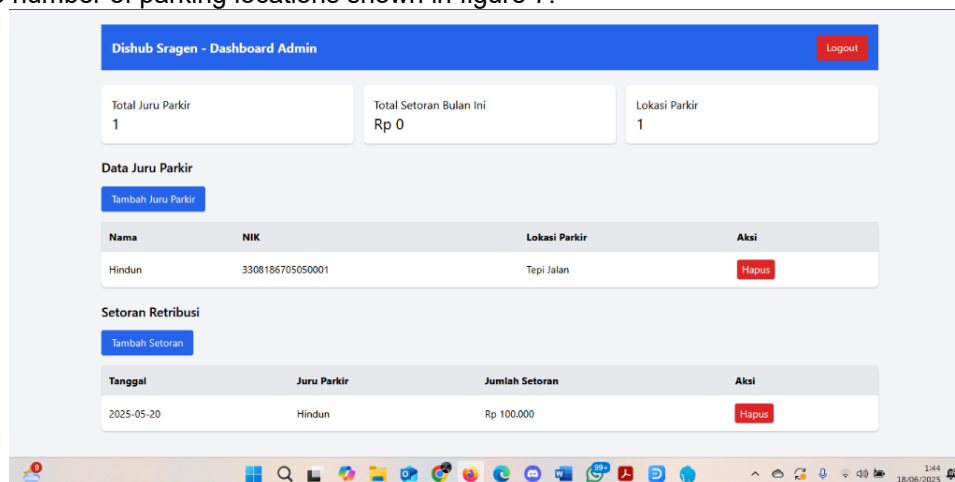


Figure 7. Admin Dashboard Page

C. Officer Dashboard Page View

On this dashboard page, the main page of the system is displayed by parking attendants after login. Officers will see information about the location of today's task, including location names, addresses, shift shifts, and officer status shown in figure 8.

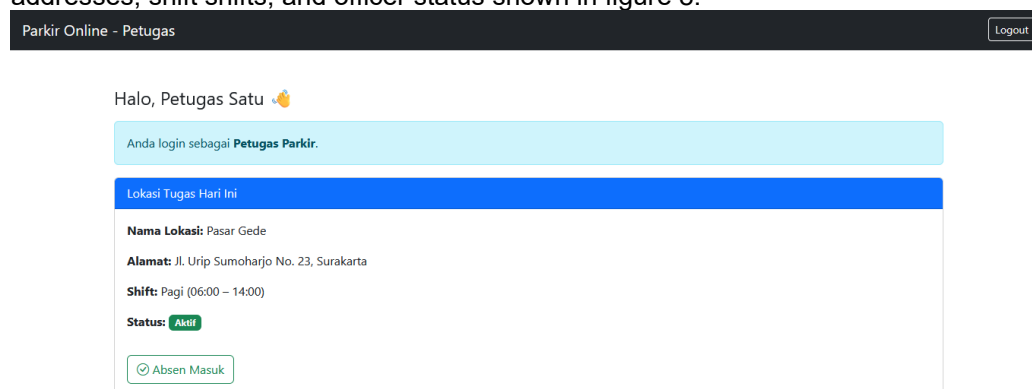


Figure 8. Officer Dashboard Page

Accounting in the Parking Levy Management System

Form the perspective of public sector accounting, the web-based parking attendant management system contributes to enhancing transparency and accountability in the recording and reporting of local government finances (Sari & Muslim, 2023). The entire process of recording parking levy deposits is carried out digitally, ensuring that every transaction is recorded in real time and cannot be manipulated. This supports the strengthening of accrual-based accounting principles, which require that transactions be recorded at the time they occur, rather than when cash is received. The following is a comparison table of the results of the system implementation:

Table 5. Comparison of Levy Management Before and After System Implementation

| Measurement Aspect | Manual System (Before) | Web-Based System (After) | Improvement/Change |
|--------------------|------------------------|--------------------------|--------------------|
|--------------------|------------------------|--------------------------|--------------------|

| | | | |
|--------------------------|--|--|----------------------------------|
| Recording Time | ± 8–10 minutes per transaction | ± 3–4 minutes per transaction | Faster by ± 60% |
| Input Error Rate | ± 15% (double entry, incorrect amount) | ± 2% (automatic validation) | Significant increase in accuracy |
| Data Availability | Manual recap, available weekly | Real-time, accessible anytime | Higher transparency |
| Reporting Process | ± 3 days for weekly recap reports | Automatic in seconds | Reporting time efficiency |
| Accessibility | Logbook limited to admin | Multi-user, accessible by officers and supervisors | Easier collaboration |
| User Satisfaction | Not measured | 87% stated the system was very helpful | High level of acceptance |

In addition, the levy deposit data processed through the system can be directly integrated with the Regional Financial Information System (SIKD) or other accounting system implemented by local governments, resulting in financial reports that are more reliable, timely, and relevant (Lazuardi et al., 2024). Therefore, this system not only improves the effectiveness of levy collection but also strengthens internal control and supervision mechanisms in regional financial management.

The implementation of this system also aligns with the Government Accounting Standards (SAP), which emphasize the importance of financial information that is transparent and auditable. Digitally recorded data enables both internal and external auditors to conduct audit trails of all transactions, thereby minimizing the potential for fraud or misuse. In the long term, this contributes to increased public trust in local financial governance.

CONCLUSIONS AND SUGGESTION

This research resulted in the design and implementation of a web-based Parking Attendant Management and Accounting System for the Sragen Regency Transportation Office. The results of system testing and evaluation highlight several important findings. First, the system significantly reduced the average recording time for levy deposits from 8–10 minutes to 3–4 minutes per transaction, showing an efficiency gain of approximately 60%. Second, the input error rate decreased from around 15% in manual recaps to only 2% due to the integration of automatic validation features. Third, the availability of data and reporting improved drastically, with reports that previously required up to three days for compilation now generated automatically in real time. Finally, user acceptance testing indicated that 87% of respondents considered the system highly useful, confirming its practicality and user-friendliness in field operations. From a public sector accounting perspective, the system successfully embedded elements of the Accounting Information System (AIS), including data collection, processing, storage, and reporting, thereby strengthening internal control, enhancing accrual-based recording, and aligning with Government Accounting Standards (SAP). The integration potential with the Regional Financial Information System (SIKD) further supports financial accountability and transparency in local revenue management.

This study has several limitations. First, the evaluation was conducted within a limited time frame of six months and involved a relatively small number of respondents (20 staff and 30 parking attendants), which may not fully capture long-term performance and scalability issues. Second, the system has been tested primarily in a controlled environment and has not yet been fully deployed under real field conditions, where internet connectivity and user discipline could affect performance. Third, the study focused on the technical and accounting aspects of the system, without exploring in depth the organizational and policy-related factors that influence levy management. Future research can address these limitations by conducting longitudinal studies over a longer implementation period to evaluate the system's sustainability and impact on regional financial governance. Expanding the sample size and involving multiple districts would provide broader generalizability. In terms of technical development, future studies could explore mobile application integration to enhance real-time monitoring for field officers, as well as the use of advanced technologies such as QR codes, e-payment gateways, and blockchain to further strengthen security, transparency, and auditability. Additionally, cross-disciplinary research involving both information system and public policy perspectives would enrich the understanding of how digital transformation affects not only operational efficiency but also governance and community trust.

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