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SISTEM INFORMASI MANAJEMEN PELAYANAN BERBASIS WEBSITE PADA BIMBINGAN BELAJAR EXCELLENT EDUCATION KOTA PEKALONGAN

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178 + xviii halaman / 162 gambar / 35 tabel / 4 lampiran / 24 daftar pustaka

ABSTRAK

Bimbingan Belajar Excellent Education merupakan sebuah lembaga bimbingan belajar yang memiliki program bimbingan secara privat ataupun reguler (kelas) untuk SD, SMP, dan SMA. Berdasarkan hasil observasi dan wawancara yang sudah dilakukan penulis ditemukan permasalahan yaitu pengelolaan data dan pelayanan terhadap siswa saat ini masih dilakukan secara manual, seperti dalam pembuatan jadwal yang menggunakan Excel kemudian dibagikan kepada tiap individu (privat) maupun kelas melalui WhatsApp Messenger. Pengelolaan data siswa, pembayaran, dan presensi masih menggunakan buku catatan yang memiliki resiko kehilangan data karena rusak atau hilang. Berdasarkan hasil kuesioner yang disebarkan ke tentor dan siswa sebagai responden, didapatkan hasil bahwa siswa merasa pelayanan informasi mengenai pembayaran, jadwal les, dan presensi tidak efektif dan efisien. Sedangkan tentor beberapa kali mendapati jadwal bentrok antara kelas lain. Berdasarkan permasalahan tersebut, Excellent Education membutuhkan sebuah sistem informasi manajemen pelayanan yang dapat mempermudah dalam pengelolaan data dan pelayanan informasi. Metode yang digunakan adalah metode pengumpulan data, metode pengembangan sistem, dan metode pengujian sistem. Metode pengumpulan data berupa wawancara, observasi, dan kuesioner. Metode pengembangan sistem meliputi analisis kebutuhan perangkat lunak, desain, pengkodean, pengujian, dan pemeliharaan. Metode pengujian meliputi black box, white box, dan UAT. Setelah dilakukan tiga metode tersebut, maka terwujudnya Sistem Informasi Manajemen Pelayanan Berbasis Website pada Bimbingan Belajar Excellent Education. Kesimpulan yang didapat adalah sistem telah bisa melakukan kelola data dan memberikan pelayanan informasi secara real time. Sedangkan saran yang dapat dikembangkan adalah sistem dapat ditambahkan fitur laporan rekap tiap akhir tahun ajaran dan menu materi sesuai dengan tingkatan kelas.

Kata Kunci: Sistem Informasi, Sistem Informasi Manajemen, Pelayanan, Excellent Education, Website

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WEBSITE-BASED SERVICES MANAGEMENT INFORMATION SYSTEM ON EXCELLENT EDUCATION TUTORING

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178 + xviii *pages* / 162 *pictures* / 35 *tables* / 4 *attachments* / 24 *references*

ABSTRACT

Excellent Education Tutoring is a tutoring institution that has private or regular (classes) programs for elementary, junior high, and senior high school. Based on the results of observations and interviews that have been done by the author, it was found that the problem is that data management and services to students are currently still done manually, such as in making schedules using Excel then distributed to each individual (private) and classes via WhatsApp Messenger. Management of students data, payments, and attendances still uses notebooks which have the risk of losing data due to damage or loss. Based on the results of questionnaires distributed to tutors and students as respondents, it was found that students felt that information services regarding payments, tutoring schedules, and attendances were ineffective and inefficient. Meanwhile, several times, the tutors found clashing schedules between other classes. Based on these problems, Excellent Education requires a service management information system that can facilitate data management and information services. The method used is data collection methods, system development methods, and system testing methods. Data collection methods include interviews, observations, and questionnaires. System development methods include software requirements analysis, design, coding, testing, and maintenance. Test methods include black box, white box, and UAT. After doing these three methods, a Website-Based Service Management Information System on Excellent Education Tutoring is realized. The conclusion is that the system has been able to manage data and provide information services in real time. While the suggestion that can be developed is that the system can add a recap report feature at the end of the school year and a menu of materials according to the grade level.

Keywords: *Information System, Management Information System, Services, Excellent Education, Website*