LILI FERAWATI, 18.240.0172

SISTEM KOMPLAIN DI *CALL CENTER* KOSPIN JASA KOTA PEKALONGAN, dibawah bimbingan Nama Pembimbing 1 dan Nama Pembimbing 2

100 + xiv halaman / 69 gambar / 19 tabel / 2 lampiran / 15 pustaka (2012 – 2021)

ABSTRAK

Kospin Jasa Pekalongan juga melakukan pelayanan komplain bagi nasabahnya, namun ditemukan beberapa permasalahan yang terjadi. Salah satu alternatif yang dapat dilakukan adalah dengan menerapkan sistem untuk mengelola komplain di Kospin Jasa Pekalongan. Sistem dibangun menggunakan metode pengembangan sistem Waterfall melalui beberapa tahapan diantaranya tahap Requirements Definition, System and Software Design, Implementation and Unit Testing, Integration and System Testing, dan Operation and Maintenance. Sistem dirancang menggunakan alat bantu pengembangan sistem Unified Modeling Language (UML) dan Lembar Kerja Tampilan (LKT). Sistem dibangun mengguanakan pemrograman web dan mobile, serta database MySQL. Hasil pengujian internal menhgunakan metode White Box, Black Box, dan User Acceptance Test (UAT), diketahui bahwa sistem yang dibangun dapat berjalan tanpa kesalahan sesuai dengan rancangan yang diharapkan oleh pengguna. Sistem yang telah dibangun dapat membantu Customer Service dalam mengelola data komplain dengan lebih mudah sehingga mengurangi waktu konfirmasi dengan nasabah, serta dapat membantu nasabah dalam penyampaian komplain sehingga mengurangi beban biaya pengeluaran tambahan. Sistem perlu dikembangkan agar dapat melakukan setiap prosesnya secara realtime dan ditambahkan notifikasi khusus untuk memberikan peringatan tentang perubahan didalam sistem.

Kata Kunci : *Sistem, Manajemen, Komplain, Call Center, Kospin Jasa*

LILI FERAWATI, 18.240.0172

COMPLAIN SYSTEM AT CALL CENTER KOSPIN JASA CITY OF PEKALONGAN, under guidance of Nama Pembimbing 1 dan Nama Pembimbing 2

ABSTRACT

Kospin Jasa Pekalongan also provides complaint services for its customers, but several problems were found. One alternative that can be done is to implement a system to manage complaints at Kospin Jasa Pekalongan. The system was built using the Waterfall system development method through several stages including the stages of Requirements Definition, System and Software Design, Implementation and Unit Testing, Integration and System Testing, and Operation and Maintenance. The system is designed using Unified Modeling Language (UML) system development tools and Display Worksheets (LKT). The system is built using web and mobile programming, as well as a MySQL database. The results of internal testing using the White Box, Black Box, and User Acceptance Test (UAT) methods, it is known that the system built can run without errors according to the design expected by the user. The system that has been built can assist Customer Service in managing complaint data more easily thereby reducing confirmation time with customers, and can assist customers in submitting complaints so as to reduce the burden of additional expenses. The system needs to be developed so that it can carry out each process in real time and add special notifications to provide warnings about changes in the system.

Key Word : *System, Management, Complain, Call Center, Kospin Jasa*