

WENTIANTI, 21.230.0029

SISTEM INFORMASI PELAYANAN SALON DAN SPA BERBASIS WEB: STUDI KASUS CRISTIE SALON KAJEN DENGAN MENGGUNAKAN METODE ANALISIS PIECES, dibawah bimbingan Bapak Widiyono S.T, M.Kom selaku pembimbing 1 dan Bapak Agus Ilyas M.Kom selaku pembimbing 2

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ABSTRAK

Cristie Salon berlokasi di Jalan Mandurejo, Kajen, Tangungsari. Sementara itu salon cabangnya berlokasi di Jalan Raya Karanganyar. Salon ini menerima 6-8 pelanggan per hari. Cristie Salon buka setiap hari pukul 009:00 – 20:00 WIB. Crisite Salon menyediakan berbagai layanan, seperti layanan potong rambut, creambath, keratin treatment, layanan spa, lulur, dan berbagai perawatan kuku. Cristie Salon dan Spa memiliki pelayanan yang cukup baik, akan tetapi Crisite Salon belum memiliki sistem yang digunakan untuk mengelola data pelanggan. Pelayanan Cristie Salon dan Spa masih menggunakan cara yang sederhana. Customer harus datang langsung ke salon dan menunggu karyawan untuk memesan layana. Jika salon sedang ramai, customer harus menunggu lebih lama. Setelah selesai, Customer melakukan pembayaran secara langsung atau melalui tranfer bank. Proses booking juga masih dilakukan secara langsun, customer harus menghubungi pemilik salon atau melalui media social. Penelitian ini menggunakan metode pengembangan waterfall dan di kombinasi dengann metode analisis pieces. Teknik pengumpulan data dilakukan melalui observasi, wawancara, kuesioner dan studi Pustaka. Pengujian sistem dilakukan dengan menggunakan metode pengujian whitebox, blackbox dan uat. Hasil dari pembangunan sistem ini diharapkan dapat membantu pemilik dalam mengelola kedua salon secara lebih terstruktur.

Kata kunci: Cristie Salon dan Spa, Web

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WEB-BASED SALON AND SPA SERVER INFORMATION SYSTEM: A CASE STUDY OF CRISTIE SALON KAJEN USING THE PIECES ANALYSIS METHOD, supervised by Mr. Widiyono S.T., M.Kom as Supervisor 1 and Mr. Agus Ilyas, M.Kom as Supervisor 2
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ABSTRACT

Cristie Salon is located on Jalan Mandurejo, Kajen, Tangungsari, while its branch salon is located on Jalan Raya Karanganyar. The salon serves 6–8 customers per day and operates daily from 09:00 AM to 08:00 PM (WIB). Cristie Salon offers various services, including haircuts, creambath, keratin treatments, spa, body scrubs, and nail care. Although Cristie Salon and Spa provides fairly good services, it does not yet have a system to manage customer data. The salon's operations are still handled manually. Customers must come directly to the salon and wait for staff to process their service requests. When the salon is busy, customers experience longer waiting times. After finishing their treatments, customers make payments either in cash or via bank transfer. Booking services are also done manually, requiring customers to contact the salon owner or make reservations through social media. This study applies the waterfall development method combined with the PIECES analysis method. Data collection techniques include observation, interviews, questionnaires, and literature study. System testing is carried out using white-box, black-box, and UAT testing methods. The results of this system development are expected to help the owner manage both salons in a more structured and efficient manner.

Keywords: Cristie Salon and Spa, Web