

ALFIAN SYIFA, 21.240.0084 SISTEM INFORMASI PENGIRIMAN BARANG BERBASIS WEBSITE PADA PT. TAZZA PAKET EXPRESS,
dibawah bimbingan Taryadi, M.Cs. dan Tri Pudji Wahjuningsih, S.E., M.Si. 174 +
xv halaman / 88 gambar / 17 tabel / 2 lampiran / 35 pustaka (2014 - 2023)

ABSTRAK

PT. Tazza Paket Express, sebagai perusahaan penyedia layanan pengiriman barang, menghadapi sejumlah tantangan dalam pengelolaan operasional pengiriman barang. Pengelolaan yang menggunakan pencatatan dengan buku besar dan microsoft excel menyebabkan beberapa kendala, seperti kurang efisien dalam pengelolaan pengiriman, pelaporan, keterbatasan akses informasi, dan kesulitan dalam pengelolaan pengaduan. Untuk mengatasi permasalahan tersebut, dibangun sebuah sistem informasi jasa pengiriman barang berbasis website yang dirancang untuk mengintegrasikan pengelolaan pengiriman, laporan, dan pengaduan dapat dikelola dengan lebih baik. Sistem ini dibangun menggunakan metode Waterfall, yang meliputi tahapan Communication, Planning, Modelling, Construction, dan Deployment. Desain sistem dibuat menggunakan Unified Modeling Language (Use case, Activity, Sequence, dan Class) dan Lembar Kerja Tampilan, dengan implementasi menggunakan framework CodeIgniter 4 dan database MySQL. Pengujian dilakukan dengan tiga metode. Hasil pengujian White Box menunjukkan bahwa logika sistem berjalan dengan baik. Pengujian Black Box memastikan seluruh fungsionalitas sistem bekerja secara valid. Sementara itu, hasil pengujian UAT menunjukkan respons yang cukup positif dari pimpinan, admin dan pelanggan terhadap tampilan serta fungsionalitas sistem, menandakan bahwa sistem diterima dengan baik oleh pengguna akhir. Sistem ini memberikan kemudahan dalam pengelolaan pengiriman, memperjelas informasi pengiriman, dan menyediakan saluran pengaduan terintegrasi, sehingga diharapkan dapat meningkatkan efisiensi dan efektivitas pelayanan PT. Tazza Paket Express. Untuk pengembangan lebih lanjut, disarankan Integrasi sistem dengan layanan pembayaran digital seperti QRIS, OVO, GoPay, dan transfer bank dan pengembangan fitur yang memungkinkan pengkategorian prioritas atau tingkat urgensi pada setiap laporan komplain.

Kata Kunci: Sistem Informasi, Jasa Pengiriman, Website, Waterfall

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WEBSITE-BASED FREIGHT FORWARDING INFORMATION SYSTEM

AT PT. TAZZA EXPRESS PACKAGE, under the guidance of Taryadi, M.Cs. and Tri Pudji Wahjuningsih, S.E., M.Si. 174 + xv halaman / 88 gambar / 17 tabel / 2 lampiran / 35 pustaka (2014 – 2023)

ABSTRACT

PT. Tazza Paket Express, as a company providing goods delivery services, faces a number of challenges in managing goods delivery operations. Management using ledger and Microsoft Excel records causes several obstacles, such as inefficiency in managing deliveries, reporting, limited access to information, and difficulty in managing complaints. To overcome these problems, a website-based goods delivery service information system was built which was designed to integrate delivery management, reports, and complaints so that they can be managed better. This system was built using the Waterfall method, which includes the stages of Communication, Planning, Modeling, Construction, and Deployment. The system design is made using the Unified Modeling Language (Use case, Activity, Sequence, and Class) and Display Worksheet, with implementation using the CodeIgniter 4 framework and MySQL database. Testing is carried out using three methods. The results of the White Box test show that the system logic is running well. Black Box testing ensures that all system functionality works validly. Meanwhile, the results of the UAT test show a fairly positive response from management, admins and customers to the appearance and functionality of the system, indicating that the system is well received by end users. This system provides convenience in managing shipments, clarifying shipment information, and providing an integrated complaint channel, so that it is expected to increase the efficiency and effectiveness of PT. Tazza Paket Express services. For further development, it is recommended to integrate the system with digital payment services such as QRIS, OVO, GoPay, and bank transfers and develop features that allow categorization of priorities or levels of urgency for each complaint report.

Keywords: Information Systems, Delivery Services, Website, Waterfall