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**RANCANG BANGUN SISTEM PELAYANAN JASA CUCI SEPATU
DENGAN FITUR TRACKING BERBASIS WEBSITE PADA SOOOJI.ID**

Dibawah bimbingan Ichwan Kurniawan, S.Kom., dan Nurul Amalia S.Ko., M.Kom

Terdiri dari 139 + xiv halaman / 79 gambar / 20 tabel / lampiran / 35 pustaka

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ABSTRAK

SOOOJI.ID merupakan layanan cuci sepatu di Kota Pekalongan yang mengalami permasalahan dalam manajemen operasional seperti pencatatan transaksi manual, ketidakteraturan dalam proses layanan, dan tidak adanya fitur pelacakan status pesanan secara real-time. Permasalahan ini menyulitkan pemilik usaha dalam monitoring pesanan dan menyebabkan ketidakpuasan pelanggan. Untuk mengatasi masalah tersebut, dirancanglah sistem pelayanan jasa cuci sepatu berbasis website yang memiliki fitur pemesanan, pelacakan status pesanan, serta pengelolaan data pelanggan dan transaksi. Sistem ini dibangun menggunakan metode Waterfall dengan tahapan Requirement, Design, Implementation, Verification, dan Maintenance. Pengumpulan data dilakukan melalui observasi, wawancara, dokumentasi, serta kuesioner. Sedangkan pengujian sistem menggunakan metode White Box, Black Box, dan User Acceptance Testing (UAT). Hasil dari sistem yang dikembangkan menunjukkan peningkatan efisiensi dalam pengelolaan layanan, kemudahan pelanggan dalam melacak status pesanan, serta membantu pemilik usaha dalam pengelolaan data secara lebih akurat. Sistem ini juga diharapkan dapat memperkuat daya saing bisnis cuci sepatu di era digital.

Kata kunci : *Pelayanan Jasa, Cuci Sepatu, SOOOJI.ID*

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**DESIGN DEVELOPMENT OF A SHOE CLEANING SERVICE SYSTEM WITH
TRACKING FEATURE BASED ON WEBSITE AT SOOOJI.ID**

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ABSTRACT

SOOOJI.ID is a shoe cleaning service located in Pekalongan City that faces several operational management issues, such as manual transaction recording, disorganized service processes, and the absence of a real-time order tracking feature. These problems make it difficult for the business owner to monitor orders and lead to customer dissatisfaction. To address these issues, a web-based shoe cleaning service system was designed and developed, featuring online ordering, order status tracking, and customer and transaction data management. The system was built using the Waterfall development method, which includes the stages of Requirement, Design, Implementation, Verification, and Maintenance. Data collection was conducted through observation, interviews, documentation, and questionnaires. System testing was carried out using White Box, Black Box, and User Acceptance Testing (UAT) methods. The developed system has proven to improve service management efficiency, provide customers with easier order tracking, and assist the business owner in managing data more accurately. This system is also expected to strengthen the competitiveness of the shoe cleaning business in the digital era.

Keywords : *Service Management, Shoe Cleaning, SOOOJI.ID*