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SISTEM INFORMASI LAYANAN LAUNDRY BERBASIS TRACKING WILAYAH PADA TIRTA SARI PEKALONGAN

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ABSTRAK

Layanan laundry merupakan salah satu jasa yang dibutuhkan masyarakat karena membantu proses pencucian pakaian secara lebih praktis dan efisien. Tirta Sari Pekalongan melayani pelanggan melalui layanan langsung, pickup, dan dropoff. Berdasarkan hasil observasi dan wawancara, proses pelayanan laundry yang berjalan masih dilakukan secara semi-manual, terutama pada pencatatan order, penyampaian status laundry, pengelolaan transaksi, dan koordinasi pickup. Kondisi tersebut membuat data layanan belum tersusun rapi, pelanggan sulit memantau status cucian, dan kurir dapat mengalami penjemputan yang kurang efektif ketika lokasi atau waktu pelanggan belum terkonfirmasi dengan jelas. Penelitian ini bertujuan membangun Sistem Informasi Layanan Laundry Berbasis Tracking Wilayah pada Tirta Sari Pekalongan. Tracking wilayah pada sistem ini diarahkan pada pemanfaatan data lokasi pelanggan berupa alamat, latitude, dan longitude sebagai acuan dalam proses pickup dan dropoff. Metode pengembangan sistem yang digunakan adalah Waterfall yang terdiri dari communication, planning, modelling, construction, dan deployment. Pengumpulan data dilakukan melalui observasi, wawancara, dokumentasi, dan kuesioner. Sistem yang dibangun memiliki hak akses untuk admin, kurir, dan pelanggan, dengan fitur pengelolaan data pelanggan, pegawai, paket laundry, order online, order offline, histori status order, transaksi pembayaran, cetak nota, feedback pelanggan, reset password OTP WhatsApp, serta pengelolaan landing page. Pengujian dilakukan menggunakan White Box, Black Box, dan User Acceptance Test (UAT). Hasil pengujian menunjukkan bahwa fungsi utama sistem berjalan sesuai kebutuhan. Berdasarkan hasil UAT kepada 10 responden, diperoleh nilai rata-rata 81,6% dengan kategori sangat setuju. Dengan demikian, sistem ini dapat membantu proses pelayanan laundry menjadi lebih terdata, terjadwal, dan mudah dipantau oleh pengguna sesuai hak akses masing-masing.

Kata kunci : Sistem Informasi, Laundry, Tracking Wilayah, Waterfall

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LAUNDRY SERVICE INFORMATION SYSTEM BASED ON AREA
TRACKING AT TIRTA SARI PEKALONGAN

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160 + pages / 121 images / 46 tables / 2 attachments / 20 library (2016 - 2024)

ABSTRACT

Laundry service is one of the services needed by society because it helps the washing process become more practical and efficient. Tirta Sari Pekalongan serves customers through direct service, pickup, and dropoff. Based on observation and interview results, the laundry service process was still carried out semi-manually, especially in order recording, laundry status information, transaction management, and pickup coordination. This condition made service data less organized, made it difficult for customers to monitor laundry status, and caused pickup activities to be less effective when the customer location or pickup time had not been clearly confirmed. This study aims to build a Regional Tracking-Based Laundry Service Information System at Tirta Sari Pekalongan. Regional tracking in this system is directed toward the use of customer location data, including address, latitude, and longitude, as a reference for pickup and dropoff processes. The system development method used is Waterfall, consisting of communication, planning, modelling, construction, and deployment. Data were collected through observation, interviews, documentation, and questionnaires. The system provides access rights for administrators, couriers, and customers, with features for managing customer data, employee data, laundry packages, online orders, offline orders, order status history, payment transactions, receipt printing, customer feedback, WhatsApp OTP password reset, and landing page management. Testing was conducted using White Box, Black Box, and User Acceptance Test (UAT). The test results showed that the main system functions worked according to the required needs. Based on the UAT results from 10 respondents, the system obtained an average score of 81.6%, categorized as strongly agree. Therefore, this system can help laundry services become better recorded, more scheduled, and easier to monitor by users according to their access rights.

Keywords: Information System, Laundry, Regional Tracking, Waterfall