

Indonesian Journal of Digital Business

Journal homepage: <https://ejurnal.upi.edu/index.php/IJDB/index>

Rancang Bangun Sistem Informasi Service Quality Control Berbasis Website dengan Menggunakan Metode Prototype

Tivany Chella Nur Fitri¹, Fenni Agustin², Yogi Prasetyo³

^{1,2} Manajemen Sistem Informasi, Universitas Gunadarma

³ Universitas Pendidikan Indonesia

Correspondence: E-mail:

¹tivanychellaf@gmail.com, ³yogiprasetyo@upi.edu

ABSTRAK

Perkembangan Teknologi dan Perdagangan sedang berkembang secara bersamaan. Salah satu yang menjadi populer perkembangannya adalah dengan hadirnya e-commerce yang tumbuh dengan signifikan di Indonesia. PT Online Shop merupakan salah satu perusahaan yang bergerak dibidang e-commerce yang telah dipercaya oleh masyarakat dalam melakukan transaksi jual-beli. Dalam menyediakan layanan ini, kepuasan konsumen merupakan tujuan utama dari PT Online Shop. Kesulitan dalam memantau kualitas layanan disebabkan oleh terbatasnya media yang digunakan dalam memantau kualitas layanan yang digunakan.

Penelitian ini bertujuan untuk merancang dan membangun sistem informasi service quality control berbasis website dengan menggunakan metode prototype yang berfungsi sebagai media dalam memantau kualitas layanan PT Online Shop. Dari tahap penelitian dan perancangan, didapatkan data dari angket survey lapangan yang diberikan kepada karyawan PT Online Shop dan melakukan observasi serta wawancara untuk menggali kebutuhan dalam merancang dan membangun sistem informasi. Dari penelitian ini didapatkan hasil: 1) sistem informasi service quality control berbasis website yang dinilai baik dan layak digunakan untuk dijadikan tool pekerjaan karyawan PT Online Shop. 2) penerapan metode prototype dapat menghasilkan sistem

Informasi Artikel

Diterima 00 Jan 2xxx

Direvisi 00 Jan 2xxx

Diterbitkan 00 Jan 2xxx

Tersedia online 00 Jan 2xxx

Kata Kunci:

Metode Prototype,

Quality Service,

Rancang Bangun,

Sistem Informasi

1. PENDAHULUAN

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed dapibus et neque eget congue. In ac nulla nec nunc pretium porttitor ut et augue. Duis ligula ante, eleifend ut ex sed, cursus tempus felis. Aliquam eget interdum sapien. Sed elementum varius leo, sit amet rutrum ipsum ultricies in ([Westall & Brack, 2018](#)). Aenean id mi arcu. Phasellus semper efficitur eros eu laoreet. Vivamus vitae malesuada turpis. Morbi interdum orci iaculis tempor facilisis ([Khechekhouche, et al., 2020](#); [Sadasivuni, et al., 2020](#); [Yahiaoui, et al., 2020](#); [Kim, et al., 2019](#)). ed egestas mattis condimentum. Etiam et tristique turpis. Ut tincidunt velit vitae hendrerit euismod. Sed molestie volutpat orci ut placerat. Ut sit amet lorem urna. Donec luctus pharetra venenatis. Ut vel orci venenatis, tincidunt orci sit amet, pharetra ipsum. Pellentesque commodo nulla vitae ex blandit, ut sagittis turpis vestibulum ([Nguyen & Juang 2013](#)).

Cras aliquet nisi rutrum, sagittis enim id, sodales augue. Suspendisse venenatis metus nec ante volutpat, vitae condimentum erat condimentum. Nam ligula erat, eleifend et felis non, tincidunt pharetra est. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia curae; Maecenas cursus leo urna, vitae scelerisque magna ultricies a. Nullam imperdiet augue eget dictum scelerisque. Donec pulvinar enim lectus.

2. METODE PENELITIAN

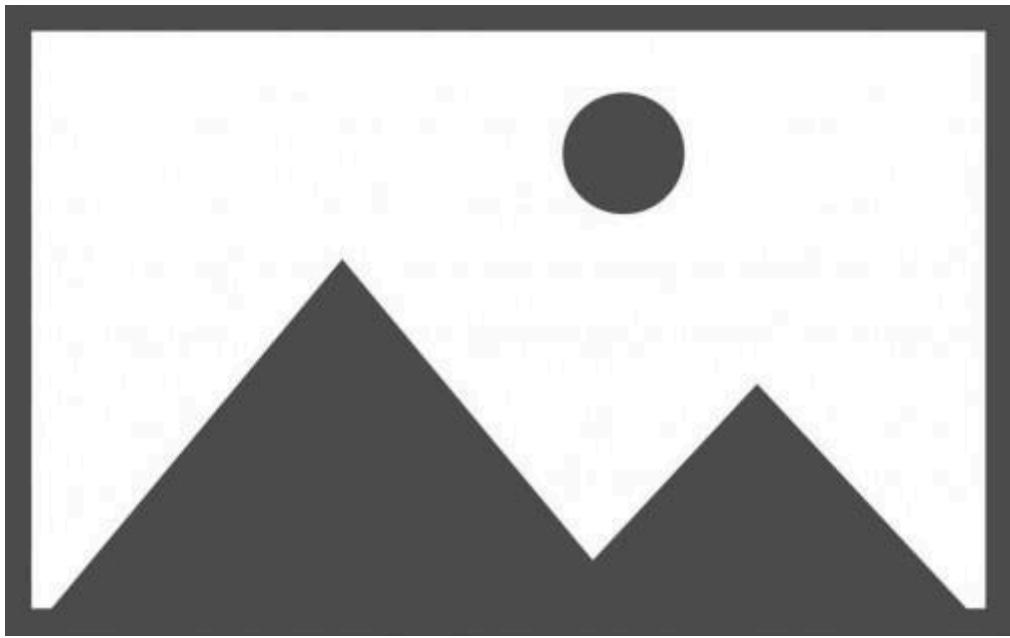
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed dapibus et neque eget congue. In ac nulla nec nunc pretium porttitor ut et augue. Duis ligula ante, eleifend ut ex sed, cursus tempus felis. Aliquam eget interdum sapien. Sed elementum varius leo, sit amet rutrum ipsum ultricies in. Proin placerat risus et augue aliquet posuere. Nulla sodales efficitur metus. Integer vitae sodales nisi. Curabitur mauris massa, vulputate ut enim sed, vehicula dignissim ante. Mauris in lacus erat. Curabitur eleifend dui at lorem rutrum ornare.

2.1. Lorem ipsum dolor sit amet

The treatment in this station goes through several phases shown schematically **Gamar 1**.

2.2 Lorem ipsum dolor sit amet

Sed egestas mattis condimentum. Etiam et tristique turpis. Ut tincidunt velit vitae hendrerit euismod. Sed molestie volutpat orci ut placerat. Ut sit amet lorem urna. Donec luctus pharetra venenatis. Ut vel orci venenatis, tincidunt orci sit amet, pharetra ipsum. Pellentesque commodo nulla vitae ex blandit, ut sagittis turpis vestibulum.



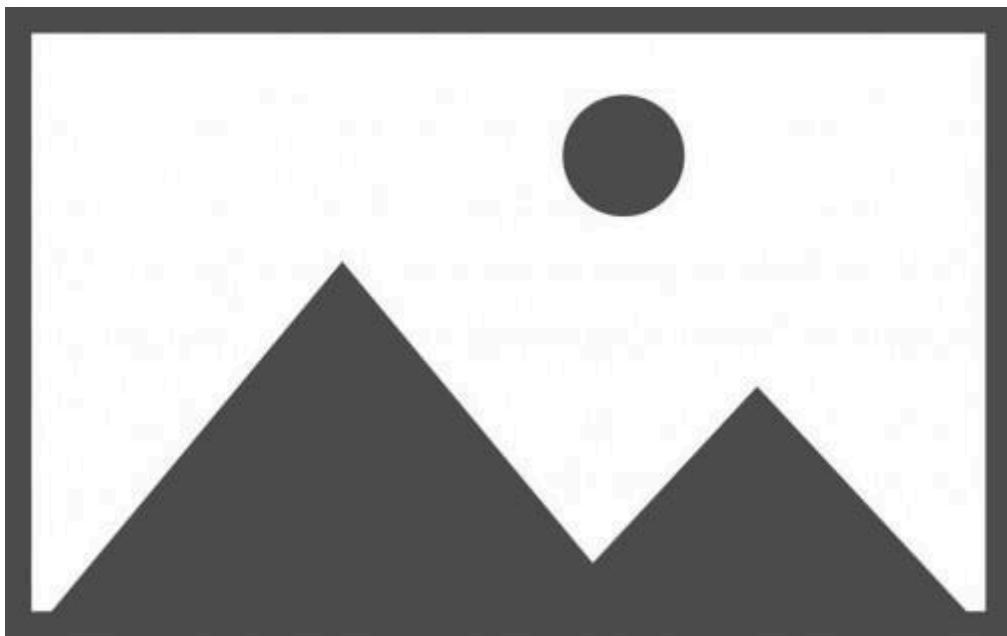
Gambar 1. Judul gambar.

2.3 Lorem ipsum dolor sit amet

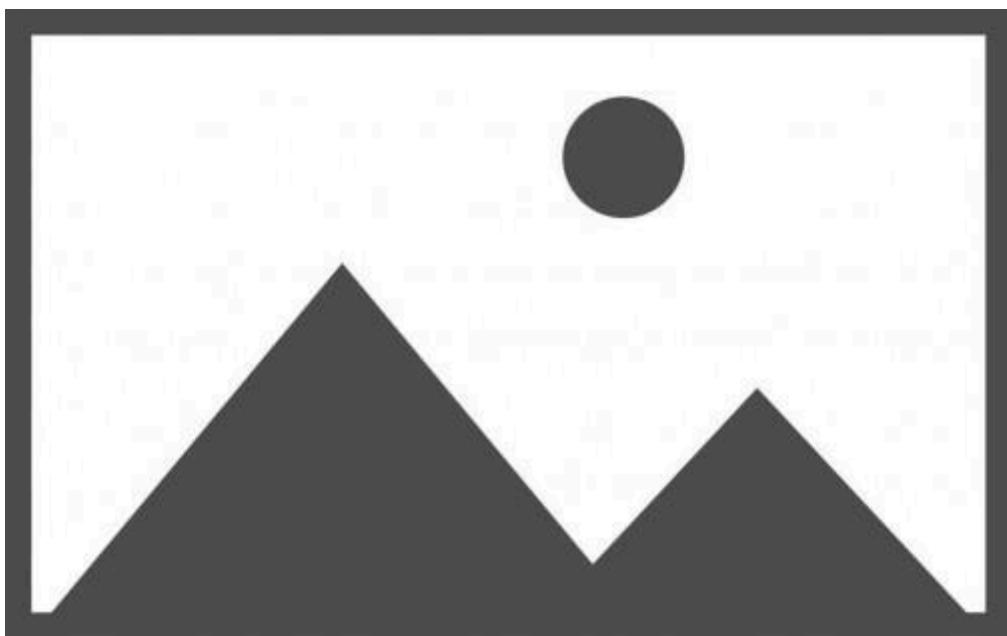
Duis non mollis mi as shown in **Gambar 2**, Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed finibus, lectus ac ornare ornare, enim purus consectetur ex, Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vehicula felis non laoreet ullamcorper. Vestibulum fringilla, purus in ultrices finibus, est orci pulvinar orci, id aliquam eros nisi sed neque. Nullam egestas commodo tellus id dictum. Donec sit amet tellus lacus. Sed consectetur eros quis massa porta posuere. Nullam ac pretium nisi. Ut imperdiet volutpat lacus, vel viverra orci varius at. Cras erat nulla, ultrices sit amet porta vel, accumsan non neque. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos himenaeos.

2.4. Lorem ipsum dolor sit amet

Nam feugiat ultrices nulla non facilisis as shown in **Gambar 3**, Duis pellentesque sem sed nulla rhoncus, sit amet ultrices urna fermentum. Nam at est in massa lobortis finibus sit amet sit amet augue. Aenean iaculis, metus vel fringilla feugiat, nisl nisi ullamcorper odio, quis consectetur augue elit vel mauris. Curabitur sed ipsum id tortor accumsan aliquet a nec justo. Mauris blandit eleifend ante, vulputate tempor risus laoreet vitae. Nullam malesuada accumsan scelerisque. Aliquam erat volutpat. Vivamus sed diam erat. Pellentesque ullamcorper arcu eu orci finibus, vel feugiat tellus laoreet. Ut bibendum justo sit amet odio convallis, vel tincidunt enim maximus.



Gambar 2. Judul gambar.



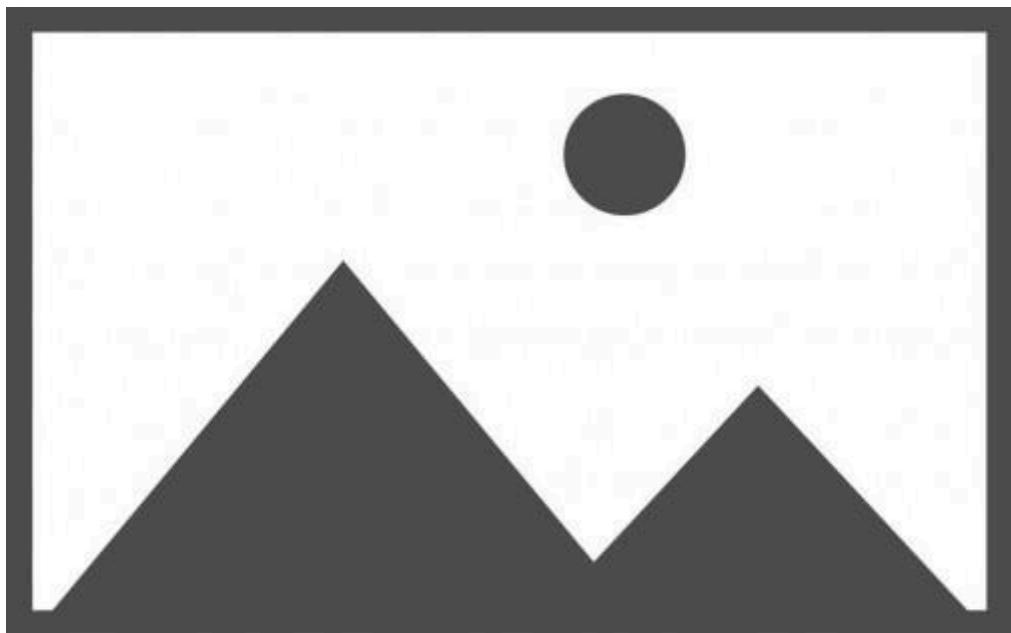
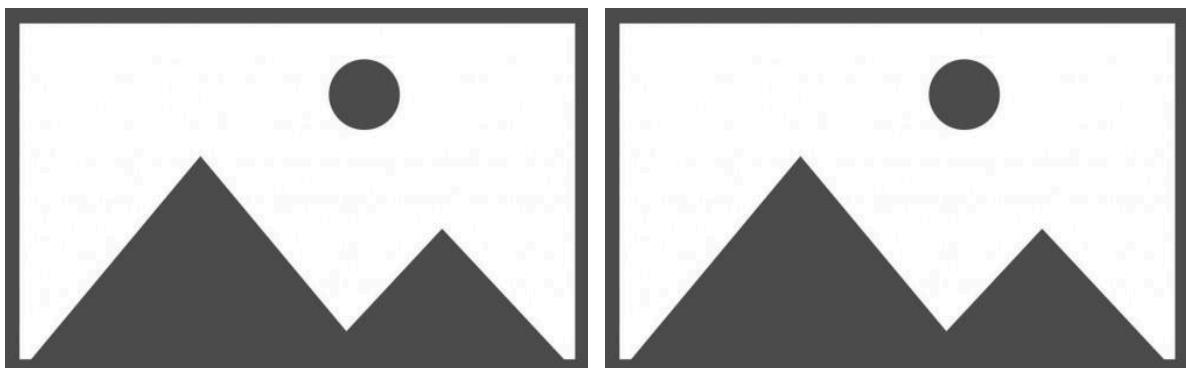
Gambar 3. Judul gambar.

2.5. **Lorem ipsum dolor sit amet**

F Curabitur quam mi, mollis quis fringilla eu, ultricies in quam. Curabitur odio diam, venenatis nec elit ut, accumsan rhoncus lectus. Duis ut pulvinar orci. Ut vitae turpis sed dui ultrices iaculis gravida at purus. Mauris mollis, libero quis condimentum varius, tellus eros ullamcorper lacus, nec cursus ante dolor vitae urna. Praesent lacus

elit, consectetur vitae tellus quis, dictum commodo est. Donec euismod convallis lacinia as shown in **Gambar 6a**.

Gambar 6b shows the Nam at est in massa lobortis finibus sit amet sit amet augue. Aenean iaculis, metus vel fringilla feugiat, nisl nisi ullamcorper odio, quis consectetur augue elit vel mauris.

Gambar 4. Judul Gambar.**Gambar 5.** Biological basin (aeration basin).**Gambar 6a.** judul gambar.**Gambar 6b.** judul gambar.

3. HASIL DAN PEMBAHASAN

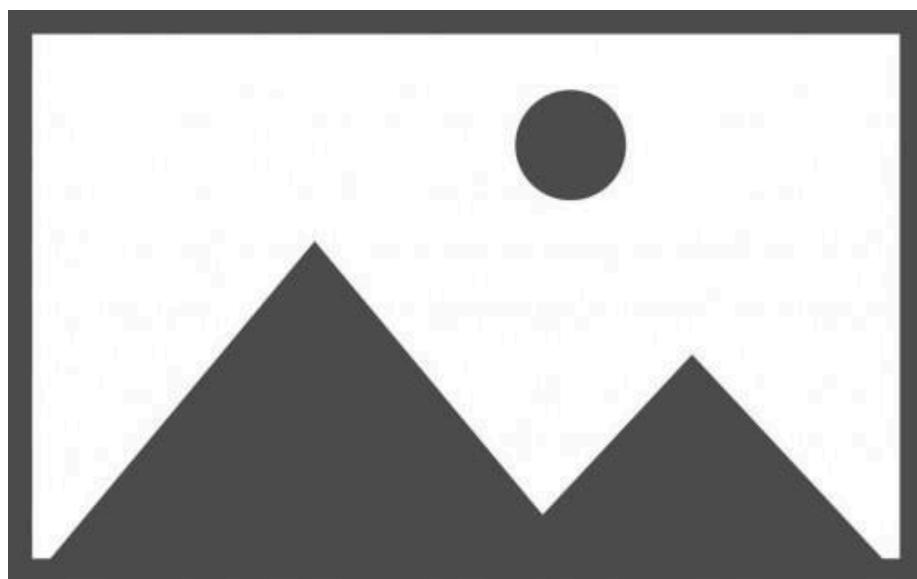
3.1. T Lorem ipsum dolor sit

uspendisse in aliquam est, at consequat quam. Morbi porttitor orci augue. Vestibulum volutpat justo sed urna dictum, consequat condimentum nunc vestibulum. Ut nisi sem, consectetur at posuere nec, rhoncus sit amet magna. Phasellus eleifend orci dui, sit amet fringilla est malesuada non ([Behera, et al., 2020](#)). According to the results obtained in **Tabel 7** and **Gambar 12**,

Donec ac orci lacinia, imperdiet leo ut, blandit metus. Nam ut ante in velit fringilla luctus sit amet in purus. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia curae; Nam venenatis ipsum metus, eget lacinia odio gravida ac. Sed quis porttitor nisi. Nam tincidunt dapibus dui, vitae pulvinar nulla tincidunt sit amet. Nullam at mauris nulla. Aliquam ullamcorper metus eu dui auctor pulvinar. Vestibulum id ligula at lacus auctor euismod ([Nolte, et al., 2020](#)).

Tabel 1. Judul tabel.

| FINAL CLARIFICATION OUTPUT | | | | |
|----------------------------|-------------------|-------------------|-------------------|-------------------|
| Value 1 | Value 2 | Value 3 | Value 4 | Value 5 |
| sampe 130 | sampe 162 | sampe 153 | sampe 160 | sampe 167 |

**Gambar 12.** Judul Gambar.

4. KESIMPULAN

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed finibus, lectus ac ornare ornare, enim purus consectetur ex, non lobortis magna leo eget tortor. Phasellus efficitur imperdiet ultricies. Etiam tincidunt orci nec dui bibendum venenatis. Mauris convallis pellentesque lorem, et malesuada quam imperdiet eu. Praesent maximus nibh est, ac varius massa accumsan ut. Vivamus eget nisl a massa vestibulum porta vel sed nibh. Orci varius natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Cras gravida ex in felis auctor consectetur sed eget augue. Nullam eget hendrerit felis, eget aliquam turpis. Vestibulum eu ullamcorper justo. Quisque fermentum pellentesque lectus, vel posuere

ligula venenatis eget. Vestibulum mi orci, pharetra sit amet ullamcorper ut, pharetra non mauris. Suspendisse tempus ex at eros placerat, non viverra tortor pretium. Quisque mi nunc, tincidunt non elementum vel, accumsan eget felis. Aliquam id consequat elit.

Nam feugiat ultrices nulla non facilisis. Curabitur facilisis commodo sapien vitae lobortis. Interdum et malesuada fames ac ante ipsum primis in faucibus. Nullam nibh nibh, suscipit vel magna a, tristique consequat ligula. Sed tempus metus leo, vel tempor lectus consequat ac. Donec semper et diam ac gravida. Sed vitae bibendum purus, ut ultricies nibh. Nunc consectetur euismod turpis, id molestie magna euismod a. Integer interdum iaculis venenatis.

Quisque pellentesque pretium justo, nec congue nisl convallis sed. Etiam volutpat venenatis tortor, in tincidunt justo tristique non.

7. DAFTAR PUSTAKA

- Khechekhouche, A., Benhaoua, B., Manokar, M., Sathyamurthy, R., and Driss, Z. (2020). Sand dunes effect on the productivity of a single slope solar distiller. *Heat and Mass Transfer*, 56(4), 1117-1126.
- Khechekhouche, A., Benhaoua, B., Driss, Z., Attia, M. E. H., and Manokar, M. (2020 A). polluted groundwater treatment in southeastern algeria by solar distillation. *Algerian Journal of Environmental and Sciences*, 6(1).1207-1211.
- Khechekhouche, A., Bouchmel, F., Kaddour, Z., Salim, K., and Miloudi, A. (2020 C). Performance of a wastewater treatment plant in south-eastern Algeria. *International journal of Energetica*, 5(2), 47-51.
- Belbahloul, M., Abdeljalil, Z., and Abdellah, A. (2014). Comparison of the efficacy of two biofloculants in water treatment. *International Journal of Scientific Engineering and Technology*. 3(6), 734-737.
- Behera, B., and Sethi, N. (2020). Analysis of household access to drinking water, sanitation, and waste disposal services in urban areas of Nepal. *Utilities Policy*, 62(2020), 100996.
- Heba, A., Eman, S. M. (2020). Co-sensitization of mesoporous ZnS with CdS and polyaniline for efficient photocatalytic degradation of anionic and cationic dyes. *Colloid and Interface Science Communications*, 39(2020), 100330.
- Bencheikh, I., Azoulay, K., Mabrouki, J., Hajjaji, S. E., Moufti, A., and Labjar, N. (2021). The use and the performance of chemically treated artichoke leaves for textile industrial effluents treatment. *Chemical Data Collections*, 31(2021), 100597.
- Stewart, E. J. (2012). Growing unculturable bacteria. *Journal of bacteriology*, 194(16), 4151-4160.
- Kim, Y. K., Yoo, K., Kim, M. S., Han, I., Lee, M., Kang, B. R., and Park, J. (2019). The capacity of wastewater treatment plants drives bacterial community structure and its assembly. *Scientific Reports*, 9(1), 1-9.
- Sadasivuni, K. K., Panchal, H., Awasthi, A., Israr, M., Essa, F. A., Shanmugan, S., and Khechekhouche, A. (2020). Ground water treatment using solar radiation-vaporization and condensation-techniques by solar desalination system. *International Journal of Ambient Energy*, 1-7 (Accepted Manuscript).
- Shammas, N.K., Yang, J.Y., Yuan, P.C., and Hung Y.T. (2005). Chemical Oxidation. Physicochemical Treatment Processes. *Handbook of Environmental Engineering*, 3(2005), 229-230.
- Suschka, J., and Ferreira, E. (1986). Activated sludge respirometric measurements. *Water research*, 20(2), 137-144.