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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:

¹tivanychellanf@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

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Kata Kunci:

Metode *Prototype*,
Quality Service,
Rancang Bangun,
Sistem Informasi

1. PENDAHULUAN

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2. METODE PENELITIAN

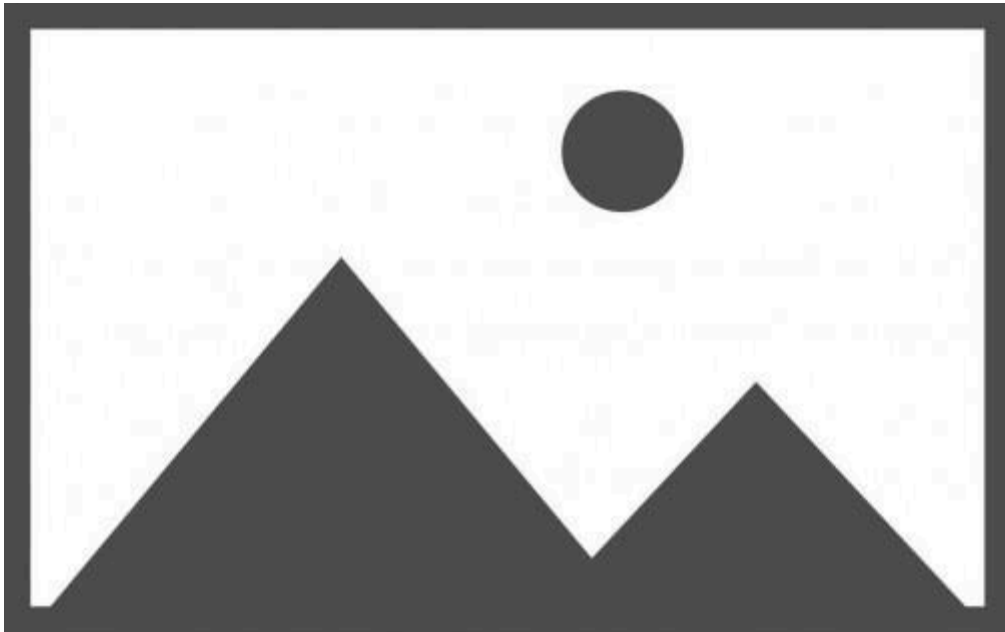
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2.1. Lorem ipsum dolor sit amet

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2.2 Lorem ipsum dolor sit amet

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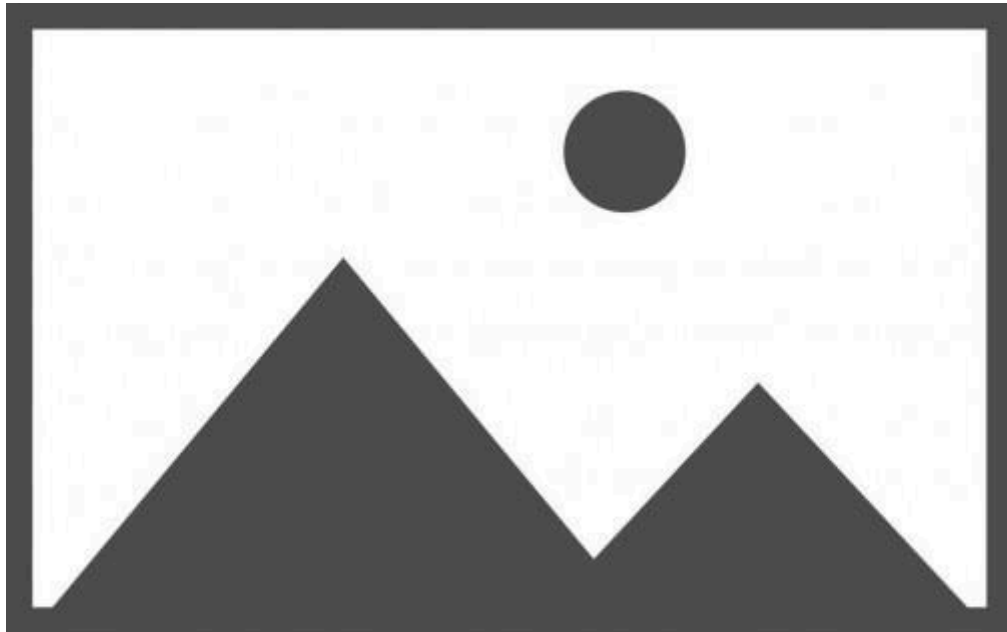
Gambar 1. Judul gambar.

2.3 Lorem ipsum dolor sit amet

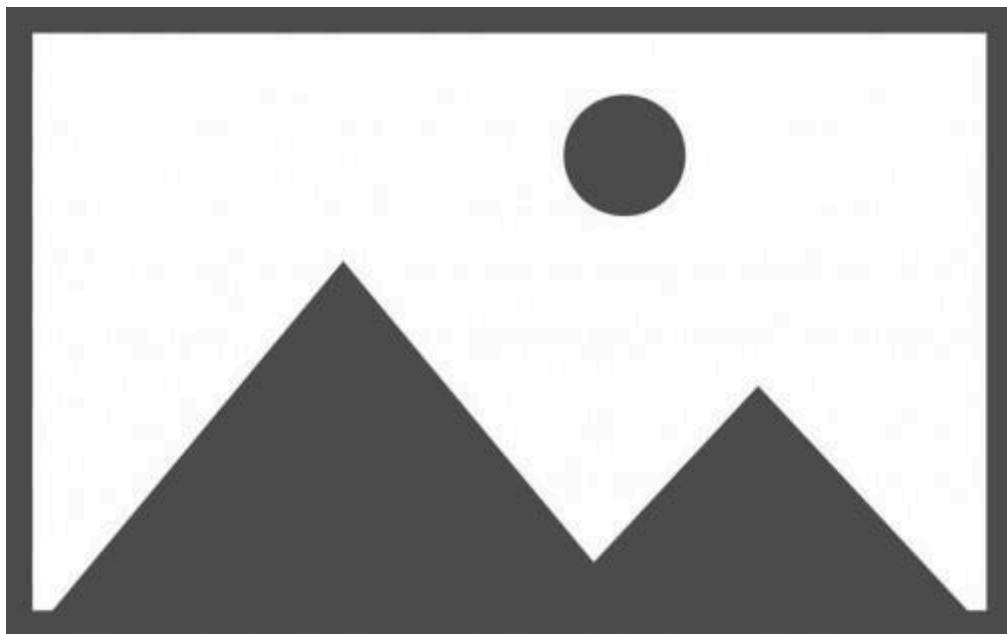
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Gambar 2. Judul gambar.



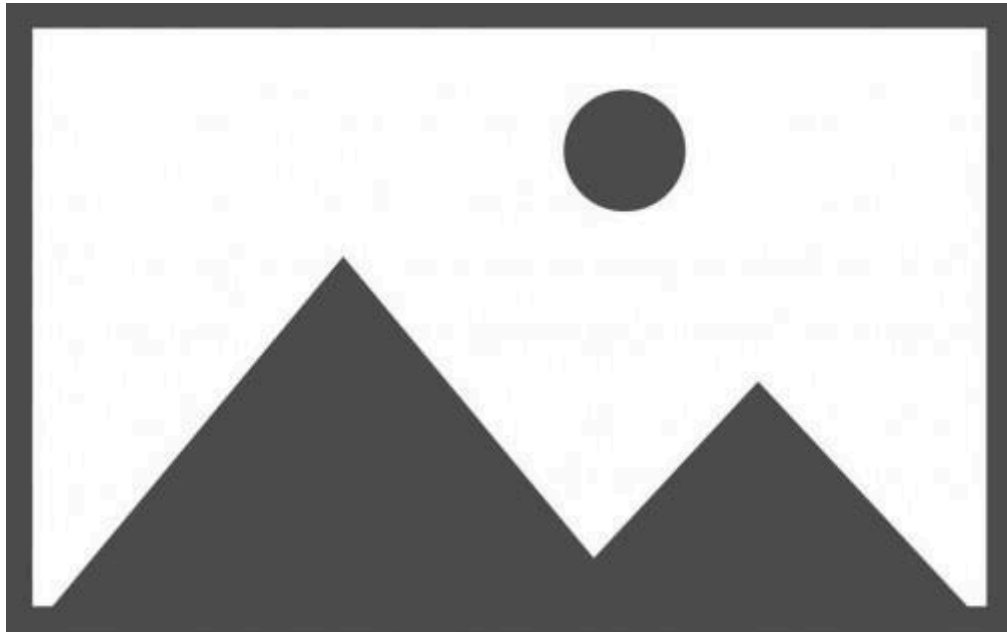
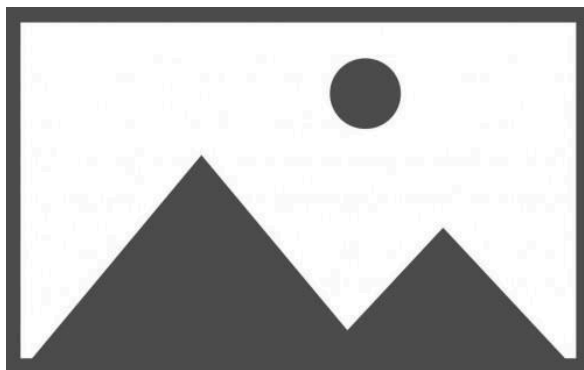
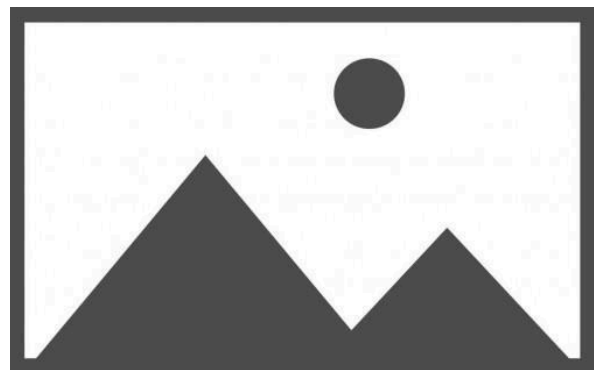
Gambar 3. Judul gambar.

2.5. Lorem ipsum dolor sit amet

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

3. HASIL DAN PEMBAHASAN

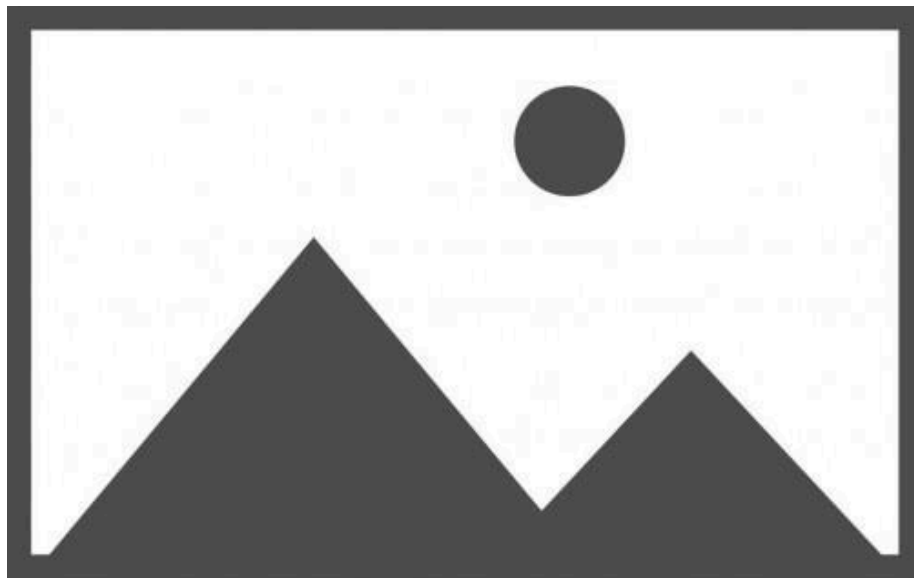
3.1. T Lorem ipsum dolor sit

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Tabel 1. Judul tabel.

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

**Gambar 12.** Judul Gambar.

4. KESIMPULAN

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