

## INTISARI

### SISTEM INFORMASI E-LAUNDRY DENGAN PENERAPAN LAYANAN ANTAR JEMPUT BERBASIS MOBILE (STUDI KASUS : GO-CLEAN TANJUNG SENENG)

oleh

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Salah satu perusahaan bidang laundry yang berada di Bandar Lampung seperti *Go Clean* yang berlokasi di Tanjung Seneng dengan owner yaitu Nurmawati Sihite dan perusahaan tersebut telah berdiri pada tahun 2014 serta telah memiliki karyawan sebanyak 8 orang. Berdasarkan hasil observasi diketahui bahwa secara keseluruhan proses pengolahan data laundry masih dilakukan menggunakan media kertas seperti nota dan buku catatan, proses tersebut dapat menimbulkan permasalahan seperti proses rekap berulang, rentan dimanipulasi, kesalahan penulisan nota, keterlambatan pelaporan data transaksi kepada *owner* hingga tidak adanya notifikasi kepada konsumen jika laundry sudah selesai. Pelayanan antar jemput yang saat ini dilakukan masih menggunakan media *whatsapp*, namun media *chat* tersebut dirasa masih kurang optimal karena seringnya pesan masuk menumpuk dan harus merespon satu persatu sehingga dapat berdampak pada kurangnya kepuasan konsumen terhadap layanan yang diberikan.

Proses membangun sistem yaitu sistem e-laundry berbasis mobile yang telah dibangun menggunakan bahasa pemrograman PHP dan *database Mysql*. Sistem dikembangkan menggunakan metode *prototype* yang memiliki keunggulan dari proses pengembangan yang relatif lebih cepat serta menghasilkan sistem sesuai kebutuhan pengguna.

Hasil sistem e-laundry yang berupa sistem yang dapat melakukan pemesanan jasa laundry yang dapat diakses secara online dengan perangkat *mobile*, seperti bagian admin dapat mengelola data profil, kategori, paket, pemesanan, konfirmasi pembayaran dan laporan. Bagian konsumen dapat melihat data profil, data paket, melakukan pemesanan, melakukan pembayaran dan melihat status transaksi. Sistem yang dihasilkan dapat mempermudah proses pengolahan data konsumen dan pemesanan serta penyampaian informasi status laundry seperti sedang diproses atau selesai diproses. Secara keseluruhan sistem telah diuji dan dapat disimpulkan bahwa sistem telah sesuai dengan fungsinya.

**Kata Kunci :** Sistem, Informasi, E-Laundry, Mobile, Antar Jemput.

## ABSTRACT

### ***E-LAUNDRY INFORMATION SYSTEM WITH THE IMPLEMENTATION OF MOBILE-BASED SHUTTLE SERVICES (CASE STUDY: GO-CLEAN TANJUNG SENENG)***

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*One of the laundry companies in Bandar Lampung is Go Clean, which is located in Tanjung Seneng, with the owner, Nurmawati Sihite, and this company was founded in 2014 and has 8 employees. Based on the results of observations, it is known that the overall laundry data processing process is still carried out using paper media such as notes and notebooks, this process can cause problems such as repeated recap processes, vulnerable to manipulation, errors in writing notes, delays in reporting transaction data to the owner and no notification to the owner. consumer if the laundry is finished. The pick-up and drop-off service that is currently being carried out still uses WhatsApp media, but the chat media is still considered less than optimal because incoming messages often pile up and have to be responded to one by one, which can result in a lack of consumer satisfaction with the services provided.*

*The process of building the system is a mobile-based e-laundry system which has been built using the PHP programming language and MySQL database. The system was developed using the prototype method which has the advantage of a relatively faster development process and produces a system according to user needs.*

*The result of the e-laundry system is a system that can order laundry services which can be accessed online with a mobile device, such as the admin section can manage profile data, categories, packages, orders, payment confirmations and reports. Consumers can view profile data, package data, place orders, make payments and view transaction status. The resulting system can simplify the process of processing consumer data and orders as well as conveying laundry status information such as being processed or finished processing. Overall the system has been tested and it can be concluded that the system is in accordance with its function*

**Keywords:** *System, Information, E-Laundry, Mobile, Pick-up and Delivery*