

ABSTRACT

DESIGN ANDROID-BASED MECHANICAL SERVICE ORDERING
INFORMATION SYSTEM CASE STUDY: 94 AUTO SERVICE CAR
WORKSHOP MULYO SARI VILLAGE WAY RATAI DISTRICT PESAWARAN
REGENCY

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The development of information technology drives digitalization in various sectors, including the automotive industry. Android is one of the most widely chosen platforms in various sectors for the development of information technology because it is easier to operate and also more flexible. The 94 Auto Service Workshop in Pesawaran still uses a manual service ordering system that is inefficient and error-prone. This study aims to design and develop an Android-based mechanic service ordering application to make it easier for customers to order services online. The system development method uses the Rational Unified Process (RUP), with data collection through interviews, observations, and literature studies. The application built has registration, login, service ordering, status tracking, and order history features. The test results show that all features run well and can improve operational efficiency and customer satisfaction.

Keywords : Android Application, Mechanic Service Order, Information System, RUP, Automotive Workshop