

SISTEM INFORMASI MONITORING EKSPEDISI PENGIRAMAN
BARANG BERBASIS WEBSITE PADA PT. RIDHO MAKMUR
SENTOSA

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ABSTRAK

PT. Ridho Makmur Sentosa ialah perusahaan yang menjalankan bisnisnya di bidang jasa yakni pengiriman barang. Dalam proses bisnisnya terdapat hambatan seperti pelanggan yang belum dapat melacak posisi barangnya terkadang menghubungi staff administrasi untuk mengetahui posisi barang tersebut dimana dapat menghambat kinerja dan menghabiskan waktu. Oleh karena itu dalam penelitian ini, peneliti merancang sistem informasi online berbasis website yang diharapkan membantu pelanggan untuk mengetahui informasi atau yang ingin mengirim barang memakai jasa ekspedisi perusahaan ini, dan juga pelanggan bisa mengamati langsung posisi barang yang sedang dikirim. Dalam penelitian ini, digunakan metode waterfall dalam merancang sistem informasi dan black box testing dalam pengujian sistem. Berdasarkan penelitian ini dihasilkan sistem informasi yang memuat informasi terkait pelacakan pengiriman barang, profil perusahaan, data pelanggan, data pengiriman barang, perubahan status pelacakan barang, dan laporan yang dapat membantu pelanggan mendapatkan informasi yang dibutuhkan dengan lebih cepat dan mudah.

Kata Kunci : Sistem Informasi, Pengiriman Barang, Website, Waterfall

MONITORING INFORMATION SYSTEM WEBSITE-BASED
EXPEDITION OF DELIVERY OF STUFF AT PT. RIDHO MAKMUR
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ABSTRACT

PT. Ridho Makmur Sentosa is a company that runs its business in the service sector, namely the delivery of goods. In the business process there are obstacles such as customers who have not been able to track the position of their goods sometimes contact administrative staff to find out the position of the goods which can hinder performance and waste time. Therefore, in this study, researchers designed a web-based online information system that is expected to help customers find information or those who want to send goods using this company's expedition services, and also customers can observe directly the position of the goods being sent. In this study, the waterfall method was used in designing information systems and black box testing in system testing. Based on this research, an information system is produced that contains information related to tracking goods shipments, company profiles, customer data, goods delivery data, changes in goods tracking status, and reports that can help customers get the information they need more quickly and easily.

Keywords : Information System, Delivery Stuff, Website, Waterfall