

**PROYEK PENGEMBANGAN SISTEM INFORMASI SISTEM
PELAYANAN MINIMAL MENGGUNAKAN FRAMEWORK LARAVEL
11 (STUDI KASUS: FAKULTAS ILMU KOMPUTER UNIVERSITAS
PEMBANGUNAN NASIONAL “VETERAN” JAKARTA)**

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ABSTRAK

Sistem pelayanan minimal yang diterapkan di lingkungan pendidikan tinggi memiliki peran penting dalam menjamin mutu layanan yang diterima oleh seluruh civitas akademika. Namun, di Fakultas Ilmu Komputer UPN “Veteran” Jakarta, sistem pengisian dan pengelolaan kuesioner evaluasi layanan yang masih dilakukan secara manual melalui *Google Forms* menyebabkan sejumlah kendala, seperti rawan duplikasi data, tidak adanya kontrol akses responden, lambatnya pengolahan data, serta tidak tersedianya hasil evaluasi secara *real-time*. Permasalahan ini menghambat proses evaluasi layanan dan pengambilan keputusan secara cepat dan tepat. Penelitian ini bertujuan untuk mengembangkan sistem informasi berbasis pelayanan minimal berbasis *web* yang dapat memfasilitasi pengisian dan pengelolaan kuesioner pelayanan minimal secara efisien, aman, dan terintegrasi. Sistem ini diharapkan mampu meningkatkan akurasi data, mempercepat proses analisis, dan menyediakan visualisasi hasil evaluasi dalam bentuk *dashboard* interaktif yang mudah diakses oleh pihak fakultas dan program studi. Metode penelitian yang digunakan adalah pendekatan Agile, dimulai dari tahap pengumpulan data melalui observasi dan wawancara, analisis kebutuhan menggunakan metode PIECES, serta pengembangan sistem menggunakan *framework* Laravel 11 dan basis data MySQL. Sistem dirancang dengan fitur utama seperti *login* berbasis peran dan registrasi untuk responden eksternal, pengisian kuesioner berdasarkan jenis responden, riwayat pengisian, dan *dashboard* evaluasi grafik *real-time*. Pengujian dilakukan menggunakan *Black Box Testing* dengan total 202 skenario pengujian oleh 4 penguji untuk mewakili peran (mahasiswa, dosen, tenaga kependidikan, alumni, pengguna lulusan, mitra, admin, pimpinan fakultas). Hasil pengujian menunjukkan seluruh skenario 100% berjalan sesuai harapan tanpa kesalahan *input*, *output* maupun alur sistem sehingga sistem dinyatakan layak untuk digunakan dalam mendukung proses evaluasi dan peningkatan efisiensi layanan di lingkungan FIK UPNVJ.

Kata Kunci: Sistem Pelayanan Minimal, Kuesioner, Laravel, Evaluasi Layanan, Sistem Informasi

**MINIMUM SERVICE SYSTEM INFORMATION SYSTEM DEVELOPMENT
PROJECT USING LARAVEL 11 FRAMEWORK (CASE STUDY: FACULTY
OF COMPUTER SCIENCE NATIONAL DEVELOPMENT UNIVERSITY
“VETERAN” JAKARTA)**

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ABSTRACT

The minimum service system implemented in higher education environments plays an important role in ensuring the quality of service received by the entire academic community. However, at the Faculty of Computer Science UPN “Veteran” Jakarta, the system for filling out and managing service evaluation questionnaires which is still done manually via Google Forms causes a number of obstacles, such as the risk of data duplication, no respondent access control, slow data processing, and the unavailability of real-time evaluation results. These problems hinder the process of evaluating services and making decisions quickly and accurately. This study aims to develop a web-based minimum service information system that can facilitate the filling out and management of minimum service questionnaires efficiently, safely, and in an integrated manner. This system is expected to be able to improve data accuracy, speed up the analysis process, and provide visualization of evaluation results in the form of an interactive dashboard that is easily accessible by the faculty and study program. The research method used is the Agile approach, starting from the data collection stage through observation and interviews, needs analysis using the PIECES method, and system development using the Laravel 11 framework and MySQL database. The system is designed with main features such as role-based login and registration for external respondents, filling out questionnaires based on respondent type, filling history, and a real-time graphic evaluation dashboard. Testing was conducted using Black Box Testing with a total of 202 test scenarios by 4 testers to represent the roles (students, lecturers, education staff, alumni, graduate users, partners, admins, and dean of faculty). The test results showed that all scenarios were 100% running as expected without any input, output or system flow errors so that the system was declared feasible for use in supporting the evaluation process and improving service efficiency in the FIK UPNVJ environment.

Keywords: Minimum Service Standards, Questionnaire, Laravel, Service Evaluation, Information System