

ABSTRAK

Layanan pengaduan Teknologi Informasi dan Komunikasi (TIK) di Pusat Data dan Informasi (Pusdatin) Kementerian Pertahanan Republik Indonesia belum berjalan optimal karena proses pengaduan masih dilakukan melalui WhatsApp dan telepon sehingga pengelolaan pengaduan belum terdokumentasi secara terpusat serta pengguna kesulitan memantau status penanganan pengaduan. Penelitian ini bertujuan mengevaluasi sistem yang berjalan dan merancang sistem informasi *helpdesk* berbasis website yang lebih terstruktur dan mudah digunakan. Evaluasi sistem eksisting dan sistem baru dilakukan menggunakan pendekatan *User Centered Design* (UCD) melalui observasi, wawancara, serta pengukuran tingkat kebergunaan menggunakan metode *System Usability Scale* (SUS). Selanjutnya, sistem dikembangkan menggunakan metode *Waterfall* dengan PHP *native* dan MySQL. Sistem yang dihasilkan menyediakan fitur pengajuan tiket, *monitoring* status pengaduan secara *real-time*, penugasan petugas, pengelolaan FAQ, pengumuman, tutorial, dan aspirasi publik. Hasil pengujian menggunakan *Black Box Testing* menunjukkan bahwa seluruh fungsi utama sistem berjalan sesuai dengan kebutuhan yang telah dirancang. Selain itu, hasil evaluasi akhir menunjukkan adanya peningkatan komparasi skor SUS yang signifikan antara sistem lama dan sistem baru, sehingga sistem ini terbukti lebih mudah digunakan serta dapat membantu meningkatkan efektivitas dan transparansi layanan pengaduan TIK di lingkungan Kementerian Pertahanan Republik Indonesia.

Kata Kunci : *Helpdesk, Sistem Informasi, Ticketing, System Usability Scale, User Centered Design, Waterfall*

ABSTRACT

Information and Communication Technology (ICT) complaint services at the Data and Information Center (Pusdatin) of the Ministry of Defense of The Republic of Indonesia has not run optimally because the complaint process is still carried out via WhatsApp and telephone so that the management of complaints has not been documented centrally and users have difficulty monitoring the status of complaint handling. This study aims to evaluate the running system and design a website-based helpdesk information system that is more structured and easier to use. The evaluation of both the existing and new systems was conducted using a User Centered Design (UCD) approach through observation, interviews, and usability testing using the System Usability Scale (SUS) method. Furthermore, the system was developed using the Waterfall

method with native PHP and MySQL. The resulting system provides ticket submission features, real-time monitoring of complaint status, assignment of officers, management of FAQs, announcements, tutorials, and public aspirations. The results of testing using Black Box Testing show that all the main functions of the system run according to the needs that have been designed. Additionally, the final evaluation results indicate a significant increase in the SUS score comparison between the old system and the new system, proving that the system is easier to use and expected to help improve the effectiveness and transparency of ICT complaint services within the Ministry of Defense of The Republic of Indonesia.

Keywords: *Helpdesk, Information Systems, Ticketing, System Usability Scale, User Centered Design, Waterfall*