

ABSTRAK

Dapur Lantana merupakan sebuah UMKM kuliner yang berlokasi di Kota Depok dan menyediakan layanan katering serta *snack box* dengan sistem *pre-order*. Proses pemesanan di Dapur Lantana masih dilakukan secara manual melalui pesan singkat menggunakan WhatsApp atau telepon, sedangkan pencatatan pesanan, laporan penjualan, dan umpan balik pelanggan masih dilakukan menggunakan buku serta riwayat pesan singkat. Proses tersebut sering menimbulkan kendala seperti keterlambatan konfirmasi, kesalahan pencatatan, serta kesulitan dalam pengelolaan laporan. Penelitian ini bertujuan untuk merancang sistem *e-commerce* berbasis website yang dapat membantu proses pemesanan, pengelolaan pesanan, penyusunan laporan penjualan, serta pengelolaan umpan balik pelanggan secara terintegrasi. Pengembangan sistem dilakukan menggunakan metode *scrum* yang terdiri dari penyusunan product backlog, sprint planning, sprint backlog, perancangan, implementasi, pengujian, sprint review, dan sprint retrospective dalam tiga sprint. Analisis kebutuhan sistem dilakukan menggunakan analisis PIECES untuk mengidentifikasi permasalahan pada sistem yang sedang berjalan. Sistem yang dikembangkan memiliki fitur pemesanan online, pengelolaan pesanan oleh pengelola sistem, laporan transaksi otomatis yang menampilkan grafik penjualan dan total pemasukan, serta fitur umpan balik pelanggan yang dapat diakses oleh pengelola dan pemilik. Berdasarkan hasil *black box testing* terhadap 36 skenario pengujian, seluruh skenario berhasil dijalankan sesuai fungsinya. Hasil tersebut menunjukkan bahwa sistem yang dirancang mampu membantu Dapur Lantana dalam mengelola proses pemesanan, laporan penjualan, dan umpan balik pelanggan dengan lebih terstruktur.

Kata Kunci : Dapur Lantana, *E-commerce*, UMKM, *Scrum*, *Website*

ABSTRACT

Dapur Lantana is an MSME culinary business located in Depok City that provides catering and snack box services with a pre-order system. The ordering process at Dapur Lantana is still carried out manually through short messages via WhatsApp or phone calls, while order recording, sales reports, and customer feedback are still managed using notebooks and message history. This process often causes problems such as delayed confirmations, recording errors, and difficulties in report management. This research aims to design a website-based e-commerce system that can assist the ordering process, order management, sales report generation, and customer feedback management in an integrated manner. The system was developed using the Scrum method, which consists of product backlog preparation, sprint planning, sprint backlog, design, implementation, testing, sprint review, and sprint retrospective across three sprints. System requirements analysis was conducted using PIECES analysis to identify problems in the current running system. The developed system features online ordering, order management by the system administrator, automatic transaction reports displaying sales graphs and total revenue, as well as a customer feedback feature accessible to both the administrator and the owner. Based on black box testing results on 36 test scenarios, all scenarios were successfully executed according to their functions. These results indicate that the designed system is able to help Dapur Lantana manage the ordering process, sales reports, and customer feedback in a more structured manner.

Keywords: Dapur Lantana, E-commerce, MSME, Scrum, Website