

ABSTRACT

DESIGN A DASHBOARD APPLICATION FOR REPORTING COMPLAINTS OF INTERNAL SYSTEM PROBLEMS AT PT. TELKOM INDONESIA WITEL PURWOKERTO BASED WEBSITE USING PROTOTYPE METHOD

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As a telecommunications company, PT. Telkom Indonesia Tbk. (Telkom) provides Indihome services whose customers continue to grow. To meet the needs of these customers, Telkom assigns the responsibility to the Access Service Operation (ASO) unit in the Purwokerto Region to supervise and control Indihome services. However, the recording of problem complaints by the ASO unit is still done manually, which leads to duplicate orders and incomplete recordings. This research aims to build a system that makes it easier for the ASO unit of Witel Purwokerto to accommodate good and efficient complaint report data from whistleblowers. Based on these problems, the author designed a complaint report system using methods such as the System Development Life Cycle (SDLC) Prototype model to overcome the problem and using black box and white box testing methods. This system is built with the PHP programming language and the Laravel framework, while MySQL is used for database management. The results of the system test with the black box and white box methods showed a success of 99.74% for black box testing, 100% for white box testing, and Excellent and Acceptable with a score of 80.09 or grade B for usability test results using the System Usability Scale (SUS). It can be concluded that each function on the dashboard of the internal system problem complaint website can function properly, effectively, efficiently, and can help users or employees in reporting and processing system problem complaints.

Keywords: Complaint Report, Laravel, Prototype, Telkom Witel Purwokerto, Website Dashboard