

ABSTRACT

SERVICE APPLICATION DESIGN FOR ANDROID-BASED OBRE CUSTOMERS USING SCRUM METHOD

Oleh
Bagus Wahyu Utomo Daeli
NIM 20102060

OBRE is one of the businesses currently developing in Brebes Regency, Central Java Province. For one year running its business, OBRE has provided services to deliver people by motorcycle, car, food, and others, in addition OBRE wants to develop an UMKM solution in the service sector. This business has a mission to increase the utilization of human resources in Brebes by creating job opportunities for residents. However, until now, the customer ordering process for services provided by OBRE and the transaction process is still carried out through the Whatsapp application. In this research, the author aims to build an Android application that aims to facilitate customers in ordering services from OBRE. This application is designed to improve the efficiency and optimality of the service booking process. Previously, OBRE still did not have an Android-based application for customers that could be used as a means of finding information and ordering services provided by OBRE. In addition, the process of creating an Android-based application using the Scrum method has not been known to OBRE partners. The Scrum method approach was chosen because it has advantages that are easy to control, flexible, and contains a comprehensive development strategy to achieve goals. Based on the results of the research conducted, the results obtained from Blackbox testing with the results of tests that have been carried out by testers from the OBRE party obtained 100% results that the application can be used to order services.

Keywords: Android, Application, Design, Scrum, Service.