

INTISARI

Penelitian ini berjudul “Pembuatan Sistem Informasi *Laundry* Berbasis *Website* dengan Integrasi *WhatsApp* API di Damar Laundry” yang dilatarbelakangi oleh permasalahan pencatatan manual transaksi, keterbatasan dalam penyusunan laporan, serta kurangnya informasi status cucian yang diterima pelanggan. Tujuan penelitian ini adalah merancang dan membangun sistem informasi laundry berbasis *website* yang mampu mengelola data transaksi layanan sekaligus memberikan informasi status cucian secara real-time, serta melakukan pengujian fungsional dan kepuasan pengguna terhadap sistem yang dikembangkan. Penelitian ini menggunakan metode *Rapid Application Development* (RAD) dengan tahapan perencanaan, perancangan, pembangunan, dan implementasi. Metode analisis yang digunakan meliputi PIECES, pengujian blackbox, serta kuesioner skala Likert. Hasil penelitian menunjukkan bahwa sistem yang dikembangkan memiliki fitur utama berupa pengelolaan data barang, tarif, dan transaksi, pencatatan status proses cucian secara real-time, pembuatan laporan otomatis, serta dukungan notifikasi WhatsApp dan input testimoni pelanggan. Pengujian blackbox terhadap sebelas use case menunjukkan seluruh skenario berjalan valid sesuai dengan rancangan, sedangkan pengujian kepuasan pengguna melalui kuesioner skala Likert menghasilkan rata-rata penilaian kategori “sangat setuju” dengan persentase 83,70%. Kesimpulan penelitian ini adalah sistem informasi laundry berbasis *website* yang dirancang telah menjawab rumusan masalah dengan menyediakan solusi digital yang fungsional, teruji, serta mampu mendukung operasional Damar Laundry dan meningkatkan kepuasan pelanggan.

Kata kunci: Sistem Informasi, Laundry, *Website*, RAD, Blackbox Testing.

ABSTRACT

This research, entitled Design of a Web-Based Laundry Information System at Damar Laundry, was motivated by problems related to manual transaction recording, limitations in report preparation, and the lack of laundry status information for customers. The objective of this study is to design and develop a web-based laundry information system capable of managing service transaction data and providing real-time laundry status information, as well as conducting functional and user satisfaction testing of the developed system. The system was developed using the Rapid Application Development (RAD) method through the stages of planning, design, construction, and implementation. The analysis methods applied include PIECES, blackbox testing, and Likert scale questionnaires. The results indicate that the developed system provides main features such as managing items, rates, and transactions, recording laundry process status in real-time, generating automatic reports, and supporting WhatsApp notifications and customer testimonials. Blackbox testing on eleven use cases showed that all scenarios were valid and worked as expected, while user satisfaction testing using the Likert scale revealed that the average assessment was in the “strongly agree” category with an overall percentage of 83.70%. In conclusion, the web-based laundry information system successfully addresses the research problems by delivering a functional and tested digital solution that supports the operational processes of Damar Laundry and enhances customer satisfaction.

Keywords: Information System, Laundry, Website, RAD, Blackbox Testing.