

ABSTRAK

Perkembangan bisnis dan persaingan bebas serta dampak dari krisis moneter yang terjadi pada tahun seribu sembilan ratus sembilan puluh delapan membuat suasana pasar di Indonesia semakin sulit. Sebagian besar pengusaha Indonesia bertahan di dalam suasana tersebut dengan cara-cara yang kurang baik. Cara bertahan yang dilakukan pengusaha membawa dampak yang menimbulkan masalah atau hambatan di dalam organisasi usahanya, sehingga mengakibatkan kinerja perusahaan tersebut menjadi terhambat.

Pakar psikologi meneliti masalah-masalah yang terjadi dan mengelompokkan masalah-masalah tersebut menjadi dua belas macam yang disebut *blockage*. *Blockage* dapat diketahui dan dicari alternatif solusinya dengan menjawab kuesioner yang telah dirancang khusus.

Dengan adanya kuesioner secara terkomputerisasi berbasis *web* masalah-masalah tersebut dapat diketahui dan dapat dicari solusinya sehingga kerja organisasi menjadi lebih optimal.

Kata kunci: psikologi, *blockage*, kuesioner, *web*.

DAFTAR ISI

| | |
|--|-------------------------------------|
| KATA PENGANTAR | Error! Bookmark not defined. |
| LEMBAR PERNYATAAN PERSETUJUAN PUBLIKASI KARYA ILMIAH UNTUK KEPENTINGAN AKADEMIS..... | Error! Bookmark not defined. |
| SURAT PERNYATAAN ORISINALITAS KARYA .. | Error! Bookmark not defined. |
| ABSTRAK..... | 1 |
| DAFTAR ISI..... | 2 |
| DAFTAR GAMBAR..... | 4 |
| DAFTAR TABEL..... | 5 |
| DAFTAR LAMPIRAN | 6 |
| BAB I PENDAHULUAN | Error! Bookmark not defined. |
| I.1 Latar Belakang..... | Error! Bookmark not defined. |
| I.2 Perumusan Masalah | Error! Bookmark not defined. |
| I.3 Tujuan..... | Error! Bookmark not defined. |
| I.4 Batasan Masalah | Error! Bookmark not defined. |
| I.5 Sistematika Penulisan | Error! Bookmark not defined. |
| BAB II LANDASAN TEORI..... | Error! Bookmark not defined. |
| II.1 Sistem Pendukung Keputusan | Error! Bookmark not defined. |
| II.1.1 Definisi..... | Error! Bookmark not defined. |
| II.1.2 Karakteristik..... | Error! Bookmark not defined. |
| II.1.3 Komponen Sistem Pendukung Keputusan..... | Error! Bookmark not defined. |
| II.2 Data Flow Diagram | Error! Bookmark not defined. |
| II.2.1 Definisi Data Flow Diagram..... | Error! Bookmark not defined. |
| II.2.2 Tujuan Data Flow Diagram | Error! Bookmark not defined. |
| II.2.3 Simbol dalam Data Flow Diagram..... | Error! Bookmark not defined. |
| II.2.4 Kamus Data | Error! Bookmark not defined. |
| II.2.5 Process Specification (PSPEC) .. | Error! Bookmark not defined. |
| II.3 SQL Syntax..... | Error! Bookmark not defined. |
| II.3.2 Update | Error! Bookmark not defined. |
| II.3.3 Select..... | Error! Bookmark not defined. |
| II.3.4 Delete | Error! Bookmark not defined. |
| II.4 Visual Basic.net..... | Error! Bookmark not defined. |
| II.4.1 Tipe Data VB.net | Error! Bookmark not defined. |
| II.5 Entity Relationship Diagram (ERD) | Error! Bookmark not defined. |
| II.6 Teori Blockage | Error! Bookmark not defined. |
| II.6.1 Definisi..... | Error! Bookmark not defined. |
| II.6.2 Variabel Penelitian | Error! Bookmark not defined. |
| II.6.3 Rancangan Penelitian | Error! Bookmark not defined. |
| II.6.4 Model Perhitungan Pembobotan .. | Error! Bookmark not defined. |
| BAB III ANALISIS DAN PERANCANGAN | Error! Bookmark not defined. |
| III.1 Arsitektur Sistem..... | Error! Bookmark not defined. |
| III.2 Alat Ukur | Error! Bookmark not defined. |
| III.2.1 <i>Blockage Questionnaire</i> | Error! Bookmark not defined. |
| III.2.2 Teknik Scoring | Error! Bookmark not defined. |
| III.3 Perancangan Proses..... | Error! Bookmark not defined. |
| III.3.1 Diagram Konteks (DFD Level 0) .. | Error! Bookmark not defined. |
| III.3.2 Data Flow Diagram Turunan | Error! Bookmark not defined. |
| III.4 Perancangan Basis Data..... | Error! Bookmark not defined. |
| III.5 Spesifikasi Proses..... | Error! Bookmark not defined. |

| | |
|---|-------------------------------------|
| III.6 Kamus Data | Error! Bookmark not defined. |
| BAB IV HASIL TERCAPAI..... | Error! Bookmark not defined. |
| IV.1 Tampilan Form Login | Error! Bookmark not defined. |
| IV.2 Tampilan Form Registrasi | Error! Bookmark not defined. |
| IV.3 Tampilan Form <i>Home User</i> | Error! Bookmark not defined. |
| IV.4 Tampilan Form Petunjuk Pengisian..... | Error! Bookmark not defined. |
| IV.5 Tampilan Form Soal..... | Error! Bookmark not defined. |
| IV.6 Tampilan Form <i>Home Admin</i> | Error! Bookmark not defined. |
| IV.7 Tampilan Form Hasil Kuesioner | Error! Bookmark not defined. |
| IV.8 Tampilan Form Informasi Lanjut..... | Error! Bookmark not defined. |
| IV.9 Tampilan Form Buat Kuesioner | Error! Bookmark not defined. |
| IV.10 Tampilan Form Tambah Kategori | Error! Bookmark not defined. |
| IV.11 Tampilan Desain Tabel..... | Error! Bookmark not defined. |
| BAB V EVALUASI | Error! Bookmark not defined. |
| V.1 Rencana Pengujian Sistem Terimplementasi..... | Error! Bookmark not defined. |
| V.1.1 Test Case | Error! Bookmark not defined. |
| V.1.2 Hasil Evaluasi Blackbox..... | Error! Bookmark not defined. |
| V.2 Tes Wawancara | Error! Bookmark not defined. |
| BAB VI PENUTUP..... | Error! Bookmark not defined. |
| VI.1 Kesimpulan | Error! Bookmark not defined. |
| VI.2 Saran-saran | Error! Bookmark not defined. |
| DAFTAR PUSTAKA..... | Error! Bookmark not defined. |

DAFTAR GAMBAR

Gambar II.1 Skema komponen SPK [Turban, 2001] **Error! Bookmark not defined.**

Gambar II.2 Skema Penelitian **Error! Bookmark not defined.**

Gambar III.1 Arsitektur SPK Penentuan Solusi **Error! Bookmark not defined.**

Gambar III.2 *Flowchart Bisnis Pengambilan Solusi* **Error! Bookmark not defined.**

Gambar III.3 Diagram Konteks (DFD Level 0) **Error! Bookmark not defined.**

Gambar III.4 DFD Level 1 **Error! Bookmark not defined.**

Gambar III.5 DFD Level 2 dari Proses 1 **Error! Bookmark not defined.**

Gambar III.6 DFD Level 2 dari Proses 2 **Error! Bookmark not defined.**

Gambar III.7 DFD Level 3 dari Proses 2 **Error! Bookmark not defined.**

Gambar III.8 Entity Relationship Diagram SPK **Error! Bookmark not defined.**

Gambar IV.1 Tampilan *Login* **Error! Bookmark not defined.**

Gambar IV.2 Tampilan Autentifikasi *Login* **Error! Bookmark not defined.**

Gambar IV.3 Tampilan Registrasi **Error! Bookmark not defined.**

Gambar IV.4 Tampilan *Home User* **Error! Bookmark not defined.**

Gambar IV.5 Tampilan Petunjuk Pengisian Kuesioner **Error! Bookmark not defined.**

Gambar IV.6 Tampilan Soal Kuesioner - 1 **Error! Bookmark not defined.**

Gambar IV.7 Tampilan Soal Kuesioner - 2 **Error! Bookmark not defined.**

Gambar IV.8 Tampilan *Home Admin* **Error! Bookmark not defined.**

Gambar IV.9 Tampilan Hasil Kuesioner **Error! Bookmark not defined.**

Gambar IV.10 Tampilan Informasi Lanjut - 1 **Error! Bookmark not defined.**

Gambar IV.11 Tampilan Informasi Lanjut - 2 **Error! Bookmark not defined.**

Gambar IV.12 Tampilan Buat Kuesioner Baru **Error! Bookmark not defined.**

Gambar IV.13 Tampilan Tambah Kategori **Error! Bookmark not defined.**

Gambar IV.14 Desain Tabel Basis Data **Error! Bookmark not defined.**

DAFTAR TABEL

| | |
|--|-------------------------------------|
| Table II.1 Simbol dasar <i>Data Flow Diagram</i> | Error! Bookmark not defined. |
| Table II.2 Simbol Kamus Data | Error! Bookmark not defined. |
| Table II.3 Contoh Penulisan PSPEC..... | Error! Bookmark not defined. |
| Table II.4 Tipe data bahasa VB.net..... | Error! Bookmark not defined. |
| Table II.5 Notasi Simbolik ERD | Error! Bookmark not defined. |
| Table III.1 Tabel Pernyataan <i>Blockage Questionnaire</i> | Error! Bookmark not defined. |
| Table III.2 Tabel Spesifikasi Proses 1.1 | Error! Bookmark not defined. |
| Table III.3 Tabel Spesifikasi Proses 1.2..... | Error! Bookmark not defined. |
| Table III.4 Tabel Spesifikasi Proses 2.1 | Error! Bookmark not defined. |
| Table III.5 Tabel Spesifikasi Proses 2.2..... | Error! Bookmark not defined. |
| Table III.6 Tabel Spesifikasi Proses 2.3.1 ... | Error! Bookmark not defined. |
| Table III.7 Tabel Spesifikasi Proses 2.3.2 ... | Error! Bookmark not defined. |
| Table III.8 Tabel Spesifikasi Proses 2.3.3 ... | Error! Bookmark not defined. |
| Table III.9 Kamus Data Tabel Pegawai..... | Error! Bookmark not defined. |
| Table III.10 Kamus Data Tabel Kategori | Error! Bookmark not defined. |
| Table III.11 Kamus Data Tabel Jawaban | Error! Bookmark not defined. |
| Table III.12 Kamus Data Tabel Hambatan .. | Error! Bookmark not defined. |
| Table III.13 Kamus Data Tabel Solusi..... | Error! Bookmark not defined. |
| Table III.14 Kamus Data Tabel Catatan..... | Error! Bookmark not defined. |
| Table III.15 Kamus Data Tabel Informasi.... | Error! Bookmark not defined. |
| Table V.1 Blackbox Login | Error! Bookmark not defined. |
| Table V.2 Blackbox Registrasi | Error! Bookmark not defined. |
| Table V.3 Blackbox Soal | Error! Bookmark not defined. |
| Table V.4 Blackbox Hasil Kuesioner Lanjut | Error! Bookmark not defined. |
| Table V.5 Blackbox Buat Kuesioner..... | Error! Bookmark not defined. |
| Table V.6 Blackbox Tambah Kategori..... | Error! Bookmark not defined. |
| Table V.7 Tabel Rekap Kuesioner | Error! Bookmark not defined. |

DAFTAR LAMPIRAN

| | |
|--|-----|
| Lampiran A Kuesioner | A-1 |
| Lampiran B Data..... | B-1 |
| Lampiran C Source Code | C-1 |
| Lampiran D Riwayat Hidup / CV Penulis..... | D-1 |