ABSTRAK

Perkembangan teknologi informasi saat ini sudah semakin pesat, hal ini ditandai dengan banyaknya aplikasi yang digunakan dalam membantu organisasi dalam mengelola data dan informasi serta membantu dalam menjalankan proses bisnis suatu organisasi, salah satu teknologi yang berkembang saat ini adalah pengunaan aplikasi web untuk Mempermudah proses layanan terhadap customer. Tujuan dari pembuatan aplikasi ini adalah untuk membantu *user* dalam mengelola data yang keluar dan masuk pada suatu perusahaan. Dalam memperoleh sumber data penulis menggunakan metode wawancara yaitu mengumpulkan bahan dan informasi dengan menanyakan langsung kepada sumber data, para ahli maupun orang yang berwenang. Selain itu penulis juga mengunakan metode empiris dalam teknik penelitiannya yaitu metode pendekatan ilmiah yang menggunakan pola berpikir induktif yaitu penelitian dimulai dari fakta yang diperoleh di lapangan dan bersifat spesifik/khusus. dimana data yang terdapat di dalam metode empiris adalah data primer.

Kata kunci : web, layanan, system informasi

ABSTRACT

The development of information technology is now increasingly fast, this is shown by the number of applications used in assisting organizations in managing data and information and assist in running the business processes of an organization, one of the developing technology is the usage of web applications to facilitate service process for customer. The purpose of making this application is to help users manage incoming and outgoing data on a company. In obtaining the data sources that the author uses interview methods to collect materials and information by asking directly to the source of data, experts and the person in charge. In addition the author also uses empirical methods in his research technique which is the method of scientific approach that uses inductive thinking that the research starts from the facts obtained in the field and be specific / special, where the data contained in the empirical method is the primary data.

Keywords: web, service, information systems

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