

APPLICATION OF SERVICE SATISFACTION LEVEL AT THE PORT OF TANJUNG BUTON BASED ON THE WEBSITE

(Case Study: Port of Mengkapan Tanjung Buton, Siak Regency)

Name : Siti Fauziah

NIM : 6103191348

Supervisor : Lipantri Mashur Gultom, M.Kom

ABSTRACT

Transportation is the activity of transporting people/goods from a place to their destination. Transportation is a very important need, because it supports the movement of everyone. Transportation that supports the implementation of movement in Mengkapan Tanjung Buton Village, Siak Regency, especially by sea. Until now, due to the absence of information facilities about port services. This is because all information and assessment processes are carried out manually by filling out a questionnaire in the form of an assessment paper that will be filled directly by port users. In this final project, researchers will create an application that can make it easier for port users to find information about the service of facilities at the port, services from the staff of the Transportation Service and road information to the Port of Mengkapan Village, Sungai Apit District, Siak Regency. This application will be designed using the PHP programming language with the Laravel and MySQL frameworks as the database management system. By utilizing this technology, it will make it easier for Port users to find information about port services.

Keywords : *Service Satisfaction Level at Port, Website, Laravel*