

DESIGN AND DEVELOPMENT OF A WEB-BASED RADIO TRUNKING DAMAGE REPORTING SYSTEM TO SUPPORT OPERATIONAL ACTIVITIES AT PT MOBILKOM TELEKOMINDO DURI

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ABSTRACT

This study addresses issues in the damage reporting process for trunking radio systems, which serve as a telecommunications service provided by PT Mobilkom Telekomindo Duri. The current damage reporting process is still carried out through landline telephone calls or email. Although this process has been implemented in the company's operations, the reporting process has not yet been integrated into a centralized system, resulting in limitations in monitoring repair status and managing reports. To address these issues, this study designed and developed a Web-Based Trunking Radio Damage Reporting System that can be used by reporters, technicians, administrators, and management. The system enables reporters to submit damage reports directly, monitor repair status periodically, and assist technicians in following up on reports. The system was developed using the PHP programming language with the Laravel framework and MySQL database. The test results show that all system features function according to the functional requirements, while testing on various devices and web browsers demonstrates that the system is responsive and easy to use. Therefore, the developed system is able to assist the damage reporting and handling processes and support the smooth operation of trunking radio services at PT Mobilkom Telekomindo Duri.

Keywords : Reporting, Radio, Trunking, Website, Laravel, MySQL.