

SISTEM INFORMASI LAYANAN DAN PENGADUAN KARYAWAN BERBASIS *WEBSITE* DI PTPN IV REGIONAL III UNIT KEBUN TANAH PUTIH

(Studi Kasus: PTPN IV Regional III Unit Kebun Tanah Putih)

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ABSTRAK

PTPN IV Regional III Unit Kebun Tanah Putih masih melakukan proses layanan dan pengaduan karyawan secara manual sehingga prosesnya memakan waktu, sulit dipantau, dan berisiko kehilangan data. Penelitian ini bertujuan merancang dan membangun sistem informasi layanan dan pengaduan karyawan berbasis website agar proses pengajuan menjadi lebih mudah, cepat, dan teratur. Sistem dikembangkan menggunakan metode *Waterfall*, *framework Laravel*, dan *database MySQL*. Sistem ini menyediakan layanan pengajuan keluhan, cuti, dan surat berobat secara terintegrasi serta dapat digunakan oleh admin, karyawan, klinik, dan asisten personalia sesuai hak akses masing-masing. Pengujian sistem menggunakan metode *Black Box Testing* menunjukkan bahwa seluruh fungsi utama, seperti *login*, pengajuan layanan, verifikasi, perubahan status, dan pembuatan laporan, berjalan sesuai dengan yang diharapkan tanpa ditemukan kesalahan fungsional. Hasil penelitian menunjukkan bahwa sistem mampu mempermudah proses pelayanan, mempercepat pengelolaan pengajuan, memudahkan pemantauan status, serta meningkatkan efektivitas dan efisiensi pelayanan internal di PTPN IV Regional III Unit Kebun Tanah Putih.

Kata kunci: informasi, pelayanan, pengaduan, *website*, *Waterfall*.

WEBSITE-BASED EMPLOYEE SERVICE AND COMPLAINT INFORMATION SYSTEM AT PTPN IV REGIONAL III TANAH PUTIH PLANTATION UNIT

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ABSTRACT

PTPN IV Regional III Unit Kebun Tanah Putih still carries out employee service and complaint processes manually, causing the process to be time-consuming, difficult to monitor, and prone to data loss. This study aims to design and develop a web-based employee service and complaint information system to make the submission process easier, faster, and more organized. The system was developed using the Waterfall method, the Laravel framework, and MySQL as the database management system. It provides integrated services for submitting complaints, leave requests, and medical referral requests, and can be accessed by administrators, employees, clinic staff, and personnel assistants according to their respective access rights. System testing was conducted using the Black Box Testing method, which showed that all main functions, including login, service submission, verification, status updates, and report generation, operated as expected without any functional errors. The results indicate that the system simplifies service processes, accelerates the management of employee requests, facilitates status monitoring, and improves the effectiveness and efficiency of internal services at PTPN IV Regional III Unit Kebun Tanah Putih.

Keywords: Information, Service, Complaint, Website, Waterfall.