

ABSTRACT

PT. PLN (Persero) ULP Sumberlawang is an agency operating in the electricity sector under the auspices of the state, which is one of the customer service units at PT. PLN (Persero) UP3 Surakarta which is tasked with serving customers in the area around Sumberlawang. The monitoring system for PBPD business processes and customer data which is currently running at PT. PLN (Persero) ULP Sumberlawang, still uses the input method with Microsoft Excel, so to enter monitoring data officers must be in the office and cannot be in real time at the location. This method requires employees who want to input information regarding customer data to confirm it first with the data input officer (admin). This method takes up a lot of time, thereby slowing down business processes between customers and employees. In addition, PT. PLN ULP Sumberlawang does not yet have media to monitor the customer service business process index. The methods used in this research are literature study and field study with data collection directly from PT. PLN (Persero) ULP Sumberlawang. This research produces a Web-based PBPD business process and customer data monitoring information system which functions to make it easier for officers to input and monitor PBPD business processes and customer data. In the PBPD Business Process Monitoring Information System and Web-Based Customer Data using DAD diagrams, ERD, reports using the PHP programming language, and MYSQL for database processing. After the researchers created a Web-Based Information System for Monitoring PBPD business processes and Customer Data, the authors hope that the resulting system can make it easier for officers to input and monitor PBPD business processes and customer data.

Keywords: *Monitoring Information Systems, business processes, customer data, PHP, MYSQL*