DESIGN AND CONSTRUCTION OF WEB AND MOBILE BASED ELECTRONIC SERVICE INFORMATION SYSTEMS
(Case Study: Aiwa Electronic Service Store)

SUSILO ADI PRANOTO

Informatics Study Program, Faculty of Science & Technology
University of Technology Yogyakarta
Jl. Ringroad Utara Jombor Sleman Yogyakarta
E-mail : susiloadipranoto29@gmail.com

ABSTRACT

Aiwa Electronic Service is a shop that provides services for repairing electronic goods. Aiwa Electronic Service is located at Air Jamban Village, Mandau District, Bengkalis Regency, Riau Province. Aiwa has two technicians, the first technician is named Riki and the second technician is named Wawan. Aiwa Electronic Service is a service shop that has many customers, so goods often pile up. This makes technicians often re-check all items to see if there are any items that have not been repaired. This is of course not very good because there will be errors in carrying out repairs, so it is possible that the goods that arrived first will end up being handled last for repairs. The aim of this research is to build an electronic service information system to make it easier to manage service receipt data, employee data, customer data and salary data. The research method used is the observation method which is carried out by making direct observations at Aiwa Electronic Services and the interview method is carried out directly with the Aiwa Electronic Services shop owner. Meanwhile, the system development method uses a prototype model. The results of this research produce a system with features that can add service receipt data, edit service receipt data, delete service receipt data, manage service receipt data and view service receipt data.

Keywords: Service Information System, Electronic Service, PHP.