DESIGN AND CONSTRUCTION OF A WEB-BASED LAUNDRY SERVICE INFORMATION SYSTEM
(Case Study: Valdi Laundry Jatibarang Baru)

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ABSTRACT

Valdi Laundry is a company operating in the laundry services sector. There are cleaning services by the kilo, by the unit, as well as carpet cleaning. The Valdi Laundry Jatibarang company faces various challenges in managing conventional laundry services, including difficulties in recording orders and monitoring laundry status. This problem causes customer dissatisfaction and operational inefficiency. To overcome this problem, this research develops a web-based laundry service information system which aims to increase efficiency and customer satisfaction. Data for this research was obtained through interviews with Valdi Laundry owners and employees as well as direct observation of the laundry operational process. In addition, a survey was conducted on customers to understand their needs and expectations for laundry services. The data collected is analyzed to design a system that meets the needs of the company and its customers. This system is equipped with a laundry status monitoring feature, which allows customers to monitor the status of their orders in real-time via a web portal. This feature utilizes notification technology to provide customers with up-to-date information regarding the stages of the laundry process, from receiving, washing, drying, until ready to be picked up. Experimental results show that implementing this system can reduce order recording errors by up to 80% and increase customer satisfaction by 70%. Additionally, the time required to process orders is also reduced significantly. From a number of experiments that have been carried out, it can be concluded that this web-based information system is effective in increasing operational efficiency and customer satisfaction at Valdi Laundry Jatibarang. This system can be a solution that can be adopted by other laundry companies facing similar problems.

Keywords: System, Information, Service, Services, Laundry