

ABSTRACT

Indira Petshop is a business entity engaged in sales and service located in Semarang, East Java. Indira Petshop provides various needs for pets such as food, vitamins, and animal accessories. In addition to providing various needs for pets, Indira Petshop also offers grooming and boarding services specifically for pets. Based on data that has been collected through observation and interviews, it is known that all types of transactions and business management are still carried out manually by recording product or service orders in books, causing the administrator's work process to take quite a long time. This requires Indira Petshop to have an application management information system that is expected to help in terms of data management, transaction processes and report generation to reduce the risk of errors. The purpose of this Final Project is to design and implement a mobile-based pet grooming and pet hotel information system, in order to provide convenience for Indira Petshop in running its business, as well as provide convenience for customers in ordering animal services through mobile-based applications. The method used is the Prototype method, which has five stages, namely the stage of identifying user needs, creating a prototype, testing the prototype, making improvements to the prototype, then the last stage is developing a production version. Design and implementation using Unified Modeling Language (UML), Dart programming language (Flutter Framework) and NoSQL Firebase Firestore Database. The result of this Final Project is a mobile-based application that aims to help Indira Petshop's business process and hopes to be a digital solution in improving operations and service quality.

Keywords: *Petshop, Application, Grooming Services, Animal Care*

