Design and Build a Website-Based Car AC Service Information System (Case Study: PT. Graha Rajasa Yogyakarta)

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ABSTRACT

PT. Graha Rajasa is a company engaged in air conditioning repair services, especially in the four-wheeled vehicle transportation sector. The company provides car air conditioning services that deal with various problems related to damage to the car air conditioner. Running its business PT. Graha Rajasa has business processes that are still running using conventional methods where the service process which includes recording, processing and documenting customer data and service data only uses notes, notebooks and Microsoft Excel applications. Using this conventional method creates problems, namely searching for data in Microsoft Excel takes a long time and is difficult to find, and data can be lost or damaged. Recording data using a notebook and writing proof of payment using a note can result in errors or inaccurate results and cause a buildup of paper documents. The development of a website-based car ac service information system uses a linear sequential method which includes the analysis phase of the current system, system requirements and the proposed system to be built. The system design uses context diagrams, tiered diagrams and data flow diagrams to assist authors in making system models, database designs using entity relationship diagrams and face-to-face design using Microsoft Visio. The test uses the system test catalog application to find out if there are errors in the system to be handled. The information system that was built aims to make it easier for admins to handle transactions and speed up the process of making laparon at PT. Graha Rajasa Yogyakarta.

Keywords: Information system, Service, car air conditioner, Website-based