

## DAFTAR ISI

<b>LEMBAR PENGESAHAN</b> .....	iii
<b>PERNYATAAN ORISINALITAS</b> .....	iv
<b>KATA PENGANTAR</b> .....	v
<b>ABSTRAK</b> .....	vii
<b>ABSTRACT</b> .....	viii
<b>DAFTAR ISI</b> .....	ix
<b>DAFTAR GAMBAR</b> .....	xiv
<b>DAFTAR TABEL</b> .....	xvi
<b>BAB I</b> .....	13
<b>PENDAHULUAN</b> .....	13
<b>1.1 Latar Belakang</b> .....	13
<b>1.2 Rumusan Masalah</b> .....	15
<b>1.3 Tujuan dan Manfaat</b> .....	15
<b>1.3.1 Tujuan</b> .....	15
<b>1.3.2 Manfaat</b> .....	15
<b>1.3.3 Batasan Masalah</b> .....	16
<b>1.4 Metodologi Penelitian</b> .....	16
<b>1.4.1 Metode Pengumpulan Data</b> .....	16
<b>1.4.1.1 Wawancara</b> .....	16
<b>1.4.1.2 Observasi</b> .....	16
<b>1.4.1.3 Studi Literatur</b> .....	16
<b>1.4.2 Metode Pengembangan Sistem</b> .....	16
<b>1.5 Jadwal Pelaksanaan</b> .....	17
<b>1.6 Sistematika Penulisan</b> .....	17
<b>BAB I PENDAHULUAN</b> .....	18
<b>BAB II TINJAUAN PUSTAKA</b> .....	18
<b>BAB III METODOLOGI</b> .....	18

<b>BAB IV IMPLEMENTASI</b> .....	18
<b>BAB V KESIMPULAN DAN SARAN</b> .....	18
<b>BAB II</b> .....	19
<b>TINJAUAN PUSTAKA</b> .....	19
<b>2.1. Penelitian Terdahulu</b> .....	19
<b>2.2. Objek Penelitian</b> .....	20
<b>2.3. Dasar Teori</b> .....	21
<b>2.3.1. Sistem Informasi</b> .....	21
<b>2.3.2. Website</b> .....	21
<b>2.3.3. PHP</b> .....	22
<b>2.3.4. HTML</b> .....	22
<b>2.3.5. CSS</b> .....	22
<b>2.3.6. Javascript</b> .....	22
<b>2.3.7. SQL</b> .....	23
<b>2.3.8. VSCode</b> .....	23
<b>2.3.9. Framework</b> .....	23
<b>2.3.10. Laravel</b> .....	23
<b>2.3.11. Tailwind</b> .....	24
<b>2.3.12. XAMPP</b> .....	24
<b>2.3.13. Apache</b> .....	24
<b>2.3.14. MySQL</b> .....	24
<b>2.3.15. Black Box Testing</b> .....	24
<b>2.3.16. User Experience Questionnaire</b> .....	24
<b>BAB III</b> .....	26
<b>METODOLOGI</b> .....	26
<b>3.1 Metode yang digunakan</b> .....	26
<b>3.2. Analisis</b> .....	29

<b>3.2.1 Analisis Permasalahan</b> .....	29
<b>3.2.1.1 User Story</b> .....	29
<b>3.2.2 Deskripsi Umum Sistem</b> .....	31
<b>3.2.3. Arsitektur Sistem</b> .....	32
<b>3.2.4. Spesifikasi Kebutuhan Perangkat Lunak</b> .....	32
<b>3.2.3.1 Kebutuhan Fungsional</b> .....	32
<b>3.2.3.1.1 Use Case Diagram</b> .....	32
<b>3.2.3.2 Kebutuhan Non-Fungsional</b> .....	34
<b>3.2.5. Alat dan bahan</b> .....	35
<b>3.2.4.1 Kebutuhan sistem</b> .....	35
<b>3.2.4.1.1 Kebutuhan Hardware</b> .....	35
<b>3.2.4.1.2 Kebutuhan Software</b> .....	36
<b>3.2.4.2. Jenis dan sumber data</b> .....	37
<b>3.2.4.2.1. Jenis Data</b> .....	37
<b>3.2.4.2.2. Sumber data</b> .....	38
<b>3.2 Perancangan</b> .....	38
<b>3.2.1. Perancangan basis data</b> .....	39
<b>3.2.1.1. Conceptual data model</b> .....	39
<b>3.2.1.2. Physical data model</b> .....	40
<b>3.2.2. Rencana Implementasi</b> .....	42
<b>3.2.2.1. Product Backlog</b> .....	43
<b>3.2.2.2. Sprint 1</b> .....	43
<b>3.2.2.2.1. Activity diagram Sprint 1</b> .....	44
<b>3.2.2.2.2. Perancangan Antarmuka Sprint 1</b> .....	50
<b>3.2.2.3. Sprint 2</b> .....	52
<b>3.2.2.3.1. Activity diagram Sprint 2</b> .....	53
<b>3.2.2.3.2. Perancangan Antarmuka Sprint 2</b> .....	59
<b>3.2.2.4. Sprint 3</b> .....	63
<b>3.2.2.4.1. Activity diagram Sprint 3</b> .....	64
<b>3.2.2.4.2. Perancangan Antarmuka Sprint 3</b> .....	71

3.2.2.5. Sprint 4.....	74
3.2.2.5.1. Activity diagram Sprint 4.....	75
3.2.2.5.2. Perancangan Antarmuka Sprint 4.....	83
3.3. Jadwal Pelaksanaan.....	85
<b>BAB IV .....</b>	<b>86</b>
<b>HASIL DAN PEMBAHASAN .....</b>	<b>86</b>
<b>4.1. Hasil Penelitian.....</b>	<b>86</b>
4.1.1. Implementasi Sistem .....	86
4.1.2. Implementasi Scrum .....	86
4.1.2.1. Sprint 1.....	86
4.1.2.1.1. Hasil Sprint 1 .....	87
4.1.2.1.2. Testing Sprint 1 .....	89
4.1.2.1.3. Sprint 1 Review.....	91
4.1.2.1.4. Sprint 1 Retrospektif.....	92
4.1.3.1. Sprint 2.....	92
4.1.3.1.1. Hasil Sprint 2 .....	93
4.1.3.1.2. Testing Sprint 2 .....	97
4.1.3.1.3. Sprint 2 Review.....	99
4.1.3.1.4. Sprint 2 Retrospektif.....	100
4.1.4.1. Sprint 3.....	100
4.1.4.1.1. Implementasi Sprint 3.....	100
4.1.4.1.2. Testing Sprint 3 .....	104
4.1.4.1.3. Sprint 3 Review.....	105
4.1.4.1.4. Sprint 3 Retrospektif.....	105
4.1.5.1. Sprint 4.....	106
4.1.5.1.1. Implementasi Sprint 4.....	106
4.1.5.1.2. Testing Sprint 4 .....	109
4.1.5.1.3. Sprint 4 Review.....	111
4.1.5.1.4. Sprint 4 Retrospektif.....	111
4.1.3. User Experience Questionnaire .....	112
4.1.3.1 Pengujian Penerimaan Pengguna.....	112

<b>4.1.4.1 Pengujian dan Penerimaan Pada Pengguna Aplikasi .....</b>	<b>113</b>
<b>4.2 Pembahasan.....</b>	<b>119</b>
<b>BAB V.....</b>	<b>120</b>
<b>KESIMPULAN DAN SARAN .....</b>	<b>120</b>
<b>5.1 Kesimpulan.....</b>	<b>120</b>
<b>5.2 Saran .....</b>	<b>120</b>
<b>DAFTAR PUSTAKA .....</b>	<b>121</b>
<b>BIODATA PENULIS .....</b>	<b>124</b>
<b>LAMPIRAN.....</b>	<b>125</b>

## DAFTAR GAMBAR

<b>Gambar 1.1</b> Metode Pengembangan Sistem.....	17
<b>Gambar 2.1</b> Toko Gadget Light Service.....	21
<b>Gambar 3.1</b> Alur pengerjaan tugas akhir.....	26
<b>Gambar 3.2</b> Gambaran Umum Sistem.....	31
<b>Gambar 3.3</b> Use Case Diagram Toko Gadget Light Service.....	33
<b>Gambar 3.4</b> Riwayat Omset Toko Gadget Light Service.....	37
<b>Gambar 3.5</b> Conceptual data modelling.....	39
<b>Gambar 3.6</b> Physical data modelling.....	40
<b>Gambar 3.7</b> Activity Diagram UCD-001.....	45
<b>Gambar 3.8</b> Activity Diagram UCD-002.....	46
<b>Gambar 3.9</b> Activity Diagram UCD-003.....	47
<b>Gambar 3.10</b> Activity Diagram UCD-015.....	48
<b>Gambar 3. 11</b> Activity Diagram UCD-019.....	49
<b>Gambar 3.12</b> Wireframe Login.....	50
<b>Gambar 3.13</b> Wireframe register pegawai.....	51
<b>Gambar 3.14</b> Wireframe dashboard admin.....	52
<b>Gambar 3.15</b> Activity Diagram UCD-008.....	55
<b>Gambar 3.16</b> Activity Diagram UCD-004.....	56
<b>Gambar 3.17</b> Activity Diagram UCD-005.....	57
<b>Gambar 3.18</b> Activity Diagram UCD-006.....	59
<b>Gambar 3.19</b> Wireframe halaman dashboard pegawai.....	60
<b>Gambar 3.20</b> Wireframe halaman hapus data pelanggan.....	61
<b>Gambar 3.21</b> Wireframe halaman laporan keuangan.....	62
<b>Gambar 3.22</b> Wireframe data pelanggan.....	63
<b>Gambar 3.23</b> Activity Diagram UCD-009.....	65
<b>Gambar 3.24</b> Activity Diagram UCD-011.....	67
<b>Gambar 3.25</b> Activity Diagram UCD-012.....	68
<b>Gambar 3.26</b> Activity Diagram UCD-007.....	70
<b>Gambar 3. 27</b> Wireframe data kerusakan.....	71
<b>Gambar 3.28</b> Wireframe halaman utama.....	72
<b>Gambar 3.29</b> Wireframe halaman cari data pelanggan.....	73

<b>Gambar 3.30</b> Wireframe halaman utama.....	74
<b>Gambar 3.31</b> Activity Diagram UCD-013.....	76
<b>Gambar 3.32</b> Activity Diagram UCD-018.....	77
<b>Gambar 3.33</b> Activity Diagram UCD-014.....	78
<b>Gambar 3.34</b> Activity Diagram UCD-017.....	80
<b>Gambar 3.35</b> Activity Diagram UCD-016.....	81
<b>Gambar 3.36</b> Activity Diagram UCD-010.....	83
<b>Gambar 3.37</b> Wireframe menambah komentar .....	84
<b>Gambar 4.1</b> Tampilan Login.....	87
<b>Gambar 4.2</b> Tampilan dashboard admin.....	88
<b>Gambar 4.3</b> Tampilan tambah data pegawai .....	88
<b>Gambar 4.4</b> Tampilan logout .....	89
<b>Gambar 4.5</b> Tampilan ubah profile.....	89
<b>Gambar 4.6</b> Tampilan table data pelanggan .....	94
<b>Gambar 4.7</b> Tampilan dashboard jika login sebagai pegawai .....	94
<b>Gambar 4.8</b> Tampilan tambah pelanggan .....	95
<b>Gambar 4.9</b> Ubah data pelanggan .....	95
<b>Gambar 4.10</b> Hapus data pelanggan.....	96
<b>Gambar 4.11</b> Tampilan laporan keuangan .....	96
<b>Gambar 4.12</b> Penambahan chart pada dashboard admin.....	97
<b>Gambar 4.13</b> Tampilan halaman utama (landing page).....	101
<b>Gambar 4.14</b> Tampilan halaman check status perbaikan .....	101
<b>Gambar 4.15</b> Tampilan input data servis .....	102
<b>Gambar 4.16</b> Tampilan table data servis .....	102
<b>Gambar 4.17</b> Ubah data servis.....	103
<b>Gambar 4.18</b> Tampilan halaman contact us.....	103
<b>Gambar 4.19</b> Tampilan cetak nota pelanggan .....	107
<b>Gambar 4.20</b> Fungsi check status .....	107
<b>Gambar 4.21</b> Tampilan lihat komentar .....	108
<b>Gambar 4.22</b> Tampilan cetak pendapatan.....	108
<b>Gambar 4.23</b> Nilai rata-rata skala short UEQ .....	118
<b>Gambar 4.24</b> Nilai Perbandingan skala short UEQ.....	118

## DAFTAR TABEL

<b>Tabel 1.1</b> Jadwal Pelaksanaan .....	17
<b>Tabel 3.1</b> Tabel user story.....	30
<b>Tabel 3.2</b> Tabel kasus penggunaan .....	33
<b>Tabel 3.3</b> Kebutuhan Non-Fungsional.....	35
<b>Tabel 3.4</b> Tabel kebutuhan software .....	36
<b>Tabel 3.5</b> Tabel User.....	40
<b>Tabel 3.6</b> Tabel Pelanggan.....	41
<b>Tabel 3.7</b> Tabel Perbaikan .....	41
<b>Tabel 3.8</b> Tabel Transaksi .....	42
<b>Tabel 3.9</b> Tabel product backlog .....	43
<b>Tabel 3.10</b> Sprint planning 1 .....	43
<b>Tabel 3.11</b> Tabel UCD-001 .....	44
<b>Tabel 3.12</b> Tabel UCD-002.....	45
<b>Tabel 3.13</b> Tabel UCD-003.....	46
<b>Tabel 3.14</b> Tabel UCD-015.....	47
<b>Tabel 3. 15</b> Tabel UCD-019.....	48
<b>Tabel 3.16</b> Tabel Sprint planning 2.....	52
<b>Tabel 3.17</b> Tabel UCD-003.....	53
<b>Tabel 3.18</b> Tabel UCD-008.....	54
<b>Tabel 3.19</b> Tabel UCD-004.....	55
<b>Tabel 3.20</b> Tabel UCD-005.....	56
<b>Tabel 3.21</b> Tabel UCD-006.....	58
<b>Tabel 3.22</b> Tabel sprint planning 3 .....	63
<b>Tabel 3.23</b> Tabel UCD-009.....	64
<b>Tabel 3.24</b> Tabel UCD-011 .....	65
<b>Tabel 3.25</b> Tabel UCD-012.....	67
<b>Tabel 3.26</b> Tabel UCD-007.....	69
<b>Tabel 3.27</b> Tabel sprint planning 4 .....	74
<b>Tabel 3.28</b> Tabel UCD-013.....	75
<b>Tabel 3.29</b> Tabel UCD-018.....	76



<b>Tabel 3.30</b> Tabel UCD-014.....	77
<b>Tabel 3.31</b> Tabel UCD-017.....	79
<b>Tabel 3.32</b> Tabel UCD-016.....	80
<b>Tabel 3.33</b> Tabel UCD-010.....	82
<b>Tabel 4.1</b> Tabel Sprint 1.....	86
<b>Tabel 4.2</b> Testing Sprint 1.....	90
<b>Tabel 4.3</b> Sprint 2 .....	92
<b>Tabel 4.4</b> Testing Sprint 2.....	97
<b>Tabel 4.5</b> Sprint 3 .....	100
<b>Tabel 4.6</b> Testing Sprint 3.....	104
<b>Tabel 4.7</b> Sprint 4 .....	106
<b>Tabel 4.8</b> Testing Sprint 4.....	109
<b>Tabel 4.9</b> Hasil Kuesioner UEQ .....	114
<b>Tabel 4. 10</b> Tabel transformasi data UEQ .....	115
<b>Tabel 4.11</b> Tabel Kualitas Pragmatic dan Hedonic.....	116
<b>Tabel 4.12</b> Tabel Perhitungan Mean, Variance, dan Standar Deviasi.....	117
<b>Tabel 4.13</b> Tabel Skala UEQ .....	117