

ABSTRACT

PT Pertamina as a company who provides services on lubricants sales in Indonesia has been doing lubricant sales mechanism and services improvement to the customers. This has been done since government published the presidential decree no. 21/2001 about lubricants supply and service. Before government published this presidential decree, Pertamina dominated 90 % lubricants market share in Indonesia. Nevertheless, the lubricants market share of Pertamina was decreasing since this presidential decree published. For that reason, Pertamina develops communication mechanism with PeMaP Program. The goal of this program is to monitor the Pertamina's used lubricants performance and usage. Depends on the existing data, customers that use this service program are increasing and those customers are from industry-marine segment. At the beginning of this program, there was no problem with the existing process. The existing process used manual and semi-manual process. As time went by, Pertamina experienced troubles on searching and processing data in this program. Therefore, in this final project, the writer tries to contribute by designing an information system that related to PeMaP program, in encoding for processing marine data and used lubricants sample testing. This system supports user to do input, update and maintain marine data process. The submission data is appropriate with the current testing business process, so that the user could get valid information. Certainly, this information system was made to do online access easily and data security.

The problem solving on designing Marine Lubricants Testing Information System is organized into some chapters, there are: problems formulation phase and determine research purpose, literature study and research object study, identify the need of information and data collecting, the analysis of system requirements, system designing, software development, analysis phase, suggestion and conclusion.

The data, which have been used in designing this information system, were obtained from interview results and communication via email, related to the problems in previous system and information needed for the recommended system. Another data were found by collecting documents from study case place and literature books. The software development in this final project uses Waterfall method. In addition, this Marine Lubricants Testing Information System uses PHP (*Personal Home Page*) programming language, supported by MySQL database in Windows Operating System.

Based on the research results that had already done, the writer can take a conclusion that the existing process on the current marine lubricants testing business process is still manual / semi-manual and it consumes a lot of papers, so it needs improvement by changing its manually operation into computerized operation. This information system could maintain and manage marine data and the PeMaP testing result data, also do the processing data to evaluate every parameter from the checked used lubricants specification. The processing data starts from input, edit, and remove data. Whereas, the processing data of lubricants specification which mentioned here is the automatic evaluation in the system, based on the evaluation standard rules. Beside that, Marine Lubricants Testing Information System also facilitates every user to do the process, because the system has been equipped with the capability to be accessed online by Internet or Intranet network.

Keywords: Information System, marine lubricants testing, Pertamina