

## ABSTRACT

PT. JNE is one of company that providing shipment services in Indonesia. Based on the survey, that have been done to determine the level of customer satisfaction to the freight additional services that provided by PT JNE, indicate the level of customer satisfaction using these additional services is still very low. That survey especially regarding the use of information system associated with tracking and checking prices features on the company's website. This thesis aims to find solutions to improve availability, mobility, reliability, and ease of access from existing system PT.JNE, so the customer satisfaction that related with additional services provided by the company concerned can be achieved.

Geographic Information System (GIS) is defined as the information system that used to input, store, retrieve, manipulate, analyze, and generate geographically referenced data or usually called as geospatial data. Geographic Information System (GIS) related to the delivery process is one solution to solve these problems. Geographic Information System (GIS) with Android mobile apps based that is a choice that better in terms of availability, mobility, reliability, and ease of access for those customers who can indirectly improve customer satisfaction to services offered by shipping companies, especially PT. JNE.

Geographic Information System (GIS) of goods shipment is designed to collaborate web technology based on existing information system that already exist with mobile applications for smart phone based so can provide easy of access for users, either the companies, and customers who using the service. The developments of Geographic Information System (GIS) of goods shipment is developed using iterative System Development Life Cycle (SDLC) method, and using Java Standard Edition (J2SE) programming language.

Geographic Information System (GIS) of goods shipment with mobile applications on the Android smart phone that has been created and designed is expected to be able to create process of updating the status of delivery of goods by freight forwarding services company, especially PT. JNE become more real time, available and mobile, and easily accessible via smart phone devices, especially Android. For further development of Geographic Information System (GIS) of goods shipment that have been made, the developer might be able to use other platforms, such as the Blackberry, Windows Phone, or Java Mobile Edition (Java ME).

**Keywords** : Geographic Information System (GIS), customer satisfaction, mobile application, Android.