ABSTRACT

This research was backgrounded by customer's complaint and Zeppner's to current system and request for system renewal that helps performance and them both. This valuation resulted from questionnaire and interview. At this time, booking process limited by smartphone application, which limiting costumer scope for ordering the services. Another process like creating financial report, estimated costs, accepting order and progress checking still used manual ways, so it effected data loss, human error when data inputing, miscalcutation. if it happens, then it will created unconcrete datas and lowered company's performance. otherwise, company's quality will increses if the result and services satisfying.

The puspose of this research is for builds a web-based aplication that's helps Zeppner Party Planner business process, larging customer scope, helps company for data saving, and helps Zeppner performances.

In this research, writter used descriptive type research, for testing the hypothesis or answering the question based on data that collected.

Keyword : Questionnaire, Business process, Web-based application.