

ABSTRAK

KUALITAS APLIKASI WMS (*WAREHOUSE MANAGEMENT SYSTEM*) DAN PENGEMBANGANNYA UNTUK PENGELOLAAN *SUPPLY* PERMAKANAAN DI PELNISERVICES

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PELNI *Services* adalah *branding* dari PT. PIDC (Pelita Indonesia Djaya) yang merupakan anak perusahaan BUMN yaitu PT.PELNI (Persero). PELNI *Service* tersebut kemudian dilekatkan pada PT. PIDC karena perusahaan ini merupakan satu-satunya anak perusahaan PT. PELNI (Persero) yang menangani semua jenis kegiatan jasa di atas kapal-kapal milik PT. PELNI (Persero). Ada kurang lebih 20 jenis izin usaha yang sudah dikantongi oleh Pelni *Services* yang saat ini juga sedang dijalankan demi melayani seluruh kebutuhan induk perusahaannya. Salah satu dari bidang usaha jasanya adalah di bidang suplai permakanaan.

Manajemen menilai perlunya diadakan Aplikasi WMS (*Warehouse Management Sistem*). Penelitian ini menggunakan standar ISO 25010:2011 dalam seleksi karakteristik/kategori dan metode *Importance Performance Analysis* (IPA) sebagai analisis perbandingan penilaian pengguna terhadap tingkat kepentingan dari aplikasi (*importance*) dengan tingkat kinerja layanan (*performance*) yang kemudian digambarkan ke dalam *Importance-Performance Matrix* (IPM) dengan menentukan skala prioritas perbaikan atribut kualitas pelayanan. Hasil penelitian menunjukkan bahwa terdapat sembilan atribut yang dianggap penting oleh pengguna namun tidak terlaksanakan dengan baik oleh perusahaan yaitu *Satisfaction*, *Context Coverage*, *Functional Suitability*, *Perfomance Efficiency*, *Compatibility*, *Usability*, *Reliability*, *Security*, *Maintainability* sehingga perusahaan wajib memenuhi ekspektasi dengan meningkatkan kemampuan sistem WMS.

Kata kunci: Kualitas, ISO 25010:2011, *Importance Performance Analysis* (IPA), Pengembangan, Pengelolaan, PELNI Services

ABSTRACT

ANALYSIS QUALITY OF WMS (WAREHOUSE MANAGEMENT SYSTEM) APPLICATIONS AND ITS DEVELOPMENT FOR FOOD SUPPLY MANAGEMENT IN PELNI SERVICES

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PELNI Services is a branding of PT. PIDC (Pelita Indonesia Djaya), which is a subsidiary of a BUMN, namely PT. PELNI (Persero). The PELNI Service was often attached to PT. PIDC because this company is the only subsidiary of PT. PELNI (Persero), which handles all types of services on ships owned by PT. PELNI (Persero). There are approximately 20 types of business licenses that have been pocketed by Pelni Services which are currently implemented to serve all the needs of the parent company. One of its service businesses is in the field of food supply.

Management sees the need for a WMS (Warehouse Management System) Application. This study uses the ISO 25010:2011 standard in the selection of characteristics/categories and the Importance Performance Analysis (IPA) method as a comparative analysis of user assessment of the importance of application quality with the level of service quality performance, which is then described in the Importance-Performance Matrix (IPM) by determining the priority scale for improving service quality attributes. The results show that there are nine attributes that are considered important by users but are not implemented properly by the company, namely Satisfaction, Context Coverage, Functional Suitability, Performance Efficiency, Compatibility, Usability, Reliability, Security, and Maintainability; therefore, companies must meet expectations by improving the capabilities of the WMS system.

Keywords: Quality, ISO 25010:2011, Importance Performance Analysis (IPA), Development, Management, PELNI Services