

ABSTRAK

Dany Setiawan. 2026. Pengembangan Sistem Tracking Progress Berbasis Website untuk Efisiensi Layanan CV Pandawa Digital Media dengan Metode Rapid Application Development. Skripsi. Program Studi Sistem Informasi, FT, Universitas PGRI Madiun. Pembimbing (I) Dimas Setiawan, S.Kom., M.Kom. (II) Hani Atun Mumtahana, S.Kom., M.Kom.

CV Pandawa Digital Media menghadapi kendala penyampaian progres proyek yang masih manual via WhatsApp, menyebabkan keterlambatan respons, pertanyaan berulang klien, dan beban administrasi tinggi. Penelitian ini bertujuan merancang Sistem Tracking Progress berbasis website menggunakan metode Rapid Application Development (RAD) meliputi requirements planning, workshop design, dan implementation. Metode penelitian menggunakan pendekatan mix method: wawancara untuk pengumpulan kebutuhan sistem, kuesioner information quality (Delone & Mclean, 2003) kepada 124 responden untuk mengukur ketepatan informasi, serta pengukuran waktu langsung untuk membandingkan kecepatan penyampaian informasi manual dan sistem. Pengujian fungsionalitas menggunakan black box testing. Hasil penelitian menunjukkan dari 36 skenario pengujian, 34 skenario (94,44%) berjalan sesuai harapan. Instrumen kuesioner valid (item-rest correlation 0,438–0,595) dan reliabel (Cronbach's Alpha 0,818), dengan skor rata-rata ketepatan informasi 3,84 (kategori Baik). Waktu penyampaian informasi melalui sistem rata-rata 7,67 detik, jauh lebih cepat dibanding metode manual (187 menit), sehingga diperoleh efisiensi waktu 99,93%. Hasil ini menunjukkan Sistem

Tracking Progress berbasis website efektif meningkatkan efisiensi layanan CV
Pandawa Digital Media.

Kata Kunci: Sistem Tracking Progress, Rapid Application Development,
Information Quality, Delone & Mclean, Black Box Testing, Efisiensi Layanan, CV
Pandawa Digital Media

ABSTRACT

Dany Setiyawan. 2026. Website-Based Progress Tracking System Development for Service Efficiency at CV Pandawa Digital Media Using the Rapid Application Development Method. Thesis. Information Systems Study Program, Faculty of Engineering, Universitas PGRI Madiun. Advisors (I) Dimas Setiawan, S.Kom., M.Kom. (II) Hani Atun Mumtahana, S.Kom., M.Kom.

CV Pandawa Digital Media faces challenges in project progress reporting, which is still done manually via WhatsApp, causing delayed responses, repeated client inquiries, and high administrative workload. This study aims to design a website-based Progress Tracking System using the Rapid Application Development (RAD) method, covering requirements planning, workshop design, and implementation stages. The research employs a mixed-method approach: interviews for system requirements gathering, an information quality questionnaire (Delone & McLean, 2003) distributed to 124 respondents to measure information accuracy, and direct time measurement to compare the speed of manual versus system-based information delivery. Functionality testing was conducted using the black box testing method. Results show that of 36 test scenarios, 34 scenarios (94.44%) ran as expected. The questionnaire instrument was valid (item-rest correlation 0.438–0.595) and reliable (Cronbach's Alpha 0.818), with an average information accuracy score of 3.84 (Good category). Information delivery time via the system averaged 7.67 seconds, far faster than the manual method's average of

187 minutes, resulting in a time efficiency of 99.93%. These results indicate that the website-based Progress Tracking System effectively improves service efficiency at CV Pandawa Digital Media.

Keywords: Progress Tracking System, Rapid Application Development, Information Quality, Delone & Mclean, Black Box Testing, Service Efficiency, CV Pandawa Digital Media