

ABSTRAK

Agus Rudi Setiawan, 2026. Sistem Informasi Manajemen PAMSIMAS Sambu Makmur untuk Meningkatkan Efektivitas Layanan Air Bersih Berbasis *Website* di Desa Samburoto. Skripsi. Program Studi Teknik Informatika, Fakultas Teknik, Universitas PGRI Madiun. Pembimbing (I) Yoga Prisma Yuda, S.Kom., M.Kom. Pembimbing (II) Alim Citra Aria Bima, S.Pd., M.Kom.

Sistem Informasi Manajemen PAMSIMAS Sambu Makmur berbasis website dikembangkan untuk meningkatkan efektivitas pengelolaan layanan air bersih di Desa Samburoto. Pengelolaan data pelanggan, pencatatan tagihan, pembayaran, pengaduan, serta penyusunan laporan yang masih dilakukan secara manual menyebabkan proses pelayanan kurang efektif, rentan terjadi kesalahan pencatatan, dan membutuhkan waktu yang lama. Penelitian ini bertujuan merancang dan membangun sistem informasi berbasis *website* yang mampu mendukung pengelolaan layanan air bersih secara efektif dan terintegrasi. Metode pengembangan sistem yang digunakan adalah *Rapid Application Development* (RAD) yang meliputi tahapan *Requirement Planning*, *Design System*, *Development*, dan *Implementation*. Sistem dibangun menggunakan bahasa pemrograman *PHP Native* dengan *database MySQL*. Fitur yang tersedia meliputi pengelolaan data pelanggan, verifikasi pelanggan baru, tagihan, konfirmasi pembayaran, pengaduan, pengeluaran, pengumuman, balik nama, saran dan kritik, notifikasi, serta *export* laporan PDF. Hasil penelitian menunjukkan bahwa sistem mampu membantu pengelolaan administrasi dan pelayanan menjadi lebih cepat, akurat, dan terstruktur. Pengujian menggunakan metode *Black Box* menunjukkan seluruh fungsi sistem berjalan sesuai kebutuhan, sedangkan pengujian *System Usability Scale* (SUS) memperoleh kategori baik, sehingga sistem dinyatakan layak digunakan sebagai media pengelolaan layanan air bersih pada PAMSIMAS Sambu Makmur.

Kata Kunci : Sistem Informasi Manajemen, PAMSIMAS, *Rapid Application Development* (RAD), *Website*, *PHP Native*, *MySQL*.

ABSTRACT

Agus Rudi Setiawan, 2026. *Sambi Makmur PAMSIMAS Management Information System to Improve the Effectiveness of Website-Based Clean Water Services in Sambiroto Village*. Undergraduate Thesis. Informatics Engineering Study Program, Faculty of Engineering, Universitas PGRI Madiun. Advisor (I): Yoga Prisma Yuda, S.Kom., M.Kom. Advisor (II): Alim Citra Aria Bima, S.Pd., M.Kom.

The website-based Sambi Makmur PAMSIMAS Management Information System was developed to improve the effectiveness of clean water service management in Sambiroto Village. The manual management of customer data, billing records, payments, complaints, and report generation resulted in less effective services, increased risk of recording errors, and longer processing times. This study aimed to design and develop a website-based information system capable of supporting effective and integrated clean water service management. The system was developed using the Rapid Application Development (RAD) methodology, which consists of the Requirement Planning, Design System, Development, and Implementation phases. The application was built using the PHP Native programming language and MySQL database. The system provides features for customer data management, new customer verification, billing management, payment confirmation, complaint handling, expense management, announcements, ownership transfer requests, suggestions and feedback, notifications, and PDF report export. The results of this study indicate that the system is capable of improving administrative management and service processes by making them faster, more accurate, and better organized. Functional testing using the Black Box Testing method showed that all system functions operated according to the specified requirements, while usability testing using the System Usability Scale (SUS) achieved a Good category, indicating that the system is suitable for use as a management tool for clean water services at Sambi Makmur PAMSIMAS.

Keywords: *Management Information System, PAMSIMAS, Rapid Application Development (RAD), Website, PHP Native, MySQL.*