

ABSTRAK

Penelitian ini bertujuan untuk (1) Memberikan pandangan kepada perusahaan tentang kebutuhan Sistem Informasi proses kerja Divisi Servis di Gama Auto Service. (2) Memberikan konsep rancangan Sistem Informasi Manajemen proses kerja Divisi Servis di Bengkel Gama Auto Service.

Langkah-langkah penelitian ini adalah (1) Requirements Planning (2) Design Workshop yaitu perancangan sistem informasi. Dari hasil analisa data dirumuskan perancangan sistem informasi tentang (1) Informasi proses kerja mekanik kepada servis advisor, (2) Informasi penggantian suku cadang kepada servis advisor dan admin suku cadang, (3) Informasi tambahan pekerjaan mekanik kepada servis advisor. Kemudian disusun Desain Sistem Informasi tentang Kontrol Pekerjaan Bengkel dan Kinerja Mekanik.

Adanya Sistem informasi kontrol pekerjaan harapannya dapat menjadi solusi permasalahan terhambatnya informasi pekerjaan dan dapat mempercepat informasi dari beberapa bagian di Divisi Servis. Selain itu secara internal, komunikasi antar divisi yang baik dan terkontrol akan membangun hubungan yang solid antar divisi dan dapat meningkatkan pendapatan perusahaan. Dengan sistem informasi kontrol pekerjaan komunikasi dengan pelanggan juga akan lebih cepat sehingga dapat meningkatkan pelayanan konsumen serta menghindari salah informasi terhadap konsumen. Sehingga dapat mengurangi tingkat complain karena komunikasi.

Kata kunci: Sistem Informasi Manajemen, Bengkel Mobil, dan Manajemen Bengkel

ABSTRACT

This study aims to (1) Provide a view to the company about the needs of the Information System work process of the Service Division at Gama Auto Service. (2) Providing the design concept of the work process Management Information System Service Division at the Gama Auto Service Workshop.

The steps of this research are (1) Requirements Planning (2) Design Workshop, namely the design of information systems. From the results of data analysis formulated a system design information about (1) Information on mechanical work processes to service advisors, (2) Information on replacement of parts to service advisors and parts admin, (3) Additional information on mechanical work to service advisor. Then the Information System Design is prepared about Workshop Job Control and Mechanical Performance.

The existence of job control information systems is expected to be a solution to the problem of delays in job information and can speed up information from several parts in the Service Division. In addition, internally, good and controlled communication between divisions will build solid relationships between divisions and can increase company revenue. With the information system control the work of communication with customers will also be faster so that it can improve customer service and avoid misinformation of consumers. So that it can reduce the level of complaints due to communication.

Keywords: Management Information System, Car Workshop, and Workshop Management.