

## **ABSTRACT**

**Azqia Firhannudin Azhar (2019081039)**

### ***DEVELOPMENT OF CUSTOMER INFORMATION SYSTEM WEBSITE-BASED AT PERUMDA TIRTA BENTENG TANGERANG CITY***

*The development of information and communication systems is one of the important roles in all fields at this time. The need for increased work effectiveness and efficiency is the basis for the application of information and communication technology can be a solution to various kinds of existing problems. Perumda Tirta Benteng is a regional business unit engaged in the distribution of clean water. Perumda Tirta Benteng Kota Tangerang is one of the companies that implements the development of information and communication technology. One of the activities carried out in Perumda Tirta Benteng Kota Tangerang is to record customers who will register, but the system in the Perumda has some risks of problems such as Human error because registration still uses paper forms, and registration that still uses forms requires people who want to register must come to the Perumda office. Therefore, from this problem, Perumda Tirta Benteng Kota Tangerang wants to improve the customer registration information system to be more efficient in terms of time and use. Because of this, the practice was given the task of developing a customer registration information system. In the development of customer registration information systems, practice using the Rapid Application Development (RAD) method as a development method because it has advantages that can produce a fast and quality system.*

*Keywords: Information System, Customer Registration System, RAD.*