ABSTRAK

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RANCANG BANGUN MODUL *FREQUENTLY ASKED QUESTION* PADA *GRAMEDIA MANAGEMENT SYSTEM* DI *GROUP OF RETAIL PUBLISHING* PT.GRAMEDIA ASRI MEDIA

Perkembangan teknologi informasi di Indonesia terus mengalami kemajuan, menuntut perusahaan mampu meningkatkan kinerjanya dengan semaksimal mungkin agar unggul dalam persaingan. Demikian juga PT. Gramedia Asri Media (GAM) sebagai perusahaan yang menyediakan jaringan toko buku telah mengembangkan layanan berbasis teknologi informasi. Namun masih terdapat salah satu proses yang dilakukan secara manual seperti pertanyaan yang harus ditanyakan kepada resepsionis. Hal ini tidak efektif karena akan memakan waktu dalam tanya jawab karena dapat mengulang pertanyaan yang sering ditanyakan. Pengembangan Back-end aplikasi Frequently Asked Question ini merupakan solusi untuk memudahkan proses tanya jawab. Pengembangan aplikasi yang dibuat dengan memperhatikan tampilan agar pengguna dapat mudah memahami dalam menggunakannya (user-friendly). Interface yang diberikan untuk versi web dengan menggunakan PHP, CSS serta menggunakan Framework Bootstrap3, dan Codeigniter untuk memudahkan pekerjaan.

Kata Kunci : Back-End, Frequently Asked Question, Web-based

ABSTRACT

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DESIGN AND FREQUENTLY ASKED QUESTION MODULE IN GRAMEDIA MANAGEMENT SYSTEM IN RETAIL ISSUING GROUP OF PT. GRAMEDIA ASRI MEDIA

The development of information technology in Indonesia continues to experience progress, demanding that companies are able to improve their performance to the maximum extent possible in order to excel in competition. Likewise, PT. Gramedia Asri Media (GAM) as a company that provides a network of bookstores has developed information technology-based services. But there is still one process that is done manually such as questions that must be asked to the receptionist. This is not effective because it will take time in question and answer because it can repeat frequently asked questions. Back-end development of the Frequently Asked Question application is a solution to facilitate the question and answer process. Application development is made by paying attention to the display so users can easily understand how to use it (user-friendly). Interface provided for the web version using PHP, CSS and using the Bootstrap3 Framework, and Codeigniter to facilitate the work.

Keywords: Back-End, Frequently Asked Questions, Web-based