

ABSTRACT

Design and Development of a Web-Based Laundry Service Information System at Laundry Zone.

Ilham Habibie.¹⁾, Johannes Hamonangan Siregar, M. Ed, PhD.

1) *Students of the Information Systems Study Program, Pembangunan Jaya University*

2) *Lecturer in the Information Systems Study Program, Pembangunan Jaya University*

In the ever-evolving era of information technology, the speed and accuracy of information access have become crucial. Laundry Zone, a laundry service provider, faces challenges in operational efficiency and information accuracy with a manual approach to transaction data management. This research focuses on the "Design and Development of a Web-Based Laundry Service Information System at Laundry Zone," proposing an innovative solution through the implementation of web technology. With a web-based information system, Laundry Zone can automate transaction processes, data management, and report generation. This not only enhances operational speed but also reduces the risk of data manipulation and information loss. Customers will experience convenience in managing their clothes, while Laundry Zone can provide excellent service and enhance the customer experience. This research has the potential to transform the paradigm in the laundry service sector by leveraging information technology. The successful implementation of this web-based system is expected to improve business efficiency, cut operational costs, and strengthen Laundry Zone's position in the competitive market. In conclusion, this solution not only creates a competitive advantage for Laundry Zone but also makes a positive contribution to further developments in the application of information technology in similar service sectors.

Keywords: *Information technology, Laundry service, Web-based system, Operational efficiency, Transaction data, Data management*