

**PENGEMBANGAN SISTEM PENDUKUNG KEPUTUSAN PENENTUAN
TINGKAT PENANGANAN SISWA BERMASALAH DENGAN METODE
*MULTIFACTOR EVALUATION PROCESS (MFEP)***

Oleh

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ABSTRAK

Layanan responsif merupakan layanan dari guru BK di SMP Negeri 1 Sukasada untuk menangani permasalahan siswa sedini mungkin. Namun, terdapat beberapa kendala saat pelaksanaan layanan tersebut, terutama saat menentukan penanganan siswa bermasalah. Keputusan yang diambil oleh guru BK masih bersifat subjektif yang perlu mempertimbangkan banyak hal dan membutuhkan waktu yang lama untuk mendalami permasalahan siswa. Oleh karena itu, penelitian ini bertujuan untuk rancang bangun sistem pendukung keputusan penentuan tingkat penanganan siswa bermasalah menggunakan metode *Multifactor Evaluation Process* (MFEP) dan mengetahui respons pengguna terhadap sistem tersebut. Sistem dibangun dengan metode SDLC dengan model *waterfall* melalui tahapan analisis, desain, pengkodean, dan pengujian. Penelitian ini berhasil membangun sistem pendukung keputusan berdasarkan hasil pengujian *blackbox* dan *whitebox* dengan tingkat keberhasilan 100%. Hasil uji respons pengguna menggunakan metode *System Usability Scale* mendapatkan skor 80,75. Nilai evaluasi sistem mendapat *adjective rating* yang *excellent*, *grade scale* tergolong kelompok B, dan tingkat *acceptability* termasuk *acceptable*. Tingkat kesesuaian antara keputusan guru BK dan rekomendasi sistem berdasarkan 20 data kasus uji yaitu sebesar 80%.

Kata kunci: Siswa Bermasalah, Sistem Pendukung Keputusan, *Multifactor Evaluation Process*, *System Usability Scale*.

**DEVELOPMENT OF A DECISION SUPPORT SYSTEM FOR
DETERMINING THE LEVEL OF HANDLING PROBLEM STUDENTS
WITH THE MULTIFACTOR EVALUATION PROCESS (MFEP) METHOD**

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ABSTRACT

Responsive service is a service from the counseling teacher at SMP Negeri 1 Sukasada to handle student problems as soon as possible. However, there are several obstacles when implementing these services, especially when determining the handling of problem students. Decisions taken by counseling teachers are still subjective which need to consider many things and take a long time to explore student problems. Therefore, this research aims to design a decision support system for determining the level of handling problem students using the Multifactor Evaluation Process (MFEP) method and find out about the user's response to the system. The system was built with the SDLC method with a waterfall model through the stages of analysis, design, coding, and testing. This research successfully built a decision support system based on the results of the black box and white box tests with a 100% success rate. The results of the user response test using the System Usability Scale method get a score of 80.75. The evaluation value of the system got an excellent adjective rating, the grade scale belongs to group B, and the acceptability level was acceptable. The level of conformity between counseling teacher decisions and system recommendations based on 20 test case data is 80%.

Keywords: *Problem Students, Decision Support System, Multifactor Evaluation Process, System Usability Scale.*