

**PENGEMBANGAN SISTEM REKOMENDASI PEMILIHAN TEMPAT
LAUNDRY (I-LAUNDRY) MENGGUNAKAN METODE ANALYTICAL
HIERARCHY PROCESS (AHP) DAN SIMPLE ADDITIVE WEIGHTING
(SAW) (STUDI KASUS: KOTA SINGARAJA)**

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ABSTRAK

Kesulitan pelanggan *laundry* ketika hendak mencari tempat *laundry* yang sesuai dengan kebutuhan membuat peneliti tertarik untuk mengembangkan sebuah sistem yang dapat menjadi solusi dalam menyelesaikan permasalahan tersebut. Sistem yang akan dikembangkan berupa Sistem Pendukung Keputusan berbasis *website* dengan tiga *user* yaitu admin, pelanggan, dan pengelola *laundry*. Metode penelitian dirancang dan dikembangkan sesuai tahap pada metode *Agile* dengan model *Extreme Programming*. Selain itu, digunakan bahasa pemrograman PHP, HTML, dan Javascript untuk pembangunan sistem. Berdasarkan serangkaian pengujian sistem, yaitu uji *blackbox*, uji *whitebox*, uji *usability*, dan uji respon, kesimpulan didapatkan bahwa sistem layak digunakan dengan hasil uji *usability* diperoleh rata-rata nilai sebesar 66%. Yang artinya tingkat usabilitas sistem tergolong dalam kategori *good* atau baik. Dan hasil Uji respon pengguna mendapatkan hasil sebesar 85% dengan kategori baik.

Kata Kunci : *Laundry*, SPK, AHP, SAW, *Extreme Programming*

**APPLICATION DEVELOPMENT OF A LAUNDRY RECOMMENDATION
USING ANALYTICAL HIERARCHY PROCESS (AHP) AND SIMPLE
ADDITIVE WEIGHTING (SAW)**

(CASE STUDY: SINGARAJA CITY)

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ABSTRACT

The problem of laundry customers when they want to find a laundry place that suits their needs, make researchers interested in developing a system that can be a solution in solving these problems. The system developed is a website-based "Decision Support System" with three users, admin, customer, and laundry manager. The research method is designed and developed according to the stages of the Agile method with the Extreme Programming model. In addition, PHP, HTML, and Javascript programming languages are used for system development. Based on a series of system tests, namely the blackbox test, whitebox test, usability test, and response test, the conclusion was obtained that the system is feasible to use with the usability test results obtained an average value of 66%. Which means the level of system usability is classified as good. And the results of the user response test get results of 85% with a good category.

Keywords: Laundry, SPK, AHP, SAW, Extreme Programming