

**HELP DESK APPLICATION PROGRAM AT PT. X IN WEB-BASED JAKARTA****Amelia**

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**Abstract**

PT. X is a telecommunications company in Indonesia, PT X itself started its commercial operations since October 8, 1996 and until now PT. X itself already has a working permit system, but in the system itself there is no place to submit complaints contained in a building and certain parts, so if there is damage or disruption to the building takes a long time, because during this time if there is damage to the building is not controlled directly by the supervisor directly so that in the data collection of building assets that have undergone replacement or repair is not controlled by the supervisor Efforts carried out by the author to gather information relevant topics and issues that will or are being researched. The information can be obtained from scientific books, research reports, scientific papers, thesis and dissertations, regulations, statutes, yearbooks, encyclopedias and written sources both printed and electronic and internet.

**Introduction**

In a company it is very important to have a helpdesk system that is a place where users of the company's operational system can connect to each other to get problem assistance and input from several divisions in a company, as well as useful for users of the system (Anhar, 2010).

PT. X is a telecommunications company in Indonesia, PT X itself started its commercial operations since October 8, 1996 and until now PT. X itself already has a working permit system, but in the system itself there is no place to submit complaints contained in a building and certain parts, so if there is damage or disruption to the building takes a long time, because so far if there is damage to the building is not controlled directly by the supervisor directly so that in the data collection of building assets that have undergone replacement or repair is not controlled by the supervisor (Effendhy, 2012).

Helpdesk system itself in general has been used by many companies to support the smooth operation of work, because currently the internet network is not limited and can be accessed easily both from mobile phones and from laptop or desktop computers making it easier for users to do work (Filza & Arifin, 2018).

Based on the problems contained in PT. X and as one of the solutions to reduce the problem, the author raised the title of the final task with the title "Help Desk Application Program At PT. X Branch In Cirebon Web-Based".

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**Method**

Data collection techniques are carried out to obtain all information and data related to the needs of completing the thesis. The things that are done are as follows:

1. Field Studies

It is a research design that combines literature searches and surveys based on experience or case studies where researchers attempt to identify important variables and balance between them in a particular problem. Field studies can include observations and interviews of the objects studied (Betha, Pohan, & Eng, 2012). a. Observation

The method is carried out to systematically identify data that is done either by paying attention directly or indirectly to the objects studied and taking visual data according to research needs so that no data is missed in the development of the system (Lestari, 2018).

b. Interview

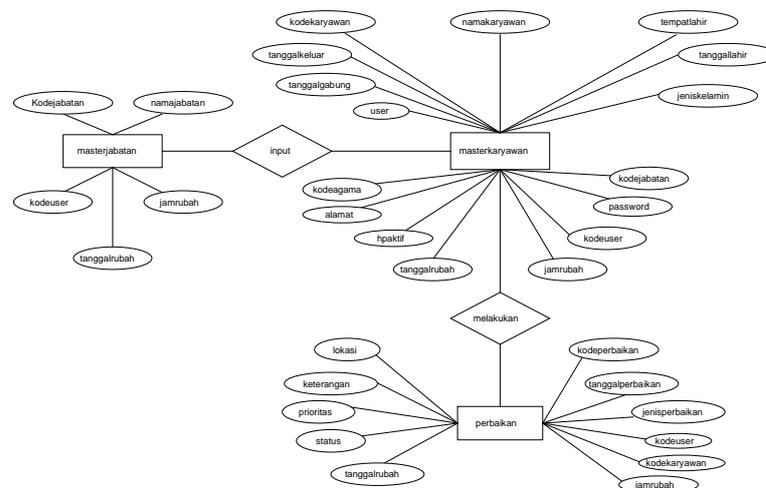
Is a technique of collecting data, news, facts and information in the field that the process can be done by asking directly to the parties who can provide information about the problem that is being researched or indirectly such as making telephone, email and letter (written interview) (Supardi, 2017).

2. Literature Studies

Efforts made by the author to gather information relevant to topics and issues that will or are being researched. The information can be obtained from scientific books, research reports, scientific papers, thesis and dissertations, regulations, statutes, yearbooks, encyclopedias and written sources both printed and electronic and internet (Royse, 2004).

**Results and Discussion A. System Design**

1. Entity Relation Diagram (ERD)



**Figure 1**  
**ERD Helpdesk Application Program At PT. X**

2. Normalization

a. Abnormal Shape

**Table 1**  
**Abnormal Shape**

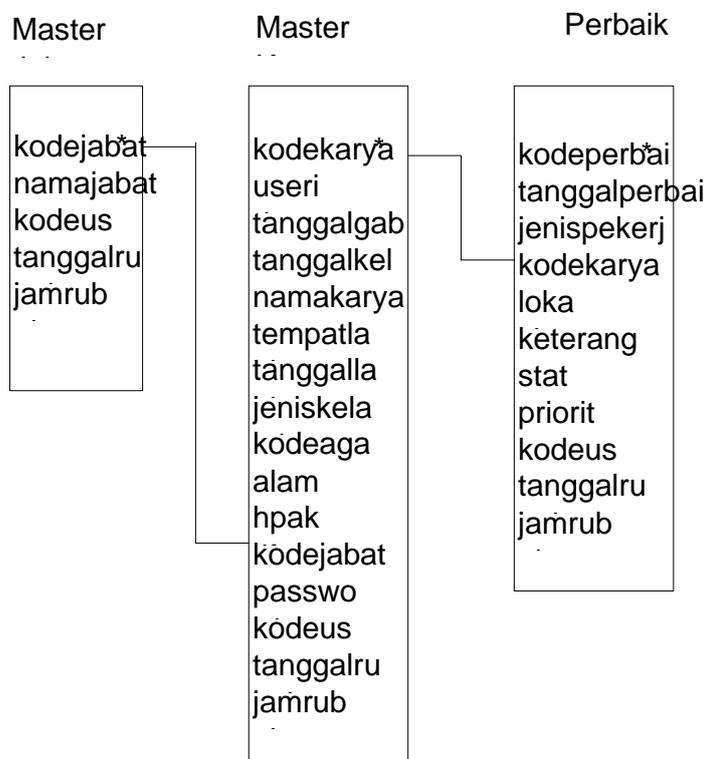
Kode Jabatan	Nama Jabatan	Kode user	Tanggal Rubah	Jam Rubah
ADM	Administrator	32900049	05-12-2016	05:47:31
LCR	Leader	32900049	05-12-2016	05:50:59

b. First Normal Shape

**Table 2**  
**First Normal Shape**

Kode Jabatan	Nama Jabatan	Kode user	Tanggal Rubah	Jam Rubah	Kode Karyawan
ADM	Administrator	32900049	05-12-2016	05:47:31	32900049
LCR	Leader	32900049	05-12-2016	05:50:59	32900055

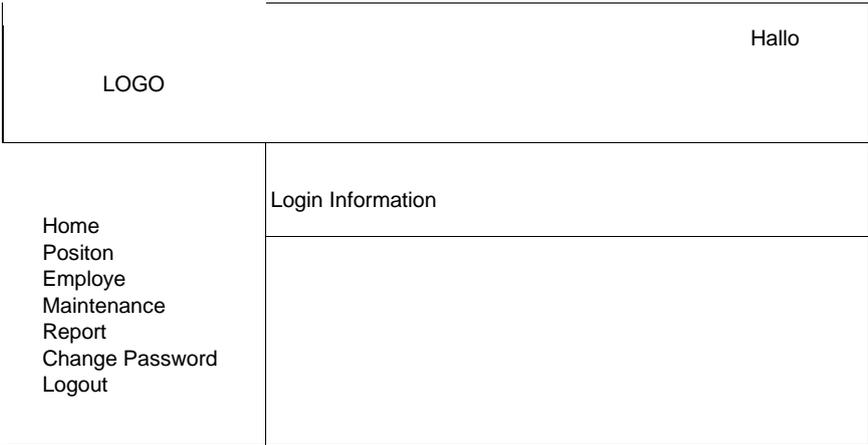
c. Second Normal Shape



**Figure 2**  
**Second Normal Shape**

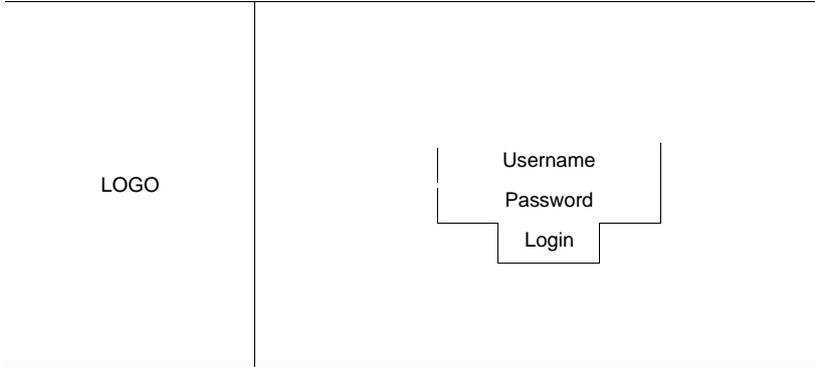
### 3. Program View Design

a. Main Page Design (Graver & Jura, 2012)



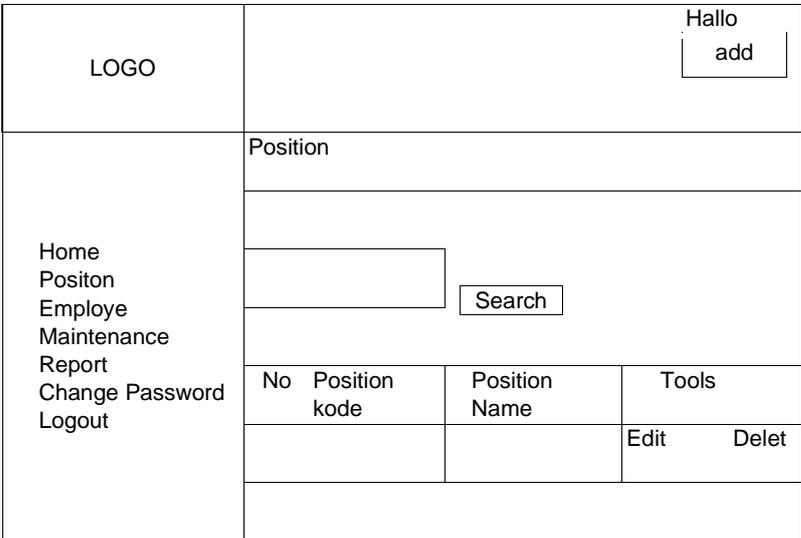
**Figure 3**  
**Main Page Design**

b. Login Page Design



**Figure 4**  
**Login Page Design**

c. Position Page Design



**Figure 5**  
**Position Page Design**

d. Employee Page Design

LOG	Hall						
	ad						
Home Position Employee Maintenance Report Change Logout	Employ						
	<input type="text"/> <input type="button" value="Serc"/>						
	No	Employee	Employee	Se	Positio	Phon	Tool
							Edi   Dele

**Figure 6**  
**Employee Page Design**

e. Maintenance Page Design

LOGO	Hallo						
	add						
Home Position Employee Maintenance Report Change Password Logout	Maintenance						
	<input type="text"/> <input type="button" value="Search"/>						
	No	Date	Priority	Requester	Location	Status	Tools
							Edit   Delet

**Figure 7**  
**Maintenance Page Design**

f. Report Page Design

LOGO		
Home Position Employee Maintenance Report Change Password Logout	Report	
	From	Date
	Until	Date
		Print

**Figure 8**  
**Report Page Design**

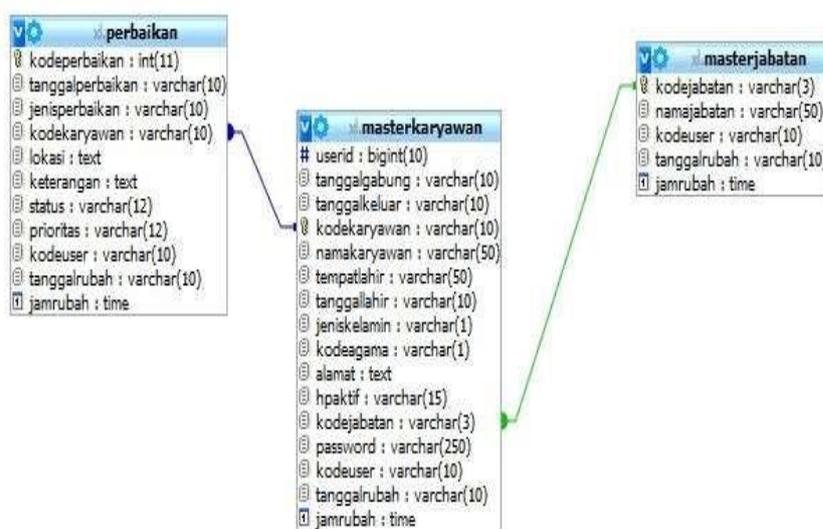
g. Change Password Page Design

LOGO	Hallo	
Home Positon Employe Maintenance Report Change Password Logout	Change Password	
	Old password	<input type="text"/>
	New password	<input type="text"/>
	Repeat New password	<input type="text"/>
		<input type="button" value="Save"/>

**Figure 9**  
**Change Password Page Design**

## B. Implementation

### 1. Relationships Between Tables



**Figure 10**  
**Relationships Between Tables**

### 2. Data Base Structure

The data base structure is a grouping of files created as a support in the management of the data base to be easily designed for a programming application (Groom, Bruno, Lightfoot, & Ward, 2016). a. Table Master\_karyawan

Database Name: Master\_karyawan

Function : To Accomodate user-only data

Kunci Field : userid

# Kolom	Jenis	Penyortiran	Atribut	Kosong	Default	Ekstra	Aksi
2	varchar(10)	latin1_swedish_ci	Tidak	None	AUTO_INCREMENT		Ubah Hapus Selehnya
3	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
4	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
5	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
6	varchar(50)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
7	varchar(50)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
8	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
9	varchar(1)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
10	varchar(1)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
11	text	latin1_general_ci	Ya	None			Ubah Hapus Selehnya
12	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
13	varchar(3)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
14	varchar(25)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya

**Figure 11**  
**Employee Master Data base structure**

b. Position Master Table

Name Database : Master\_jabatan  
 Function : To hold all job title data  
 Key Field : kodejabatan

# Kolom	Jenis	Penyortiran	Atribut	Kosong	Default	Ekstra	Aksi
1	varchar(3)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
2	varchar(50)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
3	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
4	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
5	time		Tidak	None			Ubah Hapus Selehnya

**Figure 12**  
**Position Master Data Base Structure**

c. Repair Table

Name Database : Repair  
 Function : To accommodate all repair data key  
 Field : kodeperbaikan

# Kolom	Jenis	Penyortiran	Atribut	Kosong	Default	Ekstra	Aksi
1	int(11)		Tidak	None	AUTO_INCREMENT		Ubah Hapus Selehnya
2	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
3	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
4	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
5	text	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
6	text	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
7	varchar(12)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
8	varchar(12)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
9	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
10	varchar(10)	latin1_swedish_ci	Tidak	None			Ubah Hapus Selehnya
11	time		Tidak	None			Ubah Hapus Selehnya

**Figure 13**

### Repair Data Base Structure

3. Compile Program / Program End Result (Jose, Yan, Varghese, & McKeown, 2015):
  - a. Compile Program Mrnjadi File Exe
    - 1) Prepare tools ExeOutput For PHP and PHP Files to be used as EXE files
    - 2) Run exeoutput tools for PHP, after the initial display appears from ExeOutPut For PHP, select New Application
    - 3) Step 1 on the Welcome view click Next
    - 4) Step 2 in the Source Folder path view specify the location of the PHP project to be used as an EXE file (C:\xampp\htdocs\X). Then select Next
    - 5) Step 3 on the index page view determine the index file of the project that has been created (index.php) and then Next
    - 6) Step 4 of the Output file view, specify the output location of the EXE file of the created project (index.php). then choose Next
    - 7) Step 5 in output file display, following the title of the application from the project made earlier (Desktop / X. Exe)
    - 8) If the PHP File uses a MySql database, configure it in the PHP Settings menu then select PHP Extentions then change the settings by right-clicking on the php\_mysql.dll and php\_pdo\_mysql.dll then select Compile into the Exe
    - 9) If you want to replace windows skins select applications Settings menu and then select Skin Properties on selected skin, find a skin that suits our wishes, Example: Windows\_Ext.skn.
    - 10) When you're done with some configurations, select Compile Your Applications. Wait until the compile process is complete.
    - 11) When you're done and the App is ready to use
  - b. Compile a Web Hosting Program
    - 1) Please login to the Control Panel
    - 2) Click on the menu / icon File Manager
  - c. Pop-ups will automatically appear as below:
  - d. If you plan to edit hidden files like. Htaccess select "Show Hidden Files" then click Go your browser will automatically open a new tab or window with display as shown below.
    - 1) File manager main menu
    - 2) The location of your current directory (you are currently in the public\_html)
    - 3) Contents of parent directory
    - 4) Contents of the directori public\_html
  - e. Please click the Upload button in the main menu of The File Manager will open a new window or tab in your browser as shown below
  - f. Click browse and select the file on your computer that you want to upload
  - g. After selecting the file to upload, it will automatically appear progress bar as shown in the picture below
  - h. If the progress bar is full, it means that your file has been uploaded perfectly

## Conclusion

After conducting research with a predetermined schedule, researchers finally concluded several things that become the focus of research as already stated in the formulation of problems including: 1) With the integrated Helpdesk application program is expected to facilitate employees in making damage complaints, displaying the history of repair and damage to an equipment in the PT building. X. 2) With the existence of an integrated Helpdesk application program, the database created has been well structured so as to minimize the occurrence of lost or damaged data. 3) The slow process of employees to make a complaint against the building technician.

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