

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

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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)

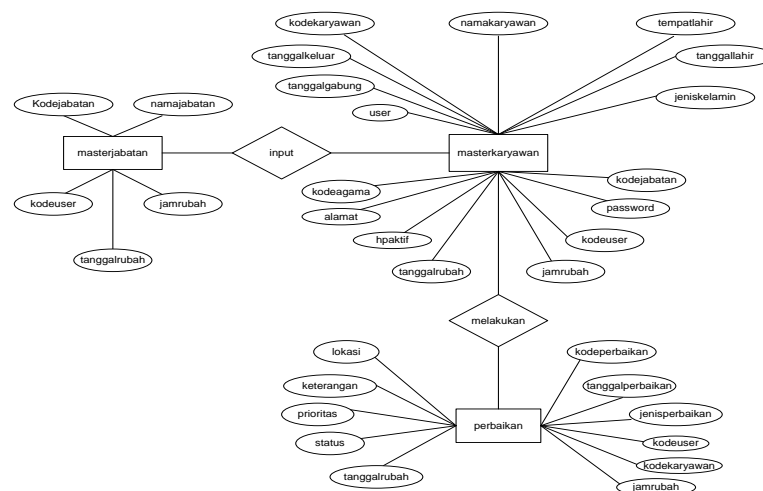


Figure 1
ERD Helpdesk Application Program At PT. X

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

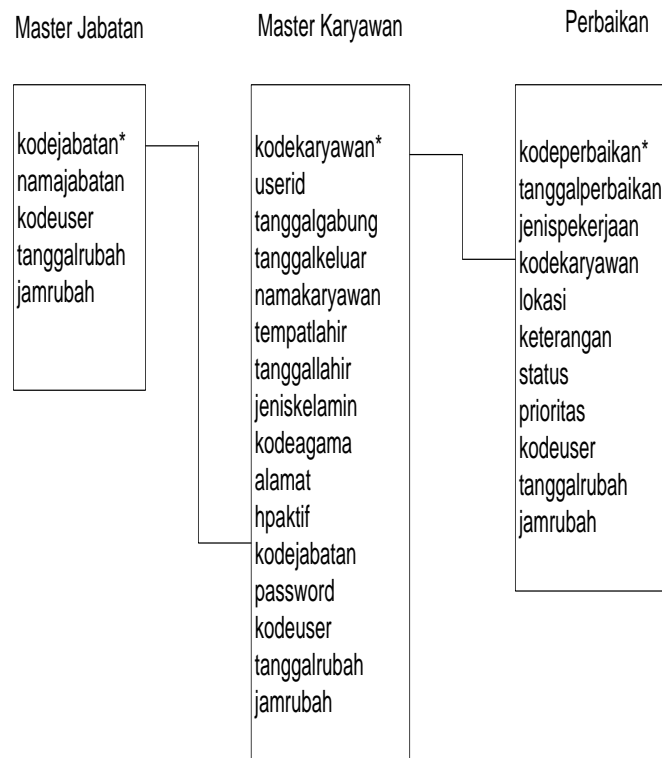


Figure 2
Second Normal Shape

3. Program View Design

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

| | |
|--|-------------------|
| LOGO | Hallo |
| Home Positon Employe Maintenance Report Change Password Logout | Login Information |
| | |

Figure 3
Main Page Design

b. Login Page Design

| | |
|------|--|
| LOGO | <input type="text" value="Username"/> <input type="password" value="Password"/> <input type="button" value="Login"/> |
|------|--|

Figure 4
Login Page Design

c. Position Page Design

| | | | | |
|--|---|---------------|---------------------------------------|---------------|
| LOGO | Hallo <input type="button" value="add"/> | | | |
| Home Positon Employe Maintenance Report Change Password Logout | Position | | | |
| | <input type="text"/> | | <input type="button" value="Search"/> | |
| | No | Position kode | Position Name | Tools |
| | | | | Edit Delet |
| | | | | |

Figure 5
Position Page Design

d. Employee Page Design

| | | | | | | | |
|--|--|--------------|--------------|-----|----------|-------|--------------|
| LOGO | Hallo | | | | | | |
| | <input type="button" value="add"/> | | | | | | |
| Home Positon Employe Maintenance Report Change Password Logout | Employe | | | | | | |
| | <input type="text"/> <input type="button" value="Search"/> | | | | | | |
| | No | Employe code | Employe Name | Sex | Position | Phone | Tools |
| | | | | | | | Edit Delet |
| | | | | | | | |
| | | | | | | | |

Figure 6
Employee Page Design

e. Maintenance Page Design

| | | | | | | | |
|--|--|------|----------|-----------|----------|--------|--------------|
| LOGO | Hallo | | | | | | |
| | <input type="button" value="add"/> | | | | | | |
| Home Positon Employe 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 | Hallo | |
| | | |
| Home Positon Employe Maintenance Report Change Password Logout | Report | |
| | From | <input type="text" value="Date"/> |
| | Until | <input type="text" value="Date"/> |
| | <input type="button" value="Print"/> | |

Figure 8
Report Page Design

g. Change Password Page Design

| | |
|--|--|
| LOGO | Halo |
| 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

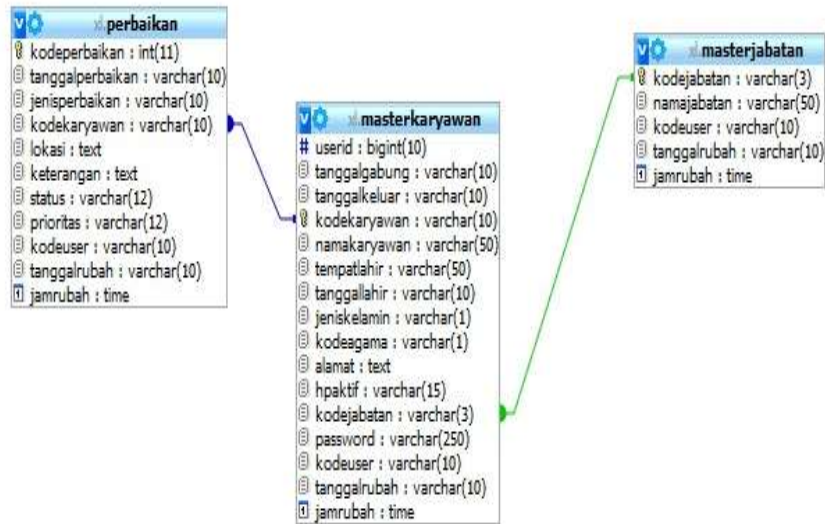


Figure 10
Relationships Between Tables

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 | id | int(11) | | | | | AUTO_INCREMENT | Ubah Hapus Selebihnya |
| 3 | tanggalgabung | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 4 | tanggalmasuk | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 5 | kodekaryawan | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 6 | namakaryawan | varchar(50) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 7 | tanggalakhir | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 8 | tanggalakhir | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 9 | jenis kelamin | varchar(1) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 10 | kodeagama | varchar(1) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 11 | alamat | text | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 12 | ipokif | varchar(15) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 13 | kodejabatan | varchar(3) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 14 | password | varchar(255) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |

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 | kodejabatan | varchar(3) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 2 | namajabatan | varchar(50) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 3 | kodeuser | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 4 | tanggalrubah | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 5 | jamrubah | time | | | | | | Ubah Hapus Selebihnya |

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 | kodeperbaikan | int(11) | | | | | AUTO_INCREMENT | Ubah Hapus Selebihnya |
| 2 | tanggalperbaikan | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 3 | jenisperbaikan | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 4 | kodekaryawan | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 5 | lokasi | text | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 6 | keterangan | text | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 7 | status | varchar(12) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 8 | prioritas | varchar(12) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 9 | kodeuser | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 10 | tanggalrubah | varchar(10) | latin_swedish_ci | | | | | Ubah Hapus Selebihnya |
| 11 | jamrubah | time | | | | | | Ubah Hapus Selebihnya |

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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