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Design Of A Web-Based Pickup Operational Management Information System At PT. Ninja

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ABSTRACT

Operational management information systems are important to support the operational activities of an organization or company. An operational management information system is a system that manages company operations, starting from payroll, information about activities, results, and also problems that occur every day. Currently, operational management information systems are needed to increase the efficiency of data collection and analysis, so that it can make it easier for leaders to make decisions. The problem that currently exists at Ninja Xpress is that the company's operational management information system is not yet available. Salary calculations and daily operations are still done manually and not neatly arranged in one door. The pickup operational management system at MSH Kudus is still not neatly structured, such as employee salary accounting is still input in Google Sheet, for reports on the number of pickup packages per day, fuel usage is input in a non-continuous Google Sheet template, which is then sent via email and WA. Meanwhile, the data for pickup vehicles is still manually printed on paper. This process is quite time consuming and prone to errors, therefore an operational management information system is needed that can increase efficiency and hide the process.

1. INTRODUCTION

PT. Ninja is a company engaged in the expedition field with a mission to provide hassle-free delivery services. PT. Ninja processes packages from various marketplaces, such as Lazada, Shopee, Tokopedia, Bukalapak, and many other marketplaces. Besides from marketplaces, PT. Ninja can also accept regular package deliveries without marketplaces. The initial process of package delivery is the pickup process. PT. Ninja has a special division for package pickup, namely the pickup division. The operational division of Pickup at PT. Ninja already uses the company's system, but there are still some aspects of operational management that are not yet systematized. Like the system for calculating driver and rider salaries, which uses a daily and bulk salary calculation system, daily reports that are not well-organized, vehicle monitoring, and also the operational cost usage reports that are still inputted into Google Sheets with different links, not in one centralized location, making the processes less effective and affecting the speed of analysis when problems occur.

Management information systems are data processing procedures based on integrated information technology and integrated with manual procedures and other procedures to produce timely and effective information to support the management decision-making process [1]. This research aims to develop a pickup operational management system at PT. Ninja to facilitate staff in managing data and monitoring pickup operations. This system is designed to manage salary calculations, daily reports of the pickup division, from organized record-keeping to data archiving that can be accessed in one place through the pickup operational management application.

The scope of this research includes the use of the system by 3 users, namely pickup staff, hub admin, and supervisor. The data used includes employee data, vehicle data, operational data, operational realization data, and waypoint data. This system is designed using prototype model system development, the application of the system model from the analysis results using the Unified Modelling Language (UML) method, and using PHP programming language and MySQL database.

Previous research mentions that innovations in the form of management information systems can help companies compete with competitors in their operations [2]. Goods delivery services or expeditions are a type of business that is in high demand by the public today. The numerous marketplaces and public interest in delivery services have caused the courier service industry to grow rapidly. CV. MK Express is a new company in the field of goods delivery expedition. At the beginning of its establishment, CV. MK Express did not have an adequate information system, therefore it required an innovative package delivery