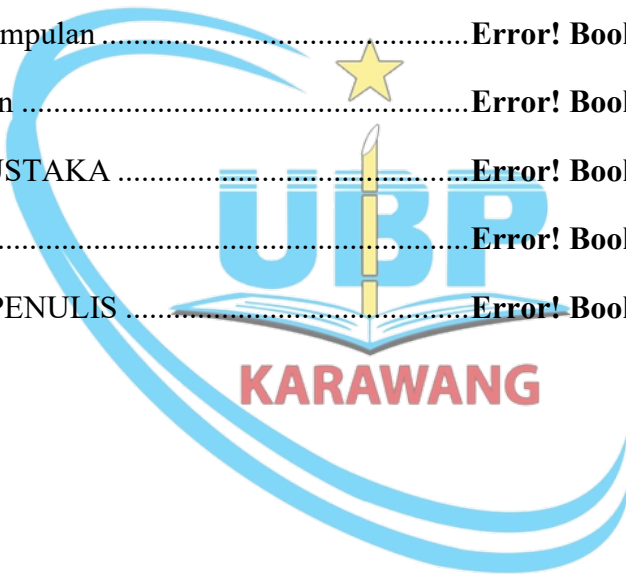


DAFTAR ISI

DAFTAR ISI.....	i
DAFTAR TABEL.....	iii
DAFTAR GAMBAR	v
BAB I PENDAHULUAN.....	Error! Bookmark not defined.
1.1. Latar Belakang	Error! Bookmark not defined.
1.2. Rumusan Masalah.....	Error! Bookmark not defined.
1.3. Tujuan Penelitian	Error! Bookmark not defined.
1.4. Manfaat	Error! Bookmark not defined.
1.5. Rencana Kegiatan	Error! Bookmark not defined.
BAB II TINJAUAN PUSTAKA.....	Error! Bookmark not defined.
2.1. Rancang Bangun	Error! Bookmark not defined.
2.2. Aplikasi.....	Error! Bookmark not defined.
2.3. Rekapitulasi.....	Error! Bookmark not defined.
2.4. Penilaian Kinerja.....	Error! Bookmark not defined.
2.5. Pengertian Karyawan dan Staf.....	Error! Bookmark not defined.
2.6. Pengertian Website	Error! Bookmark not defined.
2.7. PHP dan Codeigniter.....	Error! Bookmark not defined.
2.8. <i>Database</i>	Error! Bookmark not defined.
2.9. <i>Cascading Style Sheets</i>	Error! Bookmark not defined.
2.10. JavaScript	Error! Bookmark not defined.
2.11. <i>Unified Modeling Language</i>	Error! Bookmark not defined.
2.12. Penelitian Terkait	Error! Bookmark not defined.
BAB III METODOLOGI PENELITIAN.....	Error! Bookmark not defined.
3.1. Objek Penelitian.....	Error! Bookmark not defined.

3.2.	Prosedur Penelitian	Error! Bookmark not defined.
3.3.	Teknik Pengumpulan Data.....	Error! Bookmark not defined.
3.4.	Pengembangan Sistem	Error! Bookmark not defined.
BAB IV PEMBAHASAN DAN HASIL		Error! Bookmark not defined.
4.1	Gambaran Umum Perusahaan.....	Error! Bookmark not defined.
4.2	Identifikasi Kebutuhan.....	Error! Bookmark not defined.
4.3	Perancangan Sistem	Error! Bookmark not defined.
4.4.	Implementasi Sistem.....	Error! Bookmark not defined.
BAB V KESIMPULAN DAN SARAN.....		Error! Bookmark not defined.
5.1	Kesimpulan	Error! Bookmark not defined.
5.2	Saran	Error! Bookmark not defined.
DAFTAR PUSTAKA		Error! Bookmark not defined.
LAMPIRAN.....		Error! Bookmark not defined.
RIWAYAT PENULIS		Error! Bookmark not defined.



DAFTAR TABEL

Tabel 1. 1	Tabel rencana kegiatan penelitian.....	Error! Bookmark not defined.
Tabel 2. 1	Tabel-tabel pada <i>use case diagram</i>	Error! Bookmark not defined.
Tabel 2. 2	Simbol-simbol pada <i>activity diagram</i> ...	Error! Bookmark not defined.
Tabel 2. 3	Simbol-simbol pada <i>sequence diagram</i>	Error! Bookmark not defined.
Tabel 2. 4	Simbol-simbol pada <i>class diagram</i>	Error! Bookmark not defined.
Tabel 2. 5	Tabel penelitian terkait.....	Error! Bookmark not defined.
Tabel 4. 1	Klasifikasi atau kriteria pencapaian kerja	Error! Bookmark not defined.
Tabel 4. 2	Tingkatan atau hak akses ke dalam sistem yang akan dikembangkan	Error! Bookmark not defined.
Tabel 4. 3	Tabel skenario <i>use case</i> tambah data produktivitas ...	Error! Bookmark not defined.
Tabel 4. 4	Tabel skenario <i>use case</i> ubah data produktivitas	Error! Bookmark not defined.
Tabel 4. 5	Tabel skenario <i>use case</i> hapus data produktivitas	Error! Bookmark not defined.
Tabel 4. 6	Tabel skenario <i>use case</i> lihat data produktivitas.	Error! Bookmark not defined.
Tabel 4. 7	Tabel skenario <i>use case</i> tambah data <i>CS index</i> ...	Error! Bookmark not defined.
Tabel 4. 8	Tabel skenario <i>use case</i> ubah data <i>CS index</i>	Error! Bookmark not defined.
Tabel 4. 9	Tabel skenario <i>use case</i> hapus data <i>CS index</i>	Error! Bookmark not defined.
Tabel 4. 10	Tabel skenario <i>use case</i> lihat data <i>CS index</i>	Error! Bookmark not defined.

Tabel 4. 11 Tabel skenario *use case* tambah data absensi ... **Error! Bookmark not defined.**

Tabel 4. 12 Tabel skenario *use case* ubah data absensi **Error! Bookmark not defined.**

Tabel 4. 13 Tabel skenario *use case* hapus data absensi..... **Error! Bookmark not defined.**

Tabel 4. 14 Tabel skenario *use case* lihat data absensi **Error! Bookmark not defined.**

Tabel 4. 15 Tabel skenario *use case* tambah skor tes pengetahuan produk..... **Error! Bookmark not defined.**

Tabel 4. 16 Tabel skenario *use case* ubah data skor tes pengetahuan produk **Error! Bookmark not defined.**

Tabel 4. 17 Tabel skenario *use case* hapus skor tes pengetahuan produk **Error! Bookmark not defined.**

Tabel 4. 18 Tabel skenario *use case* lihat skor tes pengetahuan produk..... **Error! Bookmark not defined.**

Tabel 4. 19 Tabel skenario *use case* tambah user..**Error! Bookmark not defined.**

Tabel 4. 20 21 Tabel skenario *use case* ubah data user **Error! Bookmark not defined.**

Tabel 4. 22 Tabel skenario *use case* hapus user**Error! Bookmark not defined.**

Tabel 4. 23 Tabel skenario *use case* set target dan perhitungan KPI..... **Error! Bookmark not defined.**

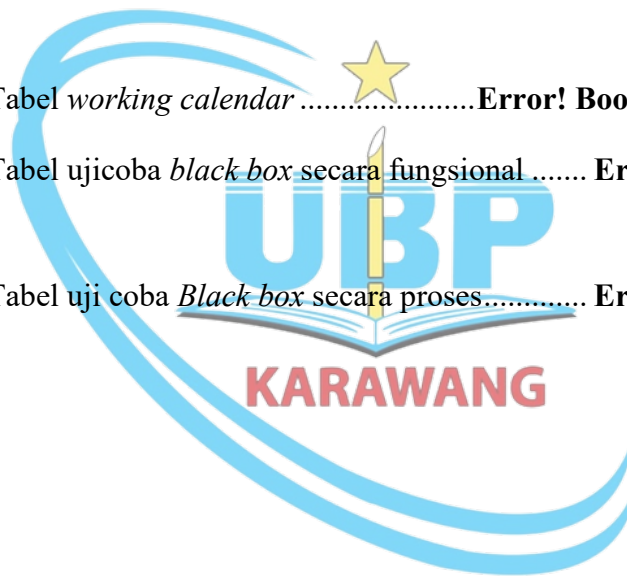
Tabel 4. 24 Tabel skenario *use case* lihat nilai akhir (KPI). **Error! Bookmark not defined.**

Tabel 4. 25 Daftar kelas, atribut, dan metode pada sistem yang diusulkan ... **Error! Bookmark not defined.**

Tabel 4. 26 Tabel entitass dan nama tabel**Error! Bookmark not defined.**

Tabel 4. 27 Tabel *user*.....**Error! Bookmark not defined.**

Tabel 4. 28 Tabel <i>jobdesk</i>	Error! Bookmark not defined.
Tabel 4. 29 Tabel <i>user role access</i>	Error! Bookmark not defined.
Tabel 4. 30 Tabel produktivitas	Error! Bookmark not defined.
Tabel 4. 31 Tabel <i>CS index</i>	Error! Bookmark not defined.
Tabel 4. 32 Tabel absensi.....	Error! Bookmark not defined.
Tabel 4. 33 Tabel skor tes pengetahua produk (<i>elearning</i>)..	Error! Bookmark not defined.
Tabel 4. 34 Tabel target pekerjaan atau KPI.....	Error! Bookmark not defined.
Tabel 4. 35 Tabel perhitungan nilai akhir atau KPI.....	Error! Bookmark not defined.
Tabel 4. 36 Tabel <i>working calendar</i>	Error! Bookmark not defined.
Tabel 4. 37 Tabel ujicoba <i>black box</i> secara fungsional	Error! Bookmark not defined.
Tabel 4. 38 Tabel uji coba <i>Black box</i> secara proses.....	Error! Bookmark not defined.



DAFTAR GAMBAR

Gambar 2. 1 Diagram dalam UML	Error! Bookmark not defined.
Gambar 3. 1 Prosedur penelitian.....	Error! Bookmark not defined.
Gambar 3. 2 <i>Iterative waterfall</i> (Mall, 2014).....	Error! Bookmark not defined.
Gambar 4. 1 Struktur organisasi secara umum	Error! Bookmark not defined.
Gambar 4. 2 Kutipan deskripsi pekerjaan staf <i>Contact Centre</i> ...	Error! Bookmark not defined.
Gambar 4. 3 Ilustrasi alur penilaian kinerja staf di <i>Contact Centre</i>	Error! Bookmark not defined.
Gambar 4. 4 <i>Flow map</i> perhitungan nilai akhir kinerja staf (<i>KPI</i>)	Error! Bookmark not defined.
Gambar 4. 5 Penilaian Kinerja Staf oleh <i>leader</i>	Error! Bookmark not defined.
Gambar 4.6 Acuan Perhitungan Nilai Akhir (<i>KPI</i>) Staf.....	Error! Bookmark not defined.
Gambar 4. 7 Tidak ada umpan balik kepada staf terkait hasil kerja	Error! Bookmark not defined.
Gambar 4. 8 Respon penting tidaknya mengetahui pencapaian kerja	Error! Bookmark not defined.
Gambar 4. 9 Seberapa sering penyampaian informasi pencapaian kerja.....	Error! Bookmark not defined.
Gambar 4. 10 Tindakan jika pencapaian kerja kurang baik.	Error! Bookmark not defined.

Gambar 4. 11 Ilustrasi perbaikan yang diajukan dengan penerapan sebuah aplikasi
.....**Error! Bookmark not defined.**

Gambar 4. 12 *Flow map* pengajuan perbaikan dengan implementasi aplikasi
.....**Error! Bookmark not defined.**

Gambar 4. 13 *Use case diagram* aplikasi yang akan dikembangkan..... **Error!
Bookmark not defined.**

Gambar 4. 14 *Activity diagram* tambah data produktivitas.. **Error! Bookmark not
defined.**

Gambar 4. 15 *Activity diagram* ubah produktivitas **Error! Bookmark not
defined.**

Gambar 4. 16 *Activity diagram* hapus data produktivitas **Error! Bookmark not
defined.**

Gambar 4. 17 *Activity diagram* lihat data produktivitas **Error! Bookmark not
defined.**

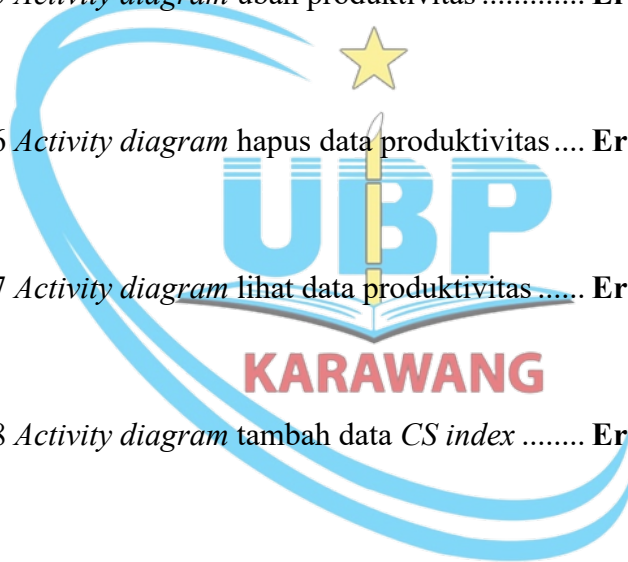
Gambar 4. 18 *Activity diagram* tambah data *CS index* **Error! Bookmark not
defined.**

Gambar 4. 19 *Activity diagram* ubah data *CS index* **Error! Bookmark not
defined.**

Gambar 4. 20 *Activity diagram* hapus data *CS index*..... **Error! Bookmark not
defined.**

Gambar 4. 21 *Activity diagram* lihat data *CS index* **Error! Bookmark not
defined.**

Gambar 4. 22 *Activity diagram* tambah data absensi **Error! Bookmark not
defined.**



Gambar 4. 23 *Activity diagram* ubah data absensi. **Error! Bookmark not defined.**

Gambar 4. 24 *Activity diagram* hapus data absensi. **Error! Bookmark not defined.**

Gambar 4. 25 *Activity diagram* lihat data absensi. **Error! Bookmark not defined.**

Gambar 4. 26 *Activity diagram* tambah skor tes pengetahuan produk **Error! Bookmark not defined.**

Gambar 4. 27 *Activity diagram* ubah skor tes pengetahuan produk **Error! Bookmark not defined.**

Gambar 4. 28 *Activity diagram* hapus data skor tes pengetahuan produk **Error! Bookmark not defined.**

Gambar 4. 29 *Activity diagram* lihat skor tes pengetahuan produk **Error! Bookmark not defined.**

Gambar 4. 30 *Activity diagram* tambah user **Error! Bookmark not defined.**

Gambar 4. 31 *Activity diagram* ubah data user **Error! Bookmark not defined.**

Gambar 4. 32 *Activity diagram* hapus user **Error! Bookmark not defined.**

Gambar 4. 33 *Activity diagram* set target dan perhitungan KPI. **Error! Bookmark not defined.**

Gambar 4. 34 *Activity diagram* lihat nilai akhir atau KPI.... **Error! Bookmark not defined.**

Gambar 4. 35 *Sequence diagram* tambah data produktivitas. **Error! Bookmark not defined.**

Gambar 4. 36 *Sequence diagram* ubah data produktivitas... **Error! Bookmark not defined.**

Gambar 4. 37 *Sequence diagram* hapus data produktivitas. **Error! Bookmark not defined.**

Gambar 4. 38 *Sequence diagram* lihat data produktivitas dengan *login agent*

.....**Error! Bookmark not defined.**

Gambar 4. 39 *Sequence diagram* lihat produktivitas oleh *deparment head* . **Error!**

Bookmark not defined.

Gambar 4. 40 *Sequence diagram* tambah data *CS index* **Error! Bookmark not defined.**

Gambar 4. 41 *Sequence diagram* ubah data *CS index* **Error! Bookmark not defined.**

Gambar 4. 42 *Sequence diagram* hapus data *CS index* **Error! Bookmark not defined.**

Gambar 4. 43 *Sequence diagram* lihat data *CS index* dengan *login agent* **Error! Bookmark not defined.**

Gambar 4. 44 *Sequence diagram* lihat data *CS index* oleh *department head* **Error! Bookmark not defined.**

Gambar 4. 45 *Sequence diagram* tambah data absensi **Error! Bookmark not defined.**

Gambar 4. 46 *Sequence diagram* ubah data absensi **Error! Bookmark not defined.**

Gambar 4. 47 *Sequence diagram* hapus data absensi **Error! Bookmark not defined.**

Gambar 4. 48 *Sequence diagram* lihat data absensi oleh *agent*.. **Error! Bookmark not defined.**

Gambar 4. 49 *Sequence diagram* lihat data absensi oleh *department head*... **Error! Bookmark not defined.**

Gambar 4. 50 *Sequence diagram* tambah data skor tes pengetahuan produk **Error! Bookmark not defined.**

Gambar 4. 51 *Sequence diagram* ubah data skor tes **Error! Bookmark not defined.**

Gambar 4. 52 *Sequence diagram* hapus data skor tes..... **Error! Bookmark not defined.**

Gambar 4. 53 *Sequence diagram* lihat skor tes oleh *agent*.. **Error! Bookmark not defined.**

Gambar 4. 54 *Sequence diagram* lihat skor tes oleh *department head*..... **Error! Bookmark not defined.**

Gambar 4. 55 *Sequence diagram* tambah user**Error! Bookmark not defined.**

Gambar 4. 56 *Sequence diagram* ubah data user ...**Error! Bookmark not defined.**

Gambar 4. 57 *Sequence diagram* hapus user**Error! Bookmark not defined.**

Gambar 4. 58 *Sequence diagram* set target dan perhitungan KPI..... **Error! Bookmark not defined.**

Gambar 4. 59 *Sequence diagram* lihat nilai akhir (KPI) oleh *agent*..... **Error! Bookmark not defined.**

Gambar 4. 60 *Sequence diagram* hitung nilai akhir (KPI) oleh *department head* atau *admin***Error! Bookmark not defined.**

Gambar 4. 61 *Class diagram* sistem yang diusulkan..... **Error! Bookmark not defined.**

Gambar 4. 62 Relasi *database***Error! Bookmark not defined.**

Gambar 4. 63 Struktur menu dengan *login admin* .**Error! Bookmark not defined.**

Gambar 4. 64 Struktur menu aktor dengan *login Agent*..... **Error! Bookmark not defined.**

Gambar 4. 65 Struktur menu aktor dengan login department head **Error! Bookmark not defined.**

Gambar 4. 66 Rancangan tampilan halaman *login* **Error! Bookmark not defined.**

Gambar 4. 67 Rancangan tampilan *dashboard***Error! Bookmark not defined.**

Gambar 4. 68 Rancangan tampilan menu *productivity by agent* **Error! Bookmark not defined.**

Gambar 4. 69 Rancangan tampilan halaman *productivity by period* **Error! Bookmark not defined.**

Gambar 4. 70 Rancangan tampilan halaman *productivity summary*..... **Error! Bookmark not defined.**

Gambar 4. 71 Rancangan tampilan halaman *CS index by agent*. **Error! Bookmark not defined.**

Gambar 4. 72 Rancangan tampilan halaman *CS index by period* **Error! Bookmark not defined.**

Gambar 4. 73 Rancangan tampilan halaman *CS index summary* **Error! Bookmark not defined.**

Gambar 4. 74 Rancangan tampilan halaman *Elearning by agent* **Error! Bookmark not defined.**

Gambar 4. 75 Rancangan tampilan halaman *elearning summary*..... **Error! Bookmark not defined.**

Gambar 4. 76 Rancangan tampilan halaman *absence by agent* ..**Error! Bookmark not defined.**

Gambar 4. 77 Rancangan tampilan halaman *absence detail* **Error! Bookmark not defined.**

Gambar 4. 78 Rancangan tampilan halaman *absence summary* .**Error! Bookmark not defined.**

Gambar 4. 79 Rancangan tampilan halaman *assessment by agent* **Error! Bookmark not defined.**

Gambar 4. 80 Rancangan tampilan halaman *setting* **Error! Bookmark not defined.**

Gambar 4. 81 Proses *coding* menggunakan aplikasi Visual Studio Code **Error! Bookmark not defined.**

Gambar 4. 82 Tampilan halaman *login* **Error! Bookmark not defined.**

Gambar 4. 83 Tampilan halaman utama atau *dashboard* dengan login *admin* **Error! Bookmark not defined.**

Gambar 4. 84 Tampilan halaman *productivity summary* dengan login *admin* **Error! Bookmark not defined.**

Gambar 4. 85 Tampilan halaman *productivity by agent* dengan login *agent* **Error! Bookmark not defined.**

Gambar 4. 86 Tampilan halaman perhitungan nilai akhir atau *KPI* staf..... **Error! Bookmark not defined.**