

ABSTRAK

PT PLN Icon Plus Regional Sumbagsel menghadapi tantangan dalam proses pengelolaan pelanggan *bad debt*, khususnya pada kegiatan *collection* yang meliputi distribusi data pelanggan kepada PIC, pencatatan hasil penanganan, *monitoring* progres *collection*, serta penyusunan laporan yang masih membutuhkan pengelolaan data secara terpisah. Penelitian ini bertujuan untuk mengembangkan Aplikasi Pengelolaan Pelanggan *Bad Debt* untuk Mendukung Proses *Collection* Layanan ICONNET berbasis web guna membantu proses pengelolaan data pelanggan, pencatatan aktivitas *collection*, *monitoring* kinerja PIC, dan penyusunan laporan *collection* secara lebih terstruktur. Aplikasi dikembangkan menggunakan bahasa pemrograman PHP dan database MySQL dengan menyediakan fitur pengelolaan data pelanggan, distribusi data kepada PIC, pencatatan hasil *follow up* dan *visit*, *monitoring collection* harian dan periode, pengelolaan data PIC, serta pembuatan laporan *collection* dalam format PDF dan Excel. Sistem juga dilengkapi dengan *dashboard monitoring* yang menyajikan informasi progres *collection* dan performa PIC. Hasil implementasi menunjukkan bahwa aplikasi berhasil mengintegrasikan proses *collection* dalam satu sistem yang mendukung pengelolaan data pelanggan, pencatatan hasil penanganan, *monitoring collection*, dan pelaporan. Berdasarkan pengujian *Black Box Testing*, seluruh fitur utama aplikasi berjalan sesuai kebutuhan pengguna. Dengan adanya sistem ini, proses *monitoring collection* dan penyusunan laporan dapat dilakukan secara lebih efektif dan efisien sesuai kebutuhan operasional PT PLN Icon Plus Regional Sumbagsel.

Kata Kunci : *Bad Debt, Collection, Monitoring Collection, PHP, MySQL, ICONNET*

ABSTRACT

PT PLN Icon Plus Regional Sumbagsel faces challenges in managing bad debt customers, particularly in collection activities involving customer data distribution to collection officers, recording handling results, monitoring collection progress, and preparing reports that still require separate data management processes. This study aims to develop a web-based Bad Debt Customer Management Application to Support the ICONNET Collection Process in order to improve customer data management, collection activity recording, collection officer performance monitoring, and collection reporting. The application was developed using PHP as the programming language and MySQL as the database management system. The system provides features such as customer data management, customer distribution to collection officers, follow-up and visit handling records, daily and periodic collection monitoring, collection officer management, and collection report generation in PDF and Excel formats. In addition, the system is equipped with a monitoring dashboard that presents collection progress and collection officer performance information. The implementation results indicate that the application successfully integrates customer data management, handling activity recording, collection monitoring, and reporting into a single system. Based on the Black Box Testing results, all main features of the application were able to operate according to user requirements. As a result, collection monitoring and reporting processes can be carried out more efficiently in accordance with the operational needs of PT PLN Icon Plus Regional Sumbagsel.

Keywords: Bad Debt, Collection, Monitoring Collection, PHP, MySQL, ICONNET