

ABSTRAK

Perkumpulan Keluarga Berencana Indonesia (PKBI) Sumatera Selatan merupakan lembaga yang menyediakan layanan kesehatan reproduksi dan konseling. Penentuan prioritas layanan konseling masih dilakukan berdasarkan pertimbangan subjektif konselor sehingga berpotensi menimbulkan ketidak konsistenan keputusan. Penelitian ini bertujuan mengimplementasikan metode pembobotan kriteria pada aplikasi berbasis *website* untuk membantu menentukan prioritas layanan konseling secara objektif. Sistem dikembangkan menggunakan metode *Waterfall* yang meliputi analisis kebutuhan, desain, implementasi, pengujian, dan pemeliharaan. Metode *Rank Order Centroid* (ROC) digunakan untuk menentukan bobot lima kriteria, yaitu lama masalah dirasakan, dukungan sosial, dampak pada aktivitas, keterlibatan orang lain, dan riwayat traumatis, sedangkan metode *Weighted Aggregated Sum Product Assessment* (WASPAS) digunakan untuk menghitung nilai preferensi dan menentukan peringkat prioritas klien. Aplikasi menyediakan tiga hak akses pengguna, yaitu admin, konselor, dan klien. Hasil penelitian menunjukkan bahwa aplikasi berhasil menghasilkan rekomendasi prioritas layanan konseling berdasarkan nilai preferensi (Q_i) sehingga klien dapat dikelompokkan ke dalam tingkat prioritas yang sesuai. Pengujian menggunakan metode *Black Box Testing* menunjukkan seluruh fungsi sistem berjalan sesuai kebutuhan. Implementasi metode ROC dan WASPAS pada aplikasi berbasis *website* mampu menghasilkan proses penentuan prioritas yang lebih objektif, terstruktur, transparan, dan mendukung peningkatan efektivitas pelayanan konseling di PKBI Sumatera Selatan.

Kata Kunci: Sistem Pendukung Keputusan, ROC, WASPAS, Prioritas Layanan Konseling, PKBI Sumatera Selatan.

ABSTRACT

The Indonesian Family Planning Association (PKBI) South Sumatra is an organization that provides reproductive health and counseling services. The process of determining counseling service priorities is still based on counselors' subjective judgments, which may lead to inconsistent decision-making. This study aims to implement a criteria weighting method in website-based application to support the objective determination of counseling service priorities. The system was developed using the Waterfall method, which consists of requirements analysis, system design, implementation, testing, and maintenance. The Rank Order Centroid (ROC) method was applied to determine the weights of five criteria, namely problem duration, social support, impact on daily activities, involvement of other parties, and traumatic history, while the Weighted Aggregated Sum Product Assessment (WASPAS) method was used to calculate preference values and determine client priority rankings. The application provides three user roles: administrator, counselor, and client. The results show that the application successfully generates counseling service priority recommendations based on the preference value (Q_i), enabling clients to be classified according to their priority levels. Black Box Testing indicates that all system functions operate as expected. The implementation of the ROC and WASPAS methods in the website-based application provides a more objective, structured, and transparent priority determination process while improving the effectiveness of counseling services at PKBI South Sumatra.

Keywords: Decision Support System, ROC, WASPAS, Counseling Service Priority, PKBI South Sumatra.