

## ABSTRAK

Penelitian ini bertujuan untuk merancang Sistem Informasi Antrian Nasabah Program Keluarga Harapan (PKH) berbasis Microsoft Access pada Bank Rakyat Indonesia (BRI) Unit Pakjo Palembang. Permasalahan yang dihadapi adalah proses pengelolaan antrian nasabah PKH yang masih dilakukan secara manual sehingga sering terjadi penumpukan antrian, meningkatnya waktu tunggu, serta kesulitan dalam pengelolaan data pelayanan. Metode yang digunakan dalam penelitian ini adalah Research and Development (R&D) dengan model pengembangan ADDIE yang terdiri dari tahap Analysis, Design, Development, Implementation, dan Evaluation. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan studi pustaka. Hasil penelitian menunjukkan bahwa sistem yang dirancang memiliki fitur login, dashboard, pengelolaan data antrian, nomor antrian otomatis, serta laporan data antrian. Berdasarkan hasil validasi expert judgment, sistem memperoleh nilai rata-rata 4,73 dengan kategori sangat baik. Selain itu, hasil pengujian menunjukkan bahwa seluruh fitur sistem dapat berjalan sesuai dengan fungsi yang dirancang. Dengan demikian, sistem informasi antrian berbasis Microsoft Access dapat membantu pengelolaan antrian nasabah Program Keluarga Harapan (PKH) menjadi lebih tertib, efektif, efisien, dan terdokumentasi dengan baik.

**Kata Kunci:** *Sistem Informasi, Antrian, Program Keluarga Harapan (PKH), Microsoft Access, ADDIE.*

## ABSTRACT

*This study aims to design a Customer Queue Information System for beneficiaries of the Family Hope Program (PKH) using Microsoft Access at Bank Rakyat Indonesia (BRI) Unit Pakjo Palembang. The problem identified in this study is that the queue management process for PKH customers is still conducted manually, resulting in queue congestion, increased waiting times, and difficulties in managing service data. The research employed the Research and Development (R&D) method using the ADDIE development model, which consists of five stages: Analysis, Design, Development, Implementation, and Evaluation. Data were collected through observation, interviews, and literature review. The results show that the designed system includes login features, a dashboard, queue data management, automatic queue number generation, and queue reports. Based on expert judgment validation, the system achieved an average score of 4.73, which falls into the “very good” category. Furthermore, the testing results indicate that all system features functioned as intended. Therefore, the Microsoft Access-based queue information system can assist in managing PKH customer queues in a more orderly, effective, efficient, and well-documented manner.*

**Keywords:** *Information System, Queue Management, Family Hope Program (PKH), Microsoft Access, ADDIE.*