

ABSTRACT

UMKM are one of the pillars of the economy in Indonesia. Many UMKM face problems in organizing order management. One of the efforts in developing UMKM is to use technology so that UMKM are more effective and efficient. One of the technology implementations that will be used is Shared Service. This study aims to develop application design by implementing Shared Service. This research uses the raw data of UMKM entrepreneurs as a reference in the needs of website applications. The application development model uses the concepts of design science and behavior science. The tests carried out are blackbox testing and user acceptance testing carried out in each iteration process. In the User Acceptance Testing test in the first iteration, a percentage of 59.2% was classified as neutral. The prototype needs to be improved further. Blacbox testing results in each function being declared valid. The User Acceptance Test in the second iteration obtained a percentage of 94% which was classified as strongly agree. This shows that the application design can meet the needs of users. The Order Management application for UMKM using the prototype method has a function to provide services to manage all orders and their contents in UMKM.

Keywords: Order Management System, UMKM, Share Service