

Designing a Website-Based Inventory Information System at 'NeoSkin' Cosmetics Store Using User-Centered Design

Evlyn Jane Putri ^{1*}

^{1*} Software Engineering Technology Study Program, College of Vocational Studies, IPB University
selynevlyn@apps.ipb.ac.id

Devi Fedrianingsih², Meilani Jesica³, Irfan Tigranaufal Nugraha⁴, Danke Hidayat⁵, Ramma Dwi Rachmat⁶, Mahatmadi Ariq Mayangkara⁷, Ade Riyanti⁸, Afifah Rodhiyatun Nisa⁹

²³Software Engineering Technology Study Program, College of Vocational Studies, IPB University
²devifedrianingsih@apps.ipb.ac.id, ³melanijesica@apps.ipb.ac.id

⁴⁵⁶⁷⁸⁹Computer Engineering Technology Study Program, College of Vocational Studies, IPB University
⁴tigranaufalirfan@apps.ipb.ac.id, ⁵dankehidayat@apps.ipb.ac.id, ⁶ry0ramma@apps.ipb.ac.id,
⁷mahatmadiariq@apps.ipb.ac.id, ⁸aderiyanti@apps.ipb.ac.id, ⁹afifahrnisa@apps.ipb.ac.id

Inventory system plays an important role in managing inventory in the warehouse, especially for companies engaged in product sales. in the field of product sales. NeoSkin, as one of the cosmetics stores, needs an effective and efficient system to manage inventory reports. an effective and efficient system to manage inventory reports in a structured manner. in a structured manner. This research aims to design and develop web-based Inventory Information System at NeoSkin cosmetics store, with a User Centered Design (UCD) approach that focuses on the needs of users. User Centered Design (UCD) approach that focuses on the needs and experience of users. user experience. Black Box Testing is used to ensure that the system system functions properly and according to user needs.

Keywords: Black Box Testing, Cosmetic Store, Inventory Information System, User Centered Design, Website

INTRODUCTION

In today's digital era, advances in information technology have a major impact on various aspects of life, including in the inventory management system. For companies engaged in product sales, inventory is one of the most important components in their operations. This inventory is used on an ongoing basis in daily sales activities and can be presented in the form of an inventory report. (Badrul, 2021). An inventory system is a system that functions to manage stock items in a warehouse. If a company wants to manage items recording and reporting in a planned, controlled, systematic, and connected way, it needs an inventory system. (Badrul, 2021).

NeoSkin, as one of the cosmetic stores, requires an efficient system to manage items data reports, incoming items reports, and outgoing items reports. Currently, the inventory management process at NeoSkin is still done conventionally, namely the admin inputting data manually using a spreadsheet, which can cause errors in recording and reporting stock items. In addition, a User Centered Design approach is needed in designing this inventory information system, because this approach focuses on user needs and preferences. (Mukti, 2018).

This research has a high urgency because NeoSkin, as a cosmetic store, faces challenges in managing the supply of items. With a manual inventory management system, the risk of errors in recording incoming and outgoing items increases, which in turn will potentially cause shortages or overstocks. Therefore, designing a website-based inventory information system with a User Centered Design approach is very important to minimize the risk of errors in managing items data and ease of use of the system by the admin as a user.

Based on research conducted (Badrul, 2021) A website-based inventory system can help improve efficiency in recording and managing items data, thus saving time in the process. In addition,

research by (Dakhilullah dan Suranto, 2022) also shows that the application of UCD to web-based applications succeeds in creating intuitive and easy-to-use interfaces. (Daffa et al., n.d.)

This research supports previous studies by emphasizing the importance of intuitive and responsive interface design to improve user experience. By applying the User Centered Design (UCD) approach, it is expected that the design of the inventory information system on the NeoSkin website can be designed to support the user experience so that it is easy to use, efficient, and in accordance with user needs.

This research aims to design and implement an effective and efficient website-based inventory information system using the User Centered Design approach, so that it can facilitate the management of items data, incoming items reports, and outgoing items reports at NeoSkin cosmetic stores.

METHODS

The author uses the User Centered Design method, an approach used in design by directly involving the participation of users, namely warehouse administrators, to ensure that the developed system meets their daily operational needs. Users are involved in the development process through information gathering techniques such as interviews, problem solving, class diagram creation, and interface design (Nanda Wijaya Putra et al., 2023) . Furthermore, for the development of this website, usability testing is carried out with a black box testing approach by the user. Blackbox Testing is a software testing method that emphasizes testing application functions without considering the internal structure or workings of the application. (Fahrezi et al., n.d.).

This User Centered Design method has several stages, which can be seen from Figure 1 below.

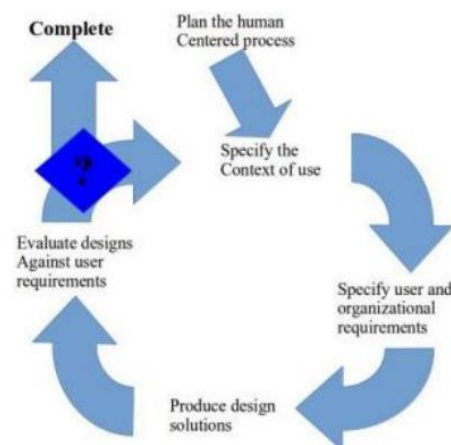


Figure 1. User Centered Design Method

1. Specify the Context of Use : At this stage, the developer understands the user context of the system to be designed. The context in question includes who will use the system, the reasons users utilize the system, and in what situations or conditions they use it (Queen Virginia Jeanifer Tambayong, 2022).
2. Specify User and Organizational Requirements : This stage the developer determines the user's needs to create an application design (Akay et al., n.d.).
3. Produce Design Solutions : This stage performs design design as a solution to the product to be developed, which is tailored to user needs (Badrul, 2021).
4. Evaluate Design Against User Requirement : This stage evaluates the designs and prototypes at the 'Produce Design Solutions' stage carried out by users to ensure whether they are in accordance with user needs (Ernawati & Dwi Indriyanti, n.d.).

To understand user needs, the author needs to collect the data needed in this research using several data collection techniques, namely:

a. Observation

The author makes direct observations at the NeoSkin cosmetics store so that the author can identify problems that exist in the inventory system at NeoSkin. Observations are made directly in the field so that the author can understand the conditions of the system used today.

b. Interview

The author conducted a direct interview with Mrs. Lunia, the owner of NeoSkin Cosmetic Shop, to obtain more information about the data and needs in designing a better inventory system. Through this interview, the author gained a deeper understanding of the business flow, specific needs of the store, and expectations to be achieved with the new inventory system. Ms. Lunia provided insight into the weaknesses of the current system.

c. User Testing

The author conducted observations and interviews with users while interacting with the NeoSkin inventory system website. During this process, the author gets direct feedback from users regarding the usefulness of the system that has been implemented. This test aims to evaluate whether the designed system is in accordance with user needs or not.

To analyze the data that had been collected, the authors used descriptive qualitative analysis techniques. Data from observations, interviews, and user testing were interpreted in depth to identify patterns, needs, and problems faced by users. Information obtained from interviews with Ms. Lunia, the owner of NeoSkin, as well as user feedback when interacting with the system, was used to evaluate whether the proposed inventory system design was in accordance with the expectations and operational needs of the store. The results of this analysis then become the basis for preparing recommendations for improvement and further development of the system to make it more effective and efficient.

RESULTS AND DISCUSSION

The results of this research are in the form of designing a website-based inventory information system using a User Centered Design approach that focuses on user needs. In this design, the analysis of system needs is carried out by collecting data from users through direct interviews, where each information obtained is analyzed to produce a system design that is truly in accordance with user needs. This analysis process not only aims to design relevant features and workflows, but also to ensure that the developed system is able to provide an intuitive and easy-to-understand user experience.

This system needs analysis aims to ensure that the system meets user needs and is easy to understand when used, this needs analysis goes through four stages, namely:

1. Specify the Context of Use

This stage identifies the users who will use the website. This process is done with observations and interviews so that users can explain under what conditions they will use the website, and convey their specific needs. By doing this identification, the developer can ensure that the system is designed according to user needs. The following is an interview with the user:

Table 1. Interview Results

No.	Interview Results	Stakeholder
1.	How does Neoskin Store usually record items leaving the warehouse? Answer: “Admin records it manually on a spreadsheet. After the transaction is complete, the admin manually inputs the outgoing items data into the spreadsheet.”	

2. **What is the workflow at Neoskin Store when receiving items into the warehouse?**

Answer:

“After the items arrive, the warehouse staff check the physical condition of the items and then report to the admin. If everything is good, the admin records the incoming items and updates the stock in the spreadsheet. Next, the admin will report it to the finance department.”

3. **How does the admin report available stock items?**

Answer:

“The admin usually makes a monthly report by manually counting the stock, then sends it to the finance department via email in the form of an excel file.”

4. **What are the main obstacles the admin faces in recording incoming and outgoing items and managing items data?**

Answer:

“Sometimes there are errors in recording items that cause discrepancies between physical stock and spreadsheets.”

5. **What are the main needs of Toko Neoskin in managing items data?**

Answer:

“My main requirement is to have a system that can manage data automatically and provide accurate reports. I want to ensure that data on available and outgoing stock items can be accessed easily and quickly.”

6. **How do you think the process of recording and reporting incoming items can be improved?**

Answer:

“A system that can update the stock as soon as the items come in would be very helpful.”

7. **What features do you think will be most helpful in this new inventory system?**

Answer:

“A system that can record incoming and outgoing items would be very helpful, as well as, a feature to generate items reports quickly.”



Name: Lunia Nur Larasati

Age : 26 years old

Occupation : NeoSkin Owner

From the results of interviews with NeoSkin shop owners, recording incoming and outgoing items is currently still done manually by the admin using a spreadsheet. The main obstacle faced by the admin is that recording errors often occur, causing discrepancies between physical stock and spreadsheets. To overcome this problem, NeoSkin Shop needs a system to manage inventory in the warehouse effectively and efficiently.

2. Specify User and Organizational Requirements

This stage identifies user needs that are adjusted to the NeoSkin Inventory System Activities and Features table, class diagram and activity diagram to provide a clear picture of how the system will work.

Table 2. NeoSkin Inventroy System Activities and Features

Business Process Name	Feature Name (Routines)	User
Inventory	Read items data	Warehouse Admin
	Add items data	
	Edit items data	
	Delete items data	
	Manage items data	
	Read incoming items data	
	Add incoming items data	
	Edit incoming items data	
	Delete incoming items data	
	Manage incoming items data	
	Read outgoing items data	
	Add outgoing items data	
	Edit outgoing items data	
	Delete outgoing items data	
	Manage outgoing items data	

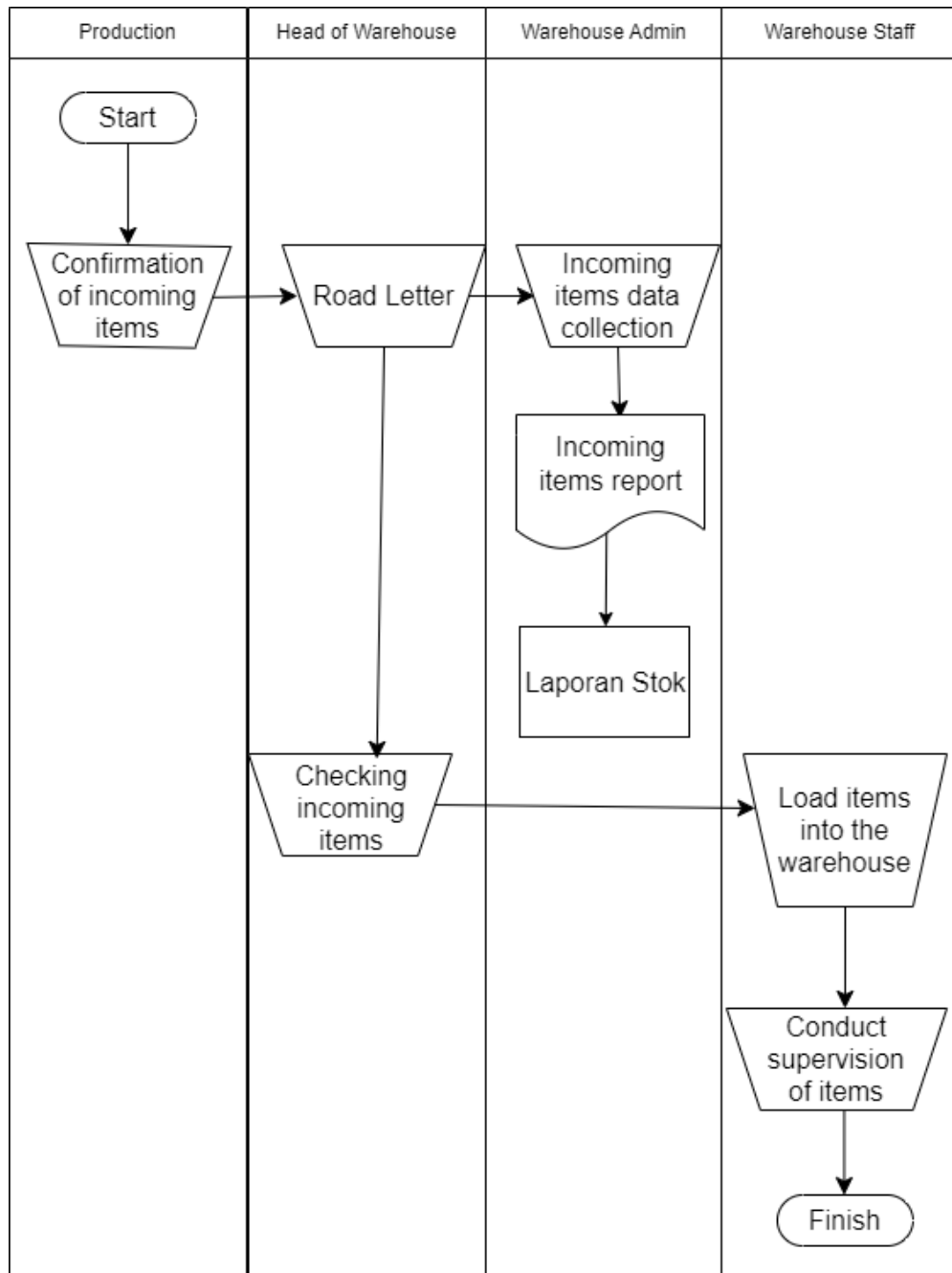


Figure 2. Incoming Items Activity Diagram

The picture above explains that every items that comes or enters from the supplier, the production department will first confirm to the head of the warehouse by providing a road letter containing the number and what items will enter. Then the head of the warehouse will check the items and give the road letter to the warehouse admin to manage the incoming items data into the system. Furthermore, the data is processed by the system into a stock report. After the head of the warehouse checks, then the head of the warehouse confirms to the warehouse staff to load and supervise the items entering the warehouse.

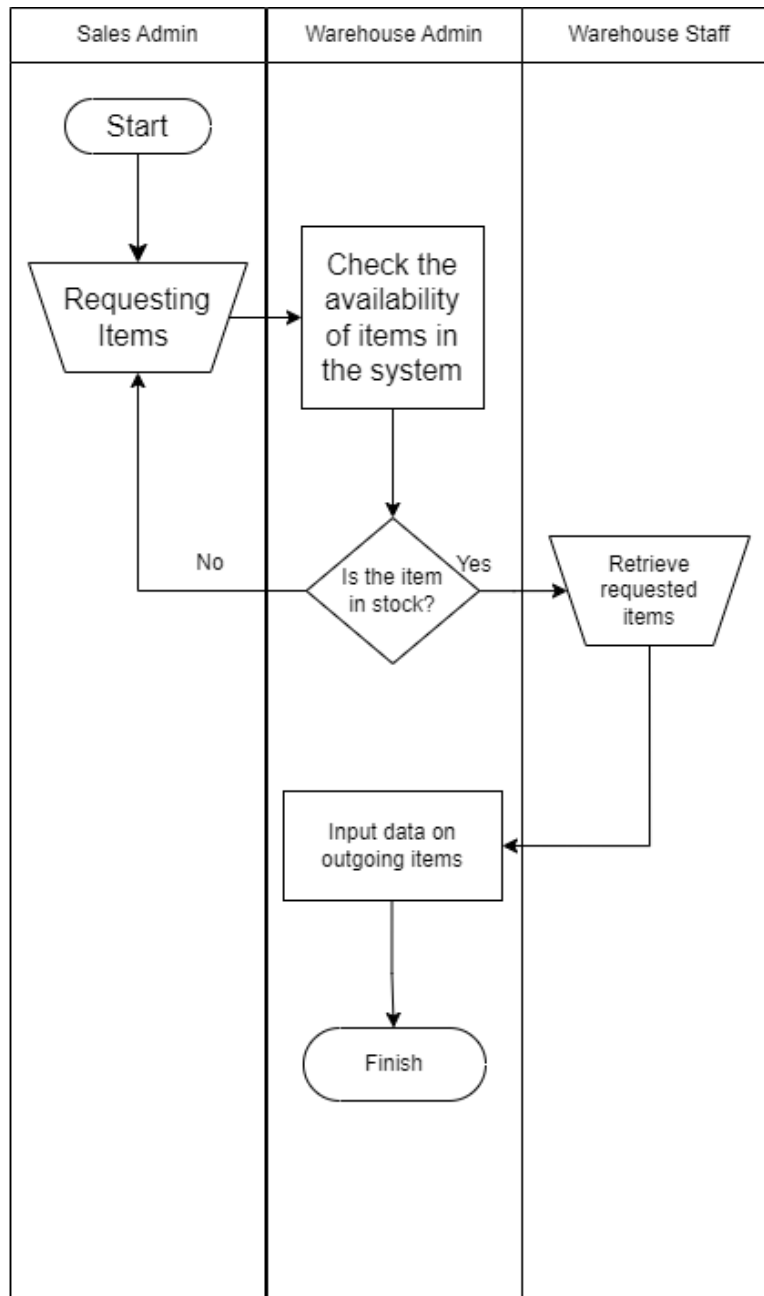


Figure 3. Outgoing Items Activity Diagram

The picture above explains that the sales department requests items from the warehouse, then the warehouse checks the availability of the requested stock. If the stock is available, the warehouse takes the requested items, enters the items into the dispensing document, and sends the items to the sales department. After that, the warehouse updates the stock of items that have been issued. However, if the stock is not available, the warehouse informs the sales department that the items are not available.

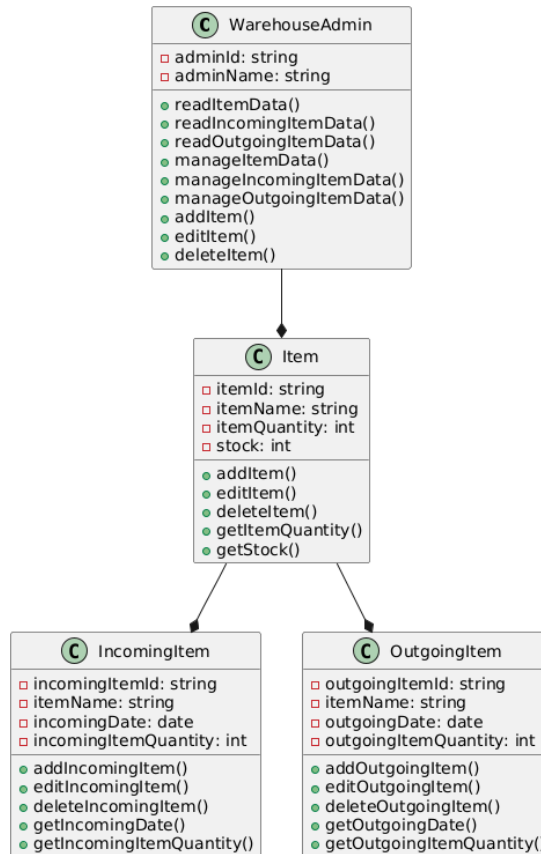


Figure 4. Class Diagram

3. Produce Design Solution

At this stage, the solutions that have been identified begin to be realized in real form. At this stage, the design is carried out in detail and carefully to create an inventory management information system that is in accordance with the needs and objectives that have been set previously. This stage focuses on developing a system that can facilitate the management of items at NeoSkin, including the management of stock items, recording incoming items, and outgoing items.

3.1 Login Page

On the login page, users are given the opportunity to enter their registered email address and the appropriate password to gain access to the website. After the user fills in both fields correctly, the system will verify the information entered before granting permission to enter the website.

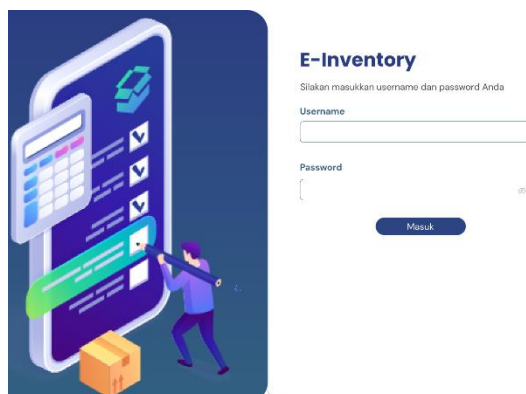


Figure 5. Login Page

3.2 Dashboard Page

On the dashboard page, the admin can see a visual overview of the stock of items in the warehouse through a graph. This graph displays the total stock of items and outgoing items. In addition, the dashboard also displays the top 4 products that have the most stock in the warehouse, helping admins to know which items are available in large quantities so that they can manage stock more efficiently.

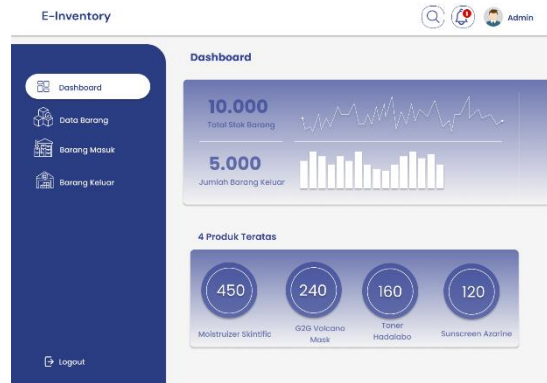


Figure 6. Dashboard Page

3.3 Items Data Page

The Items Data page is a page where the admin can manage the data of items available in the warehouse. Through the CRUD (Create, Read, Update, Delete) function, the admin can add new items data by entering information such as items name, items type, and stock quantity. In addition, the admin can view and monitor stored items, update stock information if changes occur, and delete items that are no longer available. This feature is very important to ensure the availability of items and prevent stock shortages in the NeoSkin warehouse.

ID Barang	Nama Barang	Jenis Barang	Stok	Aksi
P01	Sunscreen - Factory	Skin Care	950	[Edit] [Delete]
P02	Two Way Cate - Sea Mela Up	Muka Up	1000	[Edit] [Delete]
P03	Molstruzer - Skinflic	Skin Care	960	[Edit] [Delete]
P04	Cuafon - GlaxoDove	Muka Up	750	[Edit] [Delete]
P05	Tweel apple Cate - Azarine	Muka Up	800	[Edit] [Delete]

Figure 7. Items Data Page

3.4 Incoming Items Data Page

The Incoming Items Data page is a page where the admin can record and manage data on items received at the warehouse. Admins can add reports of newly arrived items, including details such as the name of the items, the number of incoming items, and the date the items entered the warehouse. This feature also allows the admin to view the history of incoming items, update information in case of recording errors, and delete unnecessary reports. With this feature, the items receiving process can be well organized and the history of items received can be monitored easily.

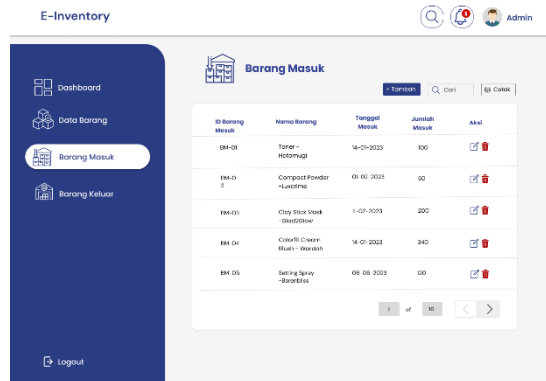


Figure 8. Incoming Items Data Page

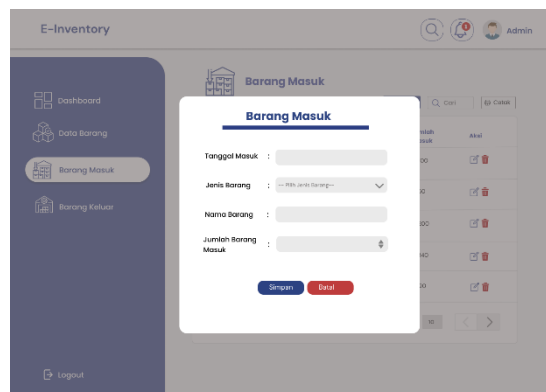


Figure 9. Form Add / Edit Incoming Items

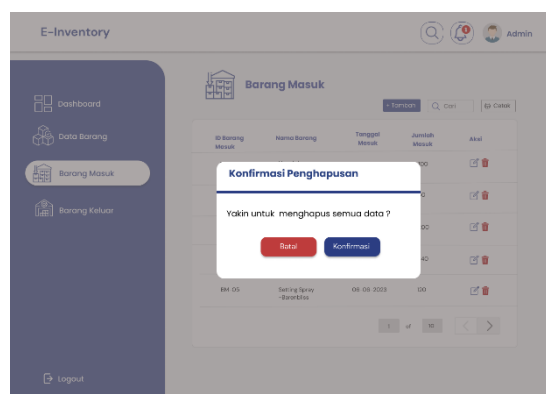


Figure 10. Delete Incoming Items

3.5 Outgoing Items Data Page

The Outgoing Items Data page is a page where the admin records every items that comes out of the warehouse for sales. The admin can create a report on the release of items by including data such as the name of the items, the number of items issued, the date the items was released. In addition, admins can view the history of outgoing items, update reports if needed, and delete reports. This feature helps ensure that every items that goes out is recorded properly, so that stock can be managed accurately.

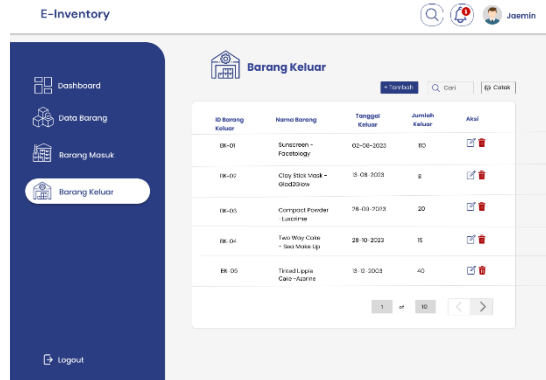


Figure 11. Outgoing Items Data Page

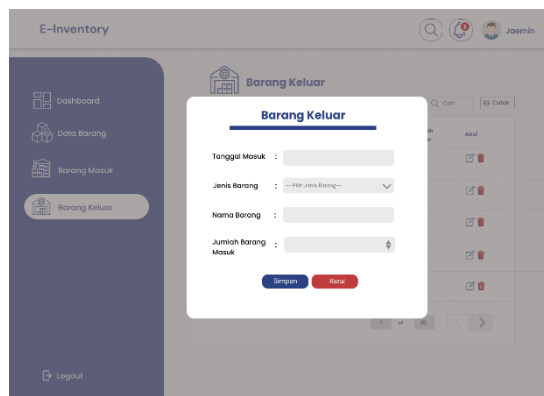


Figure 12. Form Add / Edit Outgoing items

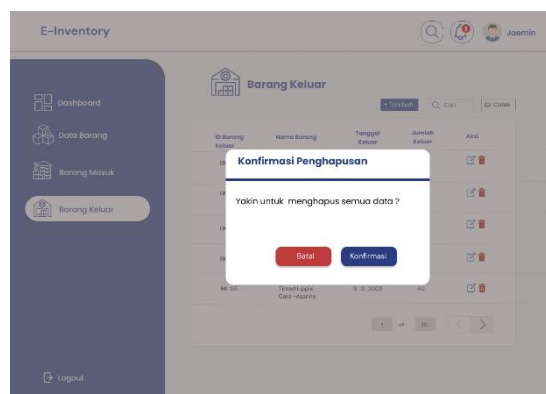


Figure 13. Delete Outgoing items

4. Evaluate design against user requirements

This stage is the process of evaluating the design that has been made at the Produce Design Solution stage to ensure that the resulting design meets user needs. At this stage, users test the prototype to find out whether the design results are in accordance with their needs and expectations. This evaluation is carried out using the Black Box Testing method, which focuses on testing system functionality based on user needs and expectations without paying attention to the internal processes of the system. The results of Black Box Testing are then analyzed to

see if there are any functional errors or discrepancies with user requirements. With this testing, the Evaluate Design Against User Requirements stage ensures that the design solution that has been created can be implemented effectively and supports user tasks in managing inventory at Neoskin.

4.1 Login Function Testing Results

Table 3. Testing the Login Function

Test Case Name	Initial Conditions	Tester
Login Function	Admin is on the Login page	NeoSkin Admin and NeoSkin Owner
Scenario		
Test procedure steps for test cases :		
<ul style="list-style-type: none"> • Fill in all requested data • Click the “Login” button 		
Results		
Expected	Observation	Results
1. If the email and password entered match then login successfully and will be directed to the admin dashboard page.	When performing the steps listed above, the test was successful.	Success
2. If the email and password entered do not match, the login will failed.		

4.2 Results of Testing the Function to Add Items Data

Table 4. Testing the Function to Add Item Data

Test Case Name	Initial Conditions	Tester
Admin function Adding Item Data	Admin has logged in	NeoSkin Admin and NeoSkin Owner
Scenario		
Test procedure steps for test cases :		
<ul style="list-style-type: none"> • Login as admin • Enter the Item Data page • Press the add button • Fill in all fields • Click the save button 		
Results		
Expected	Observation	Results

1. Data is successfully added to the goods table database	When performing the steps listed above, the test was successful.	Success
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4.3 Testing Results for the Function to Delete Items Data

Table 5. Testing the Function to Delete Item Data

Test Case Name	Initial Conditions	Tester
Admin function testing deleting item data	Admin has logged in	NeoSkin Admin and NeoSkin Owner
Scenario		
Test procedure steps for test cases :		
<ul style="list-style-type: none"> • Login as admin • Enter the Item Data page • Press the delete icon button to delete item data 		
Results		
Expected	Observation	Results
1. Can delete item data	When performing the steps listed above, the test was successful.	Success

4.4 Results of Testing the Function of Searching and Printing Items Data

Table 6. Testing the Function of Searching and Printing Item Data

Test Case Name	Initial Conditions	Tester
Admin function testing Searching and Printing Item Data	Admin has logged in	NeoSkin Admin and NeoSkin Owner
Scenario		
Test procedure steps for test cases :		
<ul style="list-style-type: none"> • Login as admin • Enter the Item Data page • Press the 'Search' button to search for the desired data • Press the 'Print' button to print the item data report in PDF format 		
Results		
Expected	Observation	Results
1. Can search for item data according to the wishes of the admin	When performing the steps listed above, the test was successful.	Success
2. Can print item data reports		

4.5 Result of Testing the Function of Adding Incoming Items Data

Table 7. Testing the Function of Adding Incoming Items Data

Test Case Name	Initial Conditions	Tester
Admin function testing Adding Incoming Items Data	Admin has logged in	NeoSkin Admin and NeoSkin Owner
Scenario		
Test procedure steps for test cases :		
<ul style="list-style-type: none"> • Login as admin • Enter the Incoming Items Data page • Press the add button • Fill in all fields • Click the save button 		
Results		
Expected	Observation	Results
1. Data is successfully added to the incoming items table database	When performing the steps listed above, the test was successful.	Success

4.6 Test Results of the Function Deleting Incoming Items Data

Table 8. Testing the Function of Deleting Incoming Items Data

Test Case Name	Initial Conditions	Tester
Admin function testing Deleting Incoming Items Data	Admin has logged in	NeoSkin Admin and NeoSkin Owner
Scenario		
Test procedure steps for test cases :		
<ul style="list-style-type: none"> • Login as admin • Enter the Incoming Items Data page • Press the delete icon button to delete incoming items data 		
Results		
Expected	Observation	Results
1. Can delete incoming items data	When performing the steps listed above, the test was successful.	Success

4.7 Results of Testing the Function of Searching and Printing Incoming Items Data

Table 9. Testing the Function of Searching and Printing Incoming Items Data

Test Case Name	Initial Conditions	Tester
Admin function testing Searching and Printing Incoming Items Data	Admin has logged in	NeoSkin Admin and NeoSkin Owner
Scenario		
Test procedure steps for test cases :		
<ul style="list-style-type: none"> • Login as admin • Enter the Incoming Items Data page • Press the 'Search' button to search for the desired data • Press the 'Print' button to print the item data report in PDF format 		
Results		
Expected	Observation	Results
1. Can search for incoming items data according to the wishes of the admin	When performing the steps listed above, the test was successful.	Success
2. Can print incoming items data reports		

4.8 Testing Results of the Function Adding Outgoing Items Data

Table 10. Testing the Function of Adding Outgoing Items Data

Test Case Name	Initial Conditions	Tester
Admin function testing Adding Outgoing Items Data	Admin has logged in	NeoSkin Admin and NeoSkin Owner
Scenario		
Test procedure steps for test cases :		
<ul style="list-style-type: none"> • Login as admin • Enter the Outgoing Items Data page • Press the add button • Fill in all fields • Click the save button 		
Results		
Expected	Observation	Results
1. Data is successfully added to the outgoing items table database	When performing the steps listed above, the test was successful.	Success

4.9 Testing Results for the Function to Delete Incoming Items Data

Table 11. Testing the Function of Deleting Outgoing Items Data

Test Case Name	Initial Conditions	Tester
Admin function testing Deleting Outgoing Items Data	Admin has logged in	NeoSkin Admin and NeoSkin Owner
Scenario		
Test procedure steps for test cases :		
<ul style="list-style-type: none"> • Login as admin • Enter the Outgoing Items Data page • Press the delete icon button to delete outgoing items data 		
Results		
Expected	Observation	Results
1. Can delete outgoing items data	When performing the steps listed above, the test was successful.	Success

4.10 Results of Testing the Function of Searching and Printing Outgoing Items Data

Table 12. Testing the Function of Searching and Printing Outgoing Items Data

Test Case Name	Initial Conditions	Tester
Admin function testing Searching and Printing Outgoing Items Data	Admin has logged in	NeoSkin Admin and NeoSkin Owner
Scenario		
Test procedure steps for test cases :		
<ul style="list-style-type: none"> • Login as admin • Enter the Outgoing Items Data page • Press the 'Search' button to search for the desired data • Press the 'Print' button to print the item data report in PDF format 		
Results		
Expected	Observation	Results
1. Can search for outgoing items data according to the wishes of the admin 2. Can print outgoing items data reports	When performing the steps listed above, the test was successful.	Success

4.11 Testing Results of Logout Function

Test Case Name	Initial Conditions	Tester
Logout Function	Admin has logged in first	NeoSkin Admin and NeoSkin Owner
Scenario		
Test procedure steps for test cases : <ul style="list-style-type: none">• Click the “Logout” button		
Results		
Expected	Observation	Results
1. Can log out and return to the login page	When performing the steps listed above, the test was successful.	Success

CONCLUSION

Based on the research results, it can be concluded that the User Centered Design approach method combined with the Black Box Testing approach is effectively used to meet the needs of the NeoSkin website design. The user response, namely the admin to the functional needs and design appearance on the website shows positive results, indicating that this website is suitable for use as a cosmetic product inventory information system. The designed system not only meets the expectations and needs of users, but also provides an efficient solution in managing data on items at NeoSkin.

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