

## **ABSTRACT**

**Web-Based Questionnaire Processing System in Computer Science  
Department, University of Lampung (Case Study ISO service questionnaire)**

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Questionnaire can help an organization or institution meet the data collection. Filling out the questionnaire is usually done by distributing questionnaires to some individuals depending on the topic. ISO service questionnaire processing which available at the Department of Computer Science, University of Lampung is done semi-manually, because the calculation process still uses Microsoft Excel so it takes more time. In this study, there is an innovation to develop Web-Based Questionnaire Processing System in Computer Science Department, University of Lampung (Case Study ISO service questionnaire) which aims to develop a computerized questionnaire system, calculate automatically, show the results graph, and show questionnaire reports on the system. ISO Services Processing System in the Department of Computer Science is developed using PHP programming language.

The development of the system uses Waterfall Methods. the results of this study is the system can generate a computerized questionnaire, can calculate automatically, can show the calculation results in graphs, can show reports questionnaire on the system.

**Key Word: Questionnaire, Waterfall Method.**