

# Implementation of a Web-Based Management Information System for Monitoring Sales and Stock of Goods in MSMEs

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## Abstract

Digital transformation is crucial for Micro, Small, and Medium Enterprises (MSMEs) to improve business management effectiveness and competitiveness in the digital economy. However, most MSMEs still rely on manual transaction recording and inventory management, leading to operational constraints such as data entry errors, delays in preparing sales reports, and difficulties with real-time inventory monitoring. This community service activity aims to implement a web-based management information system to support sales monitoring and inventory management at Lasari Kopi MSME in Makassar City. The novelty of this activity lies in integrating sales monitoring, automated transaction recording, and real-time inventory management into a single web-based dashboard tailored to the operational needs of small-scale MSMEs. The implementation method uses an implementative-participatory approach through the stages of identifying partner needs, system development, application implementation, user training, and system evaluation. The evaluation was conducted using Black Box Testing and the System Usability Scale (SUS), with 15 respondents, including business owners and MSME employees. The implementation results show that all system features function as intended, with no functional errors. Furthermore, the usability evaluation achieved a SUS score of 89.4, which is considered Excellent. The system implementation also successfully improved business operational efficiency by accelerating the transaction recording process from an average of 4–5 minutes to 1–2 minutes and improving the accuracy of real-time inventory monitoring. Thus, the implementation of a web-based management information system has proven to support the digital transformation of MSMEs by improving administrative effectiveness, operational efficiency, and more integrated and sustainable business data management.

*Keywords:* MSMEs; Management Information Systems; Sales Monitoring; Inventory; Digital Transformation

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## Introduction

Digital transformation has become a crucial factor in enhancing business competitiveness and sustainability in the modern economic era. The rapid development of information technology has encouraged various business sectors to adopt digital systems to support operational activities and business decision-making. One business sector that plays a strategic role in the national economy is Micro, Small, and Medium Enterprises (MSMEs). MSMEs not only contribute to national economic growth but also play a significant role in creating jobs and improving public welfare. Therefore, strengthening MSMEs' capacity through information technology is a crucial step in supporting digital economic transformation. The use of information technology in MSME management can help make business administration processes more effective and efficient. Digital information systems can support transaction recording, inventory management, sales reporting, and data-driven business decision-making. According to (Hamdat et al., 2024; Ren, 2022) management information systems serve as tools for managing data and providing accurate information to support decision-making within an organization or business. In the context of MSMEs, implementing information systems can improve operational efficiency and accelerate general business administration processes.

Despite the rapid development of digital technology, most MSMEs in Indonesia still face various obstacles in implementing information systems. Many MSMEs still rely on manual transaction recording and inventory management, using simple transaction books or conventional bookkeeping. This situation causes various problems, including errors in transaction recording, loss of sales data, delays in preparing business reports, and difficulties with real-time inventory monitoring. Furthermore, unstructured inventory management often leads to discrepancies between inventory data and actual conditions in the field, thus impacting business operational effectiveness. Manual business administration also leads to low operational efficiency for MSMEs. The transaction recording process is relatively time-consuming and carries a high risk of calculation errors. Limited access to fast, accurate sales information makes it difficult for business owners to evaluate business developments and make decisions about procurement and sales strategies. (Alam et al., 2024) explains that unstructured stock management can lead to business losses from stockouts or inventory buildup.

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Recent advances in information technology enable MSMEs to use web-based management information systems to support their operations. Web-based systems offer various advantages, such as flexible access, ease of use, the ability to store structured data, and the ability to present information in real time. According to (Dallocchio et al., 2024; Kumar et al., 2025) business digitalization through information technology can increase operational effectiveness, expand market access, and improve customer service quality. Therefore, implementing a web-based information system is one solution to support MSMEs' digital transformation. A web-based management information system can also help monitor sales and manage inventory more effectively. Through a monitoring dashboard, business owners can automatically track daily transaction volumes, inventory conditions, and sales reports in real time. This information can be used as a basis for business decisions, such as planning procurement, evaluating best-selling products, and controlling inventory. Furthermore, a digital system helps improve the accuracy of data recording and minimizes the risk of transaction data loss.

Several previous studies have shown that implementing web-based information systems positively impacts the effectiveness of business management. (Azizah et al., 2024; Bindeeba et al., 2025) explains that the digital transformation of MSMEs through the implementation of management information systems can improve administrative efficiency and accelerate the preparation of business reports. (Al-Hattami et al., 2025; Yin & Sun, 2025) also shows that the use of digital systems in MSMEs can improve the accuracy of transaction recording and facilitate more effective sales monitoring. (Ladani et al., 2025; Singh et al., 2024) states that a web-based stock monitoring system can help business owners manage inventory more effectively, thereby reducing the risk of stock data discrepancies. In addition to supporting administrative efficiency, information system implementation is also closely related to user acceptance of the technology. The Technology Acceptance Model (TAM) was developed by (Putri et al., 2023) explains that user acceptance of technology is influenced by two main factors: perceived usefulness and perceived ease of use. In the context of MSMEs, information systems that are easy to use and provide tangible benefits to business activities will be more readily accepted by users. Therefore, information system development for MSMEs requires attention to ease of use, the suitability of features to business needs, and user comfort with operating the system.

Although various studies have examined the implementation of information systems in MSMEs, most still focus on transaction digitization or stock management separately. Furthermore, previous studies have generally failed to integrate sales monitoring, automated transaction recording, and real-time stock monitoring into a single web-based dashboard tailored to the operational needs of small-scale MSMEs. Previous research is also limited in evaluating system usability using the System Usability Scale (SUS) and in directly assessing its impact on business operational efficiency. Therefore, this community service activity was conducted to develop and implement a more integrated, user-friendly web-based management information system for the Lasari Kopi MSME in Makassar City.

Based on initial observations at the Lasari Kopi MSME in Makassar City, sales transactions were still recorded, and inventory was managed manually using a simple transaction book. Lasari Kopi is an MSME engaged in the sale of coffee drinks and related products, with fairly high daily transaction volume. However, the still-manual business administration led to various operational obstacles, such as delays in preparing sales reports, errors in recording transaction data, and difficulties in regularly monitoring the condition of raw materials and product stocks. Furthermore, searching for transaction data at Lasari Kopi MSME took a relatively long time because all data was stored in manual archives that were not integrated. The lack of a real-time inventory monitoring system also made it difficult for business owners to manage raw materials and finished products. This condition often led to delays in procuring goods and mismatches between physical stock and recorded data. These problems contributed to low operational efficiency and suboptimal business decision-making.

Therefore, to address these issues, a web-based management information system is needed to support sales monitoring and inventory management more effectively and in an integrated manner. The system development process for this activity utilized the Rapid Application Development (RAD) method, which consists of the stages of requirements planning, user design, construction, and implementation. The RAD method was chosen because it offers a fast, flexible development process and actively involves users in design and evaluation, ensuring the system is better aligned with the operational needs of MSME partners (Daraghmi & Daraghmi, 2022; Göransson et al., 2003). This approach allows the developed system to better suit the operational needs of MSME partners.

The developed information system provides key features, including a sales monitoring dashboard, automatic transaction recording, inventory monitoring, product data management, and real-time sales reports. The system is designed to be web-based, so it can be accessed on a computer or smartphone, making it easy for users to use the application anytime, anywhere. In addition, the system interface is designed to be simple and responsive, enhancing user comfort. System evaluation was conducted using Black-Box Testing and the System Usability Scale (SUS). Black Box Testing is used

to ensure that all system features function as designed, while the System Usability Scale (SUS) is used to measure the usability and user acceptance of the developed system (Ayuningtyas et al., 2026; Syahrul et al., 2026). User acceptance evaluation is important because the success of information system implementation depends not only on technical aspects but also on users' comfort and satisfaction with the system.

Based on the description, this community service activity aims to implement a web-based management information system to support sales monitoring and inventory management at the Lasari Kopi MSME in Makassar City. The system implementation is expected to improve business administration efficiency, accelerate transaction processing and sales reporting, and assist business owners in more effective and integrated operational monitoring and data-driven decision-making.

## Method

This community service activity was carried out at the Lasari Kopi MSME located in Makassar City, South Sulawesi. The business partner is engaged in the sale of coffee drinks and related products, with fairly high daily transaction volume. The partner selection was based on initial observations indicating that the business administration process was still performed manually, particularly in recording sales transactions and managing inventory. This condition caused various operational obstacles, such as delays in preparing sales reports, errors in recording transactions, and difficulties in regularly monitoring inventory. The activity's implementation used an implementative-participatory approach that directly involved partners at every stage, from identifying needs to evaluating system usage. This approach was chosen to ensure the developed system aligned with the MSME's operational needs and could be used sustainably after the community service activity was completed (Vasconcelos et al., 2022).

The initial phase of the activity involved field observations and interviews with the business owner and employees of the Lasari Kopi MSME to identify business processes, transaction recording flows, inventory management, and administrative obstacles encountered in business operations. The identification results showed that recording transactions and monitoring inventory were still done manually, making the business administration process less effective and time-consuming. Based on the results of the needs identification, a web-based management information system was designed using a user-centered design approach, taking into account ease of use, flexible access, and feature suitability for the operational needs of the MSME (Purbaya et al., 2022; Sarmas et al., 2025). The developed system provides a dashboard for monitoring sales, recording digital transactions, managing product data, monitoring inventory, and automatically generating operational reports. The system is web-based and can be accessed using both computers and smartphones, supporting flexible use in daily business operations.

The implementation phase involved application installation, database configuration, product data input, and system implementation in the operational activities of the Lasari Kopi MSME. After the system was implemented, the activity continued with user training and mentoring on using the system's main features, starting with the login process, transaction entry, inventory monitoring, and sales report preparation. The training was conducted directly using business operational data to facilitate users' understanding of how to use the system. Program evaluation was conducted through functional and system usability testing. Functional testing using the Black Box Testing method was carried out to ensure that all system features operate as designed, without examining the internal structure of the program code (Berihun et al., 2023; Khoshniat et al., 2024). Testing was conducted on user login features, sales transactions, stock monitoring, product data management, and sales reports.

In addition to functional testing, usability evaluation is carried out using the System Usability Scale (SUS) method developed by Brooke (Nery et al., 2025). The evaluation was conducted with 15 respondents, consisting of business owners and employees of the Lasari Kopi MSME. The SUS instrument consists of 10 statements used to assess ease of use, system efficiency, and user comfort when operating the system. The assessment was conducted using a five-point Likert scale, ranging from 1 (strongly disagree) to 5 (strongly agree). In the System Usability Scale (SUS) method, respondents' answers were first converted according to the SUS scoring rules. For odd-numbered statement items, the score was calculated using the formula  $X - 1$ , while for even-numbered items, the score was calculated using the formula  $5 - X$ . All converted scores were then added together and multiplied by a conversion factor of 2.5 to obtain the final SUS score with a value range of 0–100. The SUS calculation formula is shown in Equation 1 (Lewis, 2018; Nuñez et al., 2024).

$$\text{Score SUS} = \left( \sum X \right) \times 2.5$$

Equation 1 is the formula for calculating the System Usability Scale (SUS), and the interpretation of the SUS score follows the categories shown in Table 1.

Table 1. System Usability Scale Criteria

SUS Score Range	Grade	Interpretation
> 80	A	Excellent
68–80	B	Good
51–67	C	Acceptable
< 51	D	Poor

In addition to the usability evaluation, an operational effectiveness analysis was also conducted by comparing conditions before and after system implementation. Observed indicators included transaction recording speed, ease of sales data retrieval, effectiveness of inventory monitoring, and accuracy of business reporting. This analysis was used to determine the impact of the system implementation on improving the overall operational efficiency of the Lasari Kopi MSME.

### Results and Discussion

The implementation of a web-based management information system at Lasari Kopi MSME was undertaken to support digital transformation in business management, particularly to record sales transactions and monitor inventory. The system was directly applied to business operations after going through the stages of needs identification, system design, application implementation, user training, and system testing. The implementation results showed that the use of a digital system not only accelerated business administration processes but also improved data management effectiveness, operational efficiency, and the quality of overall business decision-making. Prior to the system implementation, all business administration processes at Lasari Kopi MSME still relied on manual recording using simple transaction books. Each sales transaction was recorded conventionally, making the administrative process relatively time-consuming and risky in recording errors. Furthermore, inventory management was not conducted systematically, making it difficult for business owners to monitor inventory conditions regularly. This condition made the business decision-making process less effective because the available operational data was not organized in an integrated manner and was difficult to access quickly.

According to (Cosa & Torelli, 2024; Hossain et al., 2024) management information systems have a crucial role in supporting data management and decision-making processes by providing fast, accurate, and integrated information. In the context of MSMEs, the use of digital information systems not only serves as an administrative tool but also becomes part of a strategy to improve operational efficiency and business competitiveness. Therefore, a web-based information system was implemented at Lasari Kopi MSME to overcome administrative obstacles previously handled manually. Before discussing the results of the system implementation in more detail, the main dashboard display of the web-based management information system implemented at Lasari Kopi MSME is shown in Figure 1. The dashboard is designed to display real-time information about business operations, including daily transaction counts, total revenue, best-selling products, and stock levels.



Figure 1. Lasari Kopi MSME Management Information System Dashboard

The system dashboard was developed with a simple, responsive interface to ease use for users with varying levels of digital literacy. The information displayed on the dashboard allows business owners to quickly monitor operational conditions without having to manually summarize data as previously required. Furthermore, the dashboard helps users evaluate sales by specific periods, as all transaction data is automatically stored in the system database. The digital dashboard significantly changes the administrative management pattern of the Lasari Kopi MSME. Before the system was implemented, business owners had to manually check transaction books to determine sales figures and inventory levels. This process was relatively time-consuming and often delayed business evaluations. Once the system is in place, all operational information can be accessed directly through the dashboard, making the business monitoring process more efficient and structured.

These findings indicate that implementing digital technology can improve the quality of information management in MSMEs by providing real-time operational data (Setiawan et al., 2025; Susanti et al., 2022). Digital transformation in MSMEs can improve the effectiveness of business management and strengthen competitiveness by optimizing information technology. In this implementation, the system dashboard serves not only as a data visualization tool but also as an operational monitoring tool, helping business owners quickly and accurately understand business conditions. In addition to the main dashboard, the system provides a sales transaction menu for automatically recording all sales activities. The transaction menu display is shown in Figure 2.

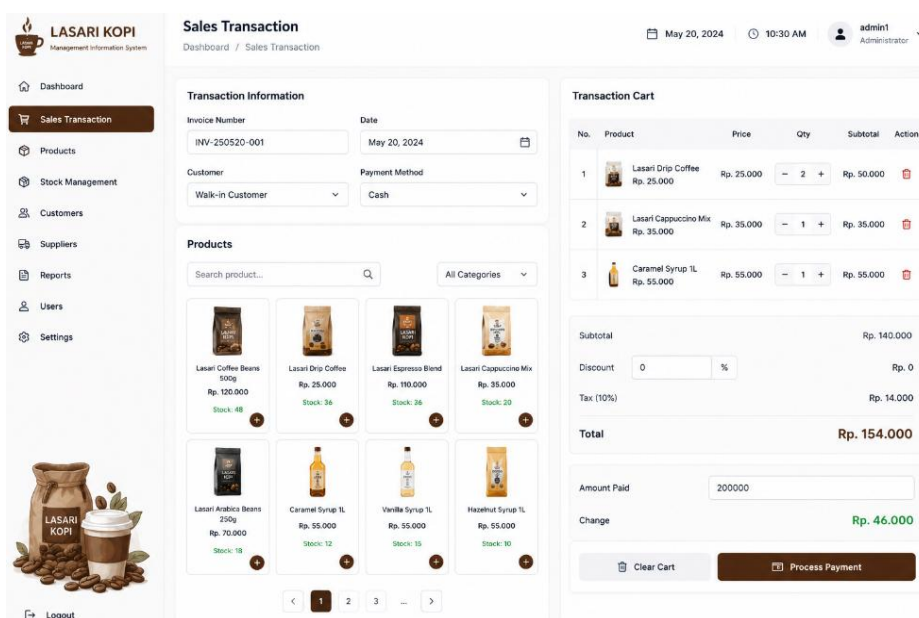


Figure 2. Sales Transaction Menu Display

The transaction menu is designed to help users record sales digitally by selecting products, calculating total payments, and automatically storing transaction data in the system database. The system also automatically updates stock levels based on transactions, thus making the administration process more integrated. The implementation of the web-based transaction menu significantly increases customer service efficiency. Before the system was implemented, the transaction recording process took an average of 4–5 minutes because it was done manually. After using the digital system, transaction time was reduced to about 1–2 minutes because the system automatically handled calculations and data storage.

The reduction in transaction times demonstrates that the system significantly improves business operational efficiency. Faster transaction processing not only helps expedite customer service but also reduces queues during peak operating hours. Furthermore, the system helps reduce the risk of errors in transaction recording by automating the entire calculation process. Increased transaction efficiency also impacts the quality of business service. In culinary and beverage businesses such as Lasari Kopi, service speed is a crucial factor in customer satisfaction. The implemented digital system helps streamline the service process, reducing the need for customers to wait long for transactions. These findings demonstrate that information system implementation not only impacts business administration but also improves the quality of customer service.

These results are in line with research (Farida & Aryanto, 2022) which explains that digitizing transaction recording in MSMEs can improve data accuracy and speed up business administration processes. Furthermore, the use of digital systems improves data storage security because all transactions are automatically stored in the database, reducing the risk of data loss compared to manual recording methods. Another important feature of the system is inventory monitoring. Prior to the system's implementation, inventory management was still carried out manually, resulting in frequent discrepancies between physical inventory and recorded data. This situation makes it difficult for business owners to determine procurement schedules for raw materials and products. The inventory monitoring display is shown in Figure 3.

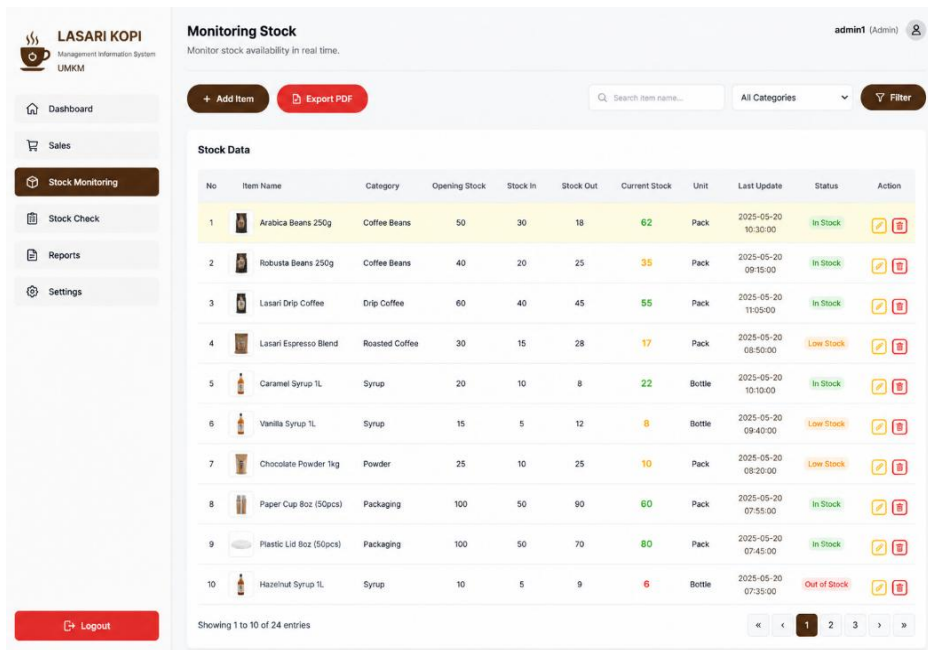


Figure 3. Stock Monitoring Display

The stock monitoring feature is designed to help users monitor inventory conditions in real time. The system displays available stock, low stock levels, and a history of stock changes based on sales transaction activity. Each transaction automatically updates the system's stock levels, making inventory data more accurate and integrated. The implementation of the stock monitoring feature has improved the effectiveness of inventory management at Lasari Kopi, a small- and medium-sized enterprise (SME). Before the system was implemented, stock checking was done manually by directly counting the number of items available. This method was relatively time-consuming and often resulted in inconsistencies in stock data. Once the system is in place, business owners can monitor stock conditions directly on the dashboard, eliminating the need for manual checks.

The increased effectiveness of stock monitoring demonstrates that web-based information systems can contribute to more accurate and efficient inventory control. Real-time stock information helps business owners determine raw material procurement schedules, thereby minimizing the risk of shortages or stockpiling. In addition to aiding stock control, monitoring systems also impact operational cost management. More structured stock management helps business owners avoid overpurchasing raw materials, which can lead to excessive storage costs and material damage. Thus, implementing digital systems not only improves the effectiveness of business administration but also helps increase the efficiency of resource utilization. According to (Panigrahi et al., 2024) structured inventory management is crucial to supporting operational effectiveness and the sustainability of small businesses. In this implementation, web-based inventory monitoring helps Lasari Kopi, a small- to medium-sized enterprise, manage inventory more systematically, resulting in more stable, controlled operational processes.

In addition to impacting operational effectiveness, implementing digital-based stock monitoring also helps improve the quality of business decision-making. Business owners can more quickly identify products with high sales and low stock turnover. This information serves as the basis for determining procurement strategies, inventory management, and periodic sales evaluations. Thus, the implemented information system functions not only as an administrative tool but also as a medium to support data-driven decision-making. Furthermore, to ensure that all system features operate as

designed, Black Box Testing was conducted. Functional testing was conducted using the Black Box Testing method to ensure that all system features operate as designed. The test results are shown in Table 2.

Table 2. Black Box Testing Results

System Components	Test Results	Status
User Login	Run according to the function	Valid
System Dashboard	Displaying real-time data	Valid
Sales Transaction	Transaction data is automatically saved	Valid
Stock Monitoring	Stock data is updated automatically	Valid
Sales report	Report successfully displayed	Valid

Based on the test results in Table 2, all system features performed as designed, with no functional errors. These results indicate that the system has a good level of stability for use in the operational activities of the Lasari Kopi MSME. The success of the Black Box Testing demonstrates that the system is capable of optimally supporting business administration processes. According to (Skalka & Drlík, 2023) Black box testing is used to ensure that the system performs all functions as specified by user requirements without examining the program's internal structure. In this implementation, all of the system's main features performed well, making it suitable for daily business operations.

The success of all system features also indicates that the application development process has met user needs. This is important because the success of information system implementation in MSMEs is influenced not only by technical aspects but also by how well the system's features align with the business's operational needs. Systems that are too complex tend to be difficult to implement in MSMEs due to limited human resources and the user's ability to adopt technology. In addition to functional testing, an evaluation was conducted using the System Usability Scale (SUS) to assess the usability and user acceptance of the developed information system. The evaluation was conducted with 15 respondents, consisting of business owners and employees of the Lasari Kopi MSME. Before further explaining the usability evaluation results, the SUS calculation is presented in Table 3.

Table 3. Results of System Usability Scale (SUS)

Item	Average Score	SUS Converted Score
Q1	4.8	3.8
Q2	1.7	3.3
Q3	4.7	3.7
Q4	1.9	3.1
Q5	4.6	3.6
Q6	1.8	3.2
Q7	4.8	3.8
Q8	1.9	3.1
Q9	4.7	3.7
Q10	1.8	3.2
<b>Total SUS Score</b>		<b>89.4</b>
<b>Category</b>		<b>Excellent</b>

Based on the evaluation results in Table 3, using the System Usability Scale (SUS) with 15 respondents, the developed web-based management information system obtained a SUS score of 89.4, which falls within the Excellent category. These results indicate that the system has a very high level of usability and is well-received by users. Users considered the system easy to use, able to facilitate more efficient transaction processes, and effective in supporting real-time sales and inventory monitoring. Furthermore, users also assessed that this system can help accelerate business administration activities and facilitate overall operational monitoring. The high usability score indicates that the developed system is well accepted by MSME users. This indicates that ease of use is a critical factor in the successful implementation of digital transformation in small businesses. These findings reinforce the Technology Acceptance Model (TAM), which posits that perceived ease of use and perceived usefulness influence users' acceptance of technology.

The evaluation results indicate that the interface design and system navigation structure meet the needs of MSME users, who require simple yet functional applications. In the MSME context, ease of use is crucial because most users lack the technical skills to operate digital applications. Therefore, a user-friendly system will be more readily accepted and implemented sustainably. The usability evaluation results support the Technology Acceptance Model (TAM) developed by (Almasi et al., 2023; Vlachogianni & Tselios, 2022). TAM explains that user acceptance of technology is influenced by perceived ease of use and perceived usefulness. Furthermore, in this implementation, both aspects are clearly visible through the high level of user satisfaction with the developed system. In addition to the usability evaluation, an

operational effectiveness analysis was also conducted by comparing conditions before and after the implementation of the web-based information system at the Lasari Kopi MSME. The results of the analysis are shown in Table 4.

Table 4. Comparison of Conditions Before and After System Implementation

Indicator	Before Implementation	After Implementation
Transaction recording	Manual	Automatic digital
Transaction time	4–5 minutes	1–2 minutes
Stock monitoring	Manual	Real-time
Preparation of reports	Manual	Automatic
Risk of recording errors	Tall	Low
Transaction data search	Slow	Fast

Based on Table 4, the implementation of a web-based management information system has significantly improved the operational efficiency of the Lasari Kopi MSME. Transaction recording, previously performed manually, has been successfully automated through a digital system, resulting in faster and more structured administrative processes. Furthermore, inventory monitoring, previously performed manually, has become real-time, resulting in more accurate inventory management. The most significant change is seen in the sales reporting process. Prior to the system's implementation, business reports were prepared manually by calculating daily transactions from the ledgers. This process was time-consuming and risked calculation errors. After the system's implementation, sales reports can be accessed automatically through the system dashboard, making the business evaluation process faster and more efficient.

From a managerial perspective, implementing information systems also helps improve the quality of business decision-making. Business owners can more quickly track sales trends, inventory levels, and product performance through the system dashboard. This information helps businesses determine sales strategies, procure raw materials, and conduct more measurable operational evaluations. According to (Al-Hattami, 2024; Ren, 2022) management information systems function as decision-making tools that can improve the operational effectiveness of organizations and small businesses. In this implementation, the developed information system helps business owners quickly and accurately obtain operational information, thereby making the decision-making process more effective.

The results of this implementation are in line with research (Handayani & Masrokhah, 2024) which explains that digital transformation of MSMEs through the implementation of information systems can improve operational efficiency and accelerate business data management. Although this system has successfully improved business administration efficiency, its implementation still faces limitations in integrating data across devices and dependence on internet connections. Furthermore, some users still require assistance in the initial stages of using the system, especially when adapting to digital applications in daily operational activities. These conditions indicate that the success of MSME digital transformation is influenced not only by the quality of the technology used but also by users' readiness to adopt the new system. Research (Ladani et al., 2025; Singh et al., 2024) also shows that a web-based stock monitoring system can help business actors manage inventory more effectively and accurately.

Overall, the implementation of a web-based management information system at the Lasari Kopi MSME successfully supported the business's digital transformation process by improving administrative effectiveness, simplifying inventory monitoring, accelerating access to operational information, improving the quality of data-driven decision-making, and improving overall operational efficiency. The developed system not only helps structure business administration processes but also contributes to improving service quality and the sustainability of business management in the digital era. Furthermore, this community service activity still has several limitations, including the system implementation being conducted on a single MSME and the limited number of usability respondents. Furthermore, the developed system has not been integrated with mobile applications or AI-based sales analysis features. Therefore, further development is needed to improve the system's scalability and features in subsequent implementations.

## Conclusions

The implementation of a web-based management information system at Lasari Kopi MSME has successfully supported the digital transformation process in business management, particularly in recording sales transactions and monitoring inventory. Prior to the system's implementation, business administration processes were still performed manually, resulting in operational challenges, including delays in preparing sales reports, errors in recording transactions, and difficulties in periodically monitoring inventory conditions. After the system's implementation, all business administration processes became more structured, integrated, and easily accessible in real time through the system dashboard. The implementation results showed that the web-based information system significantly improved business operational efficiency. The process of recording transactions, which previously took an average of 4–5 minutes, was

reduced to about 1–2 minutes with the digital system. Furthermore, inventory monitoring became more accurate because every change in inventory data was automatically recorded in the system database. The system implementation also helped speed up the preparation of sales reports and facilitated more effective retrieval of transaction data.

Based on the Black Box Testing results, all system features operated successfully in accordance with their design specifications, with no functional errors. In addition, the usability evaluation using the System Usability Scale (SUS) yielded a score of 89.4, which falls within the Excellent category. These results indicate that the system has a very high level of ease of use and is well-received by users, especially business owners and employees of the Lasari Kopi MSME. Overall, implementing a web-based management information system not only improves the effectiveness of business administration but also enhances data-driven decision-making, operational efficiency, and the quality of business services. Therefore, implementing digital information systems in MSMEs can be an important strategy for supporting business sustainability and enhancing competitiveness in the era of digital transformation.

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### Contribution

Umami Rahmah contributed to the conceptualization of the activity, system requirements analysis, community service program implementation, data collection, and drafting of the article. Neneng Awaliyah and Akbar Iskandar contributed to system development, usability evaluation, data analysis, and article revision. Ruth contributed to the literature review, validation of the article's substance, interpretation of the results, and refinement of the article's academic writing.

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