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SISTEM INFORMASI PELAYANAN DESA BERBASIS WEBSITE DI DESA KARANGDADAP

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205 + xviii halaman / 180 gambar / 29 tabel / 4 lampiran / 10 pustaka

ABSTRAK

Kantor Balai Desa Karangdadap menjalankan fungsinya sebagai pusat administrasi, pelayanan surat, dan layanan-layanan lain oleh warga Desa Karangdadap. Berdasarkan hasil observasi dan wawancara yang sudah dilakukan penulis ditemukan sebuah permasalahan yaitu pelayanan yang ada saat ini masih dilakukan secara manual, seperti pelayanan surat yang mengharuskan warga datang ke kantor balai desa untuk melakukan pengajuan surat. Pelayanan pengaduan yang masih dari mulut ke mulut, juga kurangnya penyampaian informasi secara menyeluruh oleh pihak balai desa kepada masyarakat. Berdasarkan hasil kuesioner yang disebarkan ke warga yang ada di Desa Karangdadap sebagai responden, didapatkan hasil bahwa warga merasa kesulitan mendapatkan informasi mengenai Desa Karangdadap dan kurangnya penyampaian informasi dari desa kepada warganya. Warga merasa pelayanan yang ada saat ini kurang efektif, yaitu terkait pelayanannya yang masih manual dan belum tersistem. Berdasarkan permasalahan tersebut, Kantor Balai Desa Karangdadap membutuhkan sebuah sistem informasi pelayanan yang dapat membantu mempermudah kegiatan pelayanan. Metode yang digunakan adalah metode pengumpulan data, metode pengembangan sistem dan metode pengujian sistem. Metode pengumpulan data berupa observasi, wawancara dan kuesioner. Sedangkan metode pengembangan sistem meliputi analisis kebutuhan perangkat lunak, desain, pengodean, pengujian dan pemeliharaan. Metode pengujian yaitu black box, white box dan UAT. Setelah dilakukan metode pengumpulan data, metode pengembangan sistem dan metode pengujian sistem maka terwujudnya Sistem Informasi Pelayanan Desa Berbasis Website di Desa Karangdadap. Kesimpulannya sistem sudah bisa melakukan kelola data pelayanan dengan cepat dan efektif dan saran kedepannya sistem bisa melakukan validasi NIK per KK dan meningkatkan keamanan sistem dengan mengirimkan kode verifikasi melalui email atau nomor handphone.

Kata Kunci: Sistem Informasi, Pelayanan Desa, Kantor Balai Desa, Karangdadap, *Website.*

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WEBSITE-BASED VILLAGE SERVICE INFORMATION SYSTEM IN **KARANGDADAP** *VILLAGE*

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205 + xviii *page* / 180 *images* / 29 *tables* / 4 *attachment* / 10 *references*

ABSTRACT

Karangdadap *Village Hall Office carries out its function as an administrative center, mail service, and other services by residents of* Karangdadap *Village. Based on the results of observations and interviews that have been carried out by the author, it was found a problem, namely that existing services are still carried out manually, such as mail services which require residents to come to the village hall office to submit letters. Complaint services are still word of mouth, as well as the lack of comprehensive information delivery by the village hall to the community. Based on the results of the questionnaire distributed to residents in* Karangdadap *Village as respondents, it was found that residents found it difficult to get information about* Karangdadap *Village and the lack of information delivery from the village to its citizens. Residents feel that the current service is less effective, namely related to the service which is still manual and not yet systemized. Based on these problems, the* Karangdadap *Village Hall Office needs a service information system that can help facilitate service activities. The method used is data collection method, system development method and system testing method. Methods of data collection in the form of observation, interviews and questionnaires. While the system development method includes software requirements analysis, design, coding, testing and maintenance. The test methods are black box, white box and UAT. After conducting data collection methods, system development methods and system testing methods, the realization of a Website-Based Village Service Information System in* Karangdadap *Village. In conclusion, the system is able to manage service data quickly and effectively and suggestions in the future the system can validate NIK by KK and improve system security by sending a verification code via email or mobile number.*

***Keywords**: Information System, Village Service, Village Hall Office,* Karangdadap*, Website.*