MILAWATI KARTINI, 21.230.0052
SISTEM INFORMASI PELAYANAN SURAT KETERANGAN DI KANTOR LURAH PROYONANGGAN TENGAH BERBASIS WEB.
Di bawah bimbingan Dicke JSH Siregar, S.Kom., M.Kom dan Bambang Ismanto, S.Kom., M.Kom
128 + xvii halaman / 108 gambar / 23 tabel / 2 lampiran / 16 pustaka 2006-2016

ABSTRAK

Kantor Lurah Proyonanggan Tengah menjalankan fungsinya sebagai pusat administrasi, pelayanan surat dan layanan-layanan lain oleh warga Kelurahan Proyonanggan Tengah. Salah satu layanan yang ada di Kantor Lurah Proyonanggan Tengah yaitu pelayanan surat keterangan. Adapun kendala yang sering terjadi pada proses usulan surat keterangan yaitu terbatasnya media informasi, persyaratan usulan surat keterangan hanya ditempel di papan pengumuman di ruang pelayanan sehingga pemohon harus pulang dulu mengambil kekurangan persyaratan apabila persyaratan belum lengkap. Pengetikan surat keterangan masih dibeberapa komputer sehingga petugas kesulitan pada saat pencarian data karena datanya sangat banyak, sehingga menyita waktu petugas. Proses bisnis tersebut juga berjalan tanpa adanya dokumentasi yang tersistem secara komputerisasi, rekap surat keterangan hanya dicatat di Buku Agenda saat penomoran surat keterangan sehingga tidak mempunyai rekap data yang akurat. Berdasarkan penjabaran di atas mengenai permasalahan pelayanan surat keterangan yang ada pada Kantor Lurah Proyonanggan Tengah saat ini, maka perlu dibangun Sistem Informasi Pelayanan Surat Keterangan di Kantor Lurah Proyonanggan Tengah Berbasis Web untuk mempermudah proses pelayanan surat keterangan. Setelah dilakukan metode pengumpulan data, metode pengembangan sistem dan metode pengujian sistem maka terwujudnya Sistem Informasi Pelayanan Surat Pelayanan di Kantor Lurah Proyonanggan Tengah Berbasis Web.

Kata Kunci : *Sistem Informasi, Pelayanan Surat Keterangan, Web*

MILAWATI KARTINI, 21.230.0052
WEB-BASED INFORMATION SYSTEM FOR CERTIFICATE SERVICES IN PROYONANGGAN TENGAH LURAH OFFICE.
Under the guidance of Dicke JSH Siregar, S.Kom., M.Kom and Bambang Ismanto, S.Kom., M.Kom
128 + xvii pages / 108 pictures / 23 tables / 2 appendices / 16 libraries 2006-2016

ABSTRACT

The Proyonangga Tengah Village Head Office performs its function as an administrative center, mail service and other services by the residents of Central Proyonangga Village. One of the services available at the Proyonangga Tengah Lurah Office is the service of a certificate. The obstacles that often occur in the process of proposing a certificate are limited media information, the requirements for a proposed certificate are only posted on the notice board in the service room so that the applicant must go home first to pick up the shortage of requirements if the requirements are not complete. The typing of the certificate is still on several computers so that the officer has difficulty when searching for data because there is so much data, so it takes up the officer's time. The business process also runs without any computerized systemized documentation, the certificate recap is only recorded in the Agenda Book when the certificate is numbered so it does not have an accurate data recap. Based on the description above regarding the problem of certificate service that exists at the current Proyonangga Tengah Village Head Office, it is necessary to build a Web-Based Certificate Service Information System at the Proyonangga Tengah Village Office to facilitate the certificate service process. After the data collection method, system development method and system testing method were carried out, a Web-Based Service Letter Service Information System was realized at the Proyonangga Tengah Village Head Office.

Keywords: *Information Systems, Certificate Services, Web*