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SISTEM INFORMASI PELAYANAN ADMINISTRASI SURAT DI BALAI DESA SIJERUK DENGAN MENERAPKAN METODE TECHNOLOGY ORGANIZATION ENVIRONMENT (TOE), dibawah bimbingan Dr. P.A. Christianto, M.Kom. dan Risqiati, M.Kom.

204 + xix halaman / 160 gambar / 31 tabel / 5 lampiran / 31 pustaka (2019-2024)

ABSTRAK

Balai Desa Sijeruk, yang berlokasi di Desa Sijeruk, Kecamatan Sragi, Kabupaten Pekalongan, menghadapi masalah dalam pelayanan administrasi surat yang masih dilakukan secara manual, seperti pembuatan surat dan pelaporan menggunakan Microsoft Excel. Hal ini menyebabkan penumpukan antrian, kesalahan penomoran surat, dan keterlambatan pelayanan. Penelitian ini bertujuan membangun Sistem Informasi Pelayanan Administrasi Surat di Balai Desa Sijeruk untuk mendukung penerapan Sistem Pemerintahan Berbasis Elektronik (SPBE) dan meningkatkan kualitas pelayanan publik. Metode pengumpulan data yang digunakan adalah analisis kerangka Technology-Organization-Environment (TOE), observasi, wawancara, dan kuesioner. Pengembangan sistem menggunakan metode Waterfall dengan tahapan Analysis, Design, Implementation, Testing, dan Maintenance. Sistem dibangun menggunakan framework CodeIgniter 4 dan database MySQL. Pengujian dilakukan dengan metode white-box, black-box, dan UAT untuk memastikan sistem sesuai kebutuhan pengguna. Sistem ini dapat menghasilkan berbagai jenis surat secara otomatis dengan penomoran yang sistematis dan menyediakan informasi persyaratan administrasi yang jelas. Saran pengembangan sistem meliputi penambahan fitur notifikasi otomatis melalui SMS, WhatsApp, atau email untuk memberitahukan warga terkait status akun dan surat selesai, serta fitur umpan balik untuk mendukung evaluasi sistem.

Kata Kunci: Sistem Informasi, Administrasi, TOE, Surat, Balai Desa Sijeruk.

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LETTER ADMINISTRATION SERVICE INFORMATION SYSTEM IN SIJERUK VILLAGE BALANCE BY APPLYING TECHNOLOGY ORGANIZATION ENVIRONMENT (TOE) METHODS, under the guidance of Dr. P.A. Christianto, M.Kom. and Risqiati, M.Kom.

204 + xix pages / 131 figures / 31 tables / 5 attachments / 31 references (2019-2024)

ABSTRACT

Sijeruk Village Hall, located in Sijeruk Village, Sragi Subdistrict, Pekalongan Regency, faces problems in mail administration services that are still carried out manually, such as making letters and reporting using Microsoft Excel. This causes queue buildup, letter numbering errors, and service delays. This research aims to build a Mail Administration Service Information System at Sijeruk Village Hall to support the implementation of the Electronic-Based Government System (SPBE) and improve the quality of public services. The data collection methods used are Technology-Organization-Environment (TOE) framework analysis, observation, interviews, and questionnaires. System development uses the Waterfall method with stages of Analysis, Design, Implementation, Testing, and Maintenance. The system was built using the CodeIgniter 4 framework and MySQL database. Testing is done using white-box, black-box, and UAT methods to ensure the system meets user needs. This system can generate various types of letters automatically with systematic numbering and provide clear administrative requirements information. Suggestions for system development include the addition of an automatic notification feature via SMS, WhatsApp, or email to notify residents regarding account status and completed letters, as well as a feedback feature to support system evaluation.

Keywords: Information System, Administration, TOE, Letter, Sijeruk Village Hall.