

LULU ULHIKMAH, 21.230.0180

**SISTEM INFORMASI PELAYANAN SURAT DI KELURAHAN DESA
KARANGJOMPO BERBASIS WEB**

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ABSTRAK

Kelurahan Desa Karangjomo di Kecamatan Tirto, Kabupaten Pekalongan, masih menggunakan metode konvensional dalam pelayanan surat, yakni pencatatan manual pada buku besar atau arsip fisik. Proses ini sering menghadapi kendala seperti sulitnya pencarian data, risiko kerusakan arsip, dan lambatnya pelayanan. Berdasarkan kondisi tersebut, diusulkan pengembangan sistem informasi pelayanan surat berbasis web untuk mendukung peningkatan kualitas pelayanan publik di Kelurahan Desa Karangjomo. Berdasarkan permasalahan tersebut maka dibangun sebuah sistem informasi pelayanan surat berbasis website yang dapat mempermudah dalam mengelola pelayanan surat dan laporan surat. Metode pengumpulan data yang digunakan yaitu wawancara dan observasi. Sistem ini dirancang menggunakan metode pengembangan sistem waterfall dengan tahapan communication, planning, modelling, construction, dan deployment. Pengujian sistem ini menggunakan pengujian Graphical User Interface (GUI), User Acceptance Test (UAT), dan Kuesioner. Melalui tahap pengumpulan, pengembangan dan pengujian tersebut maka dihasilkan Sistem Informasi Pelayanan Surat di Kelurahan Desa Karangjomo berbasis web.

Kata Kunci : Sistem Informasi, Pelayanan, Surat

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ABSTRACT

The Karangjampo Village Office in Tirto District, Pekalongan Regency, still uses conventional methods for document services, namely manual record-keeping in ledgers or physical archives. This process often faces challenges such as difficulty in data retrieval, risk of archive damage, and slow service delivery. Based on these conditions, the development of a web-based document service information system is proposed to support the improvement of public service quality in the Karangjampo Village Office. To address these issues, a web-based document service information system was developed to simplify the management of document services and reports. The data collection methods used included interviews and observations. The system was designed using the waterfall development method, comprising stages of communication, planning, modeling, construction, and deployment. System testing was carried out using Graphical User Interface (GUI) testing, User Acceptance Testing (UAT), and questionnaires. Through these stages of collection, development, and testing, a web-based Document Service Information System for the Karangjampo Village Office was successfully created.

Keywords: Information System, Service, Document