

MUHAMMAD IKROM, 21.240.0114

**APLIKASI PELAYANAN ADMINISTRASI DI BALAI DESA WONOYOSO
BERBASIS PROGRESSIVE WEB APPLICATION, Dibawah bimbingan**

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124 +xiii halaman / 2 lampiran / 71 gambar/15 tabel/ 24 daftar pustaka

ABSTRAK

Pemerintah Desa, sebagai instansi yang paling dekat dengan masyarakat, memiliki peran penting dalam memberikan pelayanan publik, terutama pelayanan administrasi. Berdasarkan proses yang sudah berjalan, ditemukan beberapa permasalahan, yaitu ketergantungan kepada kehadiran Kepala Desa untuk penandatanganan dan Sekretaris Desa untuk penyusunan, kurangnya pemahaman warga mengenai persyaratan, sebagian warga mengalami keterbatasan waktu akibat pekerjaan untuk melakukan pengajuan, serta proses yang masih manual sehingga memakan waktu. Berdasarkan permasalahan tersebut dibangunlah sebuah aplikasi/website berbasis progressive web application yang dapat mempercepat proses pelayanan dan mempermudah akses warga dalam melakukan pengajuan. proses perancangan sistem ini menggunakan metode waterfall yang mencakup requirement analysis, design, implementation, testing, dan maintenance. Data dikumpulkan melalui observasi, wawancara, dan kuisisioner. Implementasi sistem dilakukan menggunakan Laravel 11, Tailwind CSS, Javascript, dengan basis data SQLite. Proses pengujian menggunakan pengujian otomatis serta user acceptance test (UAT). Hasil penelitian menunjukkan bahwa Aplikasi Pelayanan Administrasi Berbasis PWA di Balai Desa Wonoyoso berhasil dikembangkan dan mampu mempercepat proses pelayanan administrasi, dan mampu mempermudah warga dalam melakukan pengajuan pembuatan administrasi.

Kata Kunci : *Pelayanan administrasi, Progressive Web Application, Wonoyoso.*

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**APLIKASI PELAYANAN ADMINISTRASI DI BALAI DESA WONOYOSO
BERBASIS PROGRESSIVE WEB APPLICATION, *under the guidance of***

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124 +xiii pages / 2 attachment / 71 images / 15 tables / 24 libraries

ABSTRACT

The Village Government, as the closest institution to the community, plays an important role in providing public services, particularly administrative services. Based on the current process, several issues were identified, including dependence on the presence of the Village Head for signing and the Village Secretary for drafting, lack of public understanding of the requirements, time constraints faced by some residents due to work commitments when submitting applications, and the manual process, which is time-consuming. To address these issues, a Progressive Web Application (PWA)-based application/website was developed to accelerate service processes and facilitate access for residents in submitting applications. The system design process uses the waterfall method, which includes requirement analysis, design, implementation, testing, and maintenance. Data collection was conducted through observation, interviews, and questionnaires. System implementation was carried out using Laravel 11, Tailwind CSS, JavaScript, and SQLite as the database. Testing was performed using automated testing and User Acceptance Testing (UAT). The results of the study indicate that the Administrative Service Application based on PWA at Wonoyoso Village Office was successfully developed, capable of speeding up the administrative service process, and facilitating residents in submitting administrative applications.

Kata Kunci : *Administrative services, Progressive Web Application, Wonoyoso.*