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SISTEM INFORMASI PELAYANAN ADMINISTRASI UMUM DI KECAMATAN PETARUKAN BERBASIS MOBILE, dibawah bimbingan

ABSTRAK

Permasalahan terkait dengan pelayanan administrasi umum di Kecamatan Petarukan menyebabkan kurang efektif dan efisien dalam mengolah data yang dilakukan secara manual. proses manual memerlukan waktu yang cukup lama, terutama saat banyak pemohon yang datang. Selain itu, proses manual ini rentan terhadap kesalahan, seperti kesalahan pencatatan dan duplikasi data, yang menyebabkan data harus dihapus atau dicatat ulang. Sehingga untuk mengatasi permasalahan tersebut dibangun sistem menggunakan basis mobile yang dapat diakses secara publik dimanapun dan kapanpun melalui akses internet. Sistem dibangun melalui metode waterfall dengan tahapan Komunikasi, Perencanaan, Pemodelan, Konstruksi, dan Peluncuran. Sistem dirancang dengan menggunakan Unified Modeling Language (UML) dan Lembar Kerja Tampilan (LKT). Sistem menggunakan bahasa pemrograman dasar dan Framework Codeigniter, serta database SQL. hasil pengujian menggunakan metode white box, black box, dan user acceptance test (UAT) menunjukkan bahwa sistem sudah berjalan sesuai rancangan dan kebutuhan pengguna. Sistem memiliki kecepatan web 100%, pesan 100% dengan hasil cetak dalam bentuk file pdf yang bisa langsung dicetak oleh user. Sistem membantu masyarakat lebih mudah melakukan pengajuan pelayanan dengan lebih cepat, mudah, dan akurat.

Kata Kunci : Sistem, Pelayanan, Administrasi, Kecamatam, Mobile

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MOBILE-BASED GENERAL ADMINISTRATIVE SERVICE INFORMATION SYSTEM IN PETARUKAN DISTRICT, under guidance of Mosses Aidjilli, M.Kom. and Arief Soma Darmawan, S.T., M.Kom.

ABSTRACT

Problems related to general administrative services in Petarukan District have led to inefficiencies and ineffectiveness in processing data, which is still done manually. The manual process requires a considerable amount of time, especially when there are many applicants. In addition, this manual process is prone to errors, such as recording mistakes and data duplication, which result in data needing to be deleted or re-recorded. To address these issues, a mobile-based system was developed that can be accessed publicly anytime and anywhere via the internet. The system was built using the waterfall method, which includes the stages of Communication, Planning, Modeling, Construction, and Deployment. The system was designed using Unified Modeling Language (UML) and Interface Worksheet (LKT). The system utilizes a basic programming language and the CodeIgniter framework, along with an SQL database. Testing results using white box, black box, and User Acceptance Test (UAT) methods show that the system operates in accordance with the design and user requirements. The system achieves 100% web performance and 100% messaging functionality, with output generated in PDF format that can be directly printed by users. Overall, the system helps the community submit service requests more easily, quickly, and accurately.

Keyword : *System, Service, Administration, District, Mobile*