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DIGITALISASI LAYANAN ADMINISTRASI WARGA PADA PEMERINTAH DESA

MEJASEM BERBASIS WEB, dibawah bimbingan Bapak Ari Putra Wibowo, M.Kom dan

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106+ xiv hal/47 gambar/10 tabel/7 lampiran/19 pustaka

ABSTRAK

Pelayanan administrasi desa berperan penting dalam mewujudkan tata kelola pemerintahan yang efektif dan transparan. Namun, proses pengurusan surat di Desa Mejasem masih dilakukan secara langsung, di mana warga datang ke kantor desa dengan membawa berkas persyaratan, kemudian data yang disampaikan diketik ulang ke dalam template surat menggunakan aplikasi pengolah kata atau spreadsheet. Hal ini menyebabkan pengulangan data, pengarsipan kurang terstruktur, dan pelayanan menjadi lebih lama. Penelitian ini bertujuan mengembangkan SIPADU Mejasem (Sistem Informasi Pelayanan Administrasi Terpadu Desa Mejasem), yaitu sistem informasi berbasis web yang mengintegrasikan proses pengajuan, verifikasi, pencetakan, hingga pengarsipan surat dalam satu platform, serta dilengkapi fitur pengelolaan data penduduk dan notifikasi WhatsApp. Data diperoleh melalui wawancara, observasi, dan analisis alur pelayanan yang berjalan. Sistem diuji menggunakan User Acceptance Test (UAT) dan Apache JMeter untuk memastikan kesesuaian fungsi dengan kebutuhan pengguna. Hasilnya, sistem ini diharapkan dapat meningkatkan efektivitas, keteraturan, dan efisiensi pelayanan administrasi Desa Mejasem serta berpotensi dikembangkan lebih lanjut melalui integrasi layanan lainnya di masa mendatang.

Kata kunci : *sistem informasi desa, pelayanan administrasi desa, persuratan desa, digitalisasi layanan, SIPADU Mejasem.*

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WEB-BASED DIGITALIZATION OF CITIZEN ADMINISTRATIVE SERVICES IN THE MEJASEM VILLAGE GOVERNMENT, under the guidance of Mr. Ari Putra Wibowo, M.Kom and Mr. Wahyu Setianto, M.Kom.

106+xiv pages/47 images/10 tables/7 attachment/19 libraries

ABSTRACT

Village administrative services play a crucial role in achieving effective and transparent governance. However, the process of processing letters in Mejasem Village is still carried out in person, with residents coming to the village office with required documents, then retyping the submitted data into a letter template using a word processing application or spreadsheet. This results in data duplication, unstructured filing, and lengthened service times. This research aims to develop SIPADU Mejasem (Mejasem Village Integrated Administrative Service Information System), a web-based information system that integrates the processes of submitting, verifying, printing, and archiving letters in a single platform, and is equipped with features for population data management and WhatsApp notifications. Data were obtained through interviews, observations, and analysis of the current service flow. The system was tested using User Acceptance Test (UAT) and Apache JMeter to ensure its functionality meets user needs. As a result, this system is expected to improve the effectiveness, regularity, and efficiency of Mejasem Village administrative services and has the potential for further development through integration with other services in the future.

Keywords : *village information system, village administration services, village correspondence, service digitalization, SIPADU Mejasem.*