

ABSTRACT

This research addresses the main problem in the manual and ineffective process of collecting community satisfaction surveys at the Population and Civil Registration Office (DISDUKCATPIL) in Pematang Regency. The scope of the study includes improvements in the collection and processing of community satisfaction index data.

The method employed is the system development approach using the waterfall model, supported by the Unified Modeling Language (UML) in the system design. The results of the study encompass the successful implementation of an information system tested for conducting community satisfaction surveys and processing survey data to generate informative reports.

The main conclusion indicates that the developed information system is capable of overcoming obstacles in the manual process of community satisfaction surveys. Recommendations involve the use of more advanced technology, training for DISDUKCATPIL staff, and regular maintenance to ensure smooth operation and the continuous improvement of the quality of public services.

Keywords: System Information Management, Community Satisfaction Survey, Web Application, Disdukcapil Services