ABSTRAK

Penelitian ini bertujuan merancang sistem informasi layanan administrasi warga berbasis web untuk meningkatkan efisiensi di Kantor Kelurahan Ganjar Agung, Kota Metro. Menggunakan model SDLC waterfall dan pemrograman berorientasi objek (OOP), sistem ini melibatkan pegawai dan warga dalam pengajuan layanan, pendataan surat, dan penyimpanan arsip digital. Metode penelitian mencakup observasi, wawancara, dokumentasi, dan studi pustaka, sementara pengujian sistem dilakukan melalui metode black box dan beta testing. Hasilnya menunjukkan bahwa sistem ini meningkatkan efisiensi pelayanan dan memudahkan akses warga dalam mendapat informasi tanpa harus datang langsung ke kantor. Kesimpulannya, sistem ini dapat digunakan oleh staff pelayanan dan warga sebagai sistem informasi dan layanan administrasi di lingkup kelurahan. Sistem ini dapat lebih mempermudah proses layanan warga khususnya dalam beberapa bidang administrasi dan pembuatan surat.

Kata kunci : website, sistem informasi; OOP (object oriented programming); SDLC (system development life cycle).

ABSTRACT

This study aims to design a web-based citizen administration service information system to improve efficiency at the Ganjar Agung Urban Village Office, Metro City. Using the SDLC waterfall model and object-oriented programming (OOP), this system involves employees and citizens in submitting services, recording letters, and storing digital archives. Research methods include observation, interviews, documentation, and literature studies, while system testing is carried out using black box and beta testing methods. The results show that this system improves service efficiency and facilitates citizens' access to information without having to come directly to the office. In conclusion, this system can be used by service staff and citizens as an information and administration service system within the urban village. This system can further facilitate the citizen service process, especially in several areas of administration and letter making.

Keywords: website; information systems; OOP (object oriented programming); SDLC (system development life cycle).