

ABSTRACT

DESIGN AND DEVELOPMENT OF AN INFORMATION SYSTEM FOR SERVICE REQUESTS AND ISSUANCE OF LETTERS OF INTRODUCTION AND VILLAGE CERTIFICATES BASED ON A WEBSITE (Case Study: Sambeng Village, Pematang Regency)

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Administrative services at the village level in Sambeng currently face challenges in the process of submitting letters, as the system used is still conventional, resulting in inefficient and ineffective services for the residents of Sambeng. Therefore, a village letter submission service website is needed. This study discusses the design and development of a letter submission service website in Sambeng Village using the waterfall method as a system development methodology, which includes stages such as requirements analysis, system design, coding, program testing, and other supporting stages. This approach is chosen because it provides an orderly and structured framework to ensure the entire development process runs systematically. The letter submission service website in Sambeng Village uses PHP programming language with the Laravel framework for the backend, facilitating data management and business processes. For the frontend, HTML, CSS, and the Bootstrap framework are used to create an attractive and responsive user interface. The results of this study show that the developed system functions well after testing using the blackbox testing method. All features and functionalities of the system work as expected. Additionally, testing by a village official also yielded satisfactory results, with all features functioning perfectly. The development of this letter submission service website is expected to facilitate online letter submission for the residents of Sambeng Village, reduce waiting times, and improve the efficiency of administrative services at the village level. The conclusion of this study is that the application of information technology in the form of a letter submission service website can significantly enhance the quality of administrative services in Sambeng Village. Recommendations for further development include training for village officials, enhancing data security, and developing additional features based on community needs.

Keywords: *Administrative services, HTML, PHP, Sambeng Village, Web*