

## **ABSTRACT**

# ***PROTOTYPE DEVELOPMENT OF VILLAGE ADMINISTRATIVE SERVICES USING LEAN USER EXPERIENCE (LEAN UX) METHOD***

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*The administrative service system in governance has begun to apply technology, communication and information so as to increase efficiency and effectiveness in population services. The government apparatus that handles directly related to public services, especially administration, is the sub-district. However, in practice many of these public services still use a manual system. This is enough to cause several problems, one of which is that it takes quite a long time to get a cover letter document or a statement from the government. Therefore, it is felt necessary to implement a new alternative system to solve these problems. Website-based administrative services as an alternative to managing administrative documents in the village. The development of the administrative service prototype was carried out using the Lean User Experience (Lean UX) method. Lean UX focuses on user experience and user satisfaction with the products made. To measure user satisfaction, usability testing is carried out using the System Usability Scale (SUS) method. The test results using the SUS method obtained a score of 85.2. This means that the score is included in the EXCELLENT category according to general guidelines regarding the interpretation of the SUS Score. That is, the prototype of village administrative services is quite effective, efficient, and helps users in administrative services at the village level.*

***Keywords: Administrative Service, Website, Lean User Experience (UX)***