Public Service Information System In Kota Datar Village

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Abstract: The application of information systems in public services has become an urgent need to improve the efficiency and effectiveness of public administration. This study aims to design and implement a Public Service Information System in Kota Datar Village. This system is designed to facilitate various administrative needs of residents, such as birth and death registration, requests for certificates, and information on village activities. Through survey methods, interviews, and secondary data analysis, the needs and expectations of residents and village officials for this system are identified and integrated into the system design. The results of the study indicate that the implementation of this information system can improve the speed, transparency, and accountability of public services in Kota Datar Village. In addition, this system also contributes to community empowerment through easier access to information and active participation in village development. In conclusion, the implementation of the Public Service Information System in Kota Datar Village is an important step in efforts to modernize village administration and improve the quality of life of residents.

INTRODUCTION

In today's digital era, the application of information technology in services public become very important to improve efficiency and effectiveness public administration. Kota Datar Village, as part of the area that continues to developing, needing information system that can help in providing better service to its citizens. Public Service Information System in Kota Datar Village designed to facilitate various needs administrative citizens, such as birth and death registration, applications letter descriptions, and information about activities village.

With this information system, it is hoped that the public service process in Kota Datar Village will be become faster, more transparent, and more accountable. This system not only makes it easier citizens in accessing the services they need, but also help government villages in managing data and information more effective. The use of

information technology in services society is also expected can increase participation citizens in development village, as well as providing convenience in collection decision for the authorities village.

Through this research, we will examine how to implement service information system community in Kota Datar Village can provide significant benefits in improving quality public services and welfare inhabitant village. This research will also evaluate challenges and opportunities faced in implementation this information system, as well as providing recommendations for the development Furthermore.

RESEARCH METHODS

1. Data Collection

Distribute surveys to the residents of Kota Datar Village to gather information about their needs, expectations, and current challenges in accessing community services. Conduct interviews with key stakeholders, including village officials, community leaders, and residents to gain deeper insights into the specific requirements and issues. Review existing administrative records and documents to understand the current processes and identify areas for improvement.

2. System Requirements Analysis

Identify the specific functionalities that the information system must provide, such as service request submissions, status tracking, and notifications. Determine the system's performance, security, scalability, and usability requirements. Collect requirements directly from the end-users to ensure the system meets their needs and is user-friendly.

3. System Design

Develop the overall architecture of the system, including the database schema, server-client structure, and integration points with other systems. Create intuitive and accessible user interfaces for both residents and administrative staff. Develop wireframes and prototypes to visualize the user experience. Create data flow diagrams to illustrate how data will move through the system and how various components will interact.

4. System Development

Choose the appropriate technologies for system development, such as programming languages, frameworks, and database systems. Develop the system following best practices for coding, including version control, documentation, and

testing. Integrate the system with existing tools and databases used by the village administration.

5. Testing and Validation

Test individual components of the system to ensure they work as expected. Test the interactions between different components of the system to identify any integration issues. Conduct UAT with a group of residents and administrative staff to validate that the system meets their requirements and is user-friendly. Evaluate the system's performance under various conditions to ensure it can handle the expected load.

6. Deployment and Training

Deploy the system in a live environment, ensuring all components are correctly configured and functional. Conduct training sessions for residents and administrative staff to ensure they can effectively use the system. Provide comprehensive user manuals and documentation to assist users in navigating the system.

7. Monitoring and Maintenance

Continuously collect feedback from users to identify any issues or areas for improvement. Regularly update the system to fix bugs, enhance features, and ensure security. Provide ongoing support services to assist users with any problems they encounter while using the system.

8. Evaluation and Reporting

Monitor key performance indicators (KPIs) to evaluate the system's effectiveness and impact on community service delivery. Assess the overall impact of the system on the efficiency and quality of community services in Desa Kota Datar. Prepare detailed reports on the findings, challenges, and successes of the system implementation to inform future improvements.

RESULTS AND DISCUSSION

Resulting information system is a system that can manage correspondence data at the Kota Datar Village Office. This information system is designed and built using *PHP programming language* and some other programming languages.

1. Login Page

Login page to grant access to employees at the Kota Datar Village Office in managing data. Figure 1 is the result of the login page display.

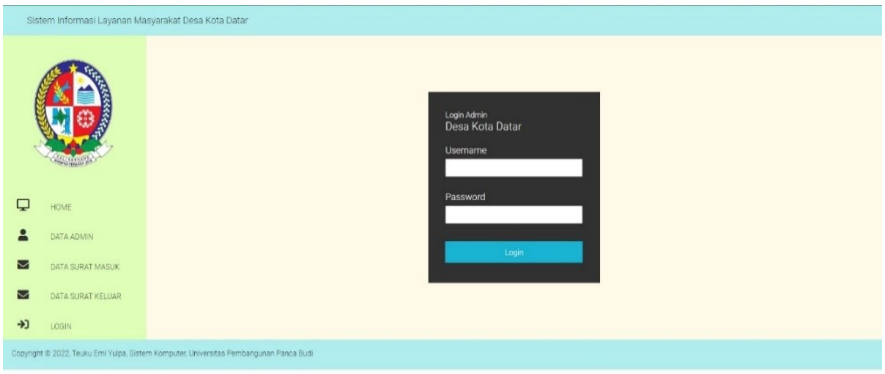


Figure 1Login page

Figure 1 explains that to enter the system a login is required employee. Login is required to be able to process letter data at the Kota Datar Village Office.

2. Home Page

The home page is intended to be the starting page from information system at the Kota Datar Village Office. On the home page, there are four menus that can be accessed include : *admin data, incoming mail data, outgoing mail data* and *login/logout.* Figure 2 is the result of the home page display.

Figure 2Home page

3. Page Mail Input

Page is intended for adding incoming and outgoing mail data that will be... given to recipient letter. The admin can fill in the data for the letter to be sent published. There are several parameters to be filled in that relate to letter data Figure 3 is a view of the letter input page.

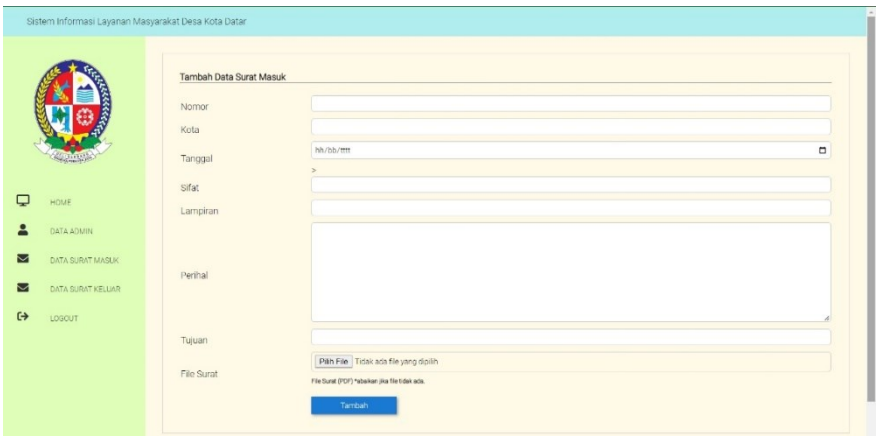


Figure 3Letter data input page

4. Admin Input Page

Admin data input page functions to add data for authorized admins. manage correspondence data at the Kota Datar Village Office. This page can also only be accessed by admins. Admin data has three the parameter fruit is *name, username* and *password.* Figure 4.4 is a display of the admin data input page.

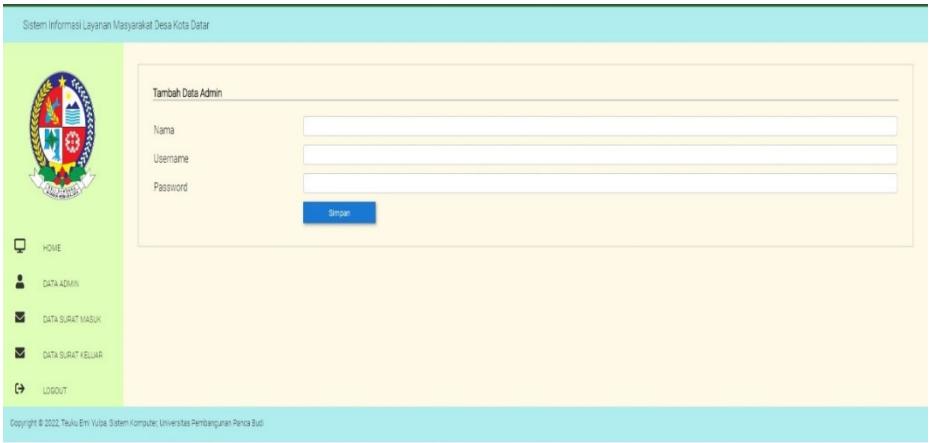


Figure 4Admin data input page

5. Letter Data Page

Letter data page is a page that functions to manage letter data that has been issued or received by the Kota Datar Village Office. The admin can change or delete mail data if needed at a later date. Letter data own information or subject use letter. Figure 4.5 is a display of the letter data page.

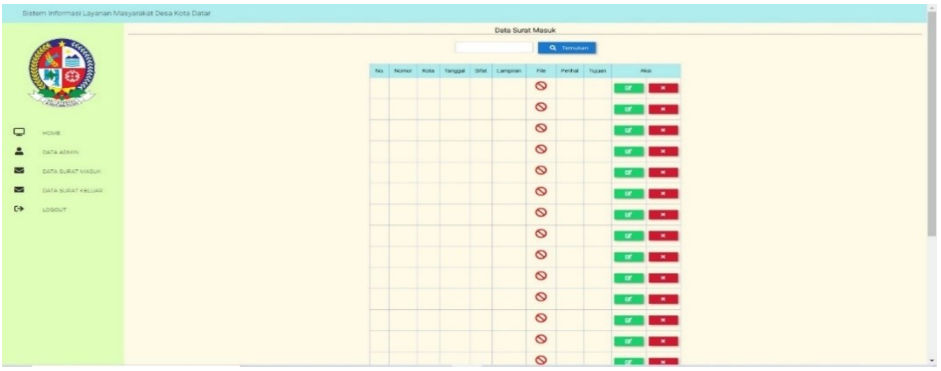
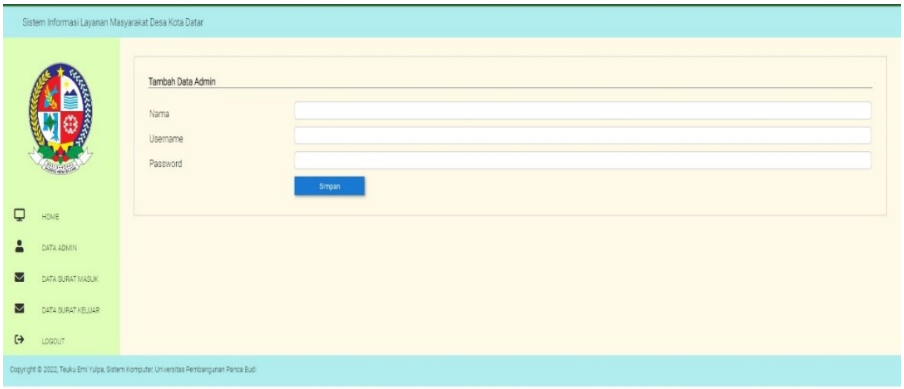


Figure 5Letter data page

6. Admin Data Page

Admin data page is a page that displays a list of admins verified by the information system. This page has *name, username* and *password* data for each user. This page can only be accessed by the admin to prevent misuse of mail data. Figure 6 is a display of the admin data page.



The information system that was built has been tested using data at the Kota Datar Village Office. There are several results of the information system results. Information system for managing letter data has several advantages which can be assessed, including:

1. The system makes it easier for the management correspondence in entering letter data used at the institution the.
2. Search letter more easy so that improve the performance of governance employees.

There are several shortcomings that can be developed in the future by further research, including:

1. is not centrally connected to any part of the government.
2. Correspondence cannot be accessed by the recipient and sender letter directly.

CONCLUSION

Implementation of Public Service Information System in Kota Datar Village show how the importance of technology in improving efficiency and effectiveness public services. This system not only makes it easier citizens in accessing service administrative, but also helpful apparatus villages in managing data and information better. With this information system, the service process become faster, more transparent and accountable, which ultimately contribute to the improvement quality of life of the community.

This study also highlights challenges faced in implementation system, such as needs will training users and maintenance sustainable. Although Thus, the benefits provided by this information system are much greater, especially in terms of participation residents and ease of collection decision for the authorities village.

Overall, the implementation of the Public Service Information System in Kota Datar Village is step significant progress in efforts modernization administration village and empowerment society. By continuing to evaluate and develop, this system is expected can become a model for other villages in improving public services through information technology.

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