INTISARI

Pelayanan administrasi di Kantor Desa Ngringo, Kecamatan Jaten, Kabupaten Karanganyar, saat ini masih dilaksanakan secara konvensional. Masyarakat harus datang langsung ke kantor desa untuk mengajukan permohonan, sementara pencatatan dan pengarsipan dokumen belum sepenuhnya terintegrasi dalam satu sistem, sehingga masyarakat tidak dapat memantau status permohonannya tanpa datang atau menghubungi petugas. Penelitian ini bertujuan merancang dan membangun sistem informasi pelayanan berbasis web di Kantor Desa Ngringo guna mengatasi permasalahan tersebut. Penelitian ini menggunakan metode pengembangan *Rapid Application Development (RAD)* yang terdiri atas empat tahap, yaitu Perencanaan Kebutuhan, Desain Sistem, Pengembangan, dan Implementasi. Pengumpulan data dilakukan melalui observasi, wawancara, studi literatur, dan kuesioner. Sistem dikembangkan menggunakan *framework* Laravel dengan basis data *MySQL*, dan menyediakan fitur pengajuan layanan secara daring menggunakan Nomor Induk Kependudukan (NIK) tanpa memerlukan akun, pemantauan status permohonan, pemberitahuan otomatis melalui WhatsApp, pengarsipan dokumen, serta pengaduan masyarakat. Pengujian sistem dilakukan menggunakan metode *Blackbox Testing* dan *System Usability Scale (SUS)*. Hasil pengujian *Blackbox Testing* terhadap 14 skenario pengujian menunjukkan seluruh fungsi utama sistem berjalan sesuai dengan hasil yang diharapkan (14 dari 14 skenario dinyatakan Lulus). Hasil pengujian *System Usability Scale (SUS)* terhadap 6 responden, yang terdiri atas 1 orang perangkat desa dan 5 orang masyarakat, memperoleh skor rata-rata sebesar 81,25 yang termasuk dalam kategori *Excellent*. Dengan demikian, sistem informasi pelayanan yang dibangun dinyatakan layak digunakan dan dapat membantu Kantor Desa Ngringo dalam memberikan pelayanan administrasi yang lebih cepat, transparan, dan tercatat dengan baik.

Kata kunci: sistem informasi, pelayanan desa, *Rapid Application Development, Laravel, System Usability Scale*

ABSTRACT

Administrative services at the Ngringo Village Office, Jaten District, Karanganyar Regency, are currently still carried out conventionally. Residents must come directly to the village office to submit requests, while record-keeping and document archiving have not been fully integrated into a single system, preventing residents from monitoring their request status without visiting or contacting staff. This research aims to design and build a web-based service information system at the Ngringo Village Office to address these problems. This research uses the Rapid Application Development (RAD) method, consisting of four stages: Requirements Planning, System Design, Construction, and Implementation. Data were collected through observation, interviews, literature review, and questionnaires. The system was developed using the Laravel framework with a MySQL database, providing features for online service requests using a National Identity Number (NIK) without requiring an account, request status tracking, automatic WhatsApp notifications, document archiving, and public complaint handling. System testing was carried out using Blackbox Testing and the System Usability Scale (SUS). Blackbox Testing results on 14 test scenarios show that all main system functions ran as expected (14 of 14 scenarios declared Passed). System Usability Scale (SUS) testing involving 6 respondents, consisting of 1 village staff member and 5 residents, obtained an average score of 81.25, which falls into the Excellent category. Thus, the developed service information system is considered feasible for use and can help the Ngringo Village Office provide administrative services that are faster, more transparent, and well-documented.

Keywords: information system, village service, Rapid Application Development, Laravel, System Usability Scale