

ABSTRACT

Village administrative services that are still carried out manually often cause delays in the service process for the community. This study aims to design and develop a Village Service Information System based on a website using the Laravel framework to improve the efficiency of the letter submission process in Penggarutan Village. The system was developed using the prototype method, involving direct interaction with users to ensure the system meets their needs. Research data were obtained through interviews, observations, and document analysis. The resulting system facilitates residents in submitting letters online, enables administrators to verify and process requests, and provides the final output in the form of letters with either digital or manual signatures. Blackbox testing showed that all functions worked according to specifications. The results of the User Acceptance Testing indicated a high level of user acceptance, with assessments that the system is easy to use, speeds up the letter creation process, and improves data accuracy.

Keywords: *information system, letter submission, Laravel, prototype, village administration*

ABSTRAK

Pelayanan administrasi desa yang masih dilakukan secara manual sering menimbulkan keterlambatan dalam proses layanan bagi masyarakat. Penelitian ini bertujuan merancang dan membangun Sistem Informasi Pelayanan Desa berbasis *website* menggunakan *framework* Laravel untuk meningkatkan efisiensi proses pengajuan surat di Desa Penggarutan. Pengembangan sistem dilakukan dengan metode *prototype* yang melibatkan interaksi langsung dengan pengguna untuk memastikan sistem sesuai kebutuhan. Data penelitian diperoleh melalui wawancara, observasi, dan analisis dokumen. Sistem yang dihasilkan memfasilitasi warga dalam mengajukan surat secara daring, memungkinkan admin memverifikasi dan memproses permohonan, serta menyediakan hasil akhir berupa surat dengan tanda tangan digital atau manual. Pengujian *Blackbox* menunjukkan seluruh fungsi berjalan sesuai spesifikasi. Hasil *User Acceptance Testing* memperlihatkan tingkat penerimaan pengguna yang tinggi, dengan penilaian bahwa sistem mudah digunakan, mempercepat proses pembuatan surat, dan meningkatkan akurasi data.

Kata Kunci: sistem informasi, pengajuan surat, Laravel, *prototype*, administrasi desa.