

ABSTRACT

Condongcatur Village is a village government which has the task of administering affairs in general government, public services and community empowerment. One of the administrative matters carried out by the village is public services, which from an administrative perspective, the e-KTP registration and family transfer are carried out by filling in a written statement/blank. The Admin staff is tasked with re-entering the data from the form into the computer, causing human error. Another obstacle in the information section of public services is village complaints which are made by coming directly to the sub-district to convey complaints or aspirations which results in miscommunication. For this reason, this research aims to address how to improve public services in implementing web-based information systems and how to resolve these problems in Condongcatur Village. With research methods carried out by field studies, interviews, observations, literature studies through research relevant to the author's problem, system design and analysis techniques using the Waterfall method and testing using the Blackbox Testing method so that it can help sub-districts manage the public service process and make it efficient for the population. in providing services in Condongcatur Village.

Keywords: *Public Services, Blanks, Information Systems, Blackbox Testing.*