

## **ABSTRACT**

*The letter processing procedure in Sidowayah Village, Rembang, still faces delays and less than optimal service. The research resulted in a web-based letter service information system designed to improve ease of access and quality of public services. The development process includes problem identification, literature study, data collection through interviews and observations, needs analysis, design using DFD and ERD, implementation with PHP and MySQL, and testing using the black-box method. The system allows residents to submit letters online and generate automatic documents based on templates. The test results showed that the system functioned very well, achieving a 100% success rate from 32 test cases, and was able to speed up services, reduce conventional workloads, and simplify data management.*

**Keywords:** *Information System, Public Service, Web-Based*

