

ABSTRACT

Administrative services in Puntukrejo Village are still carried out manually. This causes various problems such as long queues, the risk of recording errors, and the lack of transparency of information to residents. This final project aims to design and implement a web-based Smart Government system to improve the efficiency and reliability of village administrative services and reduce the risk of data errors. The development process starts from needs analysis, system design, implementation, to documentation. The test results show that the system received a very positive response from users, with more than 74% of respondents giving high ratings. This system has proven to be able to simplify the service submission process, speed up verification, and reduce the risk of data recording errors. The main conclusion of this project is that the implementation of the system has succeeded in answering both problem formulations, namely increasing service efficiency and minimizing administrative errors, and in general has met the expectations and needs of the Puntukrejo Village community.

Keywords: *Smart Government, village administration services, web-based system*

