

**IMPLEMENTATION OF A WEBSITE-BASED INFORMATION SYSTEM FOR LETTER
SUBMISSION SERVICES AT THE VILLAGE OFFICE**

(Case Study: Ngadipuro Village Office, Dukun District)

NOVENDIKA RIZKI RAMADHAN

5210311086

Information Systems Study Program, Faculty of Science & Technology

University of Technology Yogyakarta

Jl. Ringroad Utara, Jombor, Sleman, Yogyakarta

Email: novendikarr7@gmail.com

ABSTRACT

Ngadipuro Village Office is located in Dukun District, Magelang Regency, Central Java Province. Ngadipuro Village Office faces problems in the letter submission service process which is still done manually, resulting in long queues, delays in service, and low resident satisfaction. This study aims to implement a website-based letter submission service information system as a solution to improve the efficiency and quality of administrative services. Research methods include observation, interviews, and documentation studies. The system is designed with a prototyping approach and uses Data Flow Diagrams (DFD), Entity Relationship Diagrams (ERD), and the Simple Additive Weighting (SAW) method for letter processing priorities. The result of this project is a web-based information system that allows residents to submit letters online with status tracking features and letter priority management. This system has been tested through functional tests and user tests, and has been proven to increase time efficiency, service accessibility, and user satisfaction. In conclusion, the implemented system has succeeded in overcoming obstacles in the manual process and providing real contributions to administrative services at the Ngadipuro Village Office.

Keywords: *information system, letter submission, website, village office, administrative services*