

ABSTRACT

The research was conducted to determine: 1) the business processes currently running in the sub-district related to correspondence. 2) information on the required documents that residents need to prepare for letter requests. 3) the process for issuing assignment letters. 4) the process for submitting proposals from residents. 5) the documentation and recapitulation process for outgoing letters. 6) solutions to improve the efficiency of ongoing business processes through a web-based application. The author used the waterfall method. The author conducted this research using data collection instruments and direct interviews with sources related to population events. The results of the study are: 1) a web-based information system allows residents to submit letter requests from anywhere. 2) this information system displays information regarding the document requirements needed for letter requests. 3) this information system also makes it easier for sub-districts to create assignment letters. 4) this information system also provides services for residents to submit proposals related to public interest. 5) the information system presents letter request data for documentation and recapitulation purposes. 6) the solution for sub-districts and residents is to create a web-based public administration service information system to assist both parties in administrative matters.

Keywords: *Information Systems, Waterfall Method, Administrative Services, Web.*