

# **DESIGN AND CONSTRUCTION OF A WEB-BASED MAIL ADMINISTRATION SERVICE INFORMATION SYSTEM**

*(Case Study: Baledu Village, Temanggung)*

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## **ABSTRACT**

*Mail administration services in Baledu Village still use a system that requires direct interaction with the neighborhood association (RT) head and village officials, as well as physical documents, which can be difficult for applicants. The purpose of this research is to develop a web-based mail administration service information system that can facilitate the submission of mail requests and tracking their status. The research stages include agency selection, problem identification, data collection, needs analysis, system design, system development, and testing. The system is equipped with an email notification feature derived from the Gmail API to provide information to residents, the neighborhood association (RT) head, the service section head, and the village head. The result of this research is a web-based information system that supports the mail service process and allows Baledu Village residents to track the status of mail requests. Thus, the information system developed addresses existing problems by reducing the need for mobilization activities for residents submitting mail requests in Baledu Village and facilitating tracking of mail request status with automatic email notifications.*

**Keywords:** *Information System, Mail Services, Email Notification, Baledu Village.*