

**THE IMPLEMENTATION OF WEB-BASED VILLAGE INFORMATION
SYSTEM USING THE CODEIGNITER FRAMEWORK
(Case Study: Pagelak Village, Madukara)**

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ABSTRACT

In today's digital era, information technology plays a vital role in improving administrative processes and public services, including at the village level. In Pagelak Village, essential administrative services such as letter issuance and public complaints are still handled manually, resulting in inefficiencies and time delays. This study aims to design a web-based village information system to enhance service efficiency. The research stages include data collection, system design analysis, implementation, and system testing. The system features include population data management, letter service processing, and community complaint handling. Data were gathered through literature reviews, direct observation, and interviews. The results demonstrate that the system reduces service queues, accelerates administrative processes, and improves responsiveness. Black box testing across 22 test points yielded a 95.45% success rate, indicating that the system operates effectively and significantly supports administrative services in Pagelak Village.

Keywords: *Public Service Administration, Web-Based System, Pagelak Village, Information System*