

# **IMPLEMENTING WEB-BASED PUBLIC ADMINISTRATION SERVICES INFORMATION SYSTEM**

**(Case Study: Po'ona Village Office, Lembo Raya District, North Morowali Regency, Central Sulawesi Province)**

## **ABSTRACT**

Public administration services at the Po'ona Village Office are still conducted manually, particularly for the submission of Not Capable Certificates, Death Certificates, Certificates of Domicile, and Certificates of Change of Domicile. This manual process requires residents to visit the village office in person, resulting in long queues, service delays, and an increased risk of loss or mismanagement of administrative files. To address these issues, this research proposes the development of a web-based public administration service information system that enables online submission of certificates. The system is designed to enhance service efficiency, simplify data management, and increase transparency between village officials and residents. The research methods employed include observation, interviews, and literature review. The research stages involve system design using Data Flow Diagrams (DFDs) and Entity-Relationship Diagrams (ERDs), implementation of the web-based system, and functional testing using the black-box testing method. The results demonstrate that the developed information system facilitates faster, more organized, and efficient certificate submission processes, while also assisting village officials in optimally managing administrative data. The study concludes that implementing a web-based public administration service information system at the Po'ona Village Office can improve the quality of public services and serve as an effective solution to support modern, responsive, and transparent administrative services.

**Keywords:** Public Administration Services, Information Systems, Blackbox Testing.