

DESIGNING A WEB-BASED INDEPENDENT COMMUNITY SERVICE FOR VILLAGE

(Case Study: Kadilanggon Klaten Village)

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ABSTRACT

Each village is required to provide the best possible service to the community in writing letters, population data collection, and other needs related to village office services. In the process, they still require residents to come and follow the procedure to get the letter; in this case, the letter cannot be processed for one day. The reason is that the village head often who is authorized to sign the letter is not present because he is on duty outside the area—so waiting for the next day or waiting for a confirmation text from the administrative division of the Kadilanggon village to come to pick up the letter that has been processed. This process requires more time to perform and get services and document documentation submitted by Kadilanggon villagers. Therefore, the authors suggest that the mail service process is submitted online to facilitate citizens' submission process. For the employees themselves to facilitate the documentation and letter reporting process, the author makes a design for a community service information system in Kadilanggon village. In this system, citizens can apply for a letter permit online, which is expected to make submitting letters faster and easier because the system can be accessed from anywhere. With this community service system, it is hoped that it can improve the service process quality for the Kadilanggon village community.

Keywords: village government institutions, village letter services, village information systems.