ONLINE PUBLIC SERVICE INFORMATION SYSTEM
(Case Study: Office of Religious Affairs in Pajangan District)

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ABSTRACT

The Office of Religious Affairs in Pajangan District is an office that carries out some of the duties of the Office of the Ministry of Religion in districts and municipalities in the field of Islamic religious affairs in the sub-district area. The Pajangan District Religious Affairs Office has several services that are not all known to the public and also the Pajangan District Religious Affairs Office does not have access that can be used by the general public. As a result, people have to repeatedly go to the Office of Religious Affairs because of the complexity of services, requirements, costs and documents that must be completed, causing a lot of time to be wasted. The purpose of this study is to design and build an online public service information system at the Pajangan District Religious Affairs Office so that the service process can be carried out quickly and is able to manage data and digitally store documents. In this study using descriptive qualitative research, this type of research uses qualitative by means of descriptions in the form of words and language in a special natural context. The system development method that will be used in this study uses the waterfall and is modeled with a flow map, context diagram and data flow diagram. The result of this research is the existence of a computerized system that is systematic and can simplify the process of managing data at the Office of Religious Affairs in Pajangan District.

Keywords*: Information System, Public Service, Online.*