



WEB-BASED CORRESPONDENCE SERVICE INFORMATION SYSTEM IN DALOM CITY VILLAGE

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Abstract

Kota Dalom is a village in Way Lima District, Pesawaran Regency - Lampung Province. So far, the administrative service system in Kota Dalom village uses services in the form of manual information systems, services carried out by a village official. Some of the problems faced by this server system are difficult and slow in the process. Meanwhile, the community wants friendly, fast, and effective services. So that village officials need a village administrative information system that can help with making letters, recording letters, making KTPs and KKs, as well as a complete reporting feature to facilitate the performance of these village officials. The making of this correspondence system is intended to make it easier for officers and the public to make letters. In terms of efficiency and effectiveness in this system, namely, with this system the work of officers will be more concise, easy, fast to serve and not cause many queues. Making a web-based correspondence information system in the village of Kota Dalom was made to make it easier for users or the public to make letters of good conduct and certificates of domicile. The use of a web-based correspondence information system in Kota Dalom village is carried out by opening the Dalom City village website and then inputting the user's identity. The process of making correspondence in Kota Dalom Village is currently still using a manual system, which means it is still recorded in a ledger. As a result of a system that is still manual, it creates obstacles including the length of the data recording process, lack of employees, delays in letters and poor filing.

I. INTRODUCTION

Kota Dalom Village is one of the villages in Way Lima District with an area of 320.32 Ha. Kota Dalam Village consists of 6 hamlets. Public services in the village of

Dalom City, especially in the service of correspondence, namely making statements, birth certificates, death certificates, unmarried certificates, certificates of incapacity, letters of good behavior, business certificates, domicile letters, and so on. The purpose of developing an information system for population administration services in the village of Kota Dalom is because the services available in the village of Kota Dalom in the submission process are still fully manual by coming directly to the village hall office of Kota Dalom bringing complete supporting documents, so as to get the required services by This method is less effective and efficient in today's modern era. In addition, the data collection of letters is still done manually using Microsoft office which makes it overwhelming for officers to do the recording. Population service is one of the most important tasks in an agency. government agencies such as villages, especially in today's modern era, demand accurate information and obtain it quickly and easily. To obtain such information, services to the community must be further improved for the better, for this reason community services must be computerized in an information system.[1].

Research results from previous researchers: first, research conducted by Masna Wati, Engla Despahari Student at Mulawarman University, Samarinda (2018). Develop an administrative service information system that can manage and serve residents for making domicile application letters, KK application letters, KTP application letters, moving, and SKCK. This system can reduce the errors of the kelurahan party in making letters because the letter format has been set by the system and helps in well-organized filing. Second, research conducted by Dodik Kurniawan, a student at Nusantara University, PGRI, Kediri (2017). developing a resident information system that is built to have an attractive design and is easy to use in processing application letter data. Third, research conducted by Dony Susandi, Dede Abdurrahman, Aceng Kusaeri, Hafidz Sanjaya Majalengka University Students (2018). Developing a population administration service system such as creating storage for temporary NIK for residents who do not yet have KTP so that it is easier to manage, can import population data so that recording of large population data can be more efficient, is user friendly because it is easy to use in making cover letters or statements because only need to input No. KTP or name and it's easy to see the amount of population data because it's been stored in the database so it's easy to manage with a simple display[2].

Based on a fairly large population, we need a population service information system to manage population data that is accurate, easy and fast. In Kota Dalom Village, they are still experiencing difficulties in the process of population administration services, starting from making birth certificates, death certificates, transfers, business permits, ket. can't afford it, until the letter of introduction is still done conventionally. And also in managing population data who still use books as data storage. The issues raised are regarding the population service process, namely making birth, death, moving, arrival certificates, population data collection and preparing reports as well as business certificates. Dalom City village officials are still experiencing problems in carrying out population administration services, including making letters and preparing reports. These obstacles, among others, are the frequent occurrence of errors in the loss of population data which results in data duplication thus affecting the accuracy of reporting. Therefore, the author plans to build an

Information System that can assist village officials in preparing population documents in order to further improve the performance and service of apparatus in Kota Dalam village and also assist the KAUR/KASI section of the government in collecting data and preparing the necessary reports so that more better organized.

II. LITERATUR REVIEW

Information System

An information system is a set of interconnected components, which work to collect and store data and process it into information that is used. Information system is a system within an organization that brings together the needs of daily transaction management, supports operations, is managerial, and strategic activities of an organization and provides certain external parties with the reports needed [3]–[5].

Vilage Service

Village services are services, both in the form of goods which are in principle the responsibility of and implemented by government agencies at the center, in the regions and in the village environment in the context of efforts to meet community needs and in the framework of implementing statutory provisions. According to Permendagri No. 47 of 2016 concerning Village Government Administration General Provisions in Chapter I Article 1, "Village Government Administration is the entire process of recording data and information regarding Village Government in the Village Register Book" [6][7]–[10].

Website

According to Murad, et al (2013: 49), "The Web is a system with information presented in the form of text, images, sound, and others stored on an internet web server which is presented in the form of hypertext". According to Arief (2012: 7), "The web is an application that contains multimedia documents (text, images, sound, animation, video) in it that uses the HTTP protocol (hypertext transfer protocol) and to access it uses software called browsers".

Desa Kota Dalam

Kota Dalam Village is one of the villages in Way Lima District with an area of 320.32 Ha. Kota Dalam Village consists of 6 hamlets and has a population density of 2,366 people consisting of 1,224 male residents and 1,142 female residents. The total number of heads of families (KK) in Kota Dalam Village is 560 families and all residents of Kota Dalam Village are Muslim. Kota Dalam Village has 2 Elementary Schools (SD), 1 Junior High School (SMP), 1 Kindergarten (TK) and 1 Early Childhood Education (PAUD). To support village community worship activities, Kota Dalam Village has worship facilities in the form of 3 mosques and 4 prayer rooms. The majority of the residents of Kota Dalam Village are of the Lampung ethnicity and the rest are Javanese (Primary data, 2020).

III. RESEARCH METHOD

Data collection

The activity of collecting data that researchers carried out in designing an online letter writing service information system in the village of Dalam City, was website-

based, namely by observing the village of Dalom City, conducting interviews with village officials in the mail service section and studying literature. The results obtained by researchers from field observation activities and interviews with village employees in the mail service section found a problem, namely the letter data collection process that still uses a notebook, this can cause data containing information on the letter to be lost. In addition, if the village head and secretary are not present, the letter cannot be processed immediately, which makes it impossible to monitor the progress of the letter. To assist researchers in strengthening the theoretical basis and in making the system researchers look for references through journals or research that is similar to the theme of designing websites for making letters in villages [11].

Design Models

In the next stage, the researcher will create a mockup design for designing an information system for making online mail services in the village of Kota Dalom based on a website. There are several page sections on this website such as the website home page, login page and user account registration page, dashboard user, super admin, and admin pages then there is a page for writing letters to users, and there is a page for adding letters by super admin. This section describes about the information system design method used, the waterfall method[12], [13].

Analysis Of User Need

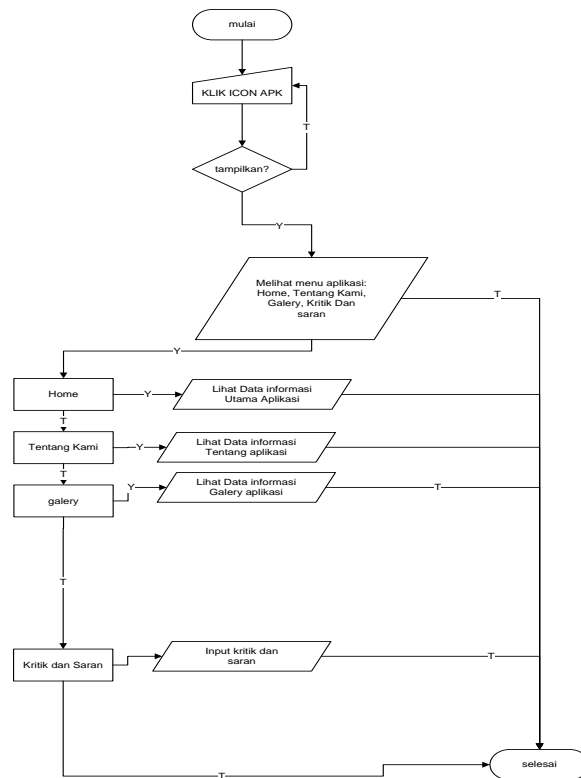
Next is analyzing user needs in designing information on website-based online letter writing services in Kota Dalom village. There are three categories of users on this website where the community as users will make letters, the super admin is an employee of the mail service department who will later manage incoming letters and the last is the admin who is the head and village secretary who will later validate the letters that have been made.

System Design

In the next stage, the researcher will create a mockup design for designing an information system for making online mail services in the village of Kota Dalom based on a website. There are several sections of pages on this website such as the website home page, login page and user account registration page, dashboard user, super admin, and admin pages then there is a page for writing letters to users, and there is a page for adding letters by admin.

Visitor flowcart

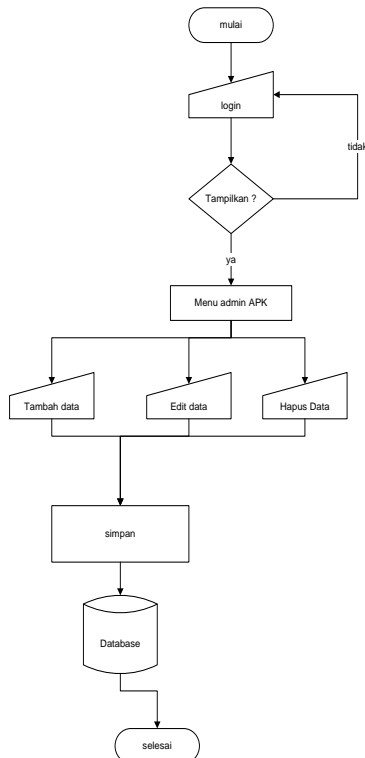
The following is an overview of the process carried out by visitors, where visitors can see how the application looks like the homepage, about the village, galleries, and can also provide criticism and suggestions for the village website.



Picture 1 Visitor Flowchart

Admin page flowchart

Next is an overview of the system flow that runs on the website. Based on the diagram above, the user must first log in to the system. After that the village community will enter the system and choose what type of letter is needed and complete their personal data on the letter.



Picture 2 Admin Page Flowchart

Making The System

Next, the researcher created an information system for online letter writing services in the village of Kota Dalom based on a website from a pre-designed page design using a programming language.

Website Testing

The final stage in creating a website-based information system for online letter writing services in Kota Dalom Village is conducting black box testing to ensure all features on the website are running properly.

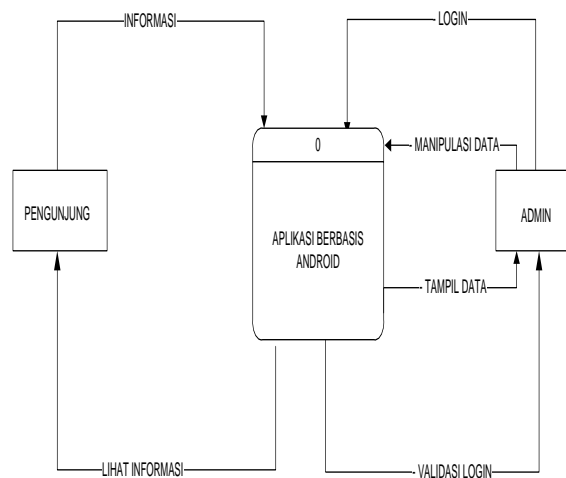
Reporting

After all the steps were carried out, the researcher made a report as a form of documenting all the stages in making an information system for making online letter services in the village of Kota Dalom based on a website.

IV. DISCUSSION

Design System

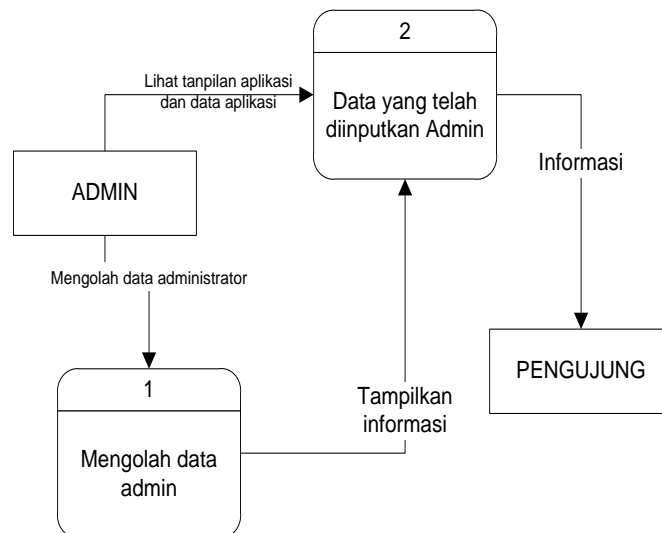
Context diagram is a diagram that consists of a process and describes the scope of a system. Context diagram is the highest level of DFD which describes all inputs to the system or output from the system. It will give an overview of the whole system. The system is limited by the boundary (can be described with a dotted line).



Picture 3. Context Diagram

DFD Level - 0

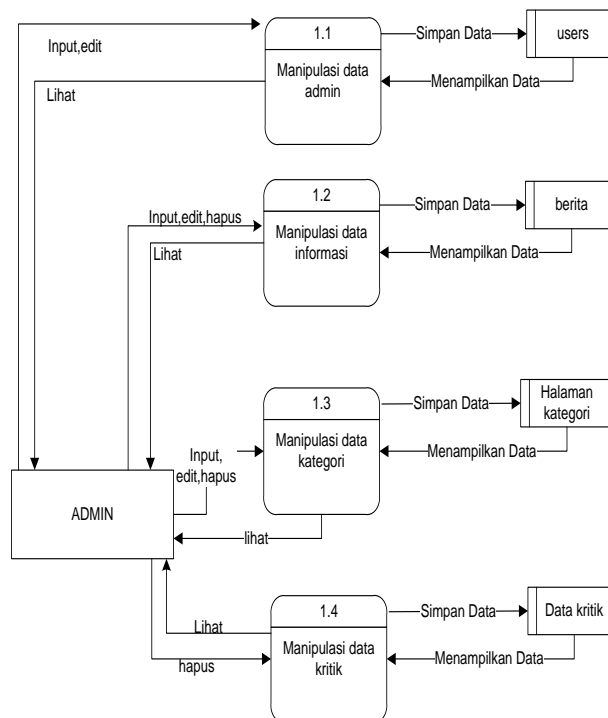
Data Flow Diagram Level 0 is a description of a context diagram that still contains various processes or activities in it. Data Flow Diagram Level 0 found on the web can be seen in the following figure:



Picture 3. DFD Level -0

DFD Level-1 Proses 1

Data Flow Diagram Level 1 Process 1 is a description of the data manipulation process contained in DFD level 0. Data Flow Diagram Level 1 Process 1 can be seen in the following figure:



Picture 4. DFD Level-1 Proses 1

Implementation

This home page is the design of the page that appears the first time a user opens the website.



Picture 5. Display Home Page

About Us Page Views

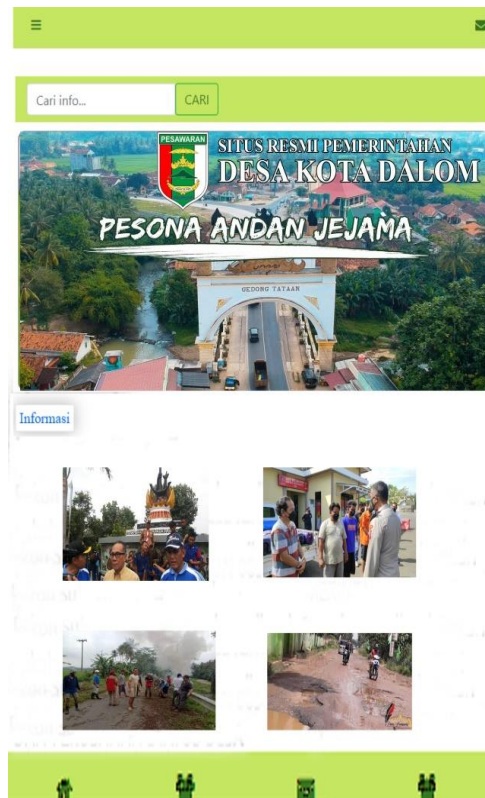
This page displays the village profile of Kota Dalam



Picture 6. About Us Page Views

Display Gallery

This page contains photographic documentation of every activity that took place in the village of Kota Dalam.



Picture 7. Display Gallery

Display of good behavior letter input

The input display for a good behavior letter is a display for making a good behavior letter for users or the people of Dalom City Village by inputting personal identity then when it's finished, you can directly download the letter to print. The domicile certificate input display is a display for making a domicile certificate for users or the people of Dalom City Village by inputting their identity, then when it's finished, you can directly download the letter to print.

Discussion

The web-based correspondence information system in the village of Dalom City is an application used in making letters including letters of good conduct, domicile certificates, and other letters online, so users don't have to come to the village office, but simply open the link provided. there is then by filling in the identity then the results of the letter can be downloaded in pdf form, then printed or printed by the user himself. We carried out the implementation of this system for Dalom City village officials on November 18 and 19 2022, by implementing training on technology utilization and direct practicum using the website. Participants who attended were 5 participants consisting of Dalom City village officials. In this section is the implementation of system test results from all system pages that have been created. From the system tested whether running or not. If running then running if not then error.

V. CONCLUSION

The conclusion that can be obtained from this research is that the making of this correspondence system is in order to make it easier for officers and the public who will make letters. In terms of efficiency and effectiveness in this system, namely, with this system the work of officers will be more concise, easy, fast to serve and not cause many queues. Making a web-based correspondence information system in the village of Kota Dalam was made to make it easier for users or the public to make letters of good conduct and certificates of domicile. The use of a web-based correspondence information system in Kota Dalam village is carried out by opening the Dalam City village website and then inputting the user's identity. The process of making correspondence in Kota Dalam Village is currently still using a manual system, which means it is still recorded in a ledger. As a result of a system that is still manual, it creates obstacles including the length of the data recording process, lack of employees, delays in letters and poor filing.

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