

ABSTRAK

Balai Bahasa Provinsi Sumatera Selatan memiliki tanggung jawab dalam mengelola kinerja aparatur sekaligus menyelenggarakan 13 (tiga belas) jenis layanan terpadu bagi masyarakat. Namun, proses pemantauan kinerja harian pegawai dan pelacakan progres layanan belum terintegrasi secara optimal, memicu ketidaksamaan informasi dan ketidakefisienan birokrasi. Penelitian ini bertujuan untuk merancang dan membangun Aplikasi Pengelolaan Kinerja Pegawai dan Manajemen Layanan Masyarakat Berbasis *Website* sebagai solusi dari permasalahan tersebut. Pengembangan sistem dilakukan menggunakan metode *Waterfall* yang meliputi tahapan analisis kebutuhan, perancangan (*Use Case, Activity, Sequence, Class Diagram*), implementasi (berbasis *Framework* Laravel dan MySQL), serta pengujian menggunakan metode *Black Box Testing*. Hasil penelitian menunjukkan bahwa sistem mampu mengintegrasikan pencatatan *log* aktivitas pegawai (beserta unggahan *evidence*) dengan sistem pelayanan publik. Masyarakat dapat mengajukan permohonan secara daring dan melacak status dokumen melalui penerbitan Nomor Tiket otomatis. Selain itu, sistem dilengkapi dengan *dashboard* analitik untuk pimpinan serta fitur notifikasi semi-otomatis menggunakan *URL Scheme* (*wa.me* dan *mailto*) yang dijalankan oleh admin untuk meminimalkan hambatan komunikasi. Pengujian fungsionalitas membuktikan bahwa aplikasi berjalan secara stabil, aman, dan berhasil menyinkronkan pengawasan manajerial internal dengan transparansi pelayanan eksternal.

Kata Kunci: Kinerja Pegawai, Pelayanan Publik, *Website*, *Waterfall*, Balai Bahasa.

ABSTRACT

The Language Office of South Sumatra Province (Balai Bahasa Provinsi Sumatera Selatan) has the responsibility of managing apparatus performance while providing 13 (thirteen) types of integrated services to the public. However, the process of monitoring daily employee performance and tracking service progress has not been optimally integrated, triggering information asymmetry and bureaucratic inefficiency. This study aims to design and develop a Website-Based Employee Performance and Public Service Management Application to solve these issues. The system was developed using the Waterfall method, which includes requirements analysis, design (Use Case, Activity, Sequence, Class Diagrams), implementation (based on the Laravel Framework and MySQL), and testing using the Black Box Testing method. The results show that the system is capable of integrating employee activity logs (along with evidence uploads) with the public service system. The public can submit requests online and track document status through the automated issuance of a Ticket Number. Additionally, the system is equipped with an analytical dashboard for the leadership and a semi-automated notification feature using a URL Scheme (wa.me and mailto) operated by the admin to minimize communication barriers. Functional testing proves that the application runs stably, securely, and successfully synchronizes internal managerial oversight with external service transparency.

Keywords: Employee Performance, Public Service, Website, Waterfall, Language Office.