

ABSTRAK

Pelayanan publik di Kantor Kecamatan Talang Kelapa Kabupaten Banyuasin sebelumnya masih dilakukan secara manual menggunakan buku, sehingga masyarakat harus datang langsung ke kantor dan menunggu tanpa kepastian waktu. Pengurusan dokumen seperti SKTM, Surat Ahli Waris, SAKP, SKBD, surat pengantar KTP/KK, surat pengantar pindah, dan surat keterangan kematian masih rentan hilang, terduplikasi, serta minim transparansi. Penelitian ini bertujuan merancang dan membangun Aplikasi Pelayanan Publik Digital Berbasis *Website* untuk meningkatkan efektivitas, efisiensi, dan akurasi pengelolaan data layanan publik di Kecamatan Talang Kelapa. Sistem dikembangkan dengan metode *Waterfall* menggunakan PHP, HTML, CSS, *JavaScript*, dan MySQL, serta melibatkan empat peran pengguna yaitu Masyarakat, Admin Lurah, Admin Camat, dan Camat dalam 25 tampilan antarmuka yang mencakup seluruh alur pelayanan daring. Pengujian dengan metode *Black Box Testing* pada seluruh fitur dan aktor menunjukkan status "Berhasil" di setiap skenario. Aplikasi ini terbukti mampu menggantikan sistem manual, memungkinkan masyarakat mengajukan permohonan, memantau status pengajuan secara *real-time*, dan memperoleh surat resmi dalam format PDF tanpa harus datang ke kantor, sehingga layak diimplementasikan sebagai wujud transformasi digital pelayanan publik di Kecamatan Talang Kelapa Kabupaten Banyuasin.

Kata Kunci: Pelayanan Publik, Digitalisasi, *Website*, *Waterfall*, *Black Box Testing*

ABSTRACT

Public services at the Talang Kelapa Sub-district Office, Banyuasin Regency, were previously conducted manually using a registration book, requiring the community to visit the office in person and wait without certainty regarding processing time. The handling of documents such as SKTM, Heir Certificates, SAKP, SKBD, ID card/family card cover letters, marriage cover letters, and death certificates was still prone to data loss, duplication, and limited transparency. This study aims to design and build a Website-Based Digital Public Service Application to improve the effectiveness, efficiency, and accuracy of public service data management in Talang Kelapa Sub-district. The system was developed using the Waterfall method with PHP, HTML, CSS, JavaScript, and MySQL, and involves four user roles: Community, Sub-village Admin, Sub-district Admin, and Sub-district Head, across 25 interface screens covering the entire online service flow. Testing was conducted using the Black Box Testing method on all features and actors, with a "Successful" status in every test scenario. The application proved capable of replacing the manual system, allowing the community to submit applications, monitor application status in real time, and obtain official letters in PDF format without having to visit the office, making it suitable for implementation as a real form of digital transformation of public services in Talang Kelapa Sub-district, Banyuasin Regency.

Keywords: Public Service, Digitalization, Website, Waterfall, Black Box Testing,