

ABSTRAK

Pelayanan Administrasi kependudukan yang efektif dan transparan merupakan salah satu indikator kualitas pelayanan publik. Namun, proses pelayanan pada UPTD Dukcapil Banyuasin I masih menghadapi beberapa kendala, seperti pengajuan yang dilakukan secara langsung, pengelolaan data yang belum terintegrasi, serta penentuan prioritas layanan yang masih dilakukan secara manual. Penelitian ini bertujuan untuk merancang dan membangun Sistem Pelayanan Administrasi Kependudukan Berbasis Website untuk Penentuan Prioritas Layanan pada UPTD Dukcapil Banyuasin I menggunakan metode Simple Additive Weighting (SAW). Pengembangan sistem dilakukan menggunakan metode Waterfall yang meliputi analisis kebutuhan, perancangan, implementasi, pengujian, dan pemeliharaan. Sistem dikembangkan menggunakan bahasa pemrograman PHP dengan Framework Laravel serta basis data MySQL. Metode SAW diterapkan untuk menentukan prioritas layanan berdasarkan kriteria kategori khusus, jenis layanan, umur pemohon, dan kelengkapan dokumen. Hasil perhitungan menghasilkan nilai preferensi yang digunakan untuk menentukan urutan prioritas pelayanan secara objektif dan terstruktur. Hasil penelitian menunjukkan bahwa sistem yang dibangun mampu memfasilitasi proses registrasi akun, pengajuan layanan, unggah dokumen, pemantauan status pengajuan, pengelolaan data pengajuan, serta penyajian hasil prioritas layanan. Penerapan sistem berbasis Website membantu meningkatkan efisiensi pengelolaan data dan mendukung proses pelayanan Administrasi kependudukan secara digital. Berdasarkan pengujian menggunakan metode Black Box Testing, seluruh fungsi sistem berjalan sesuai dengan kebutuhan pengguna sehingga sistem dinyatakan layak digunakan sebagai media pelayanan Administrasi kependudukan pada UPTD Dukcapil Banyuasin I.

Kata Kunci: Pelayanan Administrasi Kependudukan, Website, Simple Additive Weighting (SAW), Laravel, Waterfall.

ABSTRACT

Effective and transparent population Administration services are one of the key indicators of public service quality. However, the service process at UPTD Dukcapil Banyuasin I still faces several challenges, including manual service applications, unintegrated data management, and the determination of service priorities that is still performed manually. This study aims to design and develop a web-based Population Administration Service System for Service Priority Determination at UPTD Dukcapil Banyuasin I using the Simple Additive Weighting (SAW) method. The system was developed using the Waterfall method, which consists of requirements analysis, system design, implementation, testing, and maintenance. The application was built using PHP programming language with the Laravel Framework and MySQL as the database management system. The SAW method was implemented to determine service priorities based on several criteria, namely special category status, type of service, applicant age, and document completeness. The calculation process generates preference values that are used to determine service priority Rankings objectively and systematically. The results of this study indicate that the developed system is capable of facilitating user registration, service applications, document Uploads, application status monitoring, application data management, and the presentation of service priority results. The implementation of the web-based system improves data management efficiency and supports the digitalization of population Administration services. Based on Black Box Testing, all system functions operated according to user requirements, indicating that the system is suitable for use as a population Administration service platform at UPTD Dukcapil Banyuasin I.

Keywords: Population Administration Services, Website, Simple Additive Weighting (SAW), Laravel, Waterfall.