

## ABSTRAK

Perkembangan teknologi informasi mendorong instansi pemerintah untuk menerapkan digitalisasi layanan guna meningkatkan kualitas pelayanan publik. Kecamatan Alang-Alang Lebar Kota Palembang masih menghadapi kendala dalam penyampaian informasi, proses pengajuan administrasi yang masih konvensional, serta pengelolaan dokumen yang kurang efisien. Penelitian ini bertujuan mengimplementasikan website profil kecamatan sebagai media informasi dan layanan publik berbasis web. Pengembangan sistem menggunakan metode Waterfall yang meliputi analisis kebutuhan, perancangan, implementasi, dan pengujian. Perancangan sistem menggunakan Unified Modeling Language (UML), sedangkan implementasi dilakukan dengan framework Laravel dan basis data MySQL. Website yang dikembangkan menyediakan fitur pengelolaan profil, informasi dan pengumuman, registrasi pengguna, pengajuan layanan administrasi, unggah dokumen, verifikasi permohonan, serta pelacakan status layanan. Hasil implementasi menunjukkan bahwa sistem mampu mempermudah masyarakat dalam memperoleh informasi dan mengajukan layanan administrasi secara daring, sekaligus membantu petugas dalam mengelola dan memverifikasi data secara lebih efektif. Berdasarkan pengujian Black Box Testing, seluruh fitur sistem berfungsi sesuai kebutuhan sehingga website layak digunakan untuk mendukung pelayanan publik di Kecamatan Alang-Alang Lebar Kota Palembang.

**Kata Kunci:** Sistem Informasi, Website Kecamatan, Pelayanan Publik, Laravel, Digitalisasi Layanan.

## ABSTRACT

The rapid advancement of information technology has encouraged government institutions to adopt digital transformation to improve public service quality. The Alang-Alang Lebar District Office in Palembang City still experiences challenges in information dissemination, administrative service procedures, and document management, requiring citizens to visit the office directly for services. This study aims to develop a district profile website that functions as an information portal and a web-based public service platform. The system was developed using the Waterfall method, while system design employed Unified Modeling Language (UML). The application was implemented using the Laravel framework and MySQL database. The website provides features such as district profile management, information and announcement publication, user registration, online administrative service applications, document uploads, application verification, and service status tracking. Black Box Testing showed that all system features functioned according to the specified requirements. The implementation results demonstrate that the website improves public access to information and administrative services while helping officers manage data and verify documents more efficiently. Therefore, the system contributes to improving the effectiveness and quality of public services at the Alang-Alang Lebar District Office, Palembang City.

**Keywords:** Information System, District Website, Public Service, Laravel, Service Digitalization.