

ABSTRAK

Pelayanan administrasi di Kecamatan Banyuasin I masih menghadapi kendala dalam penyampaian informasi terkait perkembangan proses permohonan masyarakat. Pemohon harus datang langsung ke kantor kecamatan untuk mengetahui status berkas yang diajukan, sehingga menyebabkan kurangnya transparansi informasi dan menurunkan efisiensi pelayanan. Penelitian ini bertujuan membangun Aplikasi Layanan Administrasi Berbasis *Website* dengan Fitur *Tracking* dan Notifikasi Status untuk mendukung digitalisasi pelayanan administrasi di Kecamatan Banyuasin I Kabupaten Banyuasin. Sistem dikembangkan menggunakan metode *Waterfall* yang meliputi tahap analisis kebutuhan, perancangan sistem, implementasi, dan pengujian. Perancangan sistem dilakukan dengan menggunakan *Unified Modeling Language* (UML) yang terdiri dari *Use Case Diagram*, *Activity Diagram*, *Sequence Diagram*, dan *Class Diagram*. Aplikasi dibangun menggunakan bahasa pemrograman PHP dan *database* MySQL. Sistem menyediakan layanan pengajuan surat secara daring, pemantauan status permohonan melalui fitur *tracking*, serta notifikasi status yang ditampilkan pada dashboard pengguna. Pengujian dilakukan menggunakan metode *Black Box Testing* untuk memastikan seluruh fungsi sistem berjalan sesuai kebutuhan pengguna. Hasil penelitian menunjukkan bahwa aplikasi yang dikembangkan mampu mempermudah masyarakat dalam mengajukan layanan administrasi, memantau perkembangan berkas secara mandiri, serta memperoleh informasi status permohonan secara lebih cepat dan transparan. Selain itu, sistem juga membantu petugas dalam mengelola data permohonan secara terintegrasi sehingga proses pelayanan menjadi lebih efektif dan efisien.

Kata Kunci: Fitur *Tracking*, Layanan Administrasi, Metode *Waterfall*, Notifikasi Status, *Website*.

ABSTRACT

Administrative services at Banyuasin I District Office still face challenges in providing information regarding the progress of public service applications. Applicants are required to visit the district office directly to obtain updates on the status of their submitted documents, resulting in limited information transparency and reduced service efficiency. This study aims to develop a Website-Based Administrative Service Application with Tracking and Status Notification Features to support the digitalization of administrative services in Banyuasin I District, Banyuasin Regency. The system was developed using the Waterfall method, which consists of requirements analysis, system design, implementation, and testing phases. System design was carried out using the Unified Modeling Language (UML), including Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Class Diagrams. The application was developed using the PHP programming language and MySQL database. The system provides online administrative service applications, application status monitoring through a tracking feature, and status notifications displayed on the user dashboard. Testing was conducted using the Black Box Testing method to ensure that all system functions operate according to user requirements. The results indicate that the developed application facilitates the public in submitting administrative service requests, independently monitoring document progress, and obtaining application status information more quickly and transparently. In addition, the system assists officers in managing application data in an integrated manner, making the service process more effective and efficient.

Keywords: *Administrative Services, Status Notification, Tracking Feature, Waterfall Method, Website.*