

## ABSTRAK

Pelayanan administrasi masyarakat pada Kantor Camat Sako masih dilakukan secara manual sehingga menyebabkan kendala dalam proses pengajuan layanan, pengelolaan data, dan pemantauan status administrasi. Penelitian ini bertujuan untuk merancang dan mengembangkan Aplikasi Pelayanan Masyarakat Berbasis *Website* pada Kantor Camat Sako guna membantu proses pengajuan dan pengelolaan administrasi masyarakat. Metode pengembangan sistem yang digunakan adalah *Waterfall* yang meliputi analisis kebutuhan, perancangan sistem, implementasi, pengujian, dan pemeliharaan. Sistem dirancang menggunakan *Flowchart*, Diagram Konteks, *Data Flow Diagram* (DFD), dan *Entity Relationship Diagram* (ERD), serta diimplementasikan menggunakan PHP dan MySQL. Hasil penelitian menunjukkan bahwa aplikasi yang dibangun mampu mendukung pengajuan layanan administrasi secara *online*, unggah dokumen persyaratan, verifikasi oleh pegawai dan kasi, persetujuan oleh camat, serta pelacakan status pengajuan. Berdasarkan pengujian *Black Box Testing*, seluruh fungsi sistem berjalan sesuai dengan kebutuhan pengguna. Dengan demikian, aplikasi yang dibangun dapat membantu proses pengajuan dan pengelolaan administrasi masyarakat pada Kantor Camat Sako secara terkomputerisasi.

**Kata kunci:** Pelayanan masyarakat, *website*, administrasi, *waterfall*, PHP, MySQL.

## ABSTRACT

Public administrative services at the Sako District Office are still carried out manually, causing obstacles in the service submission process, data management, and application status monitoring. This study aims to design and develop a Web-Based Community Service Application for the Sako District Office to support the submission and management of public administrative services. The system was developed using the Waterfall method, which consists of requirements analysis, system design, implementation, testing, and maintenance. The system was designed using Flowcharts, Context Diagrams, Data Flow Diagrams (DFD), and Entity Relationship Diagrams (ERD), and implemented using PHP and MySQL. The results show that the developed application is capable of supporting online administrative service submissions, document uploads, verification by district staff and section heads, approval by the district head, and application status tracking. Based on Black Box Testing, all system functions operated according to user requirements. Therefore, the developed application can support the computerized submission and management of public administrative services at the Sako District Office.

**Keywords:** Public service, website, administration, waterfall, PHP, MySQL.