

ABSTRAK

Pengembangan Sistem Informasi Administrasi Desa Berbasis *Website* Dengan Fitur *Chatbot Ai* di Kantor Kepala Desa Banuayu (2026:XIV + 64 halaman + 31 gambar + 8 tabel + 7 lampiran)

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**PROGRAM STUDI SARJANA TERAPAN TEKNIK TELEKOMUNIKASI
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Perkembangan teknologi informasi mendorong instansi pemerintahan, termasuk pemerintah desa, untuk memanfaatkan sistem informasi dalam meningkatkan kualitas pelayanan administrasi kepada masyarakat. Kantor Kepala Desa Banuayu masih menghadapi kendala dalam pengelolaan data administrasi yang belum terintegrasi serta penyampaian informasi pelayanan yang belum optimal. Oleh karena itu, dikembangkan Sistem Informasi Administrasi Desa Berbasis Website dengan fitur *Chatbot Artificial Intelligence* (AI) sebagai media pengelolaan data dan pelayanan informasi secara digital. Pengembangan sistem dilakukan melalui tahapan observasi, wawancara, studi pustaka, perancangan, implementasi, dan pengujian. Sistem dibangun menggunakan *HTML*, *CSS*, *JavaScript*, *PHP*, dan *MySQL* sebagai basis data, serta dilengkapi fitur pengelolaan data pegawai, data penduduk, data kartu keluarga, data surat, statistik desa, dan *Chatbot AI* untuk memberikan informasi pelayanan secara otomatis. Hasil implementasi menunjukkan bahwa sistem mampu membantu perangkat desa dalam mengelola data administrasi secara lebih terstruktur, mempercepat proses pencarian data, serta memudahkan masyarakat memperoleh informasi melalui *website*. Berdasarkan pengujian menggunakan metode *Black Box Testing*, seluruh fitur sistem dapat berjalan dengan baik sesuai kebutuhan pengguna. Dengan demikian, sistem yang dikembangkan dapat mendukung digitalisasi pelayanan administrasi desa dan meningkatkan efektivitas pelayanan publik di Desa Banuayu.

Kata Kunci: Sistem Informasi Administrasi Desa, *Website*, *Chatbot AI*, Pelayanan Desa, *Black Box Testing*.

ABSTRACT

Development of a Website-Based Village Administration Information System with an AI Chatbot Feature at the Banuayu Village Office (2026:XIV + 64 pages + 31 pictures + 8 tables + 7 notes)

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The advancement of information technology has encouraged government institutions, including village administrations, to utilize information systems to improve the quality of administrative services for the community. The Banuayu Village Office still faces challenges in managing administrative data due to the lack of an integrated data management system and the limited delivery of public service information. Therefore, a website-based Village Administration Information System with an AI Chatbot feature was developed to support administrative data management and provide digital public information services. Data were collected through observation, interviews, and literature studies. The system was developed using HTML, CSS, JavaScript, PHP, and MySQL as the database management system. It provides features for managing employee data, population data, family card data, administrative letters, village statistics, and an AI Chatbot that delivers automated information regarding village services. The implementation results indicate that the system is capable of assisting village officials in managing administrative data more efficiently, accelerating data retrieval, and facilitating public access to information through the website. Based on Black Box Testing, all system features functioned properly in accordance with user requirements. Therefore, the developed system is expected to support the digitalization of village administrative services and improve the effectiveness and efficiency of public services in Banuayu Village.

Keywords: *Village Administration Information System, Website, AI Chatbot, Village Administrative Services, Black Box Testing.*