

ABSTRACT

WEB-BASED PUBLIC QUEUING SERVICE INFORMATION SYSTEM (Case Study: Taman Cari Village Office, Purbolinggo Sub- district, East Lampung Regency)

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Public service refers to activities or a series of activities aimed at fulfilling service needs in accordance with statutory regulations for every citizen and resident concerning goods, services, and/or administrative services provided by public service providers, which include every state-organizing institution, corporation, independent institution established by law for public service activities, and other legal entities formed solely for public service activities. These activities are carried out by officials, employees, officers, and everyone working within the organizing institution whose duty is to perform actions or a series of public service actions.

One of the implementations of public service at the village level is population administration within a government. The process of serving the documents required by the community often takes a long time. This can make the process of handling documents feel burdensome and ineffective for the residents of Taman Cari village. Queuing is part of a service process carried out by a number of people to obtain a desired item or service. Queuing can consume a significant amount of time, especially during a pandemic like this where the community is asked to comply with health protocols, one of which is maintaining distance and avoiding crowds. Furthermore, queue cards that are easily damaged or lost also become an obstacle for the community.

Given these problems, and to improve village services to the community in taking a queue number, a web-based information system is needed. This system will make it easier for the community to queue and obtain the necessary information, thus enhancing service to the community through the Web-Based Queuing Service Information System. In addition, the creation of this system also utilizes MySQL as its database or data storage. The data collection methods the researcher used in this study include observation, interviews, literature study, and the use of the Rational Unified Process method.

Keywords : Service, Queuing, Web-based, Village Office