

## ABSTRACT

*The Pesona Bali housing complex is located on Jalan Raya Bojongsoang, Bandung Regency, which consists of 7 RW heads from block A to block E. The housing is a self-owned neighborhood (RT) that is registered in Bojongsoang village. Because the task as the head of the RT, RW must handle many activities in the neighborhood as well as in the residence, for that use of this mobile application is very helpful for the head of the RT, RW who has high job mobility. The city of Bandung, the results obtained by residents regarding the activities in Pesona Bali, questions related to the application that will be made is a citizen government application, an important survey whether or not the application will be made for residents of Pesona Bali housing this time, if it is important, then what kind of application need citizens. And from the results of the survey, it is undeniable that 84.6% of Pesona Bali housing residents need government applications that can help residents and RT, RW heads in terms of assisting residents in assisting fellow citizens so that the RT, RW head duties can be transparent, effective, and also efficient. Therefore, in this final project, planning and making an android-based citizen administration application in Pesona Bali housing uses Android Studio as a platform for making this application. This administrative application has features that can simplify the duties as head of RT, RW and residents in organizing information in the Pesona Bali community environment. The results obtained from the application that have been made include making cash schedules, mutual assistance schedules, other information, exporting CSV data made by RWs and RTs based on their privileges, while applications used for residents have features such as Citizen Report input, Mutual Reporting. Royong from the RT head, seeing the Cash Schedule informed by the RT head, Guest Report feature that can be accessed by residents to notify the RT head when a guest is visiting, Citizen Discussion feature which can be used for discussions among fellow residents, and Personal Data that can be changed -Change by application users that can upload documents in PDF or Image. And there is also a notification on each menu, which will facilitate interaction between the head of the RT, RW and residents, as well as among fellow residents.*

*From the tests conducted on this developed application, it is known that this Android-based Citizen Administration Application, some have a Response Time or delay which is already quite good, and there are some testing delays that are still not good. such as the*

*results of measurements of delay when citizens send a chat with a total delay of 663 ms, testing when the user is logged in 1351 ms, delay when the user waits for an OTP code 844 (ms). Meanwhile, according to ITU-T, the good delay category is <150 ms, the sufficient category is 150 to 400 ms, and the bad category > 400 (ms). Therefore, this application still needs deep development in the application of this technology going forward*

**Keywords:** *application, administrative, android, citizens, Delay.*