

ABSTRACT

The Bobang Village Office is facing issues in the issuance of certificates handled by the service section of the Bobang Village Office. Several problems have arisen, including a shortage of personnel in the service unit due to the high number of requests from residents, resulting in longer waiting times. Additionally, some certificates are still processed manually using Microsoft Word. Therefore, a Public Service Information System Application based on a website is needed to address the existing problems at the Bobang Village Office, especially to streamline the certificate issuance process requested by residents. The development is carried out using the iterative incremental method, which is an approach that breaks down the work into a series of stages that can be adjusted to changes that may occur during application development. Thus, this method is suitable for use by the researcher. Based on the test results, in the first phase iteration, black-box testing showed that the application features ran as expected. The user acceptance testing results indicated that the application has achieved a high success rate, with an average score of 88.31%. Users expressed agreement but provided feedback for additional features. In the second phase iteration, the development of features was in line with the feedback from the first iteration. Black-box testing results showed that the application features ran as expected. User acceptance testing results indicated that the application has achieved a high success rate, with an average score of 90%. Users stated their agreement that the public service information system application meets the needs and desires of users.

Keywords: Information system, Public service, Iterative incremental, Black-box testing, User acceptance testing.