

ABSTRACT

The Regional Drinking Water Company (PDAM) is one of the Regional Owned Enterprises (BUMD) owned by the Wonomulyo regional government, Polewali Mandar Regency. Based on Law no. 5 of 1962 as a business owned by the Regional Government (Pemda) which provides services for organizing public benefits in the drinking water sector. PDAM activities start from collecting, processing, purifying to the process of distributing clean water to the community (BPK RI, 2017). As a result of the Covid-19 pandemic throughout the world, especially in Indonesia, PDAM registration service facilities are limited when they want to provide registration services to the community.

From these problems, the Wonomulyo PDAM service system was designed with a web-based Laravel Framework as a solution to the problems being faced by the community or customers related to the PDAM member registration process and providing services to the community in a conventional manner where the community as customers who want to register as a PDAM member do not have to visit the office again and meet other people so as to reduce the spread of the covid-19 virus. In this Final Project, it is hoped that the existence of a web-based PDAM registration service system can help the registration service process for the community in the Wonomulyo PDAM work area, because the community simply accesses the web to undergoing registration services at PDAM Wonomulyo.

In the final project, the PDAM Wonomulyo website service has been successfully designed and created using the Laravel framework and using a MySQL database. From the results of functionality testing, it can be said that all the features on the website are 100% running well. In the lighthouse test results, the results obtained are very high and good values with performance of 96, Accessibility of 98, Best Practices of 92 and SEO of 92. In the delay test results, the total average delay is 1.81 seconds. From the results of the questionnaire test, it can be ascertained that customers and officers gave a good response and felt helped by the PDAM Wonomulyo website service.

Keywords : PDAM, Web, Laravel Framework, Covid-19.