ABSTRACT

Public service is one of the fundamental activities offered by the government to its citizens in Indonesia. In this digital age, many public services are still carried out conventionally, one example is the public service of filing letters in Desa Sukapura. This will cause many problems because public services in the village are only available on office days and hours and this causes many people trouble because they have to take time off or ask for help from others and this will cause new problems such as illegal fees. In addition, in the process of applying for letters, people have to repeatedly go to the RT and RW Offices and then to the Village Office, this is because the data held in the village has not been synchronized.

According to the problems described in the previous paragraph, digitalization of public services is a solution to overcome these problems. To digitize public services, there are various ways, one of which is using a mobile application. Later, this application will be connected to the OpenSID system that has been used in Desa Sukapura. By connecting the mobile application and the OpenSID system, public services, especially the submission of application letters in Desa Sukapura, will be more effective and efficient because the system has been digitized.

The solution in the form of a mobile application, the application was then tested on 32 users using the beta testing method. From the test results, satisfactory results were obtained and the questions asked were tested for reliability using the Cronbach alpha method and the results were more than 0.7 which is the minimum limit for a question to be considered reliable. In addition, the application was tested using load testing and performance testing methods with good results, the server was able to handle 100 users at the same time and the error rate was below 30%, meanwhile the latency and sample time values are not more than 10 seconds. Based on this, the mobile application that has been developed can reduce the problems previously described and is expected to facilitate the public service process for submitting letters in Desa Sukapura.

Keywords: Mobile Application, Digitalization, Public Service, Integrated