

ABSTRACT

Urban village is the smallest form of government that spearheads the running of government in Indonesia. One of the functions of kelurahan as contained in Klaten regent Regulation Number 63 of 2016 Articles 19 and 20 is to carry out and organize community services. In providing services to the community, the quality of Service is the main thing that must be considered. Making a certificate is one of the forms of services provided by the village government. Making a certificate begins with the making of a cover letter that must be known and approved by neighbourhood and neighbourhood head from the place of residence of the citizen. Researchers conducted a survey of people in Bulan village to determine the quality of the service of making a certificate and a letter of introduction. There are several obstacles experienced by the community in filing a cover letter, including the community is difficult to meet the village or neighbourhood and neighbourhood head, people do not understand how the flow in filing a cover letter, the village device is not in the office when working hours begin. Based on the results of the survey, researchers provide solutions in the form of applications that can be used to submit a cover letter. In developing the application, the researchers used the waterfall application development method which allows for application development on a small scale both in terms of projects and the number of developers. The first test of the application that has been developed is done using black box testing with satisfactory results. The second test of the application was carried out using the user acceptance test method by conducting a survey of 15 respondents by generating a user acceptance index on an interval scale of 80% -100% so that it can be concluded that the functionality of the urban village cover letter making application can run as expected, the application or web is very acceptable, and can help the community in filing or making a cover letter.

Keywords: urban village, cover letters, black box testing, user acceptance test, and waterfall.