

ABSTRACT

In today's digital era, information and service management within the scope of the Neighborhood Association/Residents Association is an important need to improve smoothness, transparency, and security. In the Kebraon Indah Permai housing complex, population administration such as applying for birth certificates, death certificates, making new ID cards and other population documents currently still uses manual methods that often risk data loss or data errors. This study aims to develop a website-based application to support the digitalization of population administration services within the scope of the Neighborhood Association/Residents Association, by implementing a mandatory guest reporting policy to improve environmental security in the Kebraon Indah Permai Housing Complex. In this development, the Spiral Method or System Development Cycle Method will be used which adopts an iterative development process model with Waterfall model elements. To ensure that user needs are met through the planning, risk analysis, prototype, implementation, and evaluation stages. Includes guest data collection features, management of Neighborhood Association/Citizens Association activity information, population administration services such as submission of death certificates, birth certificates, family card application letters and population identity card application letters and other population documents. Thus, this application not only supports digital management of Neighborhood Association/Citizens Association, but also encourages security and improves accuracy and precision in the administrative service process, through this research it is hoped that in the future it can be an example for other housing environments that face similar problems and can apply similar technology.

Keywords: *Services, Neighborhood Association/Citizens Association, Guests*