

ABSTRACT

The process of issuing a certificate of loss at Polres Jember was previously conducted manually, which often resulted in long queues, data entry errors, and inefficient service times. This research aims to design and develop a web-based information system to streamline the process of loss reporting and certificate issuance through an online platform. The system was developed using the Prototype method, allowing iterative testing and refinement based on direct feedback from users, specifically police officers. The application was built using the Laravel framework to support a structured and efficient system architecture.

The system provides features such as online loss report submission, document upload, administrative verification, and automated certificate generation. The functionality of the system was tested using Black Box Testing, which confirmed that all main features performed as expected without any major errors. The implementation results indicate improved administrative efficiency, reduced data entry mistakes, and enhanced user convenience. Therefore, the developed system is deemed feasible for use as a digital solution to support public service processes, particularly in issuing certificates of loss at Polres Jember.

Keywords: Information System, Loss Certificate, Website, Laravel, Prototype, Polres Jember