

ABSTRAK

RANCANG BANGUN SISTEM INFORMASI PELAYANAN PEJABAT PENGELOLA INFORMASI DAN DOKUMENTASI (PPID) DI DINAS KOMUNIKASI DAN INFORMATIKA (DISKOMINFO) KOTA BANDAR LAMPUNG BERBASIS *WEB* MENGGUNAKAN *FRAMEWORK LARAVEL*

Oleh

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Penelitian ini bertujuan untuk merancang dan membangun Sistem Informasi Pelayanan Pejabat Pengelola Informasi dan Dokumentasi (PPID) berbasis web di Dinas Komunikasi dan Informatika Kota Bandar Lampung. Permasalahan yang dihadapi adalah proses pelayanan informasi publik yang masih dilakukan secara manual sehingga menyebabkan keterlambatan, kesulitan pelacakan status, serta kurangnya transparansi. Metode yang digunakan adalah Extreme Programming (XP) dengan tahapan planning, design, coding, dan testing. Sistem dikembangkan menggunakan framework Laravel dengan arsitektur Model-View-Controller (MVC) dan basis data MySQL. Pengujian sistem dilakukan menggunakan metode Black Box Testing dan User Acceptance Testing (UAT). Hasil penelitian menunjukkan bahwa sistem mampu mengotomasi proses pelayanan informasi publik, meliputi pengajuan permohonan secara daring, pelacakan status secara real-time, serta pengelolaan dokumen informasi publik secara terintegrasi. Sistem juga menyediakan fitur dashboard dan laporan yang membantu meningkatkan efisiensi kerja petugas PPID serta memudahkan masyarakat dalam mengakses informasi publik. Kesimpulan dari penelitian ini adalah sistem yang dibangun mampu meningkatkan efisiensi, transparansi, dan akuntabilitas pelayanan informasi publik di Diskominfo Kota Bandar Lampung.

Kata Kunci : Sistem Informasi, PPID, *Laravel*, *Extreme Programming*, Pelayanan Publik

ABSTRACT

DEVELOPMENT OF A WEB-BASED SERVICE INFORMATION SYSTEM FOR THE INFORMATION MANAGEMENT AND DOCUMENTATION OFFICER (PPID) AT THE COMMUNICATION AND INFORMATICS DEPARTMENT OF BANDAR LAMPUNG CITY USING THE LARAVEL FRAMEWORK

By

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This study aims to design and develop a web-based Information Service System for the Information and Documentation Management Officer (PPID) at the Department of Communication and Informatics (Diskominfo) of Bandar Lampung City. The problem addressed in this research is that public information services are still conducted manually, resulting in delays, difficulties in tracking request status, and lack of transparency. The method used in this study is Extreme Programming (XP), which consists of planning, design, coding, and testing stages. The system is developed using the Laravel framework with a Model-View-Controller (MVC) architecture and MySQL database. System testing is carried out using Black Box Testing and User Acceptance Testing (UAT). The results show that the developed system is able to automate public information service processes, including online request submission, real-time status tracking, and integrated public information document management. The system also provides dashboard and reporting features that improve the efficiency of PPID staff and facilitate public access to information. In conclusion, the developed system improves the efficiency, transparency, and accountability of public information services at Diskominfo Bandar Lampung and supports the implementation of good governance principles.

Keywords : Information System, PPID, Laravel, Extreme Programming, Public Service