

ABSTRACT

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Design and Development of a Web-Based Civil Service Application for the Kelurahan Kuningan Barat

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The improvement of civil administration services is a key priority in enhancing efficiency and transparency at the local administrative level. This study aims to design and develop a web-based application for applying for civil documents such as family cards, ID cards, child identification cards, and moving letters. The Rapid Application Development (RAD) method was employed to accelerate the development process, encompassing requirement planning, user design, construction, and cutover stages. The system evaluation using User Acceptance Testing (UAT) demonstrated a user satisfaction rate of 97.5%, indicating that the application successfully meets most user needs and expectations. Key features include online service requests, submission status notifications, service history tracking, and data management for admins and super admins. This application is expected to provide a digital solution that simplifies processes for the public and enhances the quality of administrative services in Kelurahan Kuningan Barat.

Keywords: *Civil Administration, Service Submission, Rapid Application Development, Web-Based System*