ABSTRACT

Design and Development of Web-Based Citizen Service Applications in Neighborhood Units (RT) Using the RAD Method.

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The final assignment report entitled "Design and Development of Web-Based Citizen Service Applications in Neighborhood Units (RT) Using the RAD Method" aims to improve citizen services by utilizing a web-based system. This research focuses on the inefficiency of conventional methods used for the complaint process, preparation of financial reports, administration of citizen data and payment of citizen fees in the RT environment. The system design follows Rapid Application Development (RAD) methodology ensuring a user-centric approach with feedback and iterative improvements. The research results show that this web-based system significantly improves data management, speeds up service processes, and provides easier access compared to manual systems.

Keywords: *Web-Based Application, Resident Services, Neighborhood Association, Rapid Application Development.*