

**PENGEMBANGAN DAN IMPLEMENTASI APLIKASI BERBASIS
MOBILE E-DESA BENDUNGAN DALAM PENINGKATAN PELAYANAN
ADMINISTRASI DAN INFORMASI MASYARAKAT(DEVELOPMENT AND
IMPLEMENTATION OF MOBILE-BASED APPLICATIONS E-DESA
DENDUNGAN IN IMPROVING ADMINISTRATION SERVICES AND PUBLIC
INFORMATIONDEVELOPMENT AND IMPLEMENTATION OF MOBILE-
BASED APPLICATIONS E-DESA DENDUNGAN IN IMPROVING
ADMINISTRATION SERVICES AND PUBLIC INFORMATION)**

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ABSTRACT

This research aims to improve the efficiency and quality of administrative services in Bendungan Village, Kudu District, Jombang Regency through the development of a mobile application called E-Desa Bendungan. The main issues addressed include the lengthy manual process of letter management, lack of transparency, and the absence of a platform for citizens to submit complaints or aspirations. The application was developed using the waterfall method, with Flutter for the mobile interface, Laravel for the backend, and MySQL as the database. The implementation showed a significant impact in accelerating services. Residents can now apply for administrative letters digitally anytime without visiting the village office, and track their application status more easily and transparently. The complaints and aspirations feature strengthens two-way communication between the community and village officials. Based on the System Usability Scale (SUS) testing, the application received a score of 75.2, indicating good feasibility. Black box testing also confirmed that all functions work properly. In conclusion, this application provides tangible results by increasing service speed, reducing processing time, and improving access to village information.

Keywords: *E-Desa, administrative services, mobile, village digitalization*