

***Design of the Village Community Service Website System for Kincang Wetan  
Using an Agile Approach***

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**ABSTRACT**

*This study aims to design and build a web-based administrative service information system, namely E-Surat Desa Kincang Wetan, to overcome the constraints of slow manual services and the risk of data loss. The system development uses the Agile approach with the Scrum framework, which allows the design and implementation process to be carried out collaboratively according to the needs of both village officials and residents. The system was developed using the Laravel Framework with a MySQL database and a responsive interface based on Bootstrap. The main features implemented include online letter submission, uploading supporting documents, real-time tracking of submission status, and integration of automatic notifications via Telegram to speed up the communication process between village officials and the community. The results of functional testing using the Black-Box Testing method on 38 test cases showed a 100% success rate, which means all features function as required. In addition, user experience testing using the System Usability Scale (SUS) method resulted in an average score of 75.8 (Good category). This proves that the E-Surat Desa Kincang Wetan system is not only effective in accelerating the bureaucratic flow but is also easy to use and ready to be implemented to support the digital transformation of public services at the village level.*

**Keywords:** *E-Surat Website, Kincang Wetan Village, Agile, Laravel Framework, System Usability Scale, Public Services.*