Design and Development of A Community Satisfaction Information System in A Public Service Office: A Case Study of The Pesudukuh Village Office

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ABSTRACT

The development of digital technology has driven the transformation of conventional services into information system-based services, including in the public service sector at the village level. The Pesudukuh *Village Office still conducts community satisfaction survey processes manually using paper questionnaires and data processing using Microsoft Excel, which often causes problems such as low community participation, slow data recapitulation processes, and the risk of document loss. This study aims to design and build a web-based community satisfaction information system using the Waterfall method. The system was developed using the Laravel framework for the backend, Bootstrap for the interface, and MySQL as the database. The implementation results show that the system successfully integrates a three-month period* NIK *verification process, dynamic questionnaire filling, a recapitulation dashboard with trend graphs and service improvement priority visualizations, statement data management, community data management, and Excel data export features. Black Box testing using the Equivalence Class Partitioning (ECP) technique achieved a 100% success rate from 66 test cases, while the evaluation using the System Usability Scale (SUS) obtained an average score of 85.15, which falls into Grade B (Excellent). These results indicate that the system has a high level of usability and is suitable for use in supporting the digitalization of community satisfaction surveys in* Pesudukuh *Village.*

Key words*: Information System, Laravel, Community Satisfaction Survei, System Usability Scale, Waterfall,*