

ABSTRACT

Service is an activity or a compilation of machines that is invisible (untouchable), which occurs because of interactions between consumer and employer or other things that is provided by service Provider Company to solve consumer's problems (Gronroos, 1990 in Ratminto and Winarsih, 2005). In its development service process in governmental institution needs the usage of information technology to make the job of service administrative business employee easier.

Web is a kind of realtime services in accordance with the concept where the related fulfillment system performance can be achieved within a certain time limit. It is considered necessary to perform management of administrative services at the district office Bojongloa Kaler to support business processes that involve several officers or users in the application of information technology. The development of this service administrative Information system uses the developing of waterfall system method. Besides that system design on this research uses Unified Modeling Language model.

On this final task research, writer will develop a system that can fulfill service needs that combine the needs of every section that is exists in Bojongloa Kaler district office. Service administrative information system of Bojongloa Kaler district office is expected to become a solution in counting the number of service demands.

Keywords: Services, Administrative Services, District Bojongloa Kaler, Web, Information Systems