

ABSTRACT

Bojongnangka Village, Pemalang Regency, faces challenges in the efficiency of its public services and information dissemination. The manual administrative processes lead to long queues for residents requiring essential letters, while crucial information such as village boundaries, land mapping, and development plans is difficult for the public to access transparently. This study designed and developed a web-based public service information system to address these issues. The system was developed using the adaptive Extreme Programming (XP) methodology through four main phases: planning by gathering user stories directly from village officials and residents, designing the desired user interface, continuous coding, and testing to ensure the quality of the developed system. The main features developed include an online letter submission module to reduce queue times, a village road mapping system, and a village information center. The findings show that the developed system is fully functional according to its design, validated through Black Box testing which achieved a 100% success rate. Furthermore, System Usability Scale (SUS) testing, conducted with 38 respondents comprising residents and village officials, revealed that the system possesses an excellent level of usability and is well-accepted by its users. The primary contribution of this study is a tested and viable system that serves as a solution to enhance the efficiency of services and information transparency in Bojongnangka Village.

Keywords: *Village Information System, Public Services, Extreme Programming, Website*