

ABSTRACT

The rapid advancement of technology today can facilitate work across various sectors, including the government sector. The government is required to be more adaptable to the latest developments in information technology. The design of an administrative letter service website is one form of the government's adaptation to these technological advancements. The administrative letter service in Gebangkerep Village still uses a manual method, where residents who need to process letters must come directly to the village office, bring the required documents, and meet with the responsible village officials. This manual system poses various challenges, especially for residents living outside the village. Therefore, it is necessary to design a web-based administrative letter service system to assist and facilitate online services. The development of this system uses the Scrum method, a lightweight framework that provides adaptive solutions to problems. The stages in this method include product backlog, sprint planning, daily scrum, sprint review, and sprint retrospective. For testing, alpha testing with blackbox is used, which only focuses on testing the functionality of the features in the application. Based on the test results, the success rate reached 100% because all features functioned well according to the test scenarios. In beta testing, the average percentage was 84.8%, indicating that the system is highly suitable for use. The result of this research is a website for an administrative letter service system designed to facilitate users in submitting letters online.

Keywords: government, mail, scrum, service, website