

ABSTRAK

The Jatimulyo Village Hall office is a place for administrative services for residents. One example is the creation of correspondence. This correspondence service is carried out by the operator or admin on duty at the service office. However, in carrying out their duties, there are several obstacles, namely residents who do not know the flow in making letters, residents who do not complete the requirements in making letters, and residents who have to queue and wait in making letters. To solve this problem, in this study a correspondence application system was designed so that it could improve the work system of the Jatimulyo Village Hall Office employees. In this research, the method used is the development of the waterfall method and the design system for this research using UML, as well as system testing using Black Box Testing and User Acceptance Test. Testing on this system produces a percentage of 100% for the Black Box Testing and 89.2% for the User Acceptance Test for residents and 84.2% for the Admin/operator User Acceptance Test. The results obtained in this study is a correspondence administration application which is expected to facilitate and assist the staff and residents of Jatimulyo in the process of making letters.

Keywords : Correspondence, Jatimulyo Village Hall Office, UML, Waterfall, Black Box Testing, User Acceptance Test