

ABSTRACT

DIGITALIZATION OF ADMINISTRATION CERTIFICATE SERVICES IN LIU VILLAGE, MAJAULENG DISTRICT, WAJO REGENCY

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The administration certificate services for the people in Liu village still rely on manual methods. The people who want to get a certificate have to come to the village office with administrative requirements such as copies of family cards or identity cards. This manual administration of certificate services takes a long time because sometimes people bring the wrong required documents. Besides that, there are also frequent technical problems occurring in the process of providing certificate services. This has led to the unrealized of convenient and quick services, according to Regulation Number 25 of 2009 concerning Public Services. The study aims to digitalize the system of creating a certificate in the form of an application, namely SI-SUKET (Sistem Informasi Surat Keterangan) or a Web and Android-based application.

This study uses a descriptive method and qualitative approach as a technique of research. The data is collected through observation, interviews, and document reviews.

The result is in the form of an application that can assist the village officials in providing the administration of certificate services in Liu village, Majauleng District, Wajo Regency.

Keywords: *Public Services, Digitalization, Village*

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