

## ABSTRACT

**Muhammad Dion Isbadiansyah (12202001), “*Design and Development of Web-Based Citizen Services in RW 01 Gambir District*”**

*The development of a web-based citizen service system is a solution to increase the efficiency and transparency of public services at the local level. This research aims to design and build a citizen service system in RW 1 Gambir District, Central Jakarta, which supports resident data management, mail services, contribution management and online citizen complaints. The system development method uses a waterfall approach, which includes requirements analysis, design, implementation and testing stages. The result of this research is a website that makes it easier for RW administrators to administer and communicate with residents, while making it easy for residents to access services quickly and transparently. Support in the form of training and maintenance is provided for three months after implementation to ensure the application runs optimally. This system is expected to be able to improve the quality of citizen services and support the digitalization program of public services*

Keywords: services, web, digitalization, RW.