

**WEBSITE BASED QUEUE APPLICATION OF SATKER SERVICES
(CASE STUDY OF KPPN DUMAI)**

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ABSTRACT

KPPN Dumai is an office that provides consulting services for partners, one of which is consulting services in the form of processing invoices and confirming state revenues. At this time the service is still being carried out entirely manually, namely the work unit comes directly to the Dumai KPPN and goes straight to the consultation table provided if there are no other work units currently consulting, if someone is consulting then they have to wait at the guest table and wait for the work unit to finish consulting. So I don't know how long to wait. Conditions like this can result in piles of queues if at the same time many people are consulting in one day. From the problems above, a "Web-Based Satker Service Queuing Application" is proposed where this application can manage registration schedules for satkers, queues for satkers at the Dumai kppn and also make it easier for CSOs to make a recap of registration of all services. This website-based satker service queue application has been tested using the black box testing method, which includes all the functionality of the features in it. The test results show that this application is running well and in accordance with the functions that have been set. Users can access this application smoothly either through smartphone devices or web browsers.

Keywords: *Queuing, Service, Registration, Consulting, Website, Black box*