

QUEUE APPLICATION USING MULTI CHANNEL SINGLE PHASE AT BENGKALIS POPULATION AND CIVIL REGISTRATION SERVICE

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ABSTRACT

In the current era of digitalization, the efficiency of public services is key for government agencies, including the Population and Civil Registration Office. Therefore, this research develops a queuing application that uses the multi-channel single phase method to improve service quality and reduce visitor waiting time. The multi-channel single phase method allows the system to allocate resources more efficiently. The application provides various service channels, such as data recording, identity card creation, and population registration. At the same time, the system optimizes the single phase to ensure the visitor experience remains fast and efficient. The application of this technology is expected to increase the productivity of the Population and Civil Registration Office, while providing a better service experience for the public. In addition, the data generated by this system can be the basis for performance analysis and continuous improvement in providing public services. Through this approach, it is expected to create an effective and powerful queuing system in government agencies, driving positive changes in population and civil registration services.

Keywords: *Queue, Web, Multi Channel Single Phase.*