

**PENYELENGGARAAN LAYANAN E-OFFICE TENTANG TATA NASKAH
DINAS ELEKTRONIK DISKOMINFOTIK KEPULAUAN MERANTI**

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ABSTRAK

Perubahan dalam pelayanan publik merupakan fokus utama pada bidang pemerintah. Sejalan dengan perkembangan teknologi, Diskominfo Kep. Meranti mengambil inisiatif untuk meningkatkan kualitas layanan publik melalui implementasi aplikasi *E-Office* berbasis web. Penelitian ini fokus pada permasalahan utama di Diskominfo Kep. Meranti terkait pencatatan manual surat masuk dan keluar, serta upaya meningkatkan efisiensi pengolahan surat. Dengan merancang layanan *E-Office* berbasis web menggunakan bahasa pemrograman *PHP framework Laravel*, tujuan utama penelitian adalah meningkatkan kualitas dan efisiensi pemrosesan surat serta meminimalkan keterlambatan dan ketidakakuratan data. Aplikasi ini dirancang untuk mengotomatisasi proses manajemen persuratan, meningkatkan efisiensi administrasi, dan memberikan dukungan terhadap transparansi pelayanan publik.

Kata Kunci : Surat Masuk dan Keluar, Layanan *E-Office*, *Website*, *PHP*, *Framework Laravel*

**IMPLEMENTATION OF E-OFFICE SERVICES ON ELECTRONIC OFFICIAL
MANUSCRIPT MANAGEMENT BY THE DEPARTMENT OF
COMMUNICATION, INFORMATION, AND STATISTICS OF KEPULAUAN
MERANTI**

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ABSTRACT

With the rapid development of technology, human activities are increasingly connected to technological advancements. One of the significant impacts of this development can be seen in various sectors, including local government. An important activity in government administration is the management of incoming and outgoing correspondence. The Diskominfo of Kepulauan Meranti Regency faces challenges in managing incoming and outgoing correspondence, which is currently done manually by recording it in an expedition book. To address this issue, a web-based e-office application is proposed, developed using the PHP Laravel framework. This application is specifically designed to manage incoming and outgoing correspondence data more effectively. The development methods used include database design, system testing using the black-box method, and the implementation of the application for managing correspondence data. The test results show that this application can facilitate the creation of letters, the addition of incoming and outgoing correspondence data, user management, and the generation of reports related to incoming and outgoing correspondence.

Keywords: *Incoming and Outgoing Correspondence, E-Office Services, Electronic Office Administration*