

WEBSITE-BASED KTP CONSULTATION SERVICE IN DISDUKCAPIL BENGKALIS

Name : Yessi Dwi Putri
NIM : 6404201027
Supervisor I : Danuri, M.cs

ABSTRACT

Resident Identity Card (KTP) consultation service, Indonesia's national identity card, via the KTP consultation service website in Bengkalis. The implementation of website-based KTP consultation services aims to increase accessibility, efficiency and comfort for citizens in seeking information and assistance regarding their identity documents. The proposed system utilizes modern web technology to build a user-friendly interface, allowing individuals to ask KTP-related matters without the need for a physical visit to a Disdukcapil office. In addition, this site facilitates real-time communication between users and admins, thereby encouraging an efficient and transparent consultation process. The platform is designed to answer frequently asked questions, guide users through the application process, and provide timely updates regarding the status of submitted applications. By adopting a website-based KTP consultation service, this application reduces the burden on physical infrastructure, minimizes waiting time for users or citizens, and encourages a more efficient and citizen-centered administration experience. The test results show that the application can run well and as expected, such as the features on the admin and user pages, especially the chat feature, managed to run well and smoothly as expected. This application was created using the PHP programming language with the Laravel framework and MySQL as the database.

Keywords: Consultation, Web, KTP, Disdukcapil