ABSTRAK

Muhammad Ridho Ramadhan, 2024, **Pengembangan Sistem Informasi Pengarsipan Dokumen Pajak Daerah Berbasis Website Menggunakan Metode Scrum,** Tugas Akhir, Program Studi Sistem Informasi, Strata Satu (S1), STIKI-MALANG, Pembimbing: Dr. Eva Handriyantini, S.Kom., M.MT.

Kata kunci: Sistem Informasi, Pengarsipan, Pajak Daerah, *Website, Scrum*.

Bapenda Kabupaten Lombok Barat menghadapi kendala dalam pengarsipan dokumen pajak bumi dan bangunan secara manual, diantaranya ruang penyimpanan terbatas, dokumen rusak dan biaya tinggi. Solusinya dengan digitalisasi arsip, namun terbatasnya sumber daya menjadi hambatan dalam pengembangan secara mandiri dan perlu dukungan inovatif. Selaras dengan penelitian terdahulu, permasalahan pengarsipan secara manual dengan fasilitas terbatas menyebabkan implementasi pelayanan menjadi kurang memadai. Secara umum tujuannya yaitu mengembangkan sistem informasi berbasis webiste guna memudahkan pelayanan di instansi pemerintah maupun swasta. Hasil uji coba menunjukkan berbagai aplikasi yang dikembangkan berjalan dengan baik dan dapat disimpulkan bahwa hasil pengembangan bermanfaat dalam menunjang pelayanan administrasi perkantoran di masing-masing pengguna. Penelitian ini bertujuan mengembangkan sistem informasi pengarsipan dokumen pajak daerah berbasis website menggunakan metode *scrum*. Metode *scrum* memprioritaskan kebutuhan dan peran aktif Bapenda dalam tahapan pengembangan, waktu pengerjaan singkat, biaya murah, dan rancangan fitur sesuai kebutuhan. Pengembangan fitur terbagi dalam beberapa product backlog yang diimplementasikan melalui sprint backlog dan scrum meeting. Kesimpulan penelitian ini bahwa hasil pengembangan sistem informasi yang terdiri dari fitur-fitur *Dashboard*, Pelayanan, Penetapan, Penagihan dan Arsip dapat mempermudah Bapenda dalam pengelolaan arsip menjadi lebih efektif, efisien dan tersaji secara real time. Implementasi kedepan diharapkan pengembangan sistem berbasis mobile dengan fungsi diperluas untuk pengarsipan dokumen lainnya.

ABSTRACT

Muhammad Ridho Ramadhan, 2024 **Development of a Website-Based Regional Tax Document Filing Information System Using the Scrum Method**. Final Project, Study Program Information Systems, Bachelor Degree (S1), STIKI-MALANG, Advisor 1 : Dr. Eva Handriyantini, S.Kom., M.MT.

Keyword : Information Systems, Archiving, Regional Taxes, Websites, Scrum.

Bapenda district of West Lombok faces obstacles in archiving land and building tax documents manually, including limited storage space, corrupted documents and high costs. The solution is archive digitization, but limited resources are a barrier to self-development and need innovative support. In line with previous research, the problem of manual archiving with limited facilities leads to inadequate service implementation. The general objective is to develop a webiste-based information system to facilitate service in both government and private agencies. The test results show that the various applications developed are running well and it can be concluded that the development results are beneficial in supporting office administration services in each user. The research aims to develop a web-based information system for the archiving of local tax documents using the scrum method. Scrum method prioritizes the needs and active role of Bapenda in the development phase, short processing time, low cost, and design of features as needed. Feature development is divided into several product backlogs that are implemented through sprint backlogs and scrum meetings. The research concluded that the development of an information system consisting of Dashboard, Service, Setup, Billing and Archives features could make Bapenda's archive management more effective, efficient and real-time updated. Future implementation is expected to develop a mobile-based system with extended functions for other document archiving.