IMPLEMENTASI SISTEM INFORMASI PENGAJUAN IZIN OPERASIONAL PAUD DAN PNF BERBASIS WEBSITE MENGGUNAKAN METODE *SUCCESSIVE APPROXIMATION MODEL* (STUDI KASUS: DISDIKPORA KABUPATEN BADUNG)

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ABSTRAK

Digitalisasi layanan publik merupakan langkah strategis untuk meningkatkan efisiensi, transparansi, dan akuntabilitas birokrasi. Namun, masih terdapat sejumlah layanan pemerintahan yang dijalankan secara manual, termasuk proses pengajuan izin operasional Pendidikan Anak Usia Dini (PAUD) dan Pendidikan Non-Formal (PNF) di Dinas Pendidikan, Kepemudaan, dan Olahraga Kabupaten Badung. Proses manual ini menimbulkan berbagai kendala, seperti keterlambatan verifikasi, ketidakpastian status permohonan, serta risiko kehilangan dokumen fisik. Untuk menyelesaikan masalah ini, penelitian ini merancang dan menerapkan sistem informasi yang berbasis web untuk pengajuan izin operasional PAUD dan PNF. Metode *Successive Approximation Model* (SAM) digunakan untuk melakukan pengembangan sistem yang terdiri dari tiga fase: persiapan, desain iteratif, dan pengembangan iteratif. Fase pengembangan dilakukan secara iteratif hingga menghasilkan tiga versi sistem yaitu *Alpha, Beta,* dan *Gold*. Pada versi *Alpha*, seluruh fitur utama diuji menggunakan *Black Box Testing* dan dinyatakan berfungsi sesuai kebutuhan, meskipun ditemukan perubahan proses bisnis yang mengharuskan revisi alur sistem dan peran pengguna. Versi *Beta* kemudian dikembangkan untuk mengakomodasi perubahan tersebut, dan kembali diuji menggunakan skenario uji yang telah diperbarui. Hasil pengujian menunjukkan sistem stabil dan bebas dari kesalahan fungsional. Versi akhir, yaitu *Gold*, divalidasi melalui *User Acceptance Testing* (UAT), dengan hasil tingkat kepuasan pengguna sebesar 83,56%, yang termasuk dalam kategori “Sangat Baik”. Hasil penelitian menunjukkan bahwa sistem informasi dapat dibuat untuk meningkatkan efisiensi, transparansi, dan akurasi proses layanan perizinan. Hasilnya menunjukkan bahwa sistem informasi ini dapat digunakan pada Disdikpora Kabupaten Badung sebagai solusi digital.

Kata Kunci: Sistem Informasi Pengajuan Izin Operasional, PAUD, *Successive Approximation Model, Black Box Testing, User Acceptance Testing*

IMPLEMENTATION OF A WEB-BASED INFORMATION SYSTEM FOR OPERATIONAL PERMIT APPLICATIONS FOR PAUD AND NON-FORMAL EDUCATION USING THE SUCCESSIVE APPROXIMATION MODEL (CASE STUDY: DEPARTMENT OF EDUCATION, YOUTH, AND SPORTS OF BADUNG REGENCY)

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ABSTRACT

Digitising public services is one strategy to make government bureaucracy more productive, accountable, and open. But some administrative tasks are still done by hand, such applying for operational permits for Early Childhood Education (PAUD) and Non-Formal Education (PNF) at the Badung Regency Department of Education, Youth, and Sports. This manual procedure has a lot of problems, like delays in verification, ambiguous application statuses, and the chance of losing physical documents. This study's goal is to create and use a web-based information system for filing PAUD and PNF operating permits in order to fix these problems. The system was built using the Successive Approximation Model (SAM), which has three steps: preparation, iterative design, and iterative development. The development phase produced three system versions: Alpha, Beta, and Gold. In the Alpha version, all core features were tested using Black Box Testing and found to function properly. However, revisions were required due to changes in business processes, including adjustments to system flow and user roles. These revisions were implemented in the Beta version, which underwent further functional testing with updated scenarios. The results showed a stable system with no functional errors. The final version, Gold, was validated through User Acceptance Testing (UAT). The evaluation, using a questionnaire covering nine usability and performance aspects, yielded a user satisfaction rate of 83.56%, classified as "Very Good". These results show that the created system is suitable for full deployment in the Badung Regency Department of Education, Youth, and Sports and successfully improves the operational permit process's efficiency, transparency, and accuracy.

Keywords: *Information System, Operational Permit Applications, PAUD, Successive Approximation Model, Black Box Testing, User Acceptance Testing*