

## ABSTRAK

Fakultas Hukum Universitas Pembangunan Nasional "Veteran" Jakarta menghadapi tantangan dalam pengelolaan layanan surat-menyurat kemahasiswaan yang masih mengandalkan proses manual dan semi-manual. Sistem saat ini mengharuskan mahasiswa datang ke kampus meskipun pengajuan awal dilakukan online, menyebabkan inefisiensi waktu, risiko kesalahan pencatatan, dan potensi kerusakan dokumen. Penelitian ini bertujuan mengembangkan sistem informasi layanan kemahasiswaan elektronik terintegrasi yang memungkinkan mahasiswa melaksanakan seluruh proses pengurusan surat secara online. Pengembangan akan melalui tahap perencanaan, prototipe, pengujian, dan peluncuran dengan memperhatikan keamanan data dan integrasi sistem. Implementasi diharapkan meningkatkan efisiensi dan akurasi pengelolaan data, meminimalisir risiko kehilangan dokumen melalui penyimpanan digital, mempercepat akses layanan, serta mendukung modernisasi administrasi fakultas. Penelitian menggunakan pendekatan pengembangan sistem informasi berdasarkan teori para ahli seperti Jogianto, Sutabri, Stair dan Reynolds. Hasilnya diharapkan menjadi solusi konkret dan model bagi pengembangan sistem serupa di institusi pendidikan tinggi lainnya, mendorong modernisasi layanan akademik di era digital.

**Kata Kunci:** *Fakultas Hukum, Sistem Informasi, Layanan Kemahasiswaan*

## **ABSTRACT**

The Faculty of Law at Universitas Pembangunan Nasional "Veteran" Jakarta faces challenges in managing student correspondence services that still rely on manual and semi-manual processes. The current system requires students to visit campus even though initial submissions are done online, causing time inefficiency, recording error risks, and potential document damage. This research aims to develop an integrated electronic student service information system that enables students to complete the entire letter management process online. Development will go through planning, prototyping, testing, and launching stages with attention to data security and system integration. Implementation is expected to improve data management efficiency and accuracy, minimize document loss risks through digital storage, accelerate service access, and support faculty administration modernization. The research uses an information system development approach based on theories from experts such as Jogianto, Sutabri, Stair, and Reynolds. The results are expected to become a concrete solution and model for developing similar systems in other higher education institutions, promoting academic service modernization in the digital era.

**Keywords:** *Faculty of Law, Information System, Student Service*