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# DESIGN AND DEVELOPMENT OF AN ADMINISTRATIVE INFORMATION SYSTEM FOR OFFICIAL TRAVEL ORDERS USING THE RAD METHOD AT THE GONDANGLEGI DISTRICT OFFICE

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**Abstract**. Information technology has significantly improved efficiency in various fields, including public administration. One essential administrative process in government institutions is the Official Travel Order (SPPD). Manual management of SPPD often causes several problems, such as delays in filing, data redundancy, and recording errors, which reduce administrative performance. Therefore, an information system is needed to automate and digitize SPPD management. This study aims to design and develop a web-based SPPD Administration Information System for Gondanglegi District using the Rapid Application Development (RAD) method. RAD consists of four main phases:1. Requirements Planning, in which user requirements and system objectives are identified. 2. System Design, which involves users in developing system prototypes, testing the prototypes, and conducting iterations. 3. Development and Implementation, which includes testing and user training. 4. System Deployment, which marks the completion of the system implementation. User involvement at every stage ensures that the resulting system meets operational requirements. This study produced a web-based administrative information system capable of optimizing the SPPD management workflow at the relevant institution. System testing was conducted using Black Box Testing and User Acceptance Testing (UAT) involving 20 users. The test results showed that the system operated effectively without significant errors, and 85% of users agreed that the system made SPPD management easier, improved data accuracy, and accelerated administrative processes. Thus, the system provides an effective solution to support digital transformation in district-level administration and improve the quality of public services.

***Keywords: Inventory, Rapid Application Development***

## INTRODUCTION

In the era of digitalization, the use of information technology has become an urgent need for government institutions to improve the quality of public services and internal work efficiency. One important aspect is the management of Official Travel Orders (SPD/SPPD) documents, which conventionally still presents various problems such as delays, inefficiency, and the potential for administrative errors (Kurniawan 2024).

At the Gondanglegi District Office, the Official Travel Order (SPPD) is a very important document because it serves as the legal basis and valid evidence of official travel undertaken by employees. Based on observations and interviews with the Head of the General Affairs Subdivision at Gondanglegi District, the management process for official travel documents begins with the receipt of incoming letters, which are then assigned by the District Head or District Secretary to the relevant section according to the contents of the incoming letter. The personnel section prepares an Assignment Letter using Microsoft Word for signature by the District Head or District Secretary. The Head of the General Affairs Subdivision then issues the SPPD containing employee information, budget user information, destination, departure location, and duration of the official trip. The Head of the General Affairs Subdivision submits the SPPD to the treasurer. After completing the official trip, employees are required to prepare a travel report and

a financial accountability report, accompanied by physical evidence such as receipts and purchase invoices.

The current administrative process for Official Travel Orders (SPPD) still faces various challenges, ranging from delays in disposition when the supervisor is unavailable, accumulation of physical documents that may be misplaced or lost, errors in entering employee data, to delays in submitting accountability reports (LPJ), which hinder the disbursement of subsequent budgets. The treasurer also experiences difficulties in determining costs according to applicable regulations and in manually compiling monthly reports, which is time-consuming. This condition further complicates the process of tracing historical data when needed for audits or evaluations. Interviews showed that, at the final stage of SPPD administration, every activity and budget expenditure must be officially reported to the Regional Finance and Asset Agency (BKAD) as an accountability report. Delays in submitting LPJ by employees will hinder the disbursement of subsequent budgets and disrupt the overall regional financial administration process.

Research conducted by Khairunisa (2022) concluded that a web-based official travel information system can improve administrative efficiency, transparency, and accountability. The effectiveness of regional financial management is influenced by communication factors and the internal control system, with SIPD serving as a mediating variable that strengthens financial governance (Fitrianingsi 2023). Pusung & Kenap (2025) developed an Official Travel Information System (Si-Perjadin) at the Central Statistics Agency of Minahasa Regency using the Rapid Application Development (RAD) method. The design of the Letter Management Information System (SIPERA) at Muarasari Urban Village also demonstrated that the RAD approach can accelerate system development through iterative mechanisms and continuous prototyping. The study showed that migrating manual processes to a computerized system using RAD improved efficiency, accuracy, and ease of document management, providing empirical support that RAD is suitable for administrative systems with dynamic user requirements and high document volumes (Dalis et al., 2024). This method was selected because it can accelerate requirements analysis, design, prototype development, and evaluation, allowing the system to be adapted to local needs and operate more efficiently in supporting institutional performance.

Based on the existing problems and findings from previous studies, a system is needed that can digitally manage incoming-letter disposition, assignment-letter preparation, SPPD issuance, official travel accountability reporting, and budget monitoring by the District Head. This study aims to design and develop a web-based Official Travel Information System (SPD) using the RAD method at the Gondanglegi District Office. The system is intended to simplify and digitize SPPD processing, from disposition to employee accountability-report uploads, as well as monitoring of SPPD processes and budget reporting by the District Head.

## RESEARCH METHOD

The development model used in this study is Rapid Application Development (RAD). Rapid Application Development (RAD) is a development method characterized by a short development period and active user involvement (Dalis et al., 2024). This model consists of four stages: Requirements Planning, System Design, Development, and Implementation.

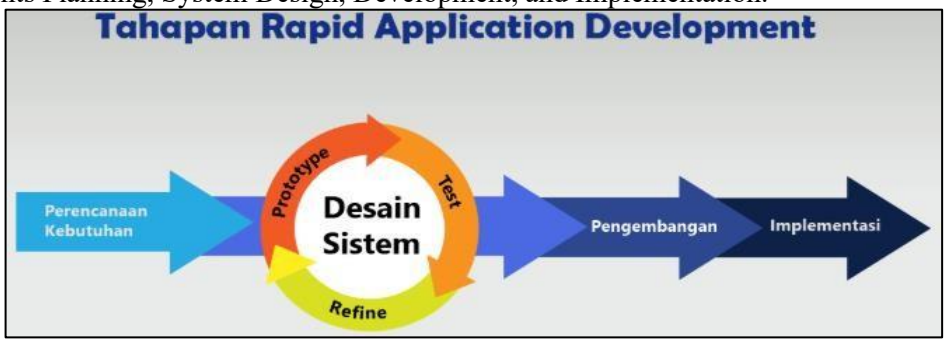



**Figure 1. Rapid Application Development Stages**

1. Requirements Planning
   At this initial stage, an initial meeting was held with the district office to identify system

requirements, observe the SPPD administrative process at the Gondanglegi District Office, and conduct interviews with relevant personnel.

2. System Design
   In the second stage, the system was designed according to the needs of the Gondanglegi District Office. The design included the UI and UML models in the form of use case diagrams, activity diagrams, sequence diagrams, and class diagrams.
3. Development
   At this stage, the author began building the system based on the completed design. System development began with writing program code using the PHP programming language, the CodeIgniter framework, and MySQL to produce the designed application.
4. Implementation
   After the application was designed, comprehensive testing was conducted on the developed system and its components to optimize application maintenance. At this stage, software testing was performed using the Black Box Testing method, which focuses on the functional requirements of the program. This method ensures that each system component functions according to specifications while minimizing the possibility of errors or weaknesses in the system. UAT was also conducted during this phase to measure whether the system could be properly accepted by users.

Through these four stages, the Official Travel Information System (SPD) could be developed in a structured, iterative, and rapid manner and meet the needs of users at the Gondanglegi District Office, Malang Regency.

## RESULTS AND IMPLEMENTATION

1. Requirements Planning

At this stage, observations were conducted to identify problems occurring at the Gondanglegi District Office. The next step was an interview with Mrs. Sribudi, Head of the General Affairs, Assets, and Personnel Subdivision and the district office administrator. The interview aimed to gather information regarding the requirements and functions that needed to be implemented in the system to be developed. The observations and interviews resulted in the identification of Functional and Non-Functional Requirements.

a. Functional Requirements

Functional requirements are the basic functions that a system must have to meet user needs. The functional requirements are presented in Table 1:

**Table 1. Functional Requirements**

| No. | Functional Requirement | Description |
|---|---|---|
| 1 | User Login and Logout | The system must allow users (Administrator, Head of General Affairs Subdivision, District Head/District Secretary, Treasurer, Employee) to log in and log out securely using the credentials provided. |
| 2 | Position Master Data Management | The administrator must be able to add, edit, delete, and save employee position data. |
| 3 | Employee Master Data Management | The administrator must be able to manage employee data such as name, employee identification number (NIP), position, and work unit. |
| 4 | Radius Master Data | The system must allow the administrator to add, edit, and delete city data used as official travel destinations. City data can be categorized by province to facilitate grouping and searching. |
| 5 | Institution/Partner Data Management | The system must allow the administrator to add, edit, and delete data on institutions or partners that are official travel destinations. This management includes institution name, address, and contact information when required. |
| 6 | Disposition & Verification Management | The District Head/District Secretary can provide disposition and verification for official travel requests. |

| | | |
|---|---|---|
| 7 | Assignment Letter (SPT) Management | The Head of the General Affairs Subdivision can create and print Assignment Letters based on employee requests. |
| 8 | Print SPT Document | The system must be able to display and print SPT documents in PDF format. |
| 9 | Print SPPD Document | The system must be able to display and print SPPD documents in PDF format. |
| 10 | Official Travel HR Receipt Management | The treasurer can enter, edit, and print HR receipt evidence (honorarium and/or travel expenses). |
| 11 | HR Receipt Recording & Verification | Employees and the treasurer can view and print HR receipt evidence and verify the receipt. |
| 12 | Upload Accountability Report (LPJ) | Employees must upload the official travel accountability report (LPJ) as a file (PDF/JPG/Word). |
| 13 | Report Export | The system provides a feature to export SPPD reports and HR receipt data in Excel or PDF format. |

b. Non-Functional Requirements

Non-functional requirements are quality characteristics of a system that include performance, security, and ease of use.

**Table 2. Non-Functional Requirements**

| No. | Requirement Name | Type | Description |
|---|---|---|---|
| 1 | System Security | Security | The system must protect user data through login authentication, encryption, and role-based access restrictions. |
| 2 | System Availability | Availability | The system must be available and accessible at all times during the institution's operating hours. |
| 3 | Ease of Use | Usability | The system interface must be simple and easy to understand for all users with diverse technical backgrounds. |
| 4 | System Performance | Performance | The system must be able to respond to user requests in less than 3 seconds. |
| 5 | Scalability | Scalability | The system must be scalable to accommodate an increasing number of users and data without disruption. |
| 6 | Browser Compatibility | Portability | The system must operate optimally on various modern browsers such as Chrome, Firefox, and Edge. |
| 7 | Technical Documentation | Documentation | The system documentation must be complete to support maintenance and further development. |
| 8 | Activity Auditing and Logging | Audit Trail | The system must record all user activities for auditing, error tracking, and security purposes. |

c. Hardware and Software Requirements

The hardware specifications required in this study are presented in Table 3.

**Table 3. Hardware Specifications**

| No. | Device | Minimum Specification | Recommended Specification |
|---|---|---|---|
| 1 | Processor | Intel Core i3 / equivalent | Intel Core i5 or higher |
| 2 | RAM | 4 GB | 8 GB |
| 3 | Hard Disk/SSD | 500 GB HDD | 256 GB SSD + 1 TB HDD |
| 4 | Monitor | 1366 x 768 resolution | Full HD 1920 x 1080 resolution |
| 5 | Additional Devices | Keyboard, Mouse, Printer | Keyboard, Mouse, Printer, Scanner |

The software specifications required in this study are presented in Table 4.

**Table 4. Software Specifications**

| No. | Software | Description |
|---|---|---|
| 1 | Operating System | Windows 10 Pro 64-bit / Linux Ubuntu 20.04 |
| 2 | Database Server | MySQL / MariaDB |

| | | |
|---|---|---|
| 3 | Web Server | XAMPP (Apache, PHP, MySQL) |
| 4 | Browser | Google Chrome / Mozilla Firefox |
| 5 | IDE / Code Editor | Visual Studio Code / Sublime Text |

d. Actors Involved

System users, each with different access rights, work together to ensure that the system functions according to requirements. Based on the findings from observations and interviews, the system has five (5) access roles. Table 5 lists the actors involved.

**Table 5. Actors Involved**

| No. | Related Actor | Access Rights |
|---|---|---|
| 1 | Employee | Employees can log in, print assignment letters, print official travel HR disbursement documents, and log out. |
| 2 | Head of General Affairs Subdivision | The Head of the General Affairs Subdivision can log in, manage dispositions and verification, access reports, print SPPDs and assignment letters, upload LPJs, and log out. |
| 3 | District Head / District Secretary | The District Head can log in, manage disposition and verification data, print assignment letters, and log out. |
| 4 | Treasurer | The treasurer can log in, configure SPPD HR/budget settings, print assignment letters, manage official travel HR disbursements, print official travel HR receipts, upload LPJs, and log out. |
| 5 | Administrator | The administrator can access all system menus, log in, configure position, radius, city, and employee master data, configure partner incentives and HR/SPPD settings, manage dispositions and verification, access reports, print SPPDs and assignment letters, manage official travel HR disbursements, upload LPJs, and log out. |

2. System Design

The system in this study was designed using Unified Modeling Language (UML) as a modeling tool.

| No. | Prototype/Design | Testing | Refine/Revision |
|---|---|---|---|
| 1.a | User Login & Logout | Design a login form with role-based authentication (Administrator, Head of General Affairs Subdivision, District Head/District Secretary, Treasurer, Employee) | Black Box Functional Test: Ensure secure login/logout according to user roles |
| 1.b | Position & Employee Master Data | Design forms to add, edit, delete, and save position and employee data | Black Box Functional Test for adding, editing, and deleting data |
| 1.c | Radius & Institution/Partner Master Data | Design an input form for official travel destinations (city/province radius) and institutions/partners | Black Box Functional Test for adding, editing, and deleting radius and partner data |
| 2.a | Incoming Letter Disposition Management | Design the Disposition Activity Diagram. Design the Disposition Master Data UI. | Black Box Test: Add, edit, and delete incoming-letter dispositions. |
| 2.b | Assignment Letter (SPT) Management | Design the SPT Creation Sub Use Case. Design the SPT Creation Activity Diagram. | Black Box Test: Add, edit, and delete assignment letters. Ensure the verification flow by the District Secretary and Treasurer functions properly. |
| 2.c | Document Printing (SPT & SPPD) | Design the SPT/SPPD Printing Activity Diagram (convert to PDF and download). | Black Box Test: Ensure that the SPT can only be printed after confirmation by the District Secretary/Treasurer. |

| | | | |
|---|---|---|---|
| 2.d | HR Receipt Management (Honorarium/Costs) | Design the Official Travel HR Management Activity Diagram (input, edit, and print HR receipt). | Black Box Functional Test for inputting and printing HR receipts. |
| 2.e | Upload Accountability Report (LPJ) | Design the LPJ Upload Activity Diagram (employees upload PDF/JPG/Word files). | Black Box Test: Add, edit, delete, and ensure that the LPJ file is uploaded successfully. |
| 3.a | SPPD & HR Report Export | Data export feature to Excel or PDF on the report page. | Performance Test: Ensure that the system can respond to report requests within <3 seconds. |
| 3.b | Dashboard or report-menu feature for the District Head/District Secretary to monitor. | UAT: Ensure that the system simplifies and accelerates the administrative process (UAT result: 85% satisfaction). | |

2.1 Main Use Case Diagram

The Main Use Case Diagram aims to provide an overall view of the system designed based on the analysis conducted in the previous stage. The diagram illustrates user interaction with the system. There are five actors in the system: administrator, Head of General Affairs Subdivision, District Head, employee, and treasurer. The system processes include inputting employees, positions, radius data, and cities, as well as setting incentives, processing incoming-letter dispositions, preparing assignment letters, and producing SPT and SPPD outputs.

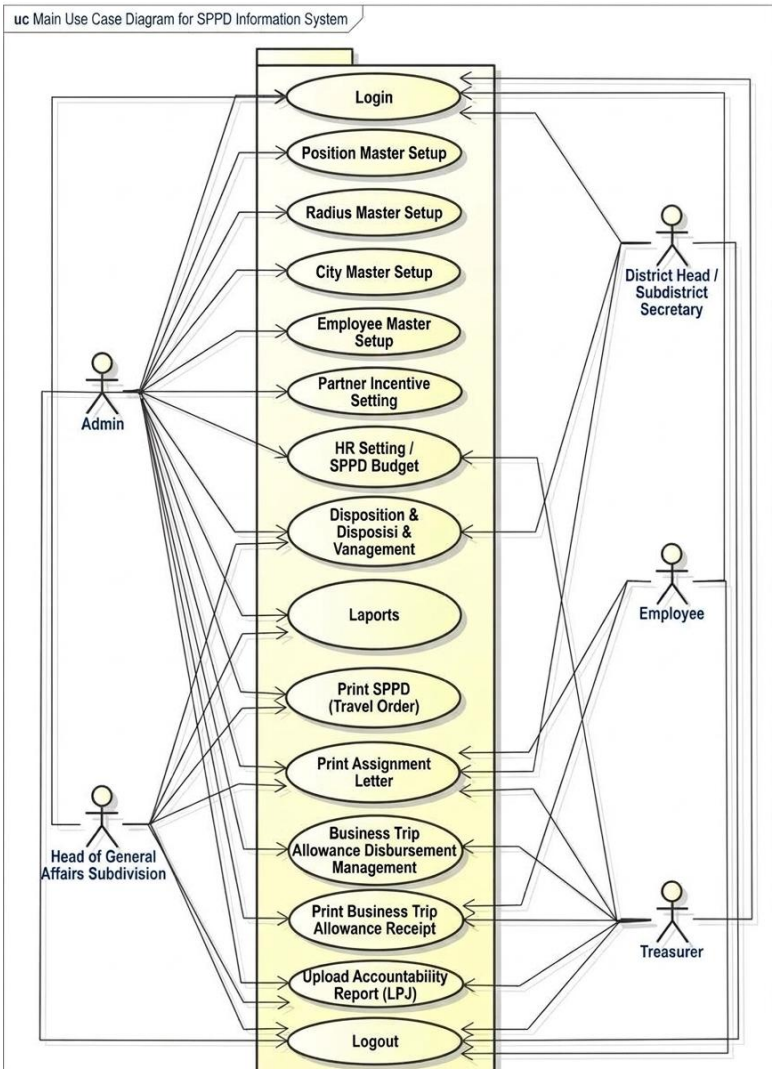



**Figure 1 Use Case Diagram Utama**

2.2 UML Disposition and Verification

a. Sub Use Case Diagram

This diagram illustrates how users with different roles interact with the system to manage letter dispositions, including adding, updating, saving, and viewing disposition data.

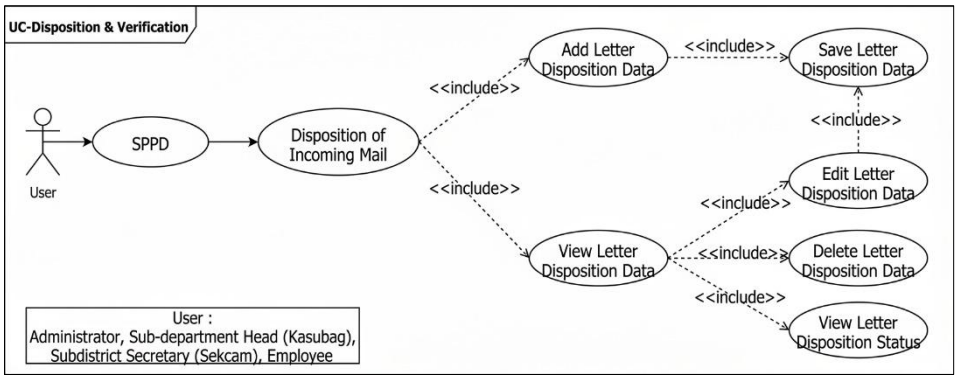



**Figure 2. Disposition Sub Use Case Diagram**

b. Activity Diagram

The disposition activity diagram illustrates the user's activity flow in managing disposition data. The user selects the disposition submission menu, and the system then displays the disposition submission page.

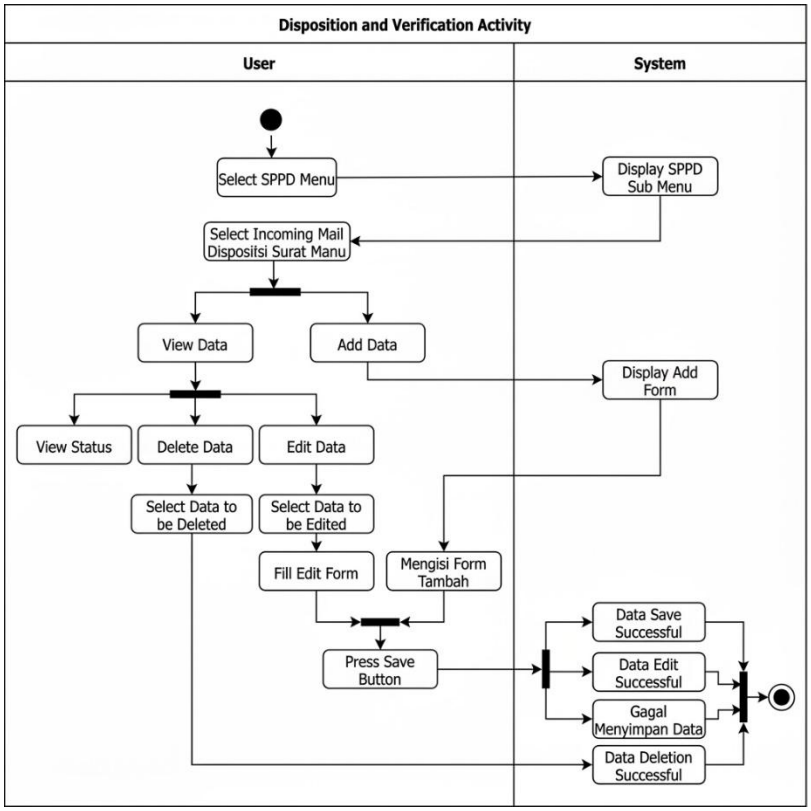



**Figure 3. Activity Diagram For Incoming Mail Disposition**

c. Sequence Diagram

The incoming-letter disposition sequence diagram explains the system flow for managing incoming-letter disposition requests submitted by users.

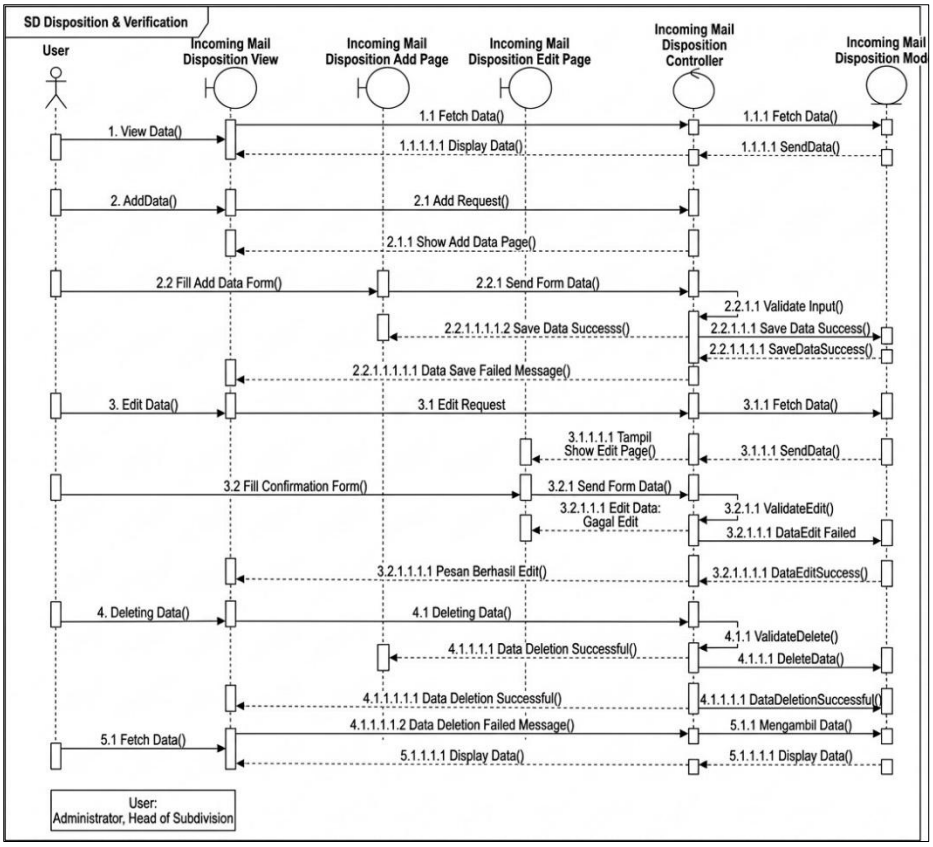



**Figure 4. Sequence Diagram**

2.3. UML for Assignment Letter Preparation

a. Sub Use Case Diagram

This diagram illustrates how users with different roles interact with the system to manage assignment letters, including adding, updating, saving, and viewing the relevant data.

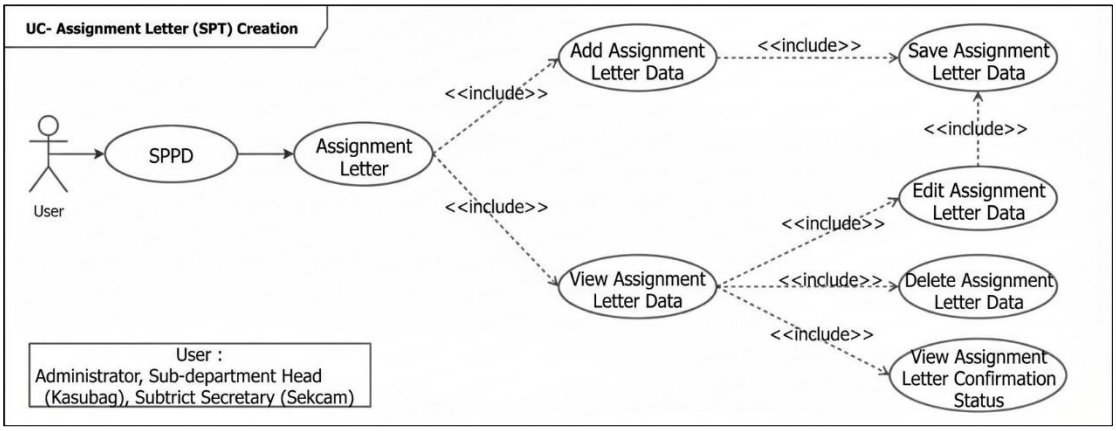



**Figure 5 sub use case for tax erturn (SPT ) Preparation**

b. Activity Diagram

This activity diagram shows the user's flow for preparing an assignment letter, which will subsequently be verified by the District Secretary and treasurer.

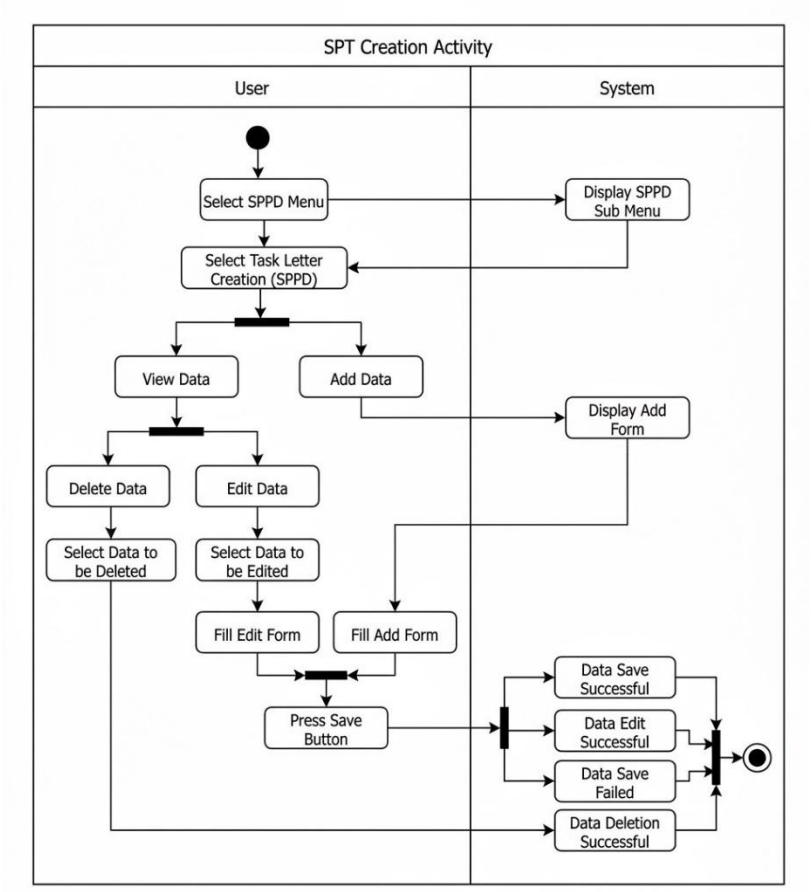



**Figure 6. Acivity Diagram**

c. Sequence Diagram

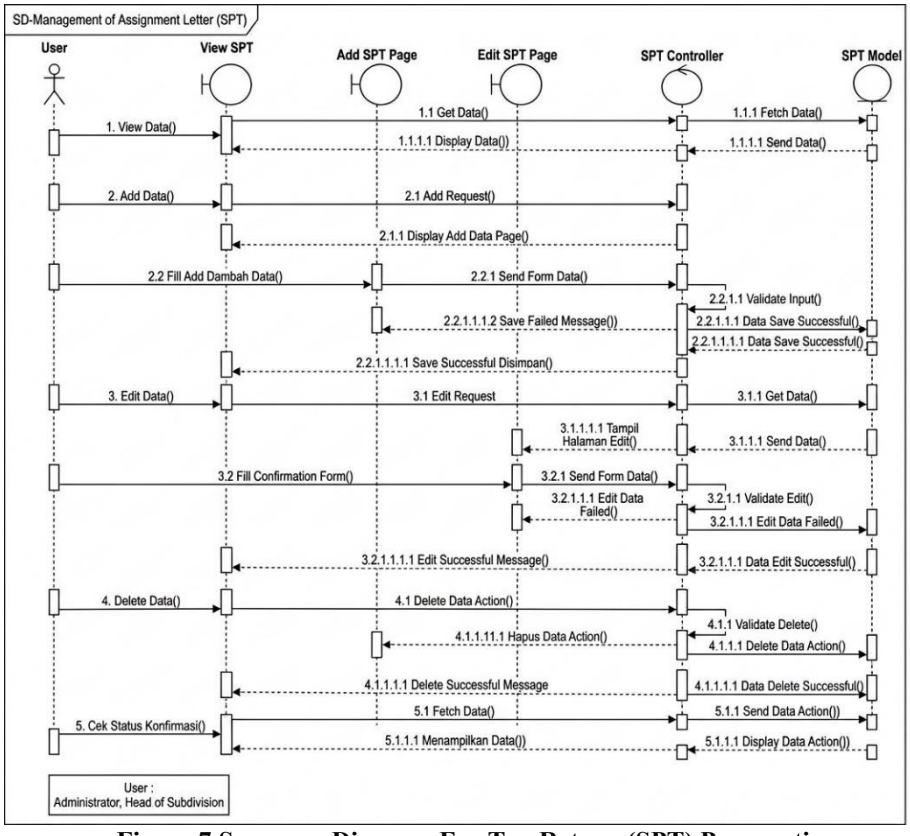



**Figure 7 Sequence Diagram For Tax Return (SPT) Preparation**

The sequence diagram above illustrates the interaction flow between the user and the system in preparing the SPT.

2.4. Class Diagram

The class diagram below illustrates the structure of the classes in the planned system, including attributes, methods, and relationships between the objects in the system.

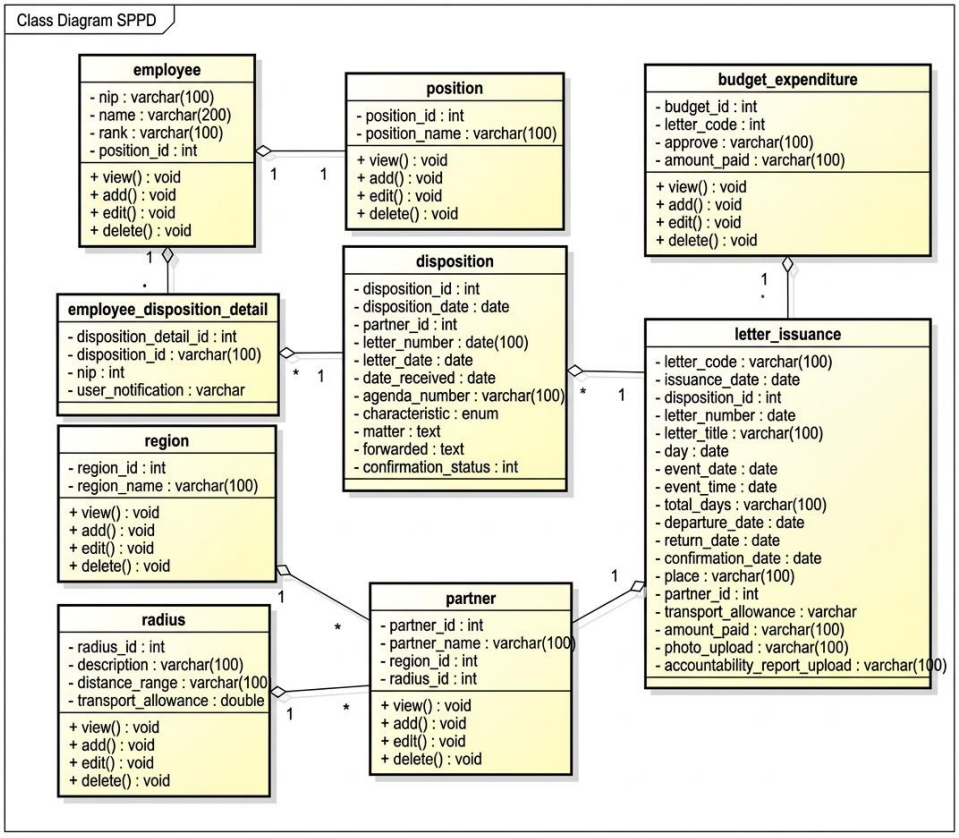



**Figure 8 Class Diagram**

2.10 UI Design

The user interface (UI) plays an important role as the link between the system and its users. A good UI not only emphasizes visual aspects but also prioritizes ease of use, consistency, and clear navigation.

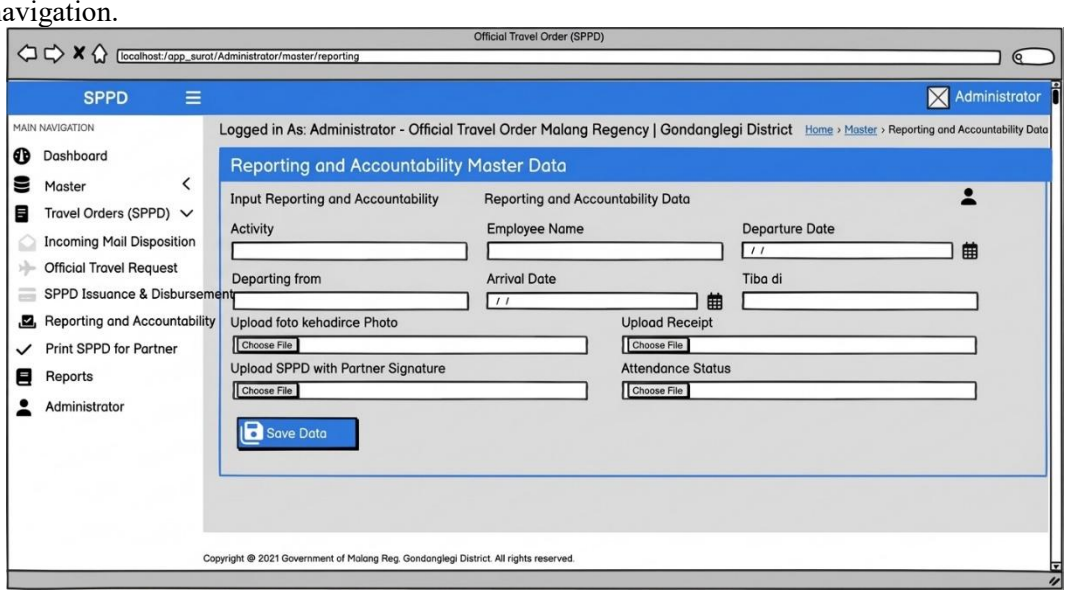



**Figure 8 User Interface**

**3.** Development

The researchers followed the previous design when building the application during the coding stage. Since Visual Studio Code is free and open-source software with many useful features that facilitate coding, the researchers used it to develop the code. During the testing stage, the black-box testing method was used to test the final product. This testing was conducted to ensure that the system followed the previously designed workflow.

3.1 Code

The researchers used the PHP programming language to produce the source code, which includes all functions required by the system. The source code produced the expected system. The resulting interface of the Official Travel Administrative Information System is presented below:

The implementation of the coding process and UI design is presented in several menus below.

a. Incoming Letter Disposition Interface

This menu allows users to add new data, edit data, delete data, and print data. It also displays whether a letter has been confirmed.

b. Assignment Letter Preparation Interface

This menu shows that users can prepare assignment letters through the Head of the General Affairs Subdivision, which are then further confirmed by the District Secretary and treasurer (financial data).

c. HR Receipt and Verification Interface for Official Travel

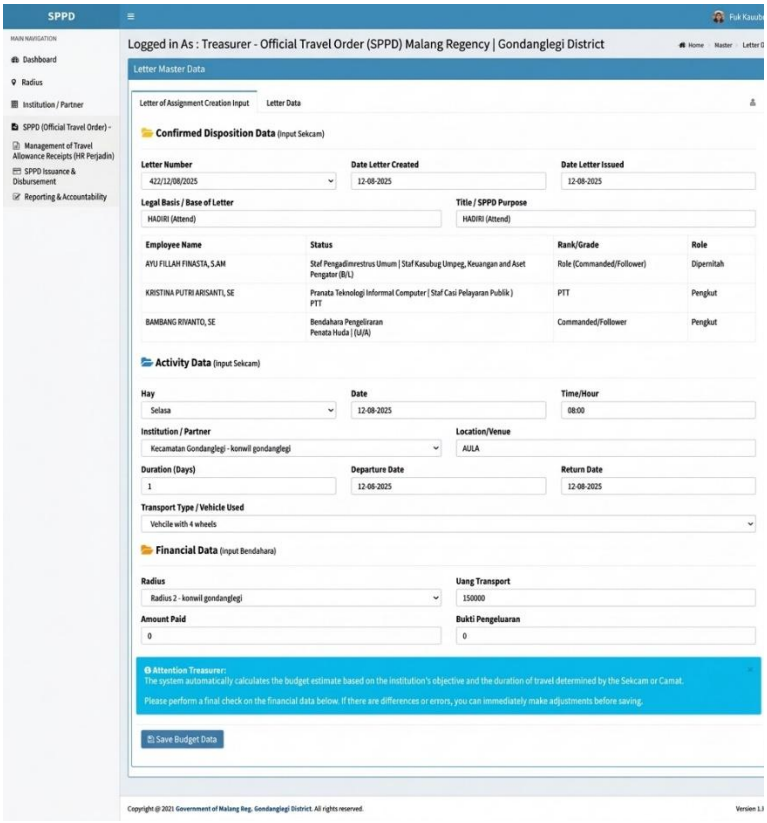



**Figure 14 HR Perjadin Acceptance and Verification**

3.2 Test

System testing was conducted at this stage using black-box testing. Black-box testing is a type of software testing that focuses on evaluating system functions without requiring a comprehensive understanding of the internal technical implementation (Sultansyah 2025).

The results of the black-box testing are presented below:

a. Incoming Letter Disposition

The results of black-box testing for Incoming Letter Disposition are presented in Table 6.

**Table 6. Black-Box Testing of Incoming Letter Disposition**

| Test Code | | TC 1 | | | |
|---|---|---|---|---|---|
| Function Name | | Incoming Letter Disposition | | | |
| Objective | | Testing disposition management activities based on add, edit, delete, and search features | | | |
| No. | Test Scenario | Test Case | Expected Result | Test Result | Conclusion |
| Correct Activity | | | | | |
| 1 | Add and save incoming-letter disposition data | Enter disposition data according to the fields provided in the form | The system successfully adds incoming-letter disposition data | The system successfully adds the incoming-letter disposition data and saves it to the database | Valid |
| 2 | Add data by completing the disposition date, sender, letter number, letter date, receipt date, agenda number, nature, subject, forwarded to, and coordination/confirmation fields | Disposition date 12-08-2025, sender: Gondanglegi Regional Coordinator, letter number 422/12/08/25, letter date 12-08-2025, receipt date 12-08-2025, agenda number agd12, nature: Immediate, subject: ATTEND, forwarded to TREASURER | The system successfully enters the data | The system successfully enters and saves the disposition data in the database | Valid |
| 3 | Edit “nature” | Nature (immediate) is changed to nature (pending) | The system edits the “nature” field | The system successfully edits the field | Valid |
| 4 | Delete data | Delete disposition data if it was entered incorrectly | The system deletes the selected data | The system successfully deletes the disposition data | Valid |

b. Assignment Letter Preparation

The results of black-box testing for Assignment Letter Preparation are presented in Table 7.

**Table 7. Black-Box Testing of Assignment Letter Preparation**

| Test Code | | TC 2 | | | |
|---|---|---|---|---|---|
| Function Name | | Assignment Letter Preparation | | | |
| Objective | | Testing assignment-letter management activities based on add, edit, delete, and search features | | | |
| No. | Test Scenario | Test Case | Expected Result | Test Result | Conclusion |
| Correct Activity | | | | | |
| 1 | Add and save assignment-letter data | Enter assignment-letter data according to the fields provided in the form | The system successfully adds assignment-letter data | The system successfully adds the assignment-letter data and saves it to the database | Valid |
| 2 | Add data by completing the letter number, instruction, employee, number of days, departure date, return date, district, event details, and vehicle fields | Letter number 422/12/08/25, instruction: ATTEND, Employee: "Ayu Fillah", number of days: 1, departure date: 12-08-2025, return date: 12-08-2025, district: Gondanglegi Regional Coordinator, event details: Tuesday, 12-08-2025 at 08:00, vehicle: four-wheeled vehicle | The system successfully enters the data | The system successfully enters and saves the assignment-letter data in the database | Valid |
| 3 | Edit "employee" | Employee Ayu Fillah is changed to Bambang Riyanto | The system edits the "employee" field | The system successfully edits the employee data | Valid |
| 4 | Delete data | Delete assignment-letter data if it was entered incorrectly | The system deletes the selected assignment-letter data | The system successfully deletes the assignment-letter data | Valid |

c. SPPD Printing

The results of black-box testing for SPPD printing are presented in Table 8.

**Table 8. Black-Box Testing of SPPD Printing**

| Test Code | | TC 3 | | | |
|---|---|---|---|---|---|
| Function Name | | SPPD Printing | | | |
| Objective | | Testing SPPD printing activities based on display, print, and search features | | | |
| No. | Test Scenario | Test Case | Expected Result | Test Result | Conclusion |
| Correct Activity | | | | | |

| Test Code | | TC 3 | | | |
|---|---|---|---|---|---|
| Function Name | | SPPD Printing | | | |
| Objective | | Testing SPPD printing activities based on display, print, and search features | | | |
| No. | Test Scenario | Test Case | Expected Result | Test Result | Conclusion |
| 1 | Display SPPD printing data | Click the official travel request data to view and display the data | The system successfully displays the official travel request data | The system successfully displays the official travel data stored in the database | Valid |
| 2 | Print the SPPD document | Click the print button to print the official travel document | The system successfully prints the official travel data | The system successfully prints the official travel document | Valid |
| 3 | Search SPPD data | Enter one of the keywords to search for | The system displays the searched data if it exists and matches the search criteria | The system successfully displays the searched data | Valid |

After black-box testing, User Acceptance Testing (UAT) was conducted to assess the level of user acceptance of the application (Mahati, 2025).

**Table 11. UAT Results**

| No. | Question | Value | | | Average |
|---|---|---|---|---|---|
| | | Total | Number of Respondents | % | |
| **FUNCTIONALITY ASPECT** | | | | | |
| 1 | Does the system function according to requirements? | 80 | 4,7 | 80 | **85%** |
| 2 | Can the application manage the official travel history data of all employees? | 90 | 5,2 | 90 | |
| **RELIABILITY ASPECT** | | | | | |
| 3 | Can all system features be used? | 85 | 5 | 85 | **81,60%** |
| 4 | Does the system continue to function properly when many users access it simultaneously? | 80 | 4,7 | 80 | |
| 5 | Does the system clearly display error messages when input errors or process failures occur? | 80 | 4,7 | 80 | |
| **USABILITY ASPECT** | | | | | |
| 6 | Is the SPPD data input form clear and easy to understand? | 90 | 5,2 | 95 | **94,33%** |
| 7 | Are the system menus and navigation easy for new users to understand without special training? | 93 | 5,4 | 93 | |
| 8 | Does the system have a consistent interface design on every page? | 95 | 5,5 | 95 | |
| **EFFICIENCY ASPECT** | | | | | |

| No. | Question | Value | | | |
|---|---|---|---|---|---|
| | | Total | Number of Respondents | % | Average |
| 9 | Can the system quickly generate SPPD summary reports for audit or administrative purposes? | 78 | 4,1 | 78 | **79%** |
| 10 | Does the system process SPPD document creation faster than the manual method? | 80 | 4,7 | 80 | |

## CONCLUSION

This study produced a web-based Official Travel Administrative Information System (SPPD) for Gondanglegi District using the Rapid Application Development (RAD) method, consisting of four main phases: the first phase was requirements planning through interviews with system users, namely the administrator, Head of the General Affairs Subdivision, employees, District Secretary, and treasurer. The second phase was system design, which involved users in developing system prototypes, testing the prototypes, and conducting iterations. The third phase was Development, and the final phase was Implementation, which included testing, user training, and system deployment. The developed system is capable of digitizing the entire SPPD management process, from incoming-letter disposition, assignment-letter preparation, and SPPD issuance to budget disbursement and official travel accountability reporting, making the administrative process more effective, efficient, and accurate. System testing was conducted using Black Box Testing and User Acceptance Testing (UAT). The results showed that the system operated effectively without significant errors, and 85% of users agreed that it simplified SPPD management, improved data accuracy, and accelerated administrative processes.

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