

## BAB V CONCLUSION

### 5.1 Conclusion

The conclusions of this study entitled “*Bloro Village Administrative Service Information System Based on AHP for Letter Prioritization and BCrypt Security Authentication*” are as follows:

1. The web-based village administrative service information system was successfully designed and implemented using the Laravel framework and MySQL database. The developed system includes features for citizen data management, letter submission, letter verification, village news management, and user account management. Based on the results of Black Box Testing, all system features functioned according to the defined functional requirements. The implementation of the system also helps improve administrative service efficiency, as citizens can submit letters online without having to visit the village office directly.
2. The implementation of the BCrypt algorithm successfully strengthened user authentication security through password hashing mechanisms using salt and cost factors. User passwords are not stored in plaintext, thereby reducing the risk of data theft and brute-force attacks. The implementation results indicate that user authentication in the system is more secure compared to conventional hashing methods such as MD5 and SHA-1.
3. The implementation of the Analytical Hierarchy Process (AHP) method successfully assisted village officials in determining administrative service priorities objectively and systematically based on predefined criteria. The AHP method was able to generate priority weights and recommendations for letter service order, thereby supporting a more systematic and consistent decision-making process. Furthermore, based on usability testing using the System Usability Scale (SUS) method involving 30 respondents, the system achieved an average score of 81.08, which falls into the *excellent* category with a Grade Scale B. Therefore, the system is considered feasible for use and well accepted by users.

## 5.2 Suggestions

The following suggestions are proposed for future system development and further research:

1. Adding a real-time notification feature to provide users with information regarding the status of submitted letter requests.
2. Developing the system into a mobile application for Android or iOS platforms so that citizens and village officials can access village administrative services more easily and flexibly.
3. Enhancing system security not only in user authentication processes but also in the protection of village administrative documents and data, such as implementing data encryption, document validation, user access restrictions, and periodic data backup mechanisms.
4. Adding digital signature and document verification features to improve the authenticity and security of administrative documents generated by the system.
5. Developing the system to integrate with other government administrative services so that data exchange and public service processes can be carried out more effectively and efficiently.