

MOBILE WEB-BASED COMMUNITY SERVICE SYSTEM
(Case Study: Village Office of Purbayan Village, Yogyakarta City)

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ABSTRACT

The complaint process at the Purbayan Sub-District Office does not yet have a special application that serves the community in making complaints or criticisms. The complaint process is only carried out directly to the Purbayan Village Office so it takes a long time to get a response and recap the incoming complaint data. A system is needed that can improve the performance of the Purbayan Village Office and minimize the obstacles faced by the residents of the Purbayan Village and Purbayan Village Office employees. Therefore, an application program is planned that can overcome these problems, namely by creating a mobile web-based public complaint service system that can make it easier for residents to make complaints and make it easier for employees to respond. The use of the mobile web as an application base is input for complaints made by residents as well as responses and data recaps carried out by Purbayan Village Office employees. Based on the research conducted, it can be concluded that the complaint process using the mobile web is currently the best solution for the Purbayan Village Office.

Keywords: *Community, Complaints, System Design, Web.*