

**MOBILE WEB-BASED COMPLAINTS SYSTEM FOR VILLAGE FACILITIES AND
INFRASTRUCTURE WITH THE HELP OF JS LEAFLET
(Case Study: Nglumut Village, Magelang)**

FEBRYLIAN EKA PAKSI

Program Studi Informatika Fakultas Sains & Teknologi

Universitas Teknologi Yogyakarta

Jl. Ringroad Utara Jombor Sleman Yogyakarta

E-mail : febry.eka2012@gmail.com

ABSTRACT

Nglumut Village is located in Srumbung District, Magelang Regency. The Village Office manages facilities and infrastructure in this village. Residents' complaints about facilities and infrastructure in the Nglumut Village environment are submitted manually by submitting a complaint to the Kadus, which is then forwarded to the Village Office officer for facilities and infrastructure, then submitted to the Village Head for action. In this way, some reports are often missed or unresolved, because they are not recorded properly, so the existing facilities and infrastructure are not managed or maintained properly. This study aims to create a web-based complaint system for submitting complaints, and managing and monitoring the facilities and infrastructure used by Nglumut villagers. Based on the system test, the percentage of system functionality reached 92% of the scenarios that had been tested. The system can carry out its primary function, such as making complaints directly by residents through the system, which is then instantly responded to by Village Office officers so that the complaint process and the current management of village facilities and infrastructure are faster and more efficient.

Keywords: System, Village, Facilities & Infrastructure, Web, MySql