MOBILE-BASED COMMUNITY COMPLAINT INFORMATION SYSTEM DESIGN

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ABSTRACT

The Trimulyo Village Office is a government agency tasked with assisting the village in coordinating administration, development, economy, community empowerment, peace and public order, services, information and complaints. The Trimulyo Village Office requires a system that can be used to facilitate the community in submitting complaints about problems that exist in the village environment. Based on the results of a preliminary study conducted by the author, so far the public complaint system still uses a suggestion box, thereby reducing the public's interest in making complaints about problems that occur in the Trimulyo Village environment. The purpose of this research is to build a system that can be used to make it easier for the community to make complaints and to make it easier for village officials to process incoming public complaints. The method used in designing this system uses interviews and observation. In the process of building this system using the codeigniter framework on the web application and the flutter framework on the mobile application. Then the results obtained from this research are a mobile and web-based public complaint information system. This system can be used by the public to make complaints through a mobile application and to process incoming complaints employees can use a web application. The conclusion that can be drawn is that by using a public complaint information system, it can increase public interest in providing criticism and suggestions for the village to develop for the better.

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