WEB AND MOBILE BASED PUBLIC COMPLAINT SYSTEM (Case Study: Plumbon Village Office)

NAFI'UL ANWAR
Informatics Study Program, Faculty of Science & Technology
University of Technology Yogyakarta
Jl. Ringroad Utara Jombor Sleman Yogyakarta
E-mail : nafiulsdx@gmail.com

ABSTRACT

Complaints are suggestions or complaints submitted by the public. Complaints can help the Plumbon Village office improve performance and advance Plumbon Village. So far, the Plumbon Village Office has received complaints using a manual system or face-to-face, so people have to come to this agency to make complaints. This is considered inefficient because it takes a long time to submit community complaints to village officials and with the manual system used by officers it is often difficult to summarize reports. Based on these problems, a web and mobile-based public complaint system was created. This public complaints application was created with the aim of making it easier for people to make complaints without having to come to the village office, can be done anywhere without a certain time limit and helps officers in recapping reports. This system development uses a waterfall model because work on a system is carried out sequentially. This application was created using the PHP programming language with a native framework, for designing mobile applications using the Kotlin programming language and MySQL as the database server. The result of this research is a web and mobile-based public complaint system that can assist the public in making complaints and assist officers in recapping reports.

Keywords: public complaint system, web, mobile.