

WEB AND MOBILE BASED PUBLIC COMPLAINTS APPLICATION

(Case Study: Mirat Village, West Java)

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ABSTRACT

The public complaint system in Mirat Village is currently still done manually, requiring the public to come to the agency and report their complaints. This is an obstacle for the community considering the long distance and travel time to the relevant agencies, plus the unclear nature of the complaint process once the complaint has been processed and the lack of digitization of public complaint data so far. Therefore, the application of technology is used as an effort to improve online-based public complaint services which enable the public to report problems easily, provide clear information, and speed up responses from the authorities. This complaint application involves web and mobile-based development utilizing location tracking technology and a complaint management system to ensure accurate reporting and prompt response. The implementation of the Public Complaints Application shows an improvement in handling complaints. The public can easily report problems, monitor the status of complaints, and receive information regarding actions taken by the authorities. Public complaint applications can be a solution to improve communication between the public and the authorities.

Keywords: community services, community complaints, village services, web and mobile based community complaints