

DESIGN AND DEVELOPMENT OF A MOBILE-BASED COMMUNITY COMPLAINT SERVICE APPLICATION IN BOGOR DISTRICT

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ABSTRACT

The people of Bogor Regency cannot make complaints or express their aspirations because the complaint system is not available. To overcome this problem, this research aims to develop a mobile-based public complaint application. With this application, people can submit complaints online using smartphones. In addition, this application is designed to increase transparency by providing notifications to users regarding the status of their complaints. Thus, it is hoped that this application can increase efficiency in handling complaints and make a positive contribution to public services in Bogor Regency.

Keywords: Complaints, Applications, Community, Optimalization