

WEB AND ANDROID BASED DAMAGE ROAD COMPLAINTS SERVICE APPLICATION

RIZKY SAMUDRA FALASYFA

*Informatics Study Program, Faculty of Science &
Technology
University of Technology Yogyakarta
Jl. Ringroad Utara Jombor Sleman Yogyakarta
E-mail: Rizkysamudra203@gmail.com*

ABSTRACT

In the current era of globalization, people are proactive in conveying complaints as well as input and criticism to the government. For society in general, good and correct government service to the community is a must. Complaints about damaged roads have not been fully published, so it is difficult for the public to complain. This research aims to determine and analyze public complaints regarding road damage and the factors that influence the handling of complaints. Complaint management does not yet have clear procedures for handling complaints. There is no support procedure for handling complaints in the sub-district with facilities and infrastructure for complaints. Therefore, it is necessary to design a mobile application for public complaints based on web and Android with the aim of overcoming these problems and making it easier for the public to submit complaints just by using a smartphone. The operating system for designing this public complaint application uses web and Android, the database application software uses a SQLite type database. The method used in designing this public complaint application is the waterfall model. It is hoped that the existence of a public complaints application can make it easier for the public to submit complaints caused by road damage.

Keywords: Complaints, Community, Damage, Users.