

DEVELOPMENT OF AN ANDROID-BASED PUBLIC OPINION FORMATION APPLICATION AS A MEDIA FOR PUBLIC COMPLAINTS

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ABSTRACT

Many regions in Indonesia are experiencing very rapid population growth, one of which is Yogyakarta. Yogyakarta experiences many urban problems. Problems in Yogyakarta have become very complex along with the very high population growth. With the population continuing to increase, various urban problems such as traffic jams, accumulation of rubbish, damaged infrastructure, and violations of the law will become more frequent. Therefore, the various problems that exist in Yogyakarta can actually be minimized if there is a direct contribution from the community, namely sharing information on problem reports. Apart from that, it would be very good if there were public opinion forum facilities for direct discussions on urban topics by the people of Yogyakarta. The result of developing this application is a location-based Android-based mobile application that can help people report problems in their surroundings to form public opinion and become a social media platform for the community.

Keywords: *Yogyakarta, Complaint Services, Public Complaints, Public Opinion, Discussion Forum, Information Sharing, Android*