

**DEVELOPMENT OF AN APPLICATION FOR HANDLING  
CITIZENS' COMPLAINTS WITH THE IMPLEMENTATION OF  
REST API BASED ON ANDROID MOBILE  
(Case Study of Babadan Village RT 01 Bantul)**

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**ABSTRACT**

*Complaining is something that is quite important in a rural community institution. By conveying complaints or aspirations, a community institution can improve the quality of the village and handle various problems. Slow handling can give a negative image to village administrators. Babadan Village is one of the villages in Bantul Regency, Yogyakarta. In this village, residents make complaints in the form of criticism, reports or suggestions by contacting the RT head or secretary via WhatsApp social media. However, as time progressed, this method was deemed no longer effective and resulted in less responsive handling of reports. Therefore, through the development of this application, it is hoped that it will make it easier for the public to submit complaints or aspirations to the management, and it is also hoped that it can make the management quicker in handling complaints from its citizens. System design is carried out by analyzing the running system, prototyping, testing, and ending with implementation. The Android mobile-based application development method is carried out by implementing REST API technology. Based on the results listed at the end of this research, the application is able to function according to the expected objectives.*

*Keywords: Android, Community Services, Complaint Handling, REST API, Web Services*