

MOBILE-BASED PUBLIC COMPLAINTS SERVICE APPLICATION (Case Study: Jago Village Government Office, Central Lombok)

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ABSTRACT

The development of information technology, which is currently increasingly developing, has an impact on people's lives in general, and village community facilities & services are also experiencing a huge impact. Facilities & infrastructure in the village are deemed inadequate, such as serving community complaints. Community services in Jago Village still use conventional methods. Therefore, the Jago Village government holds the responsibility to handle complaints submitted by the community by providing the best solution for each complaint. The problems that exist in the Jago Village government in making complaints can be resolved by utilizing advances in information technology, one of which is using mobile technology. It is hoped that this application will help make it easier for the public to make complaints to the Jago Village government, where the previous system was still less effective.

Keywords: Information Systems, Public Complaints, Android Mobile, Kotlin, Myqsql

