

IMPLEMENTATION OF A WEB-BASED INFORMATION SYSTEM FOR COMPLAINTS SERVICES FOR VIOLATIONS OF REGIONAL REGULATIONS (PERDA)

(Case Study: Satpol PP Cilacap Regency, Central Java)

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ABSTRACT

Regional Regulations (Perda) are important legal instruments in maintaining public order and welfare. The Cilacap Regency Civil Service Police Unit (Satpol PP) is a regional government apparatus tasked with maintaining peace and public order and enforcing Regional Regulations (Perda). The process of complaining and taking action against violations of regional regulations often encounters various obstacles, such as conventional processes, lack of transparency and time efficiency. Other things, such as the absence of monitoring of the results of action from reports that are complained of, make the process less transparent, this causes public trust to decrease. In the research carried out to solve problems, the Waterfall method was used and in system design used Unified Modeling Language (UML). The system creation process uses the Laravel framework with the PHP programming language. The results of the implementation process carried out are producing a web-based information system for complaints of violations of regional regulations (Perda) to assist the Cilacap Regency Satpol PP in taking action against reports of violations of regional regulations, facilitating the mechanism for reporting violations for the community, and providing information to the public regarding the results of the actions that have been taken. carried out by the Cilacap Regency Satpol PP.

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