

# **DESIGN AND CONSTRUCTION OF A WEB-BASED PUBLIC COMPLAINT AND SUBMISSION SERVICE INFORMATION SYSTEM**

*(Case Study: Sinduadi Village, Mlati District, Sleman Regency)*

**Oktavia Indah Puspita, Sutarman, S.Kom., M.Kom., Ph.D**

*Information Systems Study Program, Faculty of Science & Technology*

*University of Technology Yogyakarta*

*Jl. Ringroad Utara, Jombor, Sleman, Yogyakarta*

*E-mail: [oktaviaindahp29@gmail.com](mailto:oktaviaindahp29@gmail.com) , [sutarman@uty.ac.id](mailto:sutarman@uty.ac.id)*

## **ABSTRACT**

*Sinduadi Village Office serves the community in fulfilling population administration needs, including in the process of submitting correspondence and serving community complaints. The system currently running in the submission and complaint process in Sinduadi Village still uses a manual method, namely the community comes to the Village with the requirements to submit or to submit their complaints, besides that they also use email or telephone in the complaint process. So that from this it can cause several problems such as no notification regarding the files that need to be prepared for making the submitted letter so that the community has to come to the Village repeatedly which makes time less efficient, especially for people who are hampered by distance and not including the waiting time when queuing to make the application letter. In addition, obstacles such as complaint emails that are piled up with other emails so that complaints are not read and ultimately not processed. Therefore, through the system created this time, it aims to help the community in the submission or complaint process. The method used is the waterfall methodology, starting from the data collection stage, system needs analysis, system design or planning, and implementation.*

**Keywords:** *System, Submission, Complaint, Web*