

**IMPLEMENTATION OF A WEB AND MOBILE-BASED  
COMPLAINT MANAGEMENT SYSTEM TO IMPROVE CUSTOMER SERVICE  
(Case Study: PT. Arhadi Fajar Perkasa)**

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**ABSTRACT**

PT. Arhadi Fajar Perkasa faces challenges in managing complaint data due to the current system's inability to monitor and present complaint information in real time. The process of generating reports also takes approximately two days. To address these issues, a web and mobile-based complaint management information system was developed using Laravel and React Native. This system is designed to facilitate customers in submitting complaints and enables Aftersales officers and technicians to handle complaints more efficiently. With the implementation of this system, the monitoring of complaint status, handling, and resolution has become quicker, and the process of preparing periodic reports has been expedited. This research utilizes the TOGAF ADM and waterfall SDLC methodologies, and the results of system testing demonstrate a 100% success rate, along with a 53.33% reduction in report generation time. This system is expected to enhance customer service, improve complaint management efficiency, and increase reporting accuracy.

Keywords: TOGAF, Complaint Management System, Laravel, React Native, Customer Complaint Management