

MOBILE-BASED PUBLIC COMPLAINT SYSTEM

(Case Study: Jogoresan Village, Purwodadi, Purworejo)

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ABSTRACT

In today's digital era, public complaint services are very important to increase citizen participation in managing village governance. However, there are still many obstacles faced by the people of Jogoresan Village when they want to submit complaints, such as people still complaining about problems by coming directly to the village hall. To overcome this problem, the author developed a mobile-based public complaint service application in Jogoresan Village that allows residents to submit complaints online or by opening the application provided then creating a complaint that they want to report on the add complaint menu after filling out the add complaint form, residents can send the complaint. In this application, the people of Jogoresan Village can also see Complaints that have been reported through the my complaint menu and can see the status of the complaints sent. With this solution, it is hoped that it can connect authorized agencies with the community more effectively and efficiently. In utilizing this technology, it can be used by government agencies to improve public services regarding complaints felt by the community. This is a form of activity that can be seen in Jogoresan Village. The results of this study in the form of this application can facilitate the people of Jogoresan Village in making complaints without having to come directly to the village hall and the existence of this application can convey information faster and does not take a long time for the community to report problems so that they can be resolved immediately.

Keywords: *Public Complaint Service System, Mobile.*

