

# **MOBILE-BASED ONLINE COMPLAINT SYSTEM AT THE ENVIRONMENTAL SERVICE OF SLEMAN DISTRICT**

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## **ABSTRACT**

*Increasingly complex environmental problems and heightened public concern for environmental issues necessitate the establishment of facilities that facilitate the submission of complaints, enabling prompt follow-up by the authorities. This study focuses on developing an online complaint system utilizing the Rapid Application Development (RAD) method, which emphasizes a swift and adaptive development process. The mobile application is developed using React Native, while the web application for administrators is built with React JS, leveraging Firebase as a Backend as a Service (BaaS). The outcomes of this study include a mobile application that empowers the public to report environmental issues by providing location details, descriptions, and photos or videos as supporting evidence. Additionally, the web application is designed to assist administrators in managing and addressing complaints by implementing a First In, First Out (FIFO) algorithm for complaint management. Furthermore, this system enables the public to monitor the progress of their submitted complaints.*

**Keywords:** *Mobile Application, Online Complaints, Firebase, FIFO, RAD*