

ABSTRACT

Handling of student complaints at SMP Negeri 2 Mlati is still done manually, so it is less efficient and prone to data loss and late response. This study aims to design and build a web-based student complaint service information system to facilitate the process of submitting and handling complaints more quickly, accurately, and documented. The method used in developing this system is the Waterfall model, with stages of needs analysis, system design, implementation, and testing. The system was developed using the Laravel framework for the backend and Tailwind CSS for designing a responsive and modern interface. The database used is MySQL. The result of this study is a web-based information system that allows students to submit complaints online, which can then be managed by the guidance and counseling teacher systematically. This system has been tested using the black box Testing method and shows that all functions run as needed. The implementation of this system is expected to increase the effectiveness of communication between students and guidance and counseling teachers, as well as create a school environment that is more responsive to student problems.

Keywords: information system, student complaints, web, SMP Negeri 2 Mlati.