

DESIGN AND CONSTRUCTION OF A WEB-BASED PUBLIC COMPLAINT SERVICE INFORMATION SYSTEM IN BANJARJO VILLAGE

(Case Study: Banjarjo Village Hall Office)

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ABSTRACT

Banjarjo Village is a region with a population of 5,010 people. Based on the results of observations, residents find it difficult to discuss services in Banjarjo Village because there is no discussion media to convey aspirations and complaints and the complaint process is not transparent. The file storage method still seems old-fashioned because in carrying out registration and data collection using paper, resulting in a buildup of document files. aims to overcome the limitations of the conventional complaint system which is often slow, inefficient, less transparent and piles up files. The final project method carried out is by collecting data through several stages such as observation, interviews and literature studies. The literature sources used are scientific journals, textbooks, research reports, and related articles, then system analysis, system design, and implementation. The results of this study are a public complaint service information system that makes it easier for the public to report complaints and data management by the Banjarjo village apparatus. The conclusion is that the development of the public complaint service information system was successfully carried out according to needs and testing using blackbox testing was 100% successful. This system has several features, such as resident data management, staff management, and complaints management, online complaint submission, real-time complaint tracking, multi-user login, automatic password generation, and email notifications.

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