

**DESIGNING A WEB-BASED PUBLIC COMPLAINT SERVICE INFORMATION SYSTEM
(Case Study: Brojol Village, Miri, Sragen)
Arga Satria Brimadya, Afwan Anggara**

*Program Studi Sistem Informasi, Fakultas Sains dan Teknologi
Universitas Teknologi Yogyakarta
Jl. Ringroad Utara, Jombor, Sleman, Yogyakarta
Email: argasatriabrimadya@gmail.com, anggaafw@uty.ac.id*

ABSTRACT

Public complaint handling in Brojol Village is currently conducted using conventional methods, resulting in slow problem resolution, increased risk of data loss, and limited transparency for residents. This study aims to design and develop a web-based public complaint information system to enhance the efficiency, accountability, and effectiveness of village public services. The system was developed using the Waterfall methodology, which includes needs analysis, system design, implementation with the Laravel framework, and testing. The outcome of this study is the “Peduli Desa” application, which supports three user roles: Administrator, Officer, and Community. This system enables residents to submit complaints online and monitor their status in real time. Based on Black Box testing results, all functional features of the system were validated and performed as designed. The implementation of this system successfully accelerated the bureaucratic process of complaint handling, simplified the archiving of village administrative data, and increased transparency for the public regarding the performance of village officials.

Keywords: Information System, Public Complaints, Website, Waterfall, Laravel.