

WAHYU RISQIANTO, 19.240.0027

APLIKASI PENGADUAN INFRASTRUKTUR JALAN DAN JEMBATAN BERBASIS WEBSITE DI DPU-PR KABUPATEN BATANG, dibawah bimbingan :

1. RISQIATI, M.Kom.
2. BAMBANG ISMANTO, M.Kom

ABSTRAKSI

Proses pengaduan jalan dan jembatan saat ini terdapat tiga proses, pertama datang secara langsung ke DPU-PR Kabupaten Batang perorangan/ DPR/ Organisasi, Kedua melalui Pesan Instagram ke akun @jalankab.batang, Ketiga melalui surat masuk, ketika akan melakukan 3 proses pengaduan maka masyarakat harus membawa persyaratan yang dibutuhkan berupa nama pengadu, no.wa/hp yang bisa dihubungi, foto (wajib),tagging lokasi koordinat (titik koordinat lokasi kerusakan). Dalam tiga proses pengaduan saat ini bahwa terdapat permasalahan pada sistem pengaduan yang ada, pihak instansi dalam media pengaduan instagram mengalami kendala sulit melakukan pendataan lewat pesan instgram masyarakat tidak mengetahui titik koordinat lokasi pegaduan, pada pengaduan menggunakan media Instagram terdapat kendala pesan maupun komentar pengaduan tidak direspon atau lambat dalam balas pesan pengaduan sehingga masyarakat tidak mengetahui pengaduan diterima atau ditolak

Dalam pembangunan sistem menggunakan metode pengembangan waterfall yang terdiri dari tahapan analisis kebutuhan, desain sistem, implementasi, pengujian, pemeliharaan. Metode Pengujian yang digunakan adalah GUI (Graphical User Interface) dan metode pengujian UAT (User Acceptance Test).

Aplikasi pengaduan infrastruktur jalan dan jembatan berbasis website ini dapat menampilkan maps dan titik koordinat lokasi aduan sehingga mempermudah masyarakat dalam melakukan pengaduan, aplikasi dapat menampilkan informasi data pengaduan serta update data status aduan diterima, ditolak, proses aduan, selesai. Sistem ini dapat mempermudah melakukan laporan pendataan dan mencetak laporan.

Keywords: GUI,UAT, Pengaduan, jalan ,jembatan, waterfall

WAHYU RISQIANTO, 19.240.0027

APPLICATION OF WEBSITE-BASED ROAD AND BRIDGE
INFRASTRUCTURE COMPLAINTS IN DPU-PR BATANG DISTRICT, under
the guidance of:

3. RISQIATI, M.Kom.
4. BAMBANG ISMANTO, M.Kom

ABSTRACT

The current road and bridge complaint process has three processes, the first is coming directly to the DPU-PR of Batang Regency for individuals / DPR / Organisations, the second is through Instagram messages to the @jalankab.batang account, the third is through incoming letters, when going to carry out the 3 complaint processes, the community must bring the required requirements in the form of the complainant's name, contactable wa / mobile number, photo (required), tagging the coordinate location (coordinate point of damage location). In the three current complaint processes, there are problems with the existing complaint system, the agency in the Instagram complaint media has difficulty collecting data through Instagram messages, the public does not know the coordinate point of the complaint location, on complaints using Instagram media there are problems with messages or comments on complaints not being responded to or slow in replying to complaint messages so that the public does not know whether the complaint is accepted or rejected.

In system development using the waterfall development method which consists of the stages of needs analysis, system design, implementation, testing, maintenance. The testing method used is GUI (Graphical User Interface) and UAT (User Acceptance Test) testing methods.

This website-based road and bridge infrastructure complaint application can display maps and coordinates of the complaint location to make it easier for people to make complaints, application can display complaint data information and update complaint status data accepted, rejected, complaint process, completed. This system can make it easier to report data collection and print reports.

Keywords: *GUI, UAT, Road and bridge infrastructure complaints, waterfall*