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**SISTEM INFORMASI PENGADUAN MASYARAKAT BERBASIS
WEBSITE PADA DESA GANDU KECAMATAN COMAL**

Dibawah bimbingan Satriedi Wahyu Binabar, S.Si., M.Kom dan Hari Agung
Budijanto, M.Kom.

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ABSTRAK

Desa Gandu, yang terletak di Kecamatan Comal, memiliki sistem pengaduan masyarakat untuk menangani berbagai keluhan, termasuk yang berkaitan dengan infrastruktur, pelayanan publik, dan masalah lingkungan. Namun, pengaduan tersebut masih dilakukan secara manual, seperti melalui kunjungan langsung ke kantor desa atau pesan WhatsApp, yang mengakibatkan keterlambatan dalam penanganan, rendahnya tingkat transparansi, dan kesulitan dalam melacak status pengaduan. Untuk mengatasi masalah ini, dikembangkan sebuah Sistem Informasi Pengaduan Masyarakat Berbasis Website. Sistem ini dibangun menggunakan metode Waterfall, yang melibatkan tahap-tahap seperti Communication, Planning, Modelling, Construction, dan Deployment. Data penelitian dikumpulkan melalui wawancara, observasi, dan kuesioner, sementara pengujian sistem dilakukan menggunakan metode Black Box, White Box, dan User Acceptance Testing (UAT). Hasil dari penelitian ini menunjukkan bahwa sistem ini memungkinkan masyarakat untuk mengajukan pengaduan secara online dan memantau status pengaduannya secara real-time. Di sisi lain, perangkat desa juga terbantu dalam pengelolaan data pengaduan yang lebih sistematis dan efisien. Dengan diterapkannya sistem berbasis web ini, diharapkan kualitas layanan publik di Desa Gandu dapat meningkat, serta meningkatkan kepuasan masyarakat terhadap proses pengaduan. Sistem Informasi Pengaduan Masyarakat Desa Gandu masih belum sepenuhnya sempurna. Untuk pengembangan selanjutnya, diharapkan dapat ditambahkan fitur notifikasi yang memberikan pemberitahuan kepada masyarakat bahwa pengaduan yang mereka ajukan telah ditindaklanjuti.

Kata Kunci: Sistem Informasi, Pengaduan Masyarakat, Desa Gandu, Website.

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***WEB-BASED COMMUNITY COMPLAINT INFORMATION SYSTEM FOR
GANDU VILLAGE, COMAL DISTRICT***

*Under the guidance of Satriedi Wahyu Binabar, S.Si., M.Kom and Hari Agung
Budijanto, M.Kom.*

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ABSTRACT

Gandu Village, located in Comal District, has a public complaint system to handle various complaints, including those related to infrastructure, public services, and environmental issues. However, these complaints are still made manually, such as through direct visits to the village office or WhatsApp messages, which results in delays in handling, low levels of transparency, and difficulty in tracking the status of complaints. To overcome this problem, a Website-Based Public Complaint Information System was developed. This system was built using the Waterfall method, which involves stages such as Communication, Planning, Modeling, Construction, and Deployment. Research data were collected through interviews, observations, and questionnaires, while system testing was carried out using the Black Box, White Box, and User Acceptance Testing (UAT) methods. The results of this study indicate that this system allows the public to submit complaints online and monitor the status of their complaints in real-time. On the other hand, village officials are also assisted in managing complaint data more systematically and efficiently. With the implementation of this web-based system, it is hoped that the quality of public services in Gandu Village can improve, as well as increase public satisfaction with the complaint process. The Gandu Village Public Complaint Information System is still not completely perfect. For further development, it is hoped that a notification feature can be added that provides notification to the public that the complaints they submitted have been followed up on.

Keywords: Information System, Community Complaints, Gandu Village, Website.