

ELYANA ZULAEKHA PUTRI, 21.230.0054

SISTEM INFORMASI PENGADUAN MASYARAKAT BERBASIS WEBSITE PADA BALAI DESA SIJERUK, dibawah bimbingan Prastuti Sulistyorini, ST., M.Kom. dan Era Yuniarto, M.Kom.

267 + xviii halaman / 182 gambar / 26 tabel / 5 lampiran / 17 pustaka (2018-2024)

ABSTRAK

Proses pengaduan masyarakat di Balai Desa Sijeruk masih dilakukan secara manual menggunakan buku catatan, yang menyulitkan warga dalam memantau perkembangan pengaduan dan menyebabkan keterbatasan akses informasi. Waktu operasional balai desa yang terbatas juga menjadi kendala bagi warga. Penelitian ini bertujuan untuk mengembangkan Sistem Informasi Pengaduan Masyarakat Berbasis Website untuk mempermudah pengaduan masyarakat secara efisien. Sistem ini dikembangkan menggunakan pemrograman web melalui framework CodeIgniter 4 dan database MySQL. Desain sistem dibuat menggunakan Unified Modeling Language (UML) dan Lembar Kerja Tampilan (LKT) untuk memvisualisasikan alur kerja dan kebutuhan antarmuka pengguna. Selain itu, alat bantu Unified Modeling Language (UML) digunakan untuk menggambarkan kebutuhan aktor, seperti warga, perangkat desa, dan kepala desa. Pengujian sistem dilakukan menggunakan metode White Box, Black Box, dan User Acceptance Testing (UAT). Sistem ini memberikan manfaat, seperti membantu instansi desa dalam mencatat, menyimpan, dan melaporkan data pengaduan masyarakat secara sistematis dan efisien; mempermudah warga dalam menyampaikan pengaduan kepada pemerintah desa secara online; memudahkan masyarakat dalam memantau perkembangan status penyelesaian pengaduan secara langsung; memudahkan instansi desa dan warga dalam memperoleh informasi pengaduan masyarakat yang tepat dan akurat melalui aplikasi layanan pengaduan; serta mengurangi risiko kerusakan atau hilangnya data pengaduan masyarakat.

Kata Kunci : Sistem, Informasi, Pengaduan, Masyarakat, UML.

ELYANA ZULAEKHA PUTRI, 21.230.0054

WEBSITE-BASED PUBLIC COMPLAINT INFORMATION SYSTEM AT SIJERUK VILLAGE HALL, under the guidance of Prastuti Sulistyorini, ST., M.Kom. and Era Yunianto, M.Kom.

267 + xviii pages / 182 images / 26 tables / 5 attachments / 17 libraries (2018-2024)

ABSTRACT

The public complaint process at the Sijeruk Village Hall is still carried out manually using notebooks, which makes it difficult for residents to monitor the progress of complaints and causes limited access to information. The limited operating hours of the village hall are also an obstacle for residents. This study aims to develop a Website-Based Public Complaint Information System to facilitate public complaints efficiently. This system was developed using web programming through the CodeIgniter 4 framework and MySQL database. The system design was created using the Unified Modeling Language (UML) and Display Worksheet (LKT) to visualize the workflow and user interface needs. In addition, the Unified Modeling Language (UML) tool is used to describe the needs of actors, such as residents, village officials, and village heads. System testing was carried out using the White Box, Black Box, and User Acceptance Testing (UAT) methods. This system provides benefits, such as helping village agencies to record, store, and report public complaint data systematically and efficiently; making it easier for residents to submit complaints to the village government online; making it easier for the public to monitor the progress of the complaint resolution status directly; making it easier for village agencies and residents to obtain accurate and precise public complaint information through the complaint service application; and reduce the risk of damage or loss of public complaint data.

Key Word : System, Information, Complaints, Community, UML.