

DIMAS ADI NUGROHO, 23.120.0019

APLIKASI REKAP PENGADUAN BERBASIS DEKSTOP PADA DINAS PERHUBUNGAN KOTA PEKALONGAN

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ABSTRAK

Dinas Perhubungan Kota Pekalongan merupakan instansi pemerintah yang menerima dan mengelola laporan serta pengaduan masyarakat terkait permasalahan transportasi dan lalu lintas. Proses pengelolaan pengaduan yang masih dilakukan secara manual menggunakan buku catatan, formulir, dan berkas terpisah menimbulkan berbagai kendala, seperti risiko kehilangan data, kesulitan dalam memantau status pengaduan, lamanya proses penyusunan laporan, serta belum tersedianya visualisasi data yang memadai bagi pimpinan. Berdasarkan permasalahan tersebut, dikembangkan aplikasi S-HUB (Sistem Hubungan Aduan Dishub) sebagai teknologi tepat guna berbasis desktop yang dibangun menggunakan Java pada NetBeans IDE 8.2 dan MySQL sebagai sistem manajemen basis data. Aplikasi ini dirancang untuk mendukung proses pencatatan dan rekapitulasi pengaduan, pembaruan status aduan, pengelolaan data pejabat dan unit terkait, penyajian laporan statistik, serta pencetakan lima jenis formulir PDF yang dilengkapi dengan kop surat resmi instansi. Pengujian sistem dilakukan menggunakan metode User Acceptance Testing (UAT) bersama pengguna di lingkungan Dinas Perhubungan Kota Pekalongan. Hasil pengujian menunjukkan bahwa seluruh skenario memperoleh status PASS, dengan nilai implementasi dan fungsi TTG sebesar 96 serta nilai manfaat dan dampak TTG sebesar 95. Dengan demikian, aplikasi S-HUB mampu meningkatkan efektivitas, efisiensi, dan keteraturan dalam proses pengelolaan pengaduan masyarakat di lingkungan Dinas Perhubungan Kota Pekalongan.

Kata Kunci: S-HUB, Pengaduan Masyarakat, Teknologi Tepat Guna.

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ABSTRACT

The Transportation Department of Pekalongan City is a government institution responsible for receiving and managing public complaints related to transportation and traffic issues. The complaint management process, which was previously carried out manually using notebooks, forms, and separate documents, resulted in several problems, including the risk of data loss, difficulties in monitoring complaint status, lengthy report preparation processes, and the absence of adequate data visualization for management purposes. Based on these problems, the S-HUB (Dishub Complaint Relationship System) application was developed as an appropriate technology solution in the form of a desktop-based application built using Java in NetBeans IDE 8.2 with MySQL as the database management system. The application was designed to support complaint recording and recapitulation, complaint status updates, management of official and related unit data, presentation of statistical reports, and automatic generation of five types of PDF forms equipped with the institution's official letterhead. System testing was conducted using the User Acceptance Testing (UAT) method involving users from the Transportation Department of Pekalongan City. The results showed that all testing scenarios achieved PASS status, with scores of 96 for the implementation and functionality aspects of the appropriate technology and 95 for the benefits and impact aspects. Therefore, the S-HUB application is capable of improving the effectiveness, efficiency, and organization of public complaint management within the Transportation Department of Pekalongan City.

Keywords: S-HUB, Public Complaints, Appropriate Technology