APLIKASI KELUHAN OPD DAERAH DI DINAS KOMUNIKASI DAN INFORMATIKA KOTA DUMAI BERBASIS *WEBSITE*

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ABSTRACT

The Communication and Information Department of Dumai City has a procedure for receiving complaints from local government agencies (OPD) that are still manually processed through telephone/WhatsApp communication. This Website-Based Regional OPD Complaint Application provides a solution to this issue by allowing the submission and filing of complaints from OPDs through a website, which are then processed according to the established procedure. The objective of this research is to create a website for OPD complaints to streamline the distribution and reception of complaints. This website system will receive complaint submissions and provide responses to the complaint data. Additionally, the role of the Dumai Communication and Information Department (KOMINFO) involves processing complaints and providing regular updates until the process is completed. The website includes login access for both Reporters (OPD) and Administrators. Users with these roles can submit complaints, edit complaint data (including responses and status), and view complaint data along with its details. The system was tested using BlackBox testing, where the application's features were directly tested by the Dumai City KOMINFO. The testing resulted in smooth processes for submitting complaints, editing data, viewing details, and managing complaint status and responses. This OPD complaint website system is utilized for submitting and processing complaints directed to the Dumai City Communication and Information Department.

Keywords : OPD (Local Government Agency) Complaints, Website, Application