

**WASTE PILE COMPLAINT APPLICATION USING ANALYTICAL
HIERARCHY PROCESS (AHP) ALGORITHM TO DETERMINE
SERVICE PRIORITIES**

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ABSTRACT

Waste is the result of waste/output from all human activities. Increases in population, types of activities, and consumption levels can influence the amount or volume of waste produced. According to the results of a survey conducted in Bengkalis sub-district, there are still many piles of rubbish that have not been handled properly. Bengkalis found a handling problem, namely a lack of information on where the waste accumulation occurred. Based on the results of the procedures that have been carried out, DLHK carries out waste transportation every day and still finds complaints from people who are outside the waste transportation point. Based on the case that occurred, the author wants to create an application for complaints about piles of rubbish that occurred in Bengkalis Regency. The analytical method used in this research is the Analytical Hierarchy Process (AHP) to determine priorities for handling complaints. The results of this research are that the application for complaints about piles of rubbish is able to overcome problems that occur in the Bengkalis sub-district area.

Keywords: *AHP, Website, Waste Complaints, Mobile Application.*