

# ***DESIGN AND IMPLEMENTATION OF A WEB- BASED APPLICATION FOR REPORTING MAINTENANCE AND REPAIR OF ACADEMIC SUPPORT FACILITIES***

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## ***ABSTRACT***

*Academic support facilities play a crucial role in ensuring the smooth operation of teaching and learning activities. At Politeknik Negeri Bengkalis, the complaint reporting process for facility damage is still done manually, often causing delays in handling issues. To address this, a web-based complaint application was developed to facilitate faster, more structured, and efficient reporting and handling of maintenance and repair requests. The application was built using the PHP programming language with the Laravel framework and MySQL database, following the Waterfall development method. Key features include a complaint submission form, photo upload for documentation, status tracking, and Telegram-based notifications. Testing results show that the application performs well and improves the efficiency and accuracy of complaint management. This system enhances transparency and accessibility in the reporting process.*

*Keywords: complaint, maintenance, repair, facilities, web-based application*