

ABSTRACT

WEB-BASED COMMUNITY COMPLAINT SERVICE SYSTEM DESIGN USING EXTREME PROGRAMMING METHOD

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Public service delivery is one sector that does not escape public criticism. One of the manifestations of good governance is good cooperation between the government and the community. Because of this, the government has an obligation to improve the quality of good services. One solution to help improve government services is to create a web-based public complaint service system that can be accessed by the internet by the public. To make the system, we need an appropriate method to make it. Extreme Programming is one of the Agile methods used for the process of developing an application that has the goal of improving the quality of software for changes and community needs. In this method, there are several stages that must be carried out, namely, Planning. This planning stage will plan what kind of website will be made, who will it be intended for, and what kind of functions can be carried out. The second stage is Design. Design is the stage of designing the website interface that will be displayed to users and admins. The third stage of Coding. At this Coding stage, the planning and design forms that have been made into the code will be implemented. Then the Testing stage. The final test of this website produces an entire system that can run properly. Starting from complaint services, recap of complaints, making journals and displaying complaint information. In addition, this website was tested using SUS as Usability Testing, which resulted in an average score of 66 which is considered good.

Keywords: extreme programming, internet, public complaints, rapid application development, waterfall, government services, laravel