ABSTRACT

INFORMATION SYSTEM DEVELOPMENT IN BANDUNG CITY GOVERNMENT PUBLIC COMPLAINTS

By

ANITA IMAWATI

10106144

Bandung the city government wanted the reform of the bureaucracy in the public service improvement. Bandung the city government itself existing public services are still opinions. That is still be receiving the complaint, not to answer the complaint filed by the society to the fullest.

Many problems in society but there is no effective reply to the community liaison and the government in handling the issue. And public complaints management staff have difficulty in dealing with complaints that too much.

To address some of these problems, then built the Public Complaints Information System, with the modeling software used is structured method. The system is web based and will be online 24 hours, with data security and networking applications are guaranteed.

Based on the research and after doing an alpha test and betha to the Public Complaints Information System Bandung City Government, the conclusion can be drawn is known that Information Systems Information Systems Public Complaints Bandung City Government to assist in the delivery of public issues to the local government. And complaints management staff publikpun helped by the Public Complaints Information System Bandung City Government. Because of previous complaints coming into the city of Bandung is very numerous and less organized.

Keywords: public and regulatory submission of complaints in response to complaints