

Design and Implementation of a Website-Based Public Complaint System "Suara Rakyat" for Government in Menyuke District

Jimmy Person¹, Mikael Jandira², Florensus Andhika³, and Noviyanti P⁴

^{1,2,3,4}Information Technology Study Program, Shanti Bhuana Institute, Bengkayang, Indonesia

*Corresponding author: vijimperslynch@gmail.com

ABSTRACT

This study presents the design and validation of Suara Rakyat, a website-based public complaint system developed for Menyuke District, Landak Regency, West Kalimantan. The district, with over 30,000 residents across 16 villages, currently relies on manual complaint methods, resulting in delays, lack of documentation, and limited transparency. The objective of this research is to create a structured, accountable, and transparent digital platform to improve citizen-government communication and support public service responsiveness in rural areas. The system was developed using the Waterfall method, selected for its sequential and documentation-friendly nature, and implemented with PHP and JavaScript. Core features include identity-verified complaint submission, complaint status tracking, administrative feedback mechanisms, and public news updates. System functionality was validated using both White Box and Black Box testing approaches. All critical modules passed testing scenarios, demonstrating system reliability, correctness, and usability. The results show that Suara Rakyat enhances participatory governance by enabling transparent monitoring of public reports, improving response accountability, and reducing communication barriers in rural contexts. This study offers a replicable model for digital civic engagement platforms tailored to underserved regions.

Keywords: Public Complaint System, Waterfall Model, Participatory Technology, Digital Transparency, System Testing.

1. INTRODUCTION

The digital transformation of governance has opened new possibilities for improving transparency, civic participation, and public service delivery. One essential aspect of this transformation is the development of digital public complaint systems, which facilitate structured interactions between citizens and government institutions. These systems have proven effective in urban areas, but their implementation in rural and underdeveloped regions remains limited. The need for digital solutions that are able to answer these challenges and realize a more responsive and participatory government system in Menyuke District. Digital technology can create and shape the world in the current era (Baier et al., 2023).

Menyuke District in Landak Regency, West Kalimantan, spans 16 geographically dispersed villages and has a population exceeding 30,000. Despite the increasing availability of digital tools, the district still employs conventional mechanisms for submitting public complaints such as handwritten letters and in-person meetings which are often inefficient, undocumented, and lacking transparency. This communication gap hinders the resolution of critical public issues such as infrastructure inadequacy and social problems like stunting.

To address this issue, this study proposes the design of a website-based complaint system called "Suara Rakyat", aiming to provide a responsive, structured, and transparent platform for community-government communication. The system empowers users to submit

Research conducted by Mardhiyah Fakhriyah and Rakhmat Kurniawan with the research title Design and Development of A Web-Based Internet Complaint Information System using A Rule-Based Method at PT Integra Kreasitama Solusindo, the development of the information system in this study was designed to address problems related to complaints of service disruptions that are often experienced by customers of PT Integra Kreasitama Solusindo, the main purpose of developing this system is to facilitate reporting, allow customers to monitor the progress of their complaints, and allow the support team to provide fast and relevant responses (Fakhriyah & Kurniawan, 2024). The difference between the research being researched and related research is that the related research system has reached the system development stage, the research system being conducted is still at the design stage.

These studies illustrate the growing interest in digitized complaint platforms. However, there is a gap in systems that integrate structured user-government communication, real-time feedback tracking, news publication for transparency, and public access to development oversight. This study fills that gap by introducing a "design-stage system" with a strong emphasis on accountability, participation, and service transparency tailored to a rural governance context.

2. METHODS

This study employs the Waterfall development model, a widely adopted approach in software engineering that emphasizes a linear and systematic sequence of phases. The selection of this method is based on its suitability for projects with clearly defined requirements and the need for structured documentation. The Waterfall method is a software development model that is often used, this development method uses a systematic approach and must always be sequential, the waterfall is determined because it must be passed gradually to complete and run the previous steps one by one (A. A. Wahid, 2020). The system development process using the Waterfall model consists of the following phases:

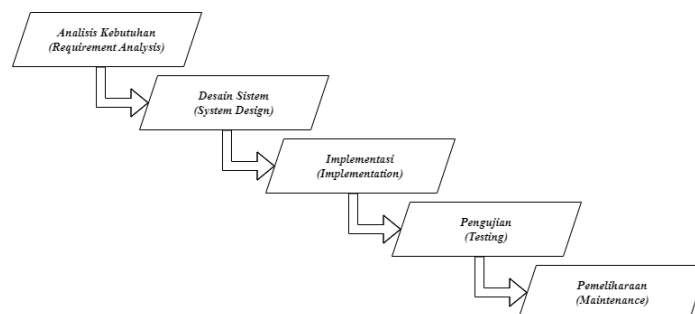


Figure 1. Waterfall Method

Based on Figure 1 Waterfall Method, the detailed explanation of the system development method flow is as follows:

1. Needs analysis

The first stage in building this system, needs analysis is the stage of preparing all the needs of the system being built, starting from functional and non-functional needs.

1. System Design

complaints, track progress, and promotes government responsiveness through report management and public news updates. It also introduces features to reduce spam and ensure accountability by requiring real user identification. The application designed for web-based complaints will manage various public complaints to improve the quality of services in the future (Lorensa & Sari, 2020).

This study contributes by designing a system that combines usability with accountability, and offers unique features such as: identity-verified submission, admin-user feedback loops, and news publication for public visibility. The system also supports monitoring of underserved areas and strengthens participatory governance in rural contexts.

The objectives of this research are:

1. To design a website-based public complaint system tailored to the governance context of Menyuke District.
2. To integrate accountability and transparency features absent in previous systems.
3. To support structured civic engagement through admin interaction, real-time status tracking, and public reporting.

The system is developed using thePHP and JavaScript as the primary technologies. The study combines both primary and secondary data, targeting all registered residents in Menyuke. In doing so, this research aims to offer a contextualized model for civic technology innovation in rural Indonesia.

Several studies have proposed public complaint systems, each with different technical approaches and objectives. However, most focus on reporting efficiency rather than citizen-government interaction or policy transparency.

(Liliana, 2020) developed "Yuk Lapor", a mobile-based system emphasizing anonymous reporting. While it enhanced accessibility, the system lacked features for ensuring user accountability or tracking complaint outcomes. In contrast, the system in this study requires full user identity verification to support valid submissions and reduce spam.

(Nugroho et al., 2021) built a web-based complaint system for Sukabumi Village using the UML method. Their primary goal was to simplify community feedback collection. However, the system offered limited monitoring tools and did not include public-facing features such as government transparency indicators or policy response timelines.

(Zulfikri, 2022) focused on internal recording systems for PT. PLN Selatpanjang. The system supported efficient report archiving but lacked interactivity with the public and did not facilitate real-time government accountability or response visibility.

(Ikhwan & Lubis, 2023) employed the RAD method to design a complaint system for the North Sumatra ESDM office, focusing on internal data management. Their system was optimized for agency efficiency rather than public engagement.

(Wardana & Ramadhan, 2025) proposed a virtual system for complaints in Medan's SMEs sector, emphasizing technical implementation. However, the study was driven by dynamic data collection methods, whereas the current study relies on static analysis to identify design needs.

The second stage in the waterfall method is system design or planning, this stage is created with the aim of facilitating the system development process. The design of a system is needed so that development can easily determine the flow and scheme of the system and can accelerate system development.

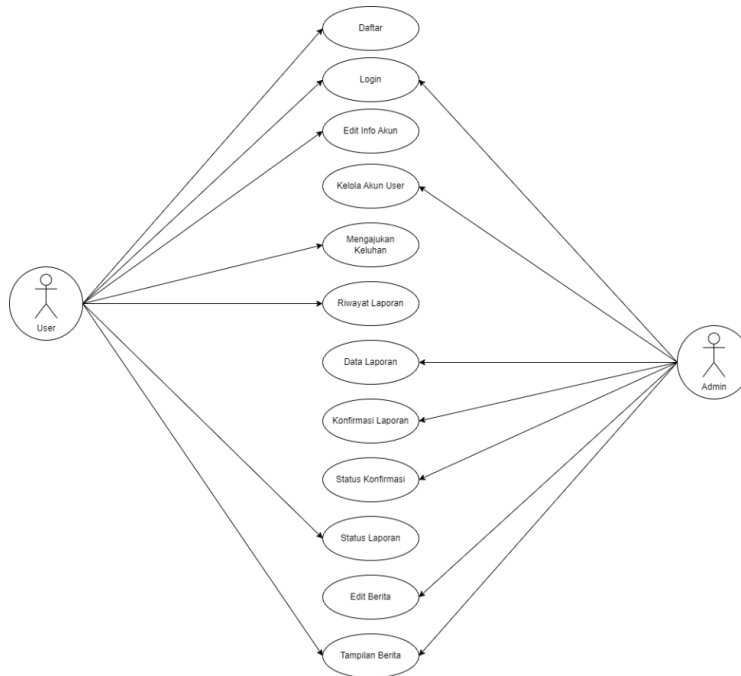


Figure 2. Use Case Diagrams

Based on Figure 2: Use Case Diagram, we can see the functional flow of the system being studied which has two actors and each has an important role in the continuity of the system.

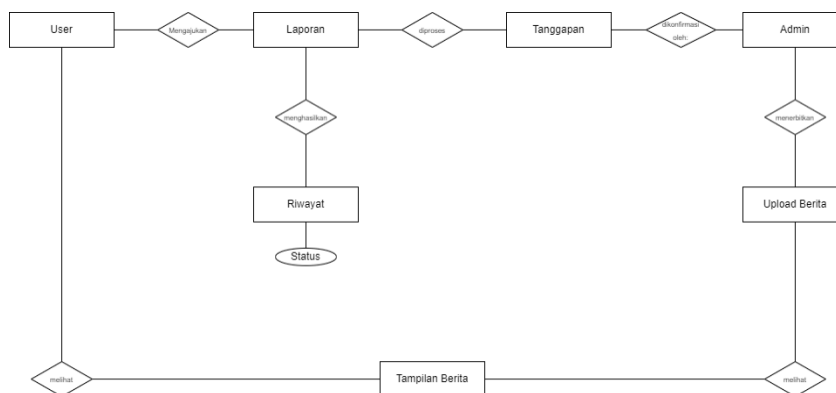


Figure 3. Entity Relationship Diagram

Based on Figure 3: Entity Relationship Diagram, it can be seen that each flow and menu in the system is specifically interconnected, this flow determines systematic clarity and ease.

2. Implementation

After completing the design, the system was implemented using Visual Studio Code as the text editor. The application was developed using PHP for back-end logic and JavaScript for client-side interaction. These technologies were chosen for their compatibility with web platforms and suitability for resource-constrained environments, such as those in rural areas.

3. Testing

The system was tested using both White Box and Black Box testing techniques. White Box testing was applied to assess the internal logic and code-level accuracy, while Black Box testing evaluated system functionality, interface design, and workflow conformance. The results indicated that the system meets the defined requirements and performs reliably.

4. Maintenance

As the final stage of the Waterfall process, maintenance ensures long-term system stability and user satisfaction. Activities include debugging, adapting to user feedback or environmental changes, optimizing performance, and preventing future failures. Maintenance is planned to be conducted periodically to sustain the system's functionality and security.

3. FINDINGS AND DISCUSSION

Based on the flow and methods used by researchers to build this system, we can see that the results of this study allow active interaction between the community and government in participating in regional supervision and community service programs in Menyuke District, Landak Regency. The system provides an opportunity for the community to state complaints about government services easily and in a structured manner, and helps the government monitor surrounding areas and provides a great opportunity for government responsiveness to immediately handle community problems based on reports received. This system allows active communication that is transparent, friendly, and structured between the community and the local government of Menyuke District, Landak Regency. Users of the system have their respective roles to realize the objectives of this system being built, researchers provide useful and easy-to-understand features for actors who will use the system.

3.1. Pages and Features available to System Users

The system has actors who actively contribute to running this reporting system well and in a structured manner, one of the actors in this system is given access as a user, user access allows users to freely manage the features that are available to meet user needs and system objectives.

3.1.1. System Main Page Display

This is the home page display on the “Suara Rakyat” system of Menyuke District. In this index display, there are displays that can be viewed and freely accessed by users such as viewing information, government programs, and documentation of the Menyuke District area, the display can be seen in Figure 4:



Figure 4. System Initial Home View

Figure 4 explains that when users access a link or open a system search, users will be directed directly to this main page. Users can view information, government programs and documentation listed on the system page with a friendly and easy-to-read display.

3.1.2. About System View

This is a display of the navigation about on the main page when accessed by the user, in this display there is various information from the system such as, an explanation of what the Menyuke sub-district people's voice system is, the purpose of the system, and the benefits for the community and local government, the page display can be seen in Figure 5.

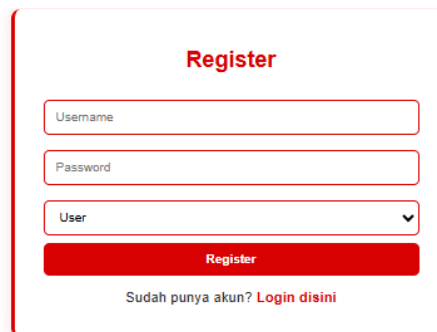


Figure 5. About System View

The display in Figure 5 explains that users can read in full about this people's voice system. The information that can be seen is an explanation of the system, the purpose of building the system, and the benefits of building the system. This page provides users with an overview of how the system will affect the Menyuke sub-district area.

3.1.3. User Account List Page View

Account List View, in this view users can register an account to be able to log in to the system, here there are several things available in the registration form that need to be filled in by the user, namely the user's username and password, the user will be given a default role, namely user, the display can be seen in Figure 6.



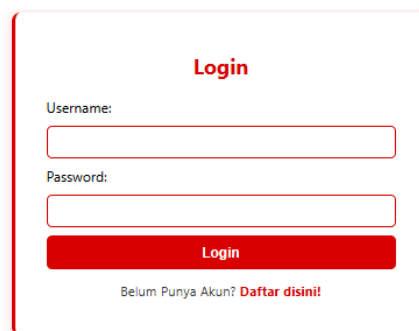
The screenshot shows a registration form titled "Register" in red. It contains three input fields: "Username", "Password", and "User" (with a dropdown arrow). Below these fields is a red "Register" button. At the bottom, there is a link that says "Sudah punya akun? [Login disini](#)" in red text.

Figure 6. Account List View

Figure 6 allows account registration for new users or users who do not yet have an account. Before logging in to the system, users are required to create an account first to determine access (users). This page will direct users to fill in the system login requirements.

3.1.4. User Login Page View

Login Page Display, after the user registers an account, the user will be directed to the login page to be able to enter the system and manage the features available for user access, the page display can be seen in Figure 7.



The screenshot shows a login form titled "Login" in red. It contains two input fields: "Username:" and "Password:". Below these fields is a red "Login" button. At the bottom, there is a link that says "Belum Punya Akun? [Daftar disini!](#)" in red text.

Figure 7. Login Page Display

Figure 7 shows the login page display, after creating an account and filling in the important forms required by the system database, the user is directed to log in to the system by entering the username and password that was previously created on the registration page, without making any input errors, the login function is to direct each user to enter their respective account pages.

3.1.5. User Dashboard Page View

User Dashboard View, after logging in, the user will be directed to the user dashboard, this page has access to several features that can be used by users such as account information features, report history, report status, report submission form, special news publication page, and map display, the page display can be seen in figure 8.

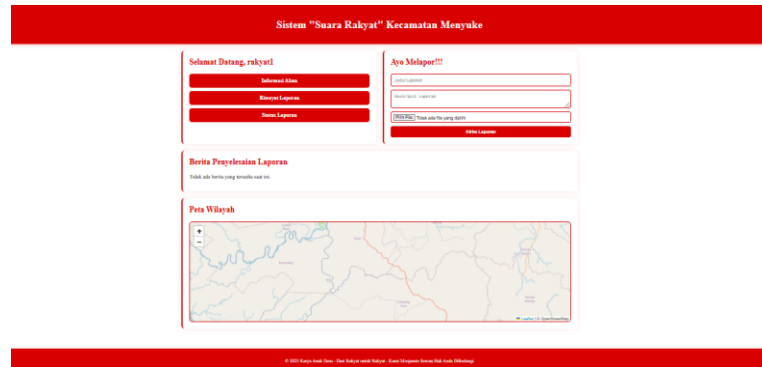


Figure 8. User Dashboard View

Figure 8 User Page View, This view is the main user page, this page view provides features that can be freely accessed by users, useful to help make it easier for users to submit reports and monitor the report process with structured directions from the system.

3.1.6. Display of User Account Information

Display the user account information feature page, this page allows users to edit profiles such as adding account information and uploading profile photos to complete account data, the page display can be seen in Figure 9.

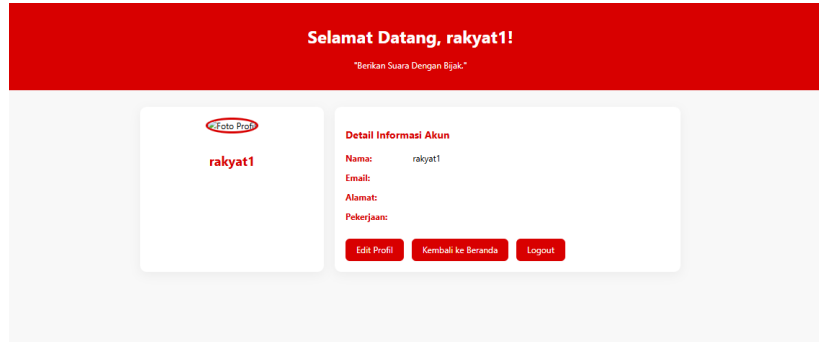


Figure 9. User Account Information Feature View

Figure 9 displays the User Account Information feature page, this display is a page that can be accessed by users to view data, add data, and update data, the data that will be used is of course valid user data so as not to raise suspicions that lead to the account being deleted or blocked.

3.1.7. User Report Submission Page View

To submit a report, users must fill in the report form with valid data, such as inputting the report title, completing the report description, and uploading evidence of the report in the form of documentation of the problem to be reported that is related to public interest. The page display can be seen in Figure 10.

Figure 10. Report Submission View

Figure 10 shows the report submission form page. This is the report submission feature on the main user page. In the report submission form, users should fill in the report form clearly and include documentation to ensure the report is correct.

3.1.8. Report History Page View

View the report history page, after filling in the report data and submitting the report, the user can view the report status and edit the submitted report data, editing actions can only be carried out when the report has not been confirmed by the admin, the page can be seen in Figure 11.

Riwayat Laporan Saya

Judul	Deskripsi	Tanggal	Gambar	Status	Aksi
Kerusakan Jalan	Beberapa ruas jalan utama mengalami kerusakan parah, dengan banyaknya lubang besar dan aspal yang mengelupas. Kerusakan ini sangat membahayakan pengguna kendaraan roda dua maupun roda empat, khususnya saat malam hari karena kurangnya penerangan.	2025-06-28 23:33:37		menunggu	Edit Batalkan

[Kembali ke Beranda](#)

Figure 11. Report History Page View

Figure 11 displays the report history page, on this page the user can see the status of the submitted report and edit the report or cancel sending the report. This action can only be done when the submitted report has not been confirmed by the system admin.

3.1.9. Blocked User Login Page View

User login failed display, can occur only if Admin blocks the user account from the system, the display can be seen in figure 12.

Akun Anda telah diblokir. Hubungi admin.

Figure 12. User Blocked Login Failed Page View

Figure 12 displays the failed login page for blocked users. This display shows the user's inability to log in when their account is blocked by the system admin. This can happen if the data in the user's profile is invalid and there are suspicious elements. This blocking aims to ensure the effectiveness of the system in dealing with spam and fake reports.

3.2. Pages and Features available for Admins

After fulfilling all the system flows owned by the user, the system has an actor who plays a very important role in the success of the system. Admin actor, the admin contributes most actively to run this reporting system well, structured, and with full policy. Wider and free admin access allows the admin to be able to freely manage the features that are available to meet user needs, maintain system security, maintain user privacy, and oversee the system's objectives are maintained.

3.2.1 Admin Dashboard Page View

Admin page view, admin has free access to features such as user management, incoming reports, reports in process, news, data management, and news publication forms, the display can be seen in Figure 13.

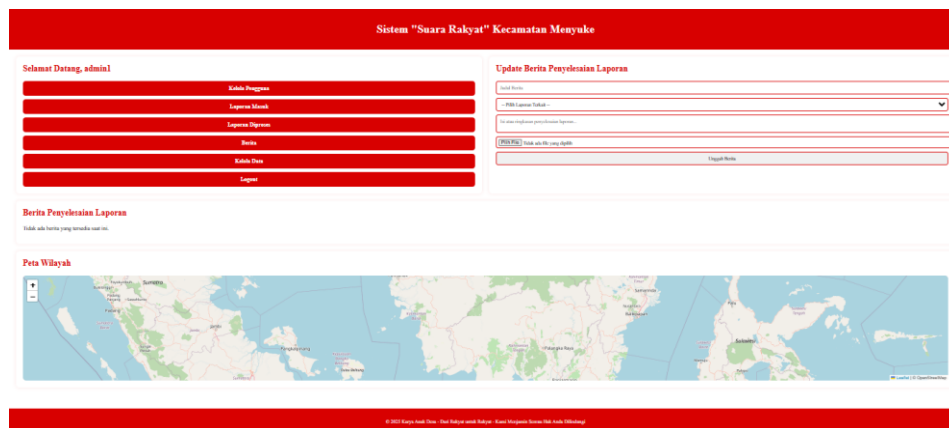


Figure 13. Report History Page View

Figure 13 displays the admin main page, the admin dashboard display is equipped with important features for smooth system operations, these features function to manage users, reports submitted by users, and ensure the system can be a spam-free and safe reporting container, with these complete features the admin can move freely to maintain the system with full monitoring.

3.2.2. Manage User Accounts Page View

User account management feature page, admin can see all registered users in this Suara system, admin can see user profiles, delete user accounts, and block users if there is suspicious data to maintain the order of the system from spam and irresponsible individuals, the display can be seen in figure 14.

Daftar Pengguna

No	Username	Email	Alamat	Role	Status	Aksi
1	masyarakat1			user	Aktif	Lihat Profil Hapus Blokir
2	pengguna3			user	Aktif	Lihat Profil Hapus Blokir
3	pengguna2			user	Aktif	Lihat Profil Hapus Blokir
4	rakyat4			user	Aktif	Lihat Profil Hapus Blokir
5	rakyat3			user	Aktif	Lihat Profil Hapus Blokir
6	rakyat2			user	Aktif	Lihat Profil Hapus Blokir
7	rakyat1			user	Aktif	Lihat Profil Hapus Blokir

[Kembali ke Beranda](#)

Figure 14. Manage User Feature Page View

Figure 14 displays the user account management page, this display functions and aims to protect the system from irresponsible individuals, by viewing important details of the information held by the user, the admin can make decisions based on the authenticity of the user's data.

3.2.3. Incoming Report Page Display

The appearance of the incoming report feature page, incoming reports come from input submitted by the reporting user, the admin can confirm the status of the user's report with three actions: reject, postpone (wait), accept, the display can be seen in Figure 15.

Kelola Laporan Pengguna

Pengguna	Judul	Deskripsi	Tanggal	Gambar	Status
rakyat1	Kerusakan Jalan	Beberapa ruas jalan utama mengalami kerusakan parah, dengan banyaknya lubang besar dan aspal yang mengelupas. Kerusakan ini sangat membahayakan pengguna kendaraan roda dua maupun roda empat, khususnya saat malam hari karena kurangnya penerangan.	2025-06-28 23:33:37		Menunggu Urahi

[Kembali ke Beranda](#)

Figure 15. Report Login Feature Page View

Figure 15 shows the incoming report page display, this display is a display where the admin can view incoming reports from users who submit reports, the admin can view the report in detail, after ensuring the data is clear and valid, the admin can provide further action.

3.2.4. Respond to Report Page View

After confirming the report, the admin can send a response or comment to the user regarding the report sent by the user, this page is to provide certainty regarding the report being processed, the display can be seen in Figure 16.

Tanggapi Laporan Pengguna

Kerusakan Jalan

Dari: rakyatt1 ()

Deskripsi:
Beberapa ruas jalan utama mengalami kerusakan parah, dengan banyaknya lubang besar dan aspal yang mengelupas. Kerusakan ini sangat membahayakan pengguna kendaraan roda dua maupun roda empat, khususnya saat malam hari karena kurangnya penerangan.

Tanggal: 2025-06-28 23:33:37



Halo... Terimakasih rakyatt1 atas laporannya... kami akan menghubungi pihak infrastruktur daerah setempat dan menyalurkan dana perbaikan.

Kirim Tanggapan

Kembali ke Beranda

Figure 16. User Report Process Page View

Figure 16 displays the user report process page, this page allows the admin to provide comments regarding the report submitted by the user and is the main process before following up on the report, the response given by the admin can increase public trust and improve system productivity.

3.2.5. News Publish Form View

After confirming and responding to the report submitted by the user, the admin can publish news about the report that has been followed up, by filling in the title, selecting the related report, setting a description, and uploading a photo as the authenticity of the news, the display can be seen in Figure 17.

Update Berita Penyelesaian Laporan

Perbaikan Jalan Rusak Desa Cantik

Kerusakan Jalan

Proses Perbaikan Jalan Berhubung Sedang Dilakukan Dengan Kerjasama Masyarakat dan bantuan saluran dana dari pemerintah.

Pilih File 1000005558.jpg

Unggah Berita

Figure 17. News Publishing Process View

Figure 17 shows the news publishing process. This display is the admin dashboard which has a special menu for publishing news. The news published is news about user reports that have been followed up or resolved. The news published is a symbol of transparency and the government's responsive attitude to public complaints.

3.2.6. Manage Data View

Display of data management features, from this page the administrator can see all data or actions that have been carried out to respond to reports from users, we can see the data display in Figure 18.

Data - Suara Rakyat

Data Laporan

Judul Laporan	Pelapor	Email	Alamat	Pekerjaan	Status	Gambar Laporan	Isi Tanggapan	Admin Penanggap	Tanggal Tanggapan	Berita Terkait
Kerusakan Jalan	rakyat1				Menunggu		Hallo... Terimakasih rakyat1 atas laporannya... kami akan menghubungi pihak infrastruktur daerah setempat dan menyalurkan dana perbaikan.	admin1	2025-06-30 08:05:47	Perbaikan Jalan Rusak Desa Cantik Proses Perbaikan Jalan Berulang Sedang Dilakukan Dengan Kerjasama Masyarakat dan bantuan saluran dana dari pemerintah.  Tanggal: 2025-06-30 08:15:45

[Kembali ke Beranda](#)

Figure 18. News Publishing Process View

Figure 18 displays the report data management page, this display is the data management of each incoming report and the admin's response to the report, this data becomes a system archive in ensuring an even regional development monitoring process.

3.2.7. News View Published

The display of news that has been uploaded by the admin can be seen on the main page of the admin and users with the same display, the display can be seen in figure 19.

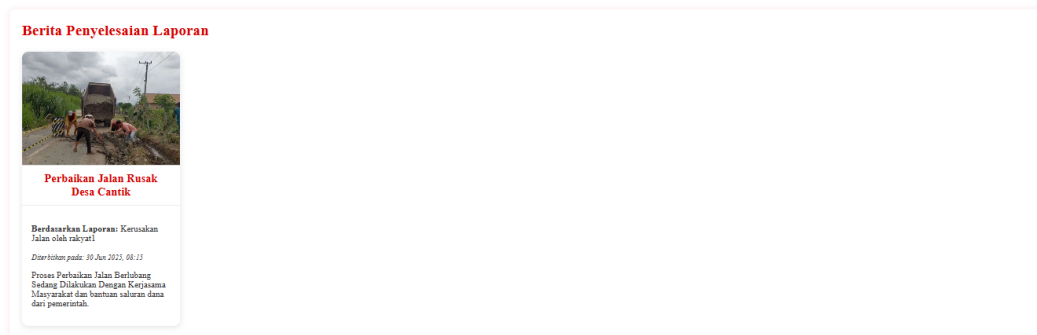


Figure 19. News Page View Published

Figure 19 displays published news, this display comes from the admin page after publishing, the news is displayed on the admin page to ensure the news has been successfully published and is appropriate, this published news page can also be seen on the user's main page.

3.3. System Testing Stage

This system is tested using black box and white box methods, black box testing is a software testing method that is carried out without having to see the structure in the code or logic of the program owned. Testing is carried out only based on input made by the user and the output of the application, testing is seen from the user interface (UI / UX). White box testing is a software testing method that is carried out by seeing and understanding the structure in the code, logic, and program flow directly. The objects studied are the code structure, logic flow, in detail. The following is a table of tests with the two methods.

Table 1. Table Black Box Testing

No	Feature Tested	Input	Expected Output	Actual Output	Status
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1	Login	Valid username and password	Dashboard page is displayed	As expected	Pass
2	Failed login	Correct username, incorrect password	Error message is displayed	As expected	Pass
3	Submit report	Complete complaint data (title, content, category, evidence)	Report is saved and shown in the list	As expected	Pass
4	Report confirmation (admin)	Click 'Confirm' button on report list	Report status changes to 'Confirmed'	As expected	Pass
5	Report response	Admin writes a response and submits it	Response appears in the report	As expected	Pass
6	Upload/Edit news	Admin enters title, content, and uploads image	News appears on the homepage	As expected	Pass
7	Report history (user)	User accesses the history page	User's reports list appears	As expected	Pass

Table 1 Black Box Testing Table, this table is the test result of the main features contained in the system. Each feature is tested based on the input provided by the user, then the input is compared with the output expected by the developer. The purpose of this black box testing is to ensure that the features in the system function or run according to the flow that has been designed by the developer, and are expected to be able to respond correctly without user input errors.

Table 2. Table White Box Testing

No	File Name	Function Tested	Execution Path	Input	Expected Output	Status
1	login.php (index)	Authentication process	Start → Check input → Check DB → Password match → Redirect/Admin	Username & password	Redirect based on user role	Pass
2	beri_tanggapan.php	Save response	Start → Check form → Insert into DB → Redirect	Report ID + response content	Response successfully saved	Pass
3	kelola_laporan.php	Display all reports	Start → Retrieve report data	—	Report table is displayed	Pass

			from DB → Display table			
4	edit_berita.php	Edit news content	Start → Get ID → Show form → Submit → Update DB	News ID + new form content	News updated in the database	Pass
5	konfirmasi_laporan. php	Change report status	Start → Get ID → Update status in DB	Report ID	Report status changed	Pass
6	edit_akun.php	Edit user profile	Start → Retrieve data → Update DB	New name, email, passwor d	Account successfull y updated	Pass
7	daftar_berita_admin. php	Display news (admin)	Start → Query DB → Loop & display news	—	News appears in the table	Pass

Table 2 white box testing table, this table presents the results of source code file-based testing that focuses on the execution flow of each main program language file in the system. Testing is done by examining the logic flow in each code file from the initial stage (start) to the final result (output or changes to the database), and testing whether the function in the file can execute its task completely and correctly.

4. CONCLUSION

The results of this study demonstrate that the designed system, Suara Rakyat, successfully facilitates active and transparent communication between the community and the government of Menyuke District. Through structured features such as identity-verified report submissions, real-time status tracking, and public news publication, the system enables improved responsiveness and transparency in addressing community complaints.

Functionality testing through both Black Box and White Box methods showed that all key features including user authentication, report submission, status updates, admin responses, and news publishing performed as expected, with all test cases passing successfully (see Tables 1 and 2). These outcomes confirm that the system is technically robust and user-oriented.

Additionally, the system provides administrative tools to manage users and filter spam, ensuring accountability and security. By offering structured documentation and public access to development oversight, the system supports participatory governance.

It is concluded that Suara Rakyat is not only a feasible solution for digital complaints in rural areas but also provides a measurable improvement in communication effectiveness and service transparency, as evidenced by its functional performance and user-oriented design.

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