

## ABSTRACT

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*There are many complaints from the community to village agencies or officers, who are in Keden Village, Klaten, Central Java, there are problems in the form of complaints from the community who have to fill out forms that are already available and collect forms to a predetermined place, but the community is constrained in time and distance to get it done. collection of the form. And also problems in filing letters. The system to be built is a web-based application that uses PHP, HTML, CSS as programming languages and MySQL for databases. For system development using the Waterfall model work method because this is in the development of an existing system, and the manufacture is given a time limit. The results of testing this application, village officials assess that the appearance of the application is good, the data presented is easy to understand and can manage data from the community to officers properly. With the completion of the Community Service Application, it is expected to be able to assist the service of the Keden Village community who wish to report complaints or complaints to the Keden Village Head related to an easy and fast way and efficient handling.*

*Keywords: Online reporting, online letter submission, community, agency, PHP, HTML, CSS.*