

ABSTRACT

This research describes the challenges in public service complaints in West Java, where the public's negative perception of the quality of government services hinders the reporting process. People prefer not to report problems or use social media as an alternative. In an effort to increase this interaction, this research focuses on developing a frontend website for complaints and public services, with the West Java DPRD entity as the service center. The application of React Js aims to increase the responsiveness and quality of public services through online platforms. The Scrum method is used to ensure adaptive and collaborative development, enabling rapid response to changing societal needs. The research results provide a positive contribution to the development of the complaint system and public services in West Java. Evaluation using the User Acceptance Test (UAT) showed that the website was well received, with sprint 1 scoring a percentage of 91.94%, sprint 2 with a percentage of 90.8%, and sprint 3 with a percentage of 88.1% with the third sprint category being very good. In addition, positive results from Blackbox Testing demonstrate the quality of system functionality and create a solid foundation for more effective public service provision in the digital era. Thus, this research proposes a solution that is responsive to public reporting constraints, creating a breakthrough in public services in West Java in an effort towards superior public service governance.

Keywords: Complaints, Public Service, Scrum, User Acceptance Test (UAT).