ABSTRACT

The number of community complaints to the main agency at the village head level located in Keden Village, Pedan, Klaten, Central Java about the existence of damaged public facilities and is often seen by the community and the absence of information on how to report and also what types of reporting can be done. reported to the Keden Village Head made the community reluctant to report problems such as damaged roads, or related to other public facilities managed by the village head. And also the problem of submitting correspondence which was complained of because some people were constrained by long distances and had to queue up in the process of making letters. The system to be built is a web-based application that uses PHP, HTML, CSS as programming languages and MySQL for databases. The application development method uses the Waterfall methodology. With the completion of the Community Service Application, it is hoped that it can assist community services in Keden Village who want to report complaints and submit administrative correspondence to the Keden Village Head Office online and also easy, fast and efficient handling.

Keywords: reporting, letters, community, agency, online, PHP, HTML, CSS, Codeigniter ,MySQL, Waterfall.