

ABSTRACT

Complaints and feedback from students are essential in improving the quality of service and teaching in educational institutions. However, there are limitations in submitting feedback and complaints at Telkom University Information Systems SI Study Program, which is only carried out in certain periods. This needs to be improved in meeting the needs of students. In order to overcome this problem, this research develops an alternative solution in the form of a web application that facilitates submitting, responding to, and handling student feedback and complaints. This application is designed using the Iterative Incremental SDLC development method. The research process involved two stages of development and testing iterations involving students and study program staff as respondents. The results of application testing using the User Acceptance Testing with Blackbox Testing method and Usability Testing methods show that all application features function as expected. The Usability Testing score for the first iteration shows the number 4.3 out of a maximum scale of 5, equivalent to 86% of the total rating, while the second iteration resulted in a score of 4.2 out of a maximum scale of 5, equivalent to 84% of the total rating. These scores indicate that this application is well received by users, shows high satisfaction, and meets their needs in submitting and handling complaints and feedback. Thus, this study proves that the Iterative Incremental method in web application development can produce effective and satisfying products for users.

Keywords— *Feedback, complaint, web application, Iterative Incremental*