

## **ABSTRACT**

*The importance of the role of members of the Regional People's Representative Council (DPRD) as representatives of the community demands active involvement in absorbing, accommodating, collecting, and following up on the aspirations and complaints of the public. One strategy to enhance public participation in government efforts to improve public services and implement the principles of good governance is through the implementation of a public complaint system. However, the complaint process often faces challenges resulting in delays in problem resolution, ranging from the complexity of the complaint process to the difficulty in finding an effective complaint platform. To address these challenges, an innovative step has been taken through the creation of a website that provides a complaint feature via WhatsApp. The primary goal of this initiative is to provide easier access for the public to participate in expressing their grievances and complaints. The method used to develop the website, including the WhatsApp complaint feature, follows the iterative and incremental software development approach known as Scrum. This method allows for flexibility in creating a platform that meets user needs. With the existence of a complaint platform through WhatsApp, it is expected that the public can quickly and efficiently report the issues they face and provide feedback to the local government. This research will result in a complaint platform in the form of a website with WhatsApp complaint features. This community complaint website is designed to create openness and accessibility for all layers of society. The WhatsApp complaint feature is integrated as a solution to minimize technical barriers and facilitate usage by a broader audience. Through this website, the public can easily submit complaints, send messages, and provide documentation related to the issues they face. With the implementation of this platform, it is anticipated that problem resolution can be carried out more efficiently and responsively. Local governments can access complaint information more quickly, enabling them to take immediate actions as needed. Additionally, the feedback feature provides an opportunity for the government to continuously improve the quality of their public services according to the needs and expectations of the community. Thus, the creation of a community complaint website with a WhatsApp complaint feature is not only a practical*

*solution to address the challenges in the complaint process but also a significant step in encouraging active community participation in building a transparent and accountable government.*

*Keywords— public complaints, WhatsApp, website*