

## **ABSTRACT**

*The management of apartment residents' complaints is a critical aspect of maintaining service quality and resident satisfaction. At Landmark Residence Apartments, the reporting and handling of resident complaints are still conducted manually, leading to various issues such as the risk of damage and loss of complaint report forms. These problems result in resident dissatisfaction and hinder effective complaint management processes. Therefore, this research aims to develop a web-based apartment management information system, with a focus on a complaint handling module.*

*The Iterative Incremental Method is used in the development of this system, allowing for gradual adjustments and system enhancements. The system is designed to document complaints more effectively, reducing the risk of damage and loss of complaint report forms. System testing was conducted through black-box testing, load testing, and cross-browser testing to ensure that the system functions well functionally, under high loads, and consistently across different browsers.*

*This research successfully addresses the issues faced by the Management Body in managing complaints. Complaint reporting and resolution can be fully conducted online, reducing the risk of damage and loss of report forms. The testing results indicate that the web functions effectively, can operate under high load conditions, and is consistent across various browsers.*

*This research contributes to improving apartment service management, particularly in handling resident complaints. The implementation of this system is expected to enhance resident satisfaction and strengthen the image of Landmark Residence Apartments as a residence that is responsive to its residents' needs.*

**Keywords: Complaint management, Apartment, Web based information system, Iterative incremental.**