ABSTRACT

The use of public complaint websites has been implemented in various regions of Indonesia, such as the Lapak Aduan Banyumas website owned by the Banyumas Regency Government. Lapak Aduan Banyumas was established to facilitate community participation in submitting information, complaints, questions, and suggestions regarding the administration of regional services within Banyumas Regency. The increase in the number of complaints in December 2023 (950 complaints) and January 2024 (1.032 complaints) has slowed down the handling process, and without a priority scale system, responses become misdirected and inefficient. This study aims to implement a system for classifying the urgency level of public complaints using the Long Short-Term Memory (LSTM) method. On the Lapak Aduan Banyumas website, incoming complaints are classified into urgency levels, namely "Urgent" if the condition is highly concerning and poses a serious impact on the surrounding community, and "Not Urgent" if the condition is serious but does not require immediate handling. This study uses public complaint data obtained from the Lapak Aduan Banyumas website, comprising 19,240 complaint records from January 2, 2024, to April 27, 2025. The research process consists of several stages: problem identification, literature review, data preprocessing, data labeling, feature extraction, modeling using LSTM, and deployment. Based on the results, the model successfully classified complaints into two categories, Urgent and Not Urgent, with an average accuracy of 99.51%. The precision, recall, and F1-score were also high and balanced in both categories, each scoring 0.99 for both Urgent and Not Urgent. The macro and weighted averages of 0.99 indicate that the model is capable of handling both categories with excellent consistency.

Keywords: *Lapak Aduan Banyumas, Complaint, LSTM, Urgent, Not Urgent*