

ABSTRACT

This research discusses the development of a boarding house complaint handling application for time efficiency analysis in website implementation using the Rapid Application Development (RAD) method. The research was conducted at Indekos Pesona located at Jl. H. Yasin Gg. 7 No. 367, Sukajadi, Pasteur, Bandung, West Java. The problem addressed is the time-consuming complaint handling process for residents, which still requires lengthy procedures and risks repetition, causing delays and unclear handling status. Based on observations, one complaint regarding a clogged toilet required nearly 30 minutes of processing time from submission to completion confirmation. This research aims to develop and implement an application to measure its impact on time efficiency in boarding house complaint handling processes. The website was chosen as the platform because it can be flexibly accessed through laptop or mobile devices, supporting transparency for residents, owners, and managers in monitoring complaint status. The RAD method was selected because it is modular and facilitates rapid development according to user needs. Testing was conducted using black box methods, System Usability Scale (SUS), and time efficiency measurements to evaluate system functionality, usability, and complaint handling process acceleration. Test results showed 100% system functionality success rate, an average SUS score of 77.5 with good usability, and 64.51% time efficiency improvement after system implementation.

Keywords: *application, boarding house, complain handling, RAD, time efficiency, website*