

ABSTRACT

The development of technology is now more advanced, than the level of public awareness of the environment is increasing. However, due to the limited facilities for the community in government aspirations to make people become more apathetic. Thus, it is expected the facility that allows people to express their aspirations to the government more easily.

In the era of development, the government agencies which include defense and security, infrastructure, and public services is instrumental. However, the performance of the government is not so noticeable optimal and transparent if people do not participate to assist the government in terms of social control and the development of the surrounding area. Public attitudes of sympathy and care for the environment need to be fostered and developed. Seeing as the importance of community participation in development, that the underlying complaints website creation project with application of GIS (Geographic Information System) based websites. This website combines Connection Php, MySQL, Codeigniter, and the Google Maps API.

Therefore, a final project entitled ***“DESIGN AND IMPLEMENTATION of WEB-BASED COMPLAINT SYSTEM USING GOOGLE MAPS API”*** is expected to be used by the user in practice in terms of building and maintaining social environment, infrastructure and public facilities in different regions so as to implemented. The website is also expected to be more efficient because it is useful to facilitate the public to participate with the aspirations and reporting matters relating to development and social issues with the features and content that help the sharing of information between communities and government agencies.

Keywords: GIS, public complaints, voiprakyat