

ABSTARCT

The delivery of profile information and public complaint services at the Public Works and Spatial Planning Office (PUPR) of Palembang City has not yet been fully integrated digitally, making it difficult for the public to access information and submit infrastructure-related complaints efficiently. Currently, complaint processes are still carried out conventionally or in an uncentralized manner, which can lead to delays in handling, disorganized data, and a lack of transparency in the follow-up process. In response to these issues, this study focuses on the implementation of a website that presents institutional profiles in an informative way while also providing a web-based public complaint service system. The main objective of this research is to develop a digital system that facilitates public access to information and allows users to submit complaints directly and traceably. The methods used include literature studies and a Research and Development (R&D) approach in the system design process. The website can be publicly accessed without login to view profile and organizational information, while the complaint feature requires user authentication. The results of this system development are expected to improve service efficiency, accelerate responses to public complaints, and support transparency and accountability in public service delivery.

Keywords: Government Website, Public Complaint, E-Government, PUPR Office, Public Information System

ABSTRAK

Penyampaian informasi profil dan layanan pengaduan masyarakat di Dinas PUPR Kota Palembang masih belum terintegrasi secara digital, sehingga menyulitkan masyarakat dalam mengakses informasi dan menyampaikan keluhan terkait infrastruktur secara efisien. Selama ini, proses pengaduan dilakukan secara konvensional atau tidak terpusat, yang dapat menimbulkan keterlambatan penanganan, ketidakteraturan data, serta kurangnya transparansi proses tindak lanjut. Menanggapi permasalahan tersebut, penelitian ini berfokus pada implementasi website yang menyajikan profil dinas secara informatif sekaligus menyediakan sistem layanan pengaduan masyarakat berbasis web. Tujuan utama dari penelitian ini adalah membangun sistem digital yang mempermudah masyarakat dalam memperoleh informasi dan menyampaikan laporan pengaduan secara langsung dan tertelusur. Website ini dapat diakses publik tanpa login untuk melihat profil dan informasi dinas, sementara fitur pengaduan memerlukan autentikasi akun pengguna. Hasil dari pengembangan sistem ini diharapkan dapat meningkatkan efisiensi pelayanan, mempercepat respon terhadap aduan masyarakat, serta mendukung transparansi dan akuntabilitas dalam pelayanan publik.

Kata Kunci : Website Profil Dinas, Pengaduan Masyarakat, Dinas PUPR, Sistem Informasi Publik