

## **ABSTRACT**

*Bojongloa Kaler subdistrict as one of the districts in Bandung is a place for community service. However, the number of complaints and aspirations of societies devoted to the Bojongloa Kaler subdistrict is often overlooked. Based on the data obtained, the complaint process is done when the citizen judge the performance of employees in the Bojongloa Kaler subdistrict.*

*The admission of complaint process and the aspirations of people in the Bojongloa Kaler subdistrict was still done manually and it has many shortcomings, including the process of spending a lot of paper in the submission of complaints and aspirations. In addition, the Head of the District also had hassles in responding the complaints. Many people who come directly to the District Bojongloa Kaler to meet the Head of sub-district only to convey complaints and aspirations. Of course sometimes it will interfere with other important matters for the sub-district heads. Besides meeting directly with the Head of sub-district, the people of Bojongloa Kaler subdistrict submit complaints and the aspirations by sending short messages via SMS to a personal contact Head of sub-district. It may actually interfere with his personal activities.*

*The information system of complaints and aspirations acceptance based on Web and SMS gateway is designed to solve the problems of handling the complaints and aspirations in Bojongloa Kaler subdistrict. The development of this system using the Waterfall method. In addition, the system design in this study using a model of the Unified Modeling Language. This system can perform complaints and aspirations recaps on each division in the Bojongloa Kaler subdistrict. In the process of receiving complaints and aspirations, the Head of sub-district can monitor the performance of their personnel to see how many complaints percentage on each division over the web and can perform print features reports.*

*Keyword : Bojongloa Kaler Subdistrict, Complaints, Aspiration, Web, SMS Gateway, Information System*