ABSTRACT

Landing Page KPKNL Bandung *Online* Complaints Module is a web-based application that will be used by KPKNL Bandung to help receive and manage complaints from the public. The method used to develop the application is the waterfall model SDLC. In the analysis, stage documents are collected and interviews with KPKNL Bandung. The application will be developed using the PHP programming language and MySQL database. Conclusion of this project is able to build applications that can facilitate the needs of the KPKNL Bandung regarding complaint services.

Keywords: Complaint, KPKNL Bandung, Manage