

ABSTRACT

The high incidence of violence against women in Indonesia presents a serious challenge that requires an effective handling system. Data from the Ministry of Women's Empowerment and Child Protection show an increase in cases, yet the official reporting rate remains very low due to complex procedures, the phenomenon of victim blaming, and victims' distrust in the legal process. This situation hinders the protection and case-handling efforts of institutions such as the Office for Women's Empowerment and Child Protection (DP3A) of Bandung City. This research aims to design and develop a backend system for a complaint website for the DP3A Bandung service, to provide a reporting platform that is accessible, safe, and convenient for victims. The development methodology employed is Rapid Application Development (RAD), chosen for its flexibility and ability to accommodate feedback quickly. The system is developed using the PHP programming language with the Laravel framework and a MySQL database.

The research method involved interviews with DP3A to identify system requirements, architectural design using the Unified Modeling Language (UML), backend implementation, and a comprehensive evaluation through a series of tests. The evaluations included Load Testing to measure system performance with 200 and 600 users, yielding a 0% error rate; User Acceptance Testing (UAT) to validate functionality with 45 scenarios, all successfully executed and the System Usability Scale (SUS) to assess ease of use, which resulted in a score of 91, indicating the system is easy to use and well-accepted. The research findings indicate that the developed backend system has successfully fulfilled all specified functional requirements. Performance testing results demonstrate that the system is capable of running stably under significant user load. Furthermore, UAT and SUS testing have confirmed that the system has been well-received by users.

Keywords: **Backend, Complaint Website, Rapid Application Development, Violence Against Women**