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

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