

Aplikasi Berbasis Web Solvee Sebagai Sarana Pengaduan Online

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Background

Laguboti is a sub-district located in Toba Samosir district, North Sumatra, Indonesia. Laguboti sub-district consists of 22 villages and 1 urban village which are divided into 99 hamlets / neighborhoods.

The central government of the Laguboti sub-district is located in Pasar Laguboti urban village, where in this area the development program has been realized more than in any other village or urban village. This causes government services to be uneven, because it is caused by several factors. One contributing factor is that the government has difficulty reaching all regions in Laguboti sub-district due to limited time, energy and even cost. This problem is also inseparable from the difficulty of the society to express their aspirations both directly and indirectly related to government services.

Aim

1

Help public to express their aspirations to the Laguboti District Government regarding government services.

2

Facilitate the Government in accepting and responding to the aspirations of the public regarding the services provided.

3

Assist Laguboti Subdistrict Government in monitoring any area in Laguboti whose services are inadequate.

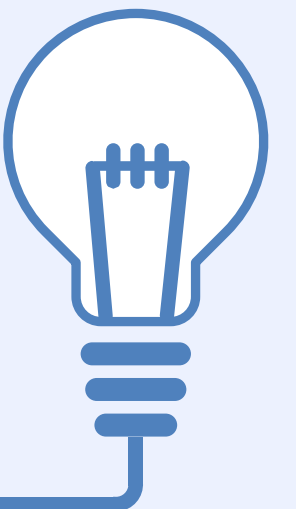
The Scope

3
The Solvee application provides a means to report and convey aspirations around government services in the Laguboti region.

2
Application Solvee used by 3 *user*, that is Admin, Public, and Government.

4
The Solvee application provides media as a means for Laguboti sub-district government to respond to the aspirations expressed by the society.

1
The Solvee application was built on *website platform*.

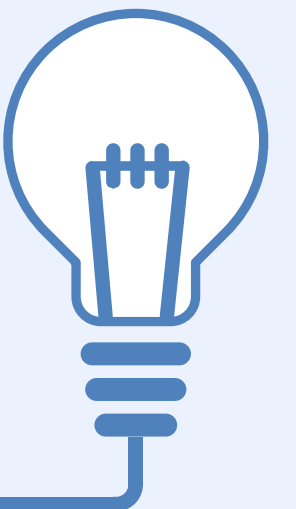


System Overview

Current System

1 Business Process [BP01 *Current System* Membuat Pengaduan]

The current public complaints system is carried out directly by meeting the village government. Furthermore, the society submits complaints, then the village government will process the complaints given by the society by recording and filing complaints. If the society complaints can be handled at the village level by deliberation, then the complaint does not need to be forwarded to the sub-district or other parties.

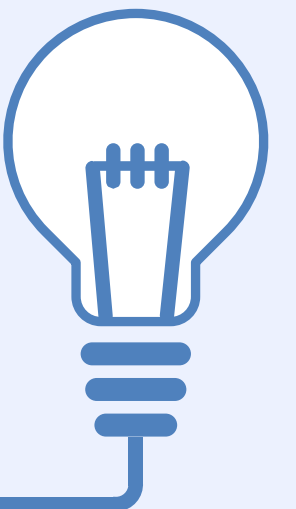


2. Business Process [BP02 *Current System* Mencari Riwayat Pengaduan]

The current complaint history search system is carried out manually, where if people who want to search for a complaint history must go to the village government office. The society asked about the history of complaints that they wanted to find. Then the village government seeks a history of complaints from the complaint file.

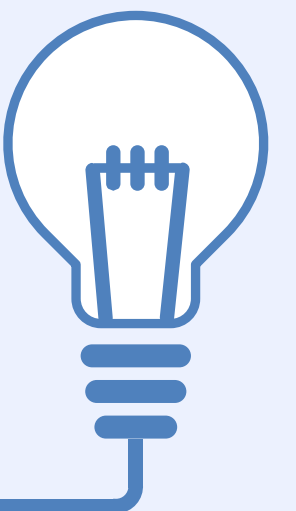
3 Business Process [BP03 *Current System* Mengelola Pengaduan]

The system for managing complaints reports that is currently running is done manually. The village government checks the complaint report. If the complaint can be resolved at the village level, it does not need to involve other parties, but if it cannot be resolved, the complaint will be forwarded to the sub-district government.



4 Business Process [BP02 *Current System* Melihat Rekapitulasi Pengaduan]

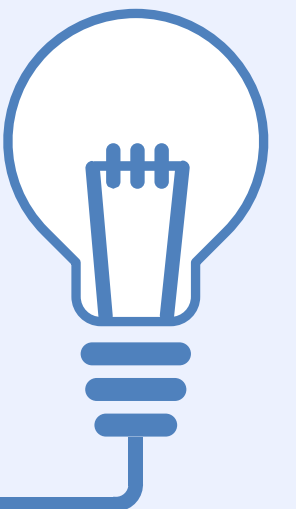
The current system for managing complaints recapitulation is carried out manually. The village government plays a role in calculating the complaint report. Usually the village government does this by grouping them based on data files, then counting them manually.



Target System

1. Business Process [BP01 *Target System* Membuat Pengaduan]

- choose the add complaints feature and the system will display the add complaints form.
- In the form there is some information that must be filled in, such as the title of the complaint, the category of complaint, province, district, sub-district, village, location of the complaint, date, description, photo / evidence of complaint.
- After all the sections in the form have been filled, then the public will select the Submit Complaints button. When the button is selected, the system will check whether the data sent is valid or invalid.

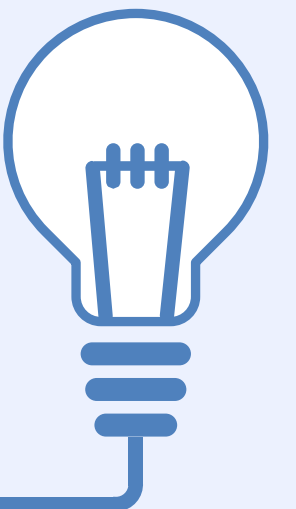


2. Business Process [BP02 *Target System* Mencari Riwayat Pengaduan]

- On the main page of the Solvee website there is a search feature to make it easier for users to find complaints.
- Complaints history search is performed by the user by entering a search keyword. Then press the enter button. If the keyword entered by the user is on the Solvee website, the system will display search results. However, if the keyword entered by the user does not exist, the system will display the message that no search results have been found.

3 Business Process [BP03 *Target System* Melihat Rekapitulasi Pengaduan]

- The user selects the recapitulation feature then the system will display the recapitulation results of the complaint.

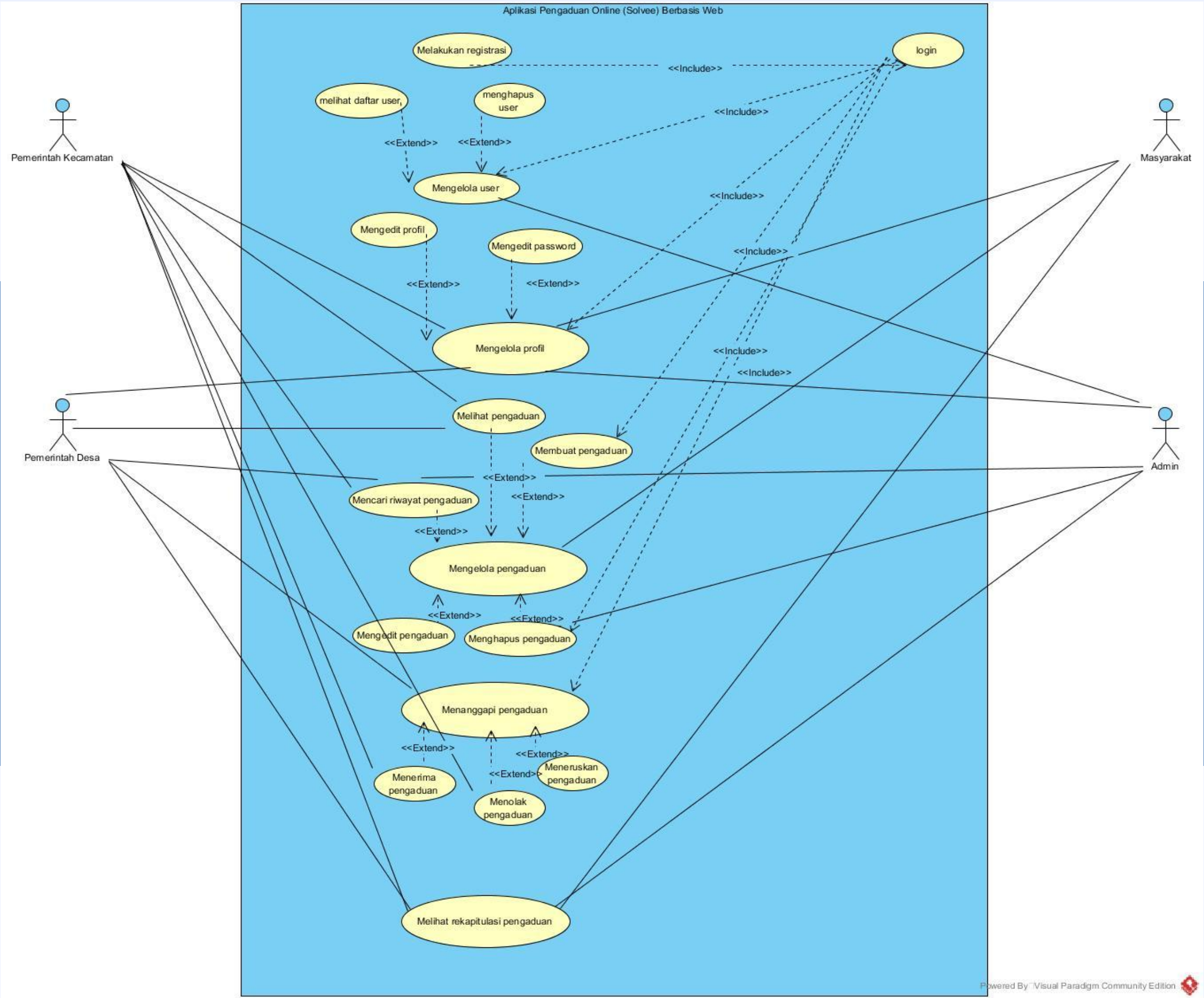


4. Business Process [BP04 *Target System* Mengelola Pengaduan]

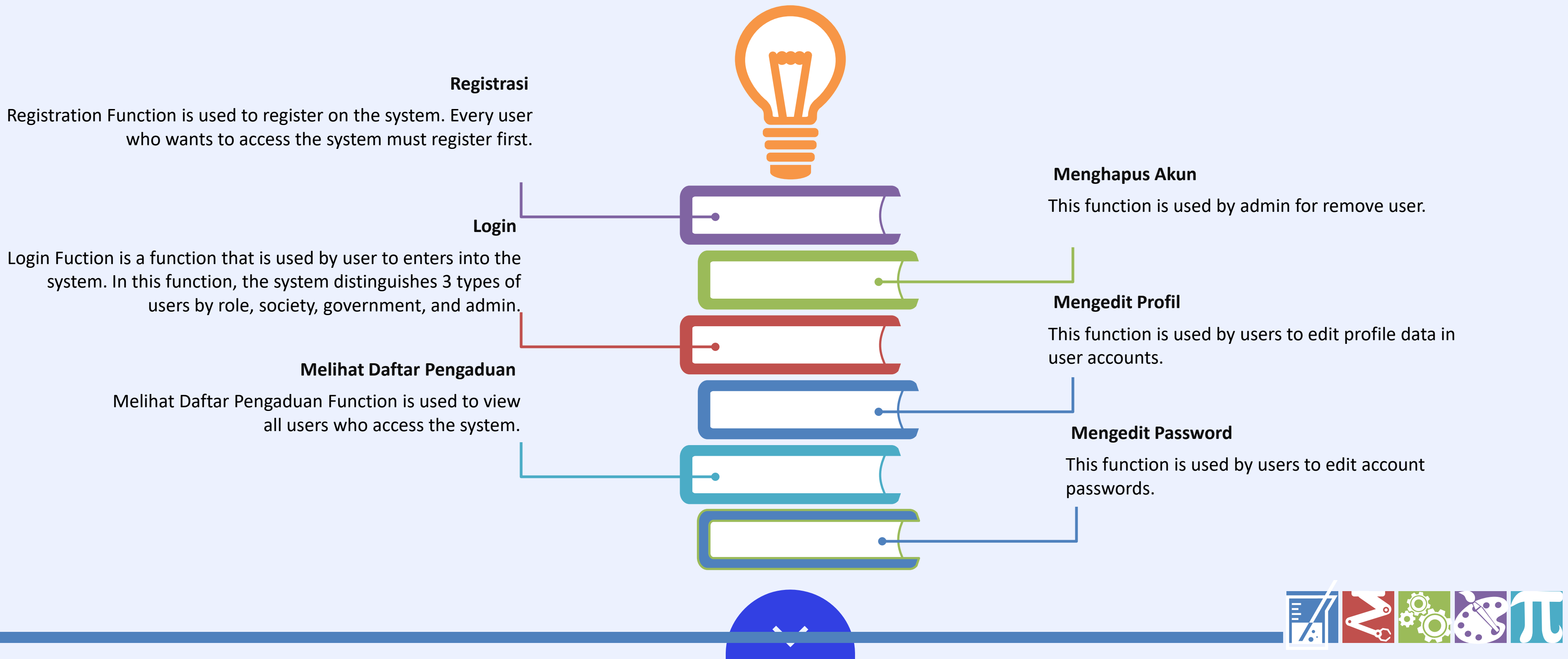
- The village government can choose the Incoming Complaints feature, then select the complaints that will be processed to be followed up or managed.
- The Village Government conducts an examination of the complaint, by selecting the button detail.
- Then the village government will respond to the complaint. There are 3 responses that can be done, namely:
 - If the complaint cannot be resolved by the Village Government, then the Village Government will select the Forward button. Then the village government will fill in the form to continue the complaint.
 - If the complaint can be resolved by the Village Government, then the Village Government will select the Accept and Finish Process button.
 - If the complaint is rejected by the Village Government, then the Village Government will select the Reject and Finish Process button.



Use Case Diagrams



Functions in the Solvee Web Application



Cont'

Membuat Pengaduan

Membuat Pengaduan function is used to make complaints by the public who already have an account

Melihat Daftar Pengaduan

This function is used by the user to see complaints in the system

Mengedit Pengaduan

Mengedit Pengaduan function is used by the public to edit complaints that have been made.

Menghapus Pengaduan

The function to delete complaints is used by the public to delete complaints that have been made.

Melihat Rekapitulasi Pengaduan

Melihat Rekapitulasi Function is a function used to view the recapitulation of complaints

Mencari Riwayat Pengaduan

This function is intended so that users can easily find the complaints they want to find without searching one-on-one from the list of complaints that exist in the system.

Menerima Pengaduan

Menerima Pengaduan Function is a function used to receive complaints from the public by the government

Menolak Pengaduan

Menolak Pengaduan Function is used to reject complaints by village and sub-district governments.

Meneruskan Pengaduan

This Function is a function used to forward complaints by the Village Government to the District Government.

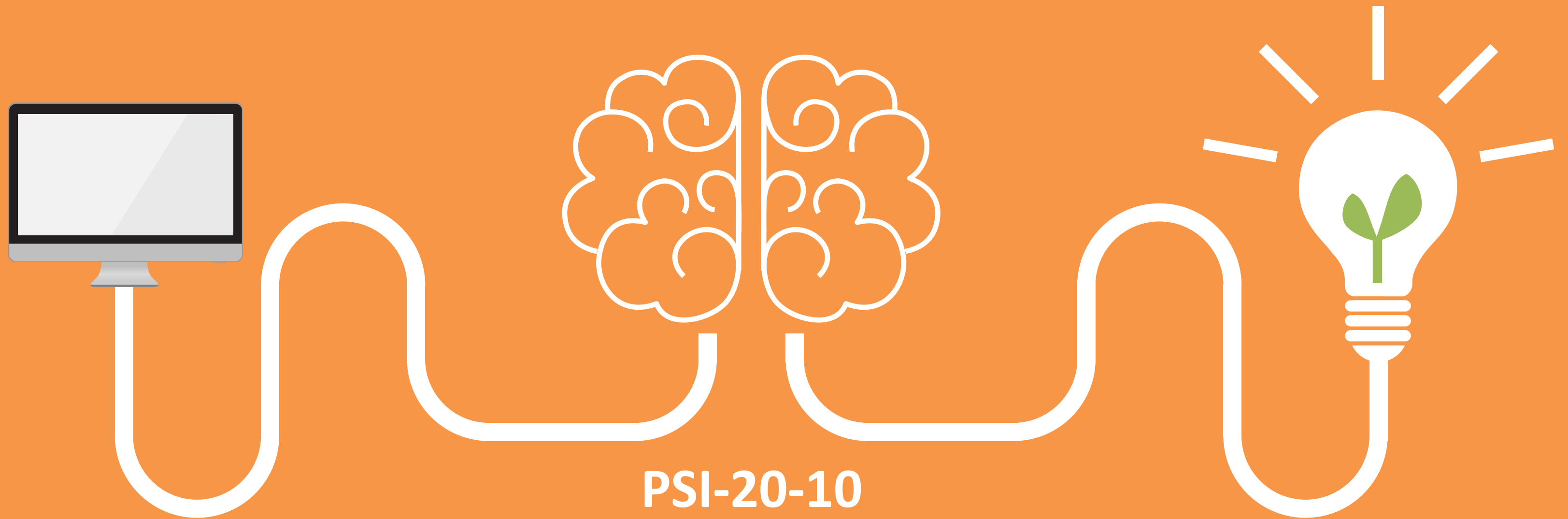


Conclusion





Thank you 😊



Link Youtube:

1. Presentation

<https://youtu.be/p7eiXkT1UtE>

2. Demo

<https://youtu.be/-VetFPlzx6s>

