

# Perancangan Aplikasi

Pelaporan Pengaduan  
Masyarakat

---



Mirza Qamaruzzaman  
(202114070056)

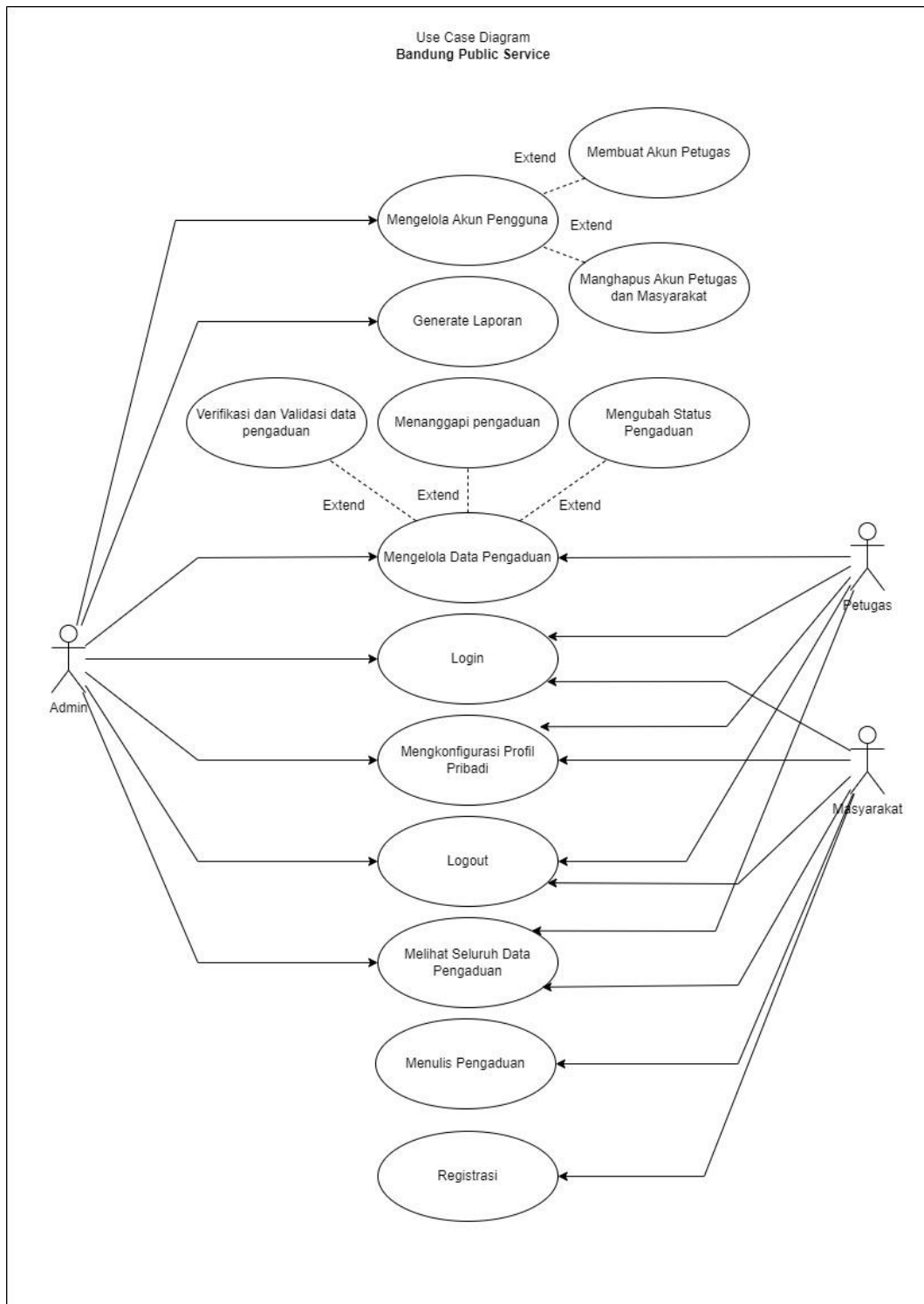
---

Uji Kompetensi Keahlian  
Rekayasa Perangkat Lunak  
SMK BAKTI NUSANTARA 666  
2023

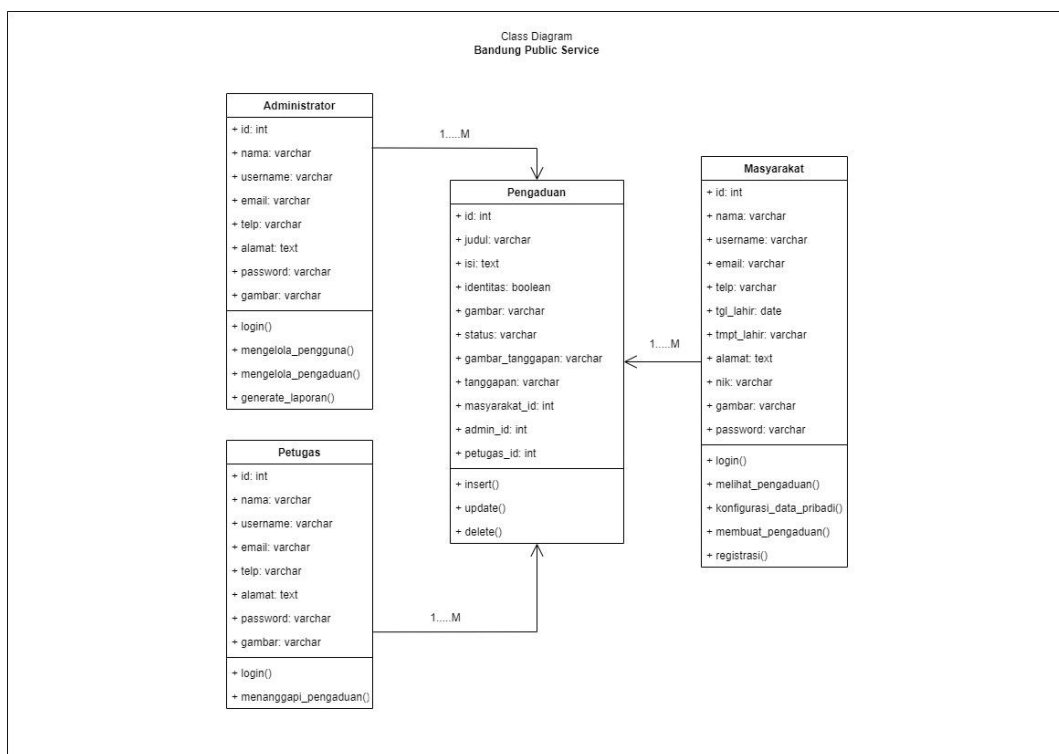
## DAFTAR ISI

<b>1. USE CASE DIAGRAM.....</b>	<b>3</b>
<b>2. CLASS DIAGRAM.....</b>	<b>4</b>
<b>3. ACTIVITY DIAGRAM .....</b>	<b>5</b>
3.1 Activity Diagram Login.....	5
3.2 Activity Diagram Registrasi Masyarakat.....	5
3.3 Activity Diagram Administrator.....	6
3.4 Activity Diagram Masyarakat.....	7
3.5 Activity Diagram Petugas.....	8
<b>4. SEQUENCE DIAGRAM .....</b>	<b>9</b>
4.1 Sequence Diagram Login .....	9
4.2 Sequence Diagram Masyarakat .....	10
4.3 Sequence Diagram Administrator.....	11
4.4 Sequence Diagram Petugas.....	12
<b>5. MOCKUP DESIGN.....</b>	<b>13</b>
5.1 Halaman Login .....	13
5.2 Halaman Register.....	13
5.3 Landing Page Guest.....	14
5.4 Landing Page Masyarakat.....	15
5.5 Landing Page Admin & Petugas.....	16
5.6 Halaman Seluruh Pengaduan .....	17
5.7 Halaman Pengaduan Saya (Masyarakat) .....	18
5.8 Halaman Detail Pengaduan.....	19
5.9 Halaman Profil Masyarakat .....	20
5.10 Halaman Ubah Profil Masyarakat .....	21
5.11 Halaman Dashboard Petugas .....	22
5.12 Halaman Dashboard Administrator .....	22
5.13 Halaman List Pengaduan Menunggu .....	23
5.14 Halaman List Pengaduan Diproses.....	23
5.15 Halaman List Pengaduan Selesai.....	24
5.16 Halaman Detail Pengaduan.....	24
5.17 Halaman Profil Admin & Petugas .....	25
5.18 Halaman Menagement Petugas (Administrator).....	25
5.19 Halaman Management Masyarakat (Administrator) .....	26

## 1. USE CASE DIAGRAM

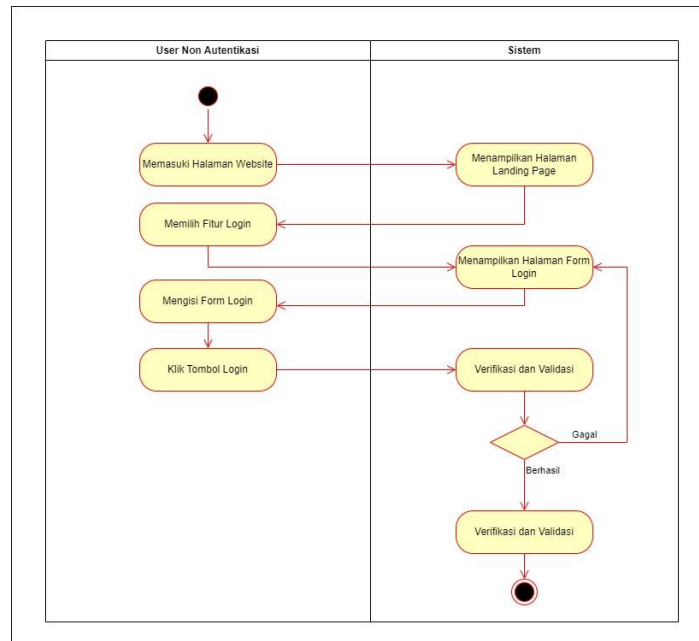


## 2. CLASS DIAGRAM

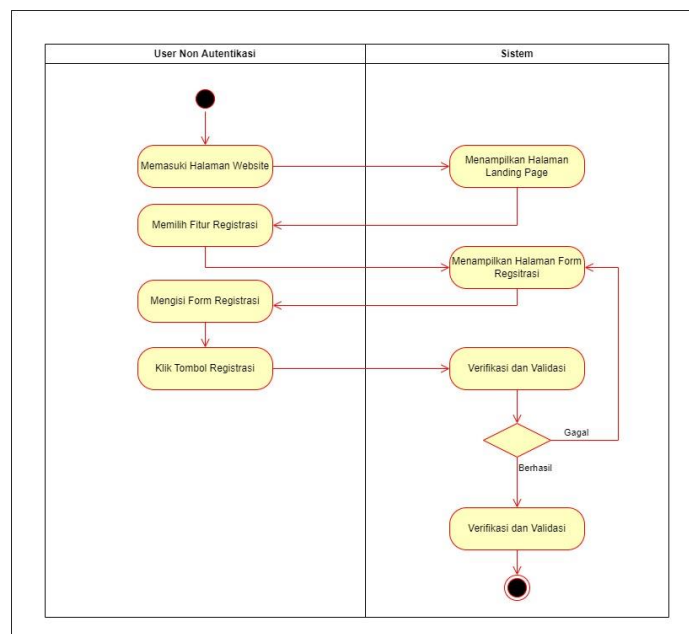


### 3. ACTIVITY DIAGRAM

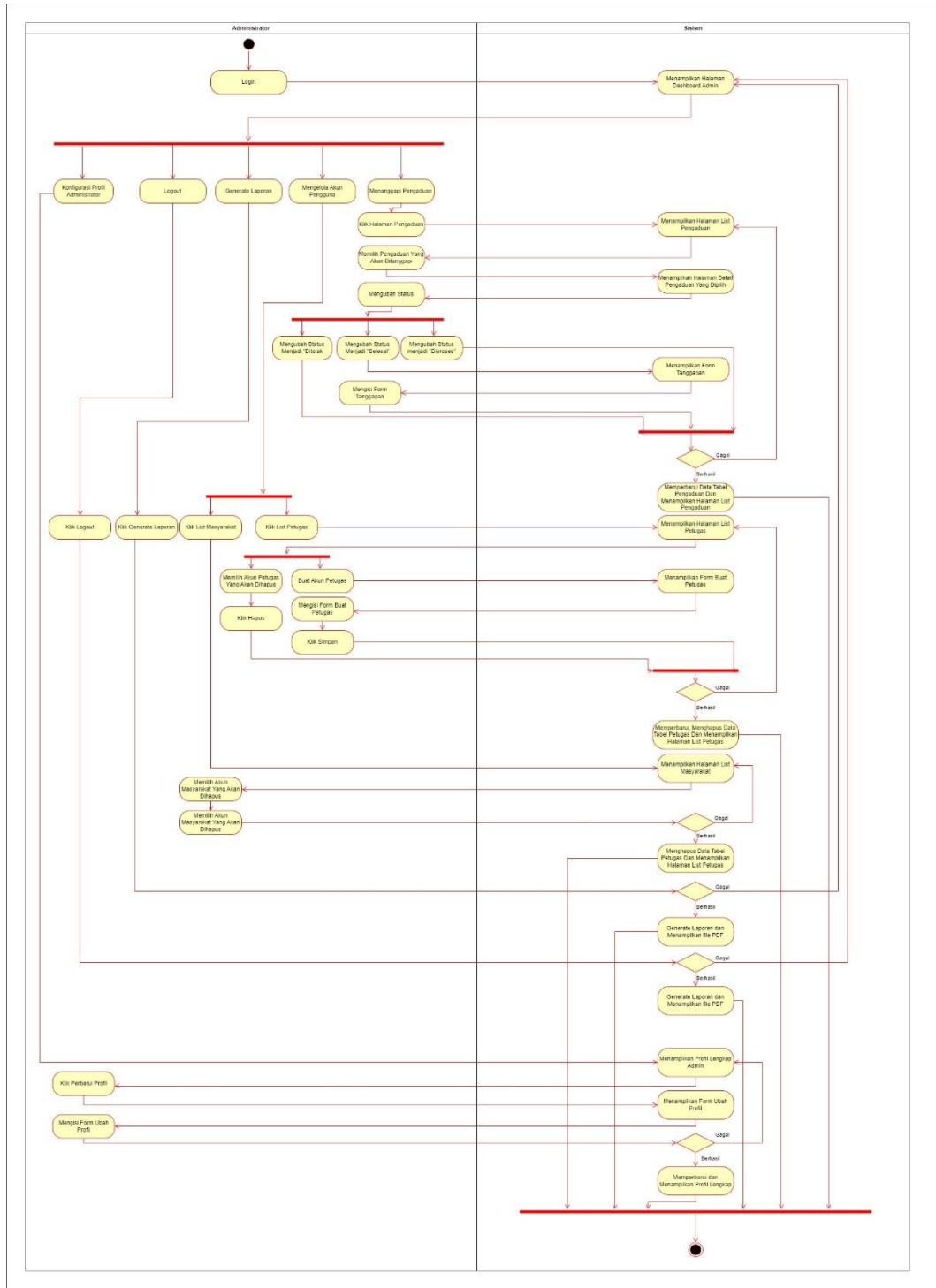
#### 3.1 Activity Diagram Login



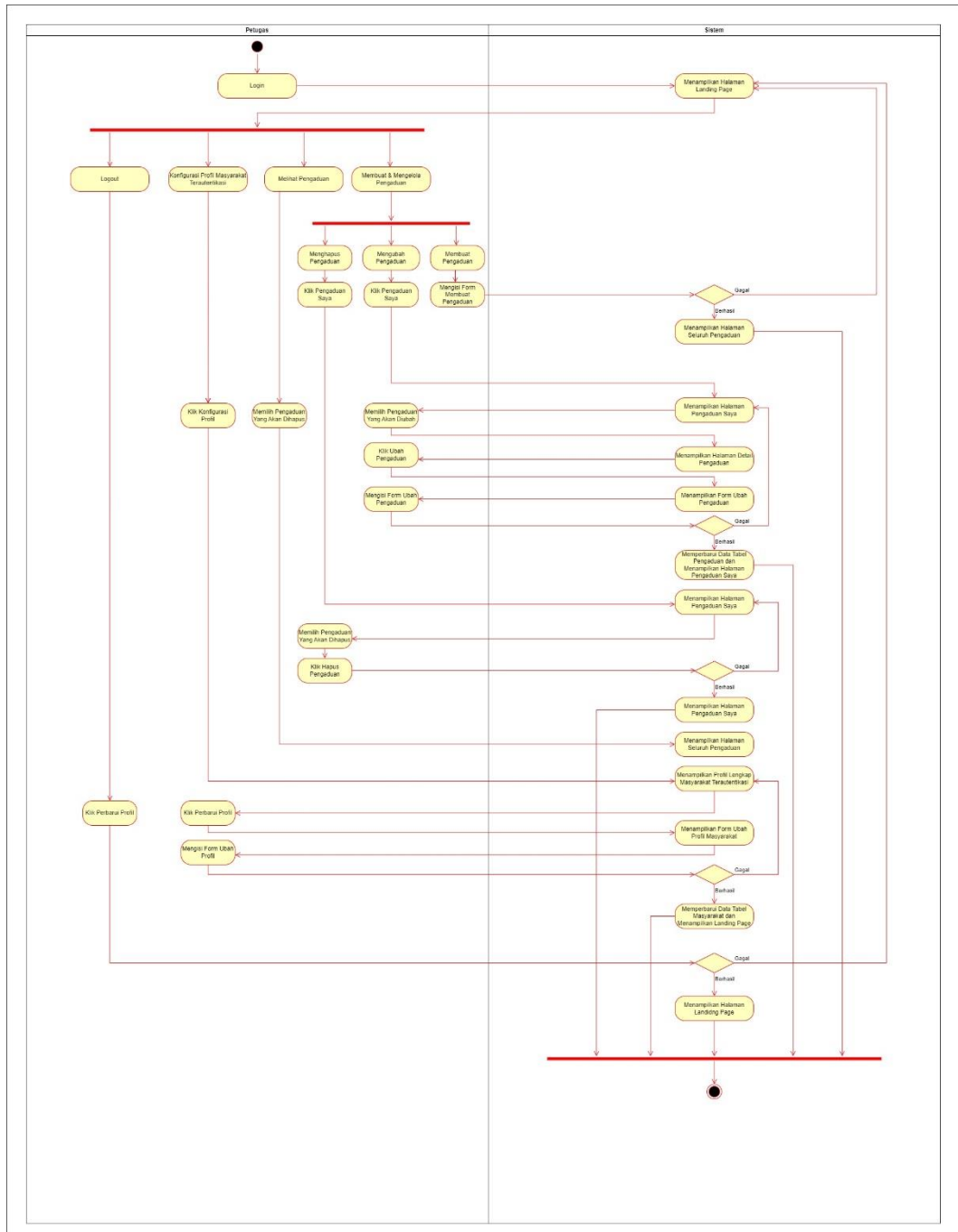
#### 3.2 Activity Diagram Registrasi Masyarakat



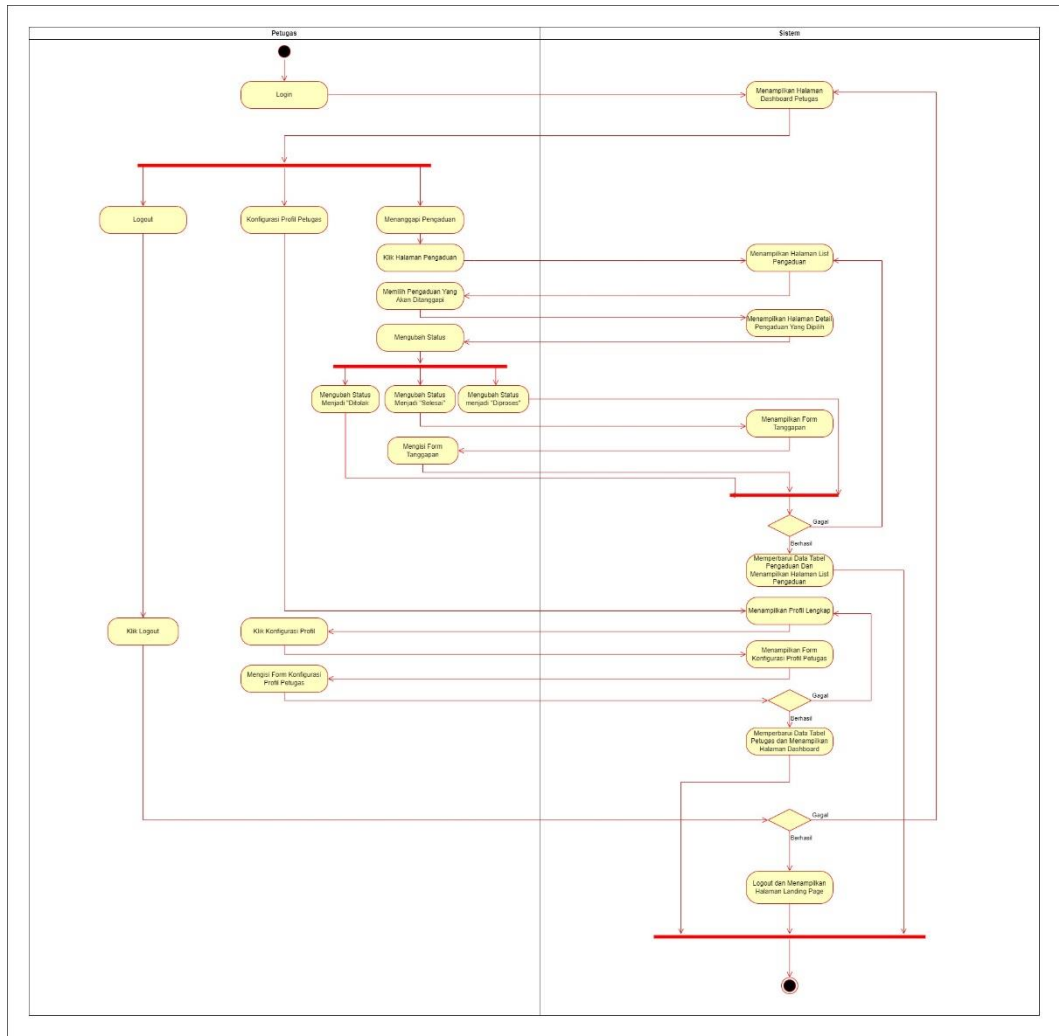
### 3.3 Activity Diagram Administrator



### 3.4 Activity Diagram Masyarakat



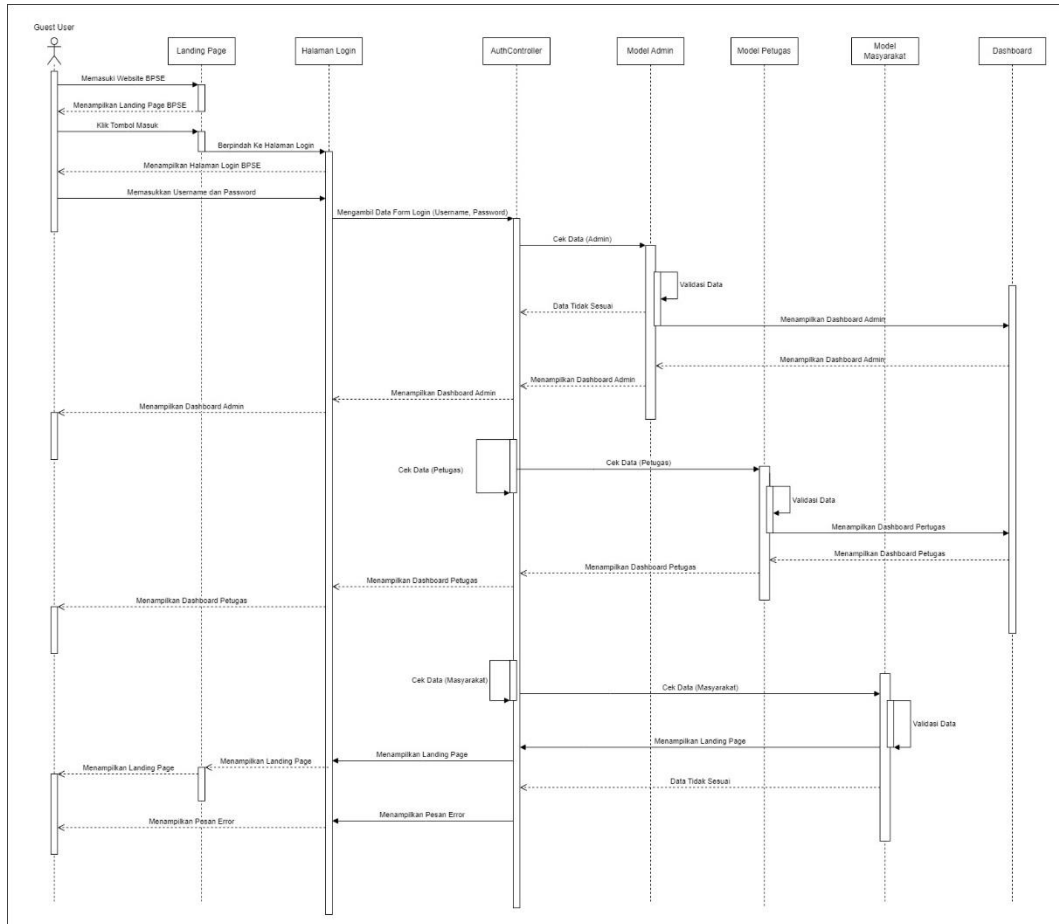
### 3.5 Activity Diagram Petugas



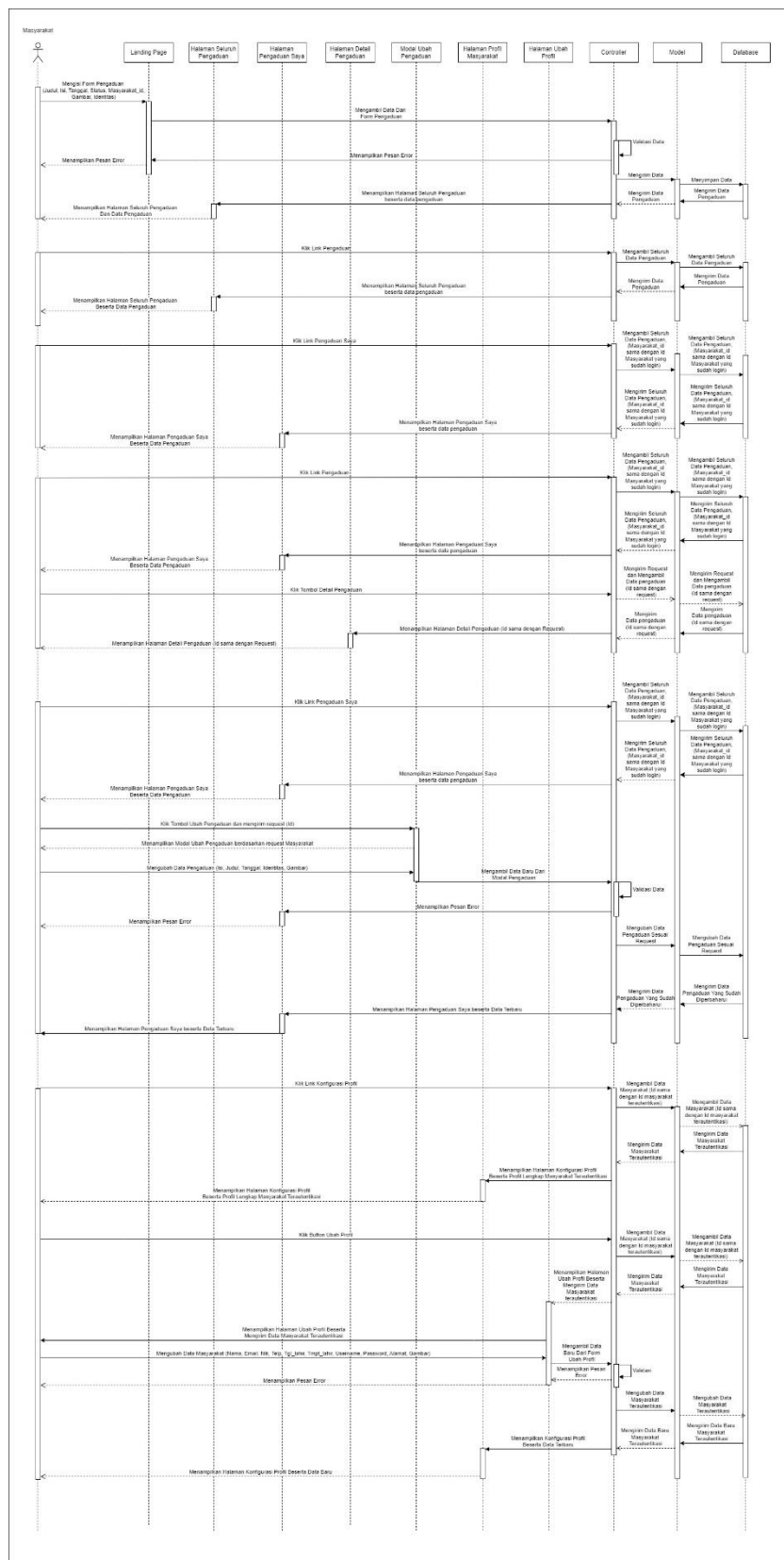


## 4. SEQUENCE DIAGRAM

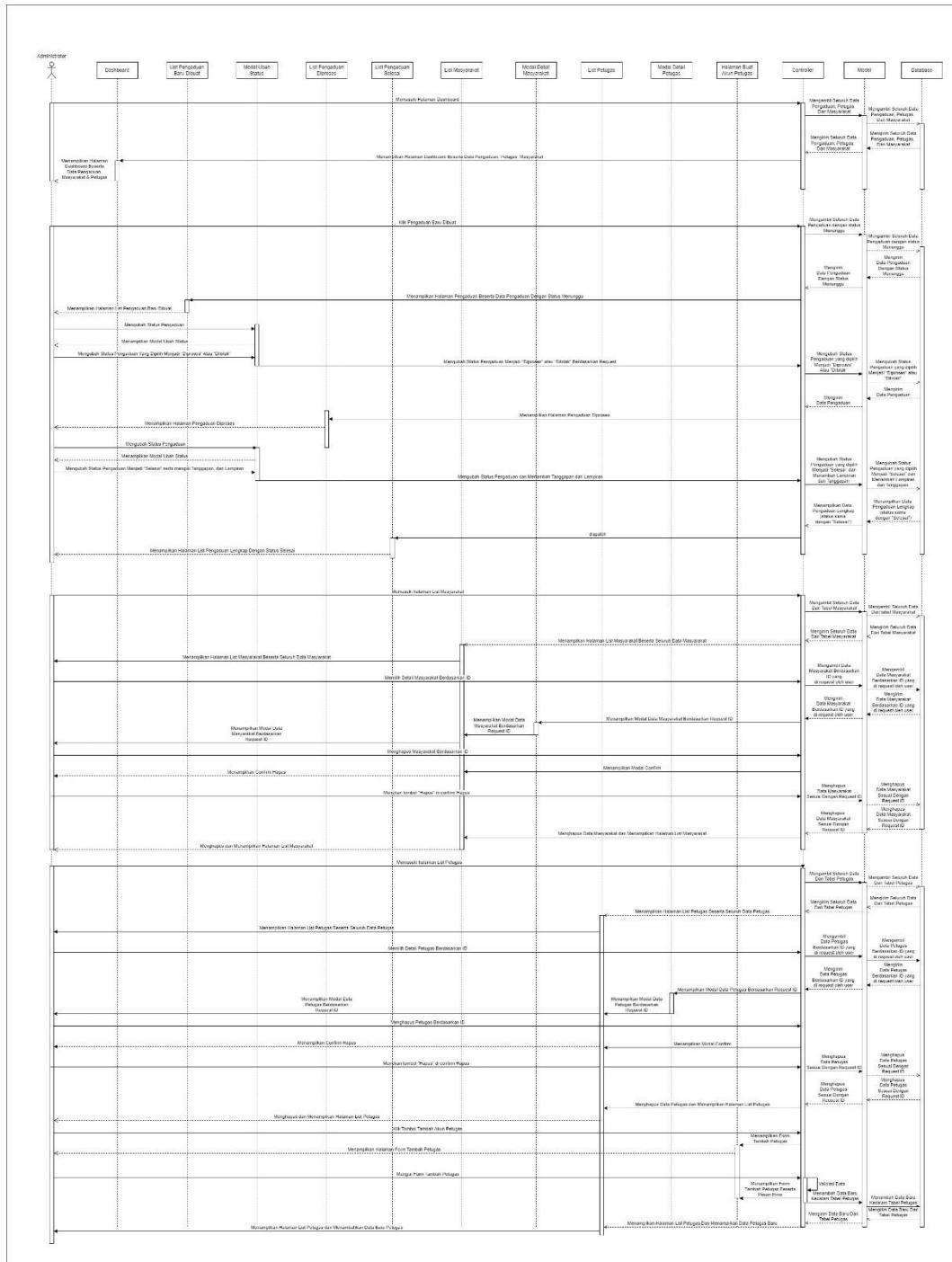
### 4.1 Sequence Diagram Login



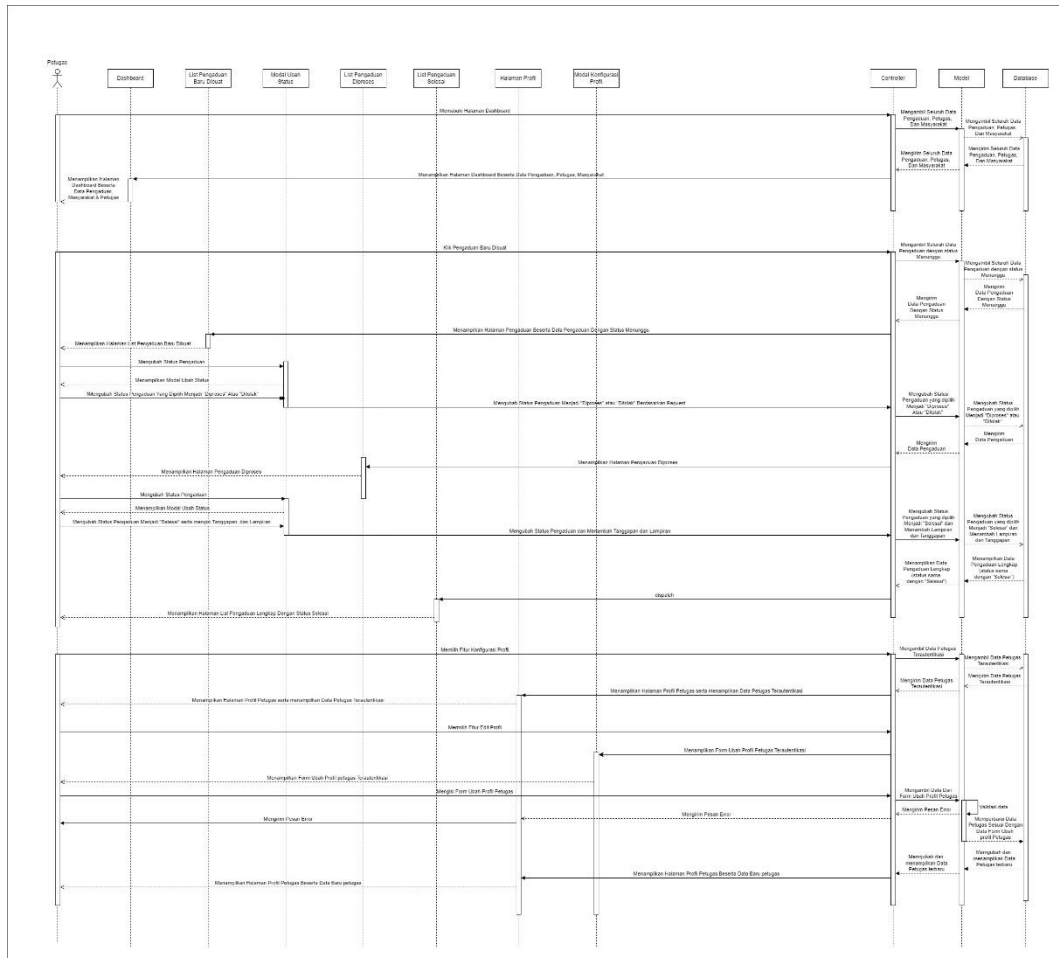
## 4.2 Sequence Diagram Masyarakat



### 4.3 Sequence Diagram Administrator



#### 4.4 Sequence Diagram Petugas



## 5. MOCKUP DESIGN

### 5.1 Halaman Login



**MASUK**

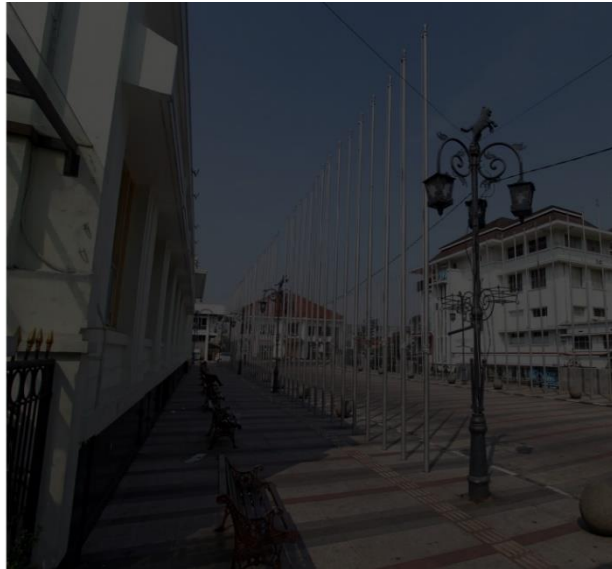
Silahkan Masukkan Username & Password

Masukkan Username


Masukkan Password

Masuk

Tidak memiliki akun? [Daftar](#)



### 5.2 Halaman Register



**DAFTAR**

Nama Lengkap

Nama Lengkap

Alamat Email

Alamat Email

Nomor Induk Kependudukan

Nomor Induk Kependudukan

No Telepon

No Telepon

Username

Username

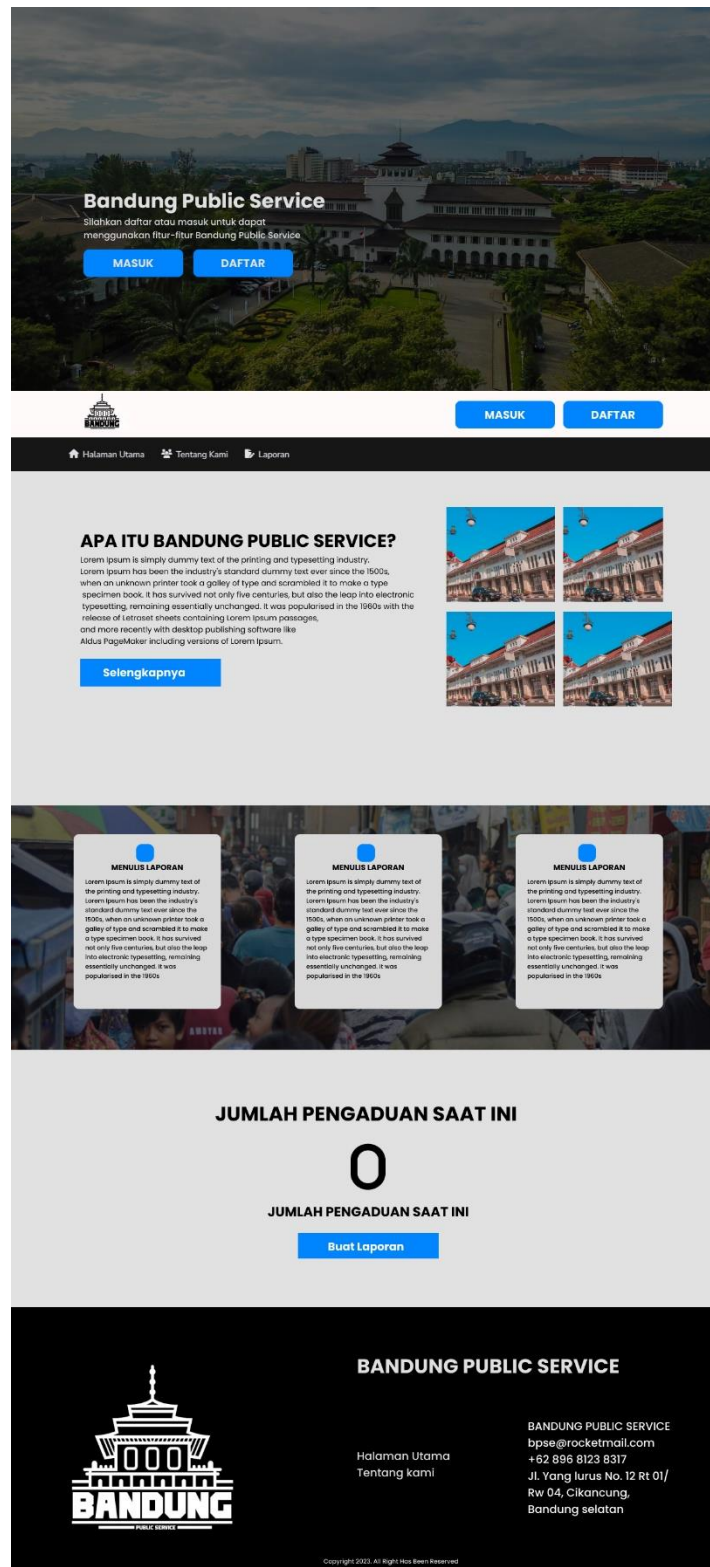
Password

Password

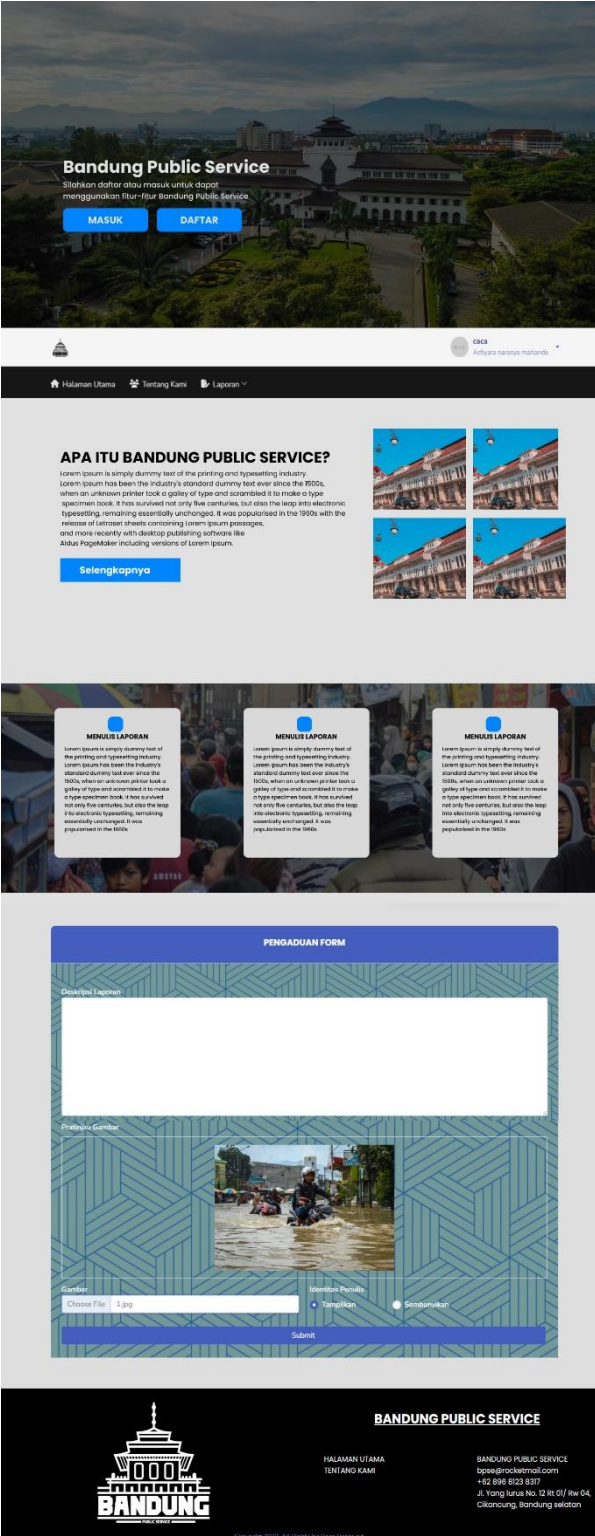
Submit

Sudah memiliki akun? [Masuk](#)

### 5.3 Landing Page Guest



## 5.4 Landing Page Masyarakat



The landing page for Bandung Public Service features a hero section with a cityscape background, a navigation bar with a logo and menu, and a main content area with a featured article and a report submission form.

### Bandung Public Service

Silahkan daftar atau masuk untuk dapat menggunakan fitur-fitur Bandung Public Service

MASUK DAFTAR

Halaman Utama Tentang Kami Laporan

#### APA ITU BANDUNG PUBLIC SERVICE?

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.

Selengkapnya

##### MENULIS LAPORAN

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s.

##### MENULIS LAPORAN

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s.

##### MENULIS LAPORAN

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s.

#### PENGADUAN FORM

Deskripsi Laporan

Problema Gambar

Gambar

Choose File .jpg

Isi dengan File

Submit

#### BANDUNG PUBLIC SERVICE

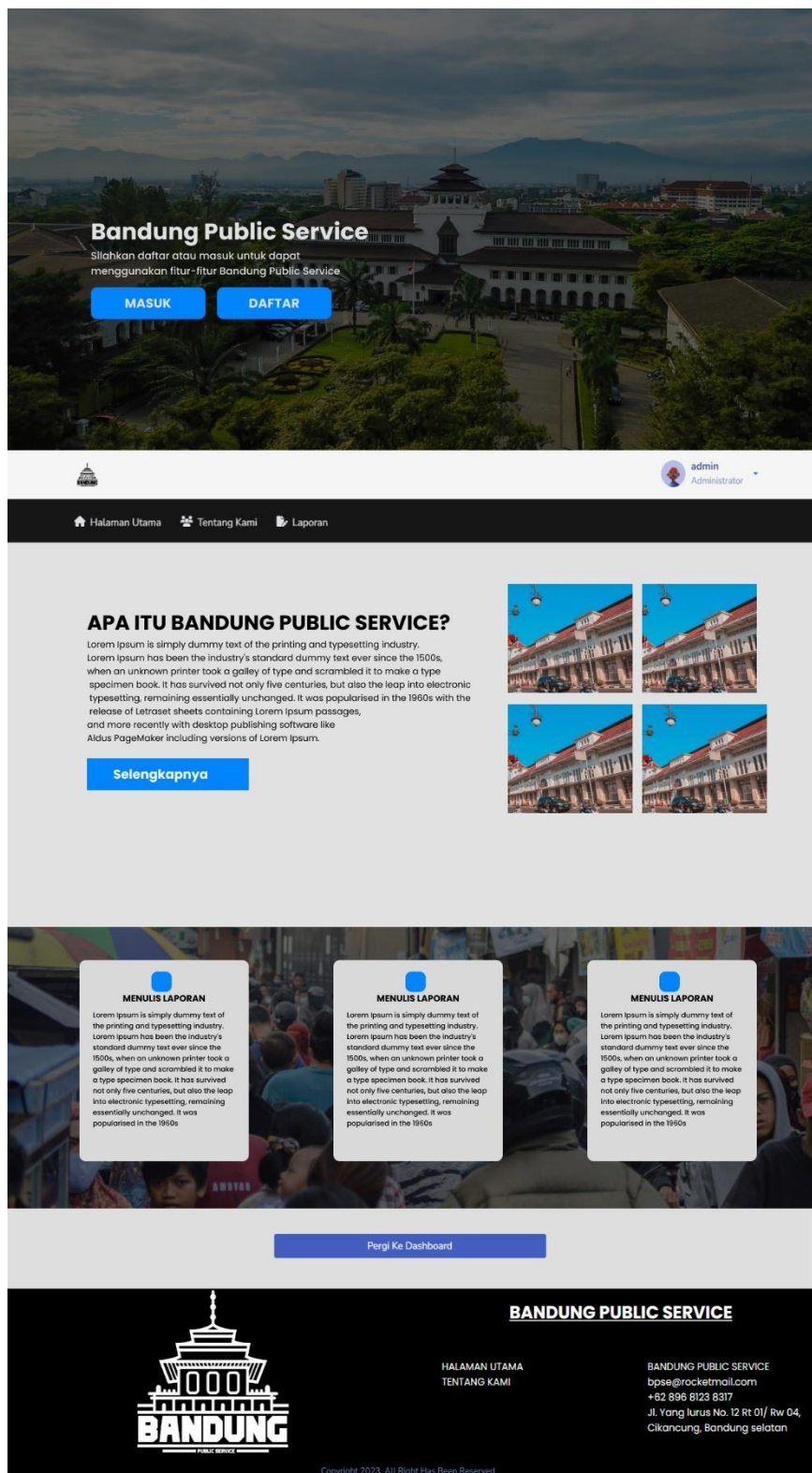
HALAMAN UTAMA  
TENTANG KAMI

BANDUNG PUBLIC SERVICE  
bpse@rocketmail.com  
+62 895 8123 8397  
Jl. Yang Lunas No. 12 Rt 01/ Rw 04,  
Cikarancang, Bandung selatan

Copyright 2023. All Right Has Been Reserved

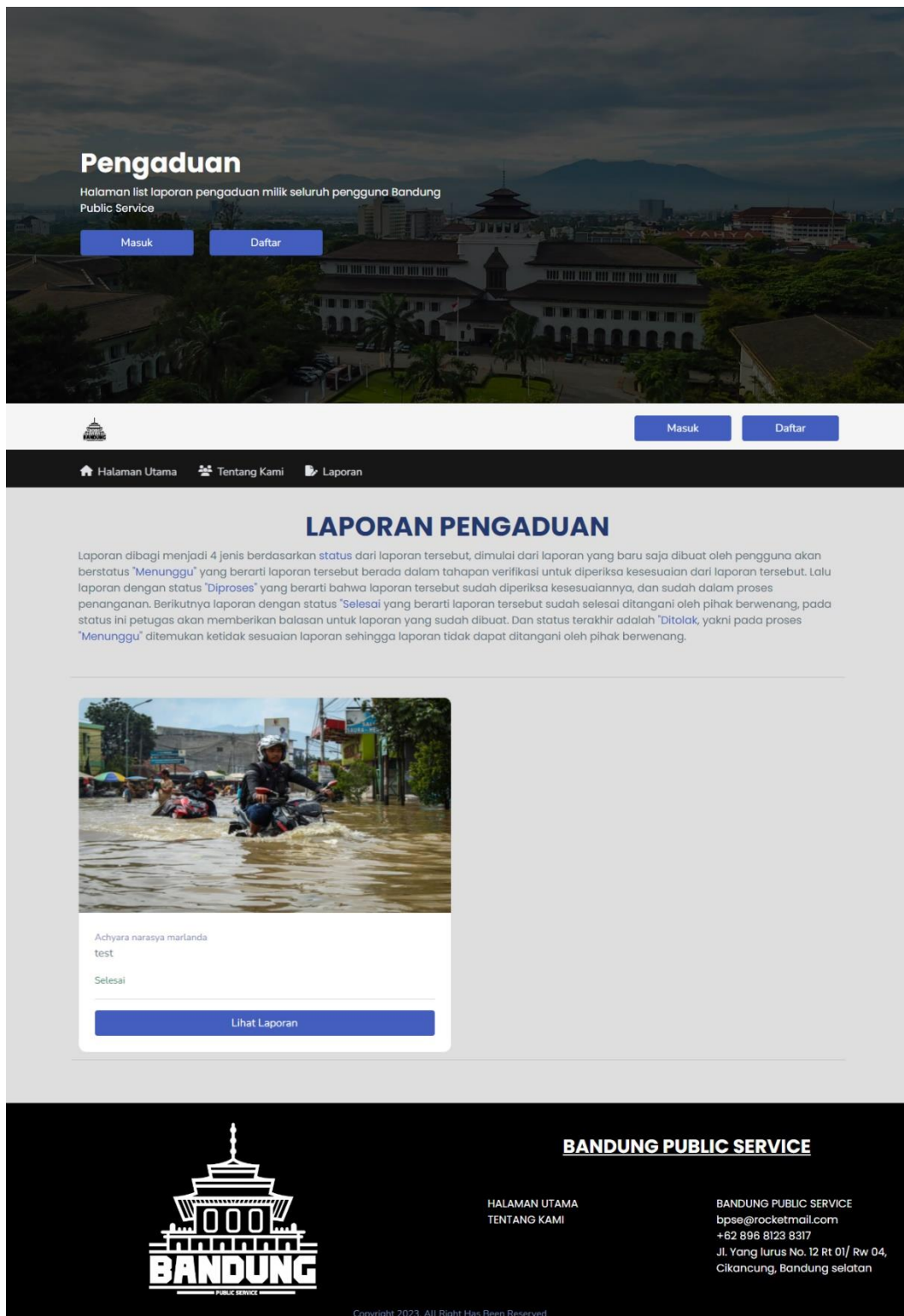


## 5.5 Landing Page Admin Dan Petugas






## 5.6 Halaman Seluruh Pengaduan



## 5.7 Halaman Pengaduan Saya (Masyarakat)

# Pengaduan

Halaman list laporan pengaduan milik Achyara narasya marlanda



caca

Achyara narasya marlanda


Halaman Utama

Tentang Kami

Laporan

## LAPORAN PENGADUAN

Laporan dibagi menjadi 4 jenis berdasarkan status dari laporan tersebut, dimulai dari laporan yang baru saja dibuat oleh pengguna akan berstatus "Menunggu" yang berarti laporan tersebut berada dalam tahapan verifikasi untuk diperiksa kesesuaian dari laporan tersebut. Lalu laporan dengan status "Diproses" yang berarti bahwa laporan tersebut sudah diperiksa kesesuaiannya, dan sudah dalam proses penanganan. Berikutnya laporan dengan status "Selesai" yang berarti laporan tersebut sudah selesai ditangani oleh pihak berwenang, pada status ini petugas akan memberikan balasan untuk laporan yang sudah dibuat. Dan status terakhir adalah "Ditolak", yakni pada proses "Menunggu" ditemukan ketidaksesuaian laporan sehingga laporan tidak dapat ditangani oleh pihak berwenang.




Achyara narasya marlanda

Jalan Sepi Menyendiri

Ubah Laporan

Lihat Laporan

Hapus




Achyara narasya marlanda

Banjir Di Cileunyi Setinggi 15 Kilometer

Ubah Laporan

Lihat Laporan

Hapus



BANDUNG PUBLIC SERVICE

HALAMAN UTAMA

TENTANG KAMI

BANDUNG PUBLIC SERVICE

bpse@rocketmail.com

+62 896 8123 8317

Jl. Yang lurus No. 12 Rt 01/ Rw 04,

Cikancung, Bandung selatan



Copyright 2023. All Right Has Been Reserved

18

## 5.8 Halaman Detail Pengaduan


# Pengaduan

Halaman Detail Laporan Pengaduan



[Halaman Utama](#) [Tentang Kami](#) [Laporan](#)


Ditulis Oleh : Achyara narasya marlanda  
Ditulis Pada : 2023-03-17 00:26:31  
Judul Laporan : test  
Status Penanganan : Selesai



### Isi Laporan :


Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nam odio libero, sodales a sollicitudin at, lobortis in ligula. Duis vitae est in arcu semper elementum vitae sit amet diam. Sed ac nisi vitae enim pulvinar iaculis sed quis urna. Nunc sit amet justo eget risus bibendum suscipit eget a leo. Donec consectetur et est in pharetra. Morbi lobortis lobortis mattis. Pellentesque feugiat sapien et ante consequat pellentesque. Sed metus dolor, elementum nec porta in, suscipit non ipsum. Quisque consequat sem id sapien hendrerit tincidunt. Morbi sagittis vel nibh id scelerisque. Pellentesque diam turpis, semper vitae eleifend in, condimentum quis leo. Duis ac erat euismod, scelerisque tellus quis

Petugas : Administrator



### Tanggapan :

laporan anda sudah kami atasi



## BANDUNG PUBLIC SERVICE

HALAMAN UTAMA  
TENTANG KAMI


BANDUNG PUBLIC SERVICE  
bpse@rocketmail.com  
+62 896 8123 8317  
Jl. Yang lurus No. 12 Rt 01/ Rw 04,  
Cikancung, Bandung selatan


Copyright 2023. All Right Has Been Reserved

## 5.9 Halaman Profil Masyarakat


### Profil

Halaman konfigurasi profil pengguna website Public Service Bandung






**caca**  
Achyara narasya marlanda



400 x 400

DATA MASYARAKAT	
Nama :	Achyara narasya marlanda
NIK :	3204281306050003
Nomor Telepon :	089681238317
E-Mail :	caca@gmail.com
Tempat / Tanggal Lahir :	- / -
Alamat :	-

Ubah Profil



**BANDUNG**  
PUBLIC SERVICE

**BANDUNG PUBLIC SERVICE**

HALAMAN UTAMA  
TENTANG KAMI

BANDUNG PUBLIC SERVICE  
bpse@rocketmail.com  
+62 896 8123 8317  
Jl. Yang lurus No. 12 Rt 01/ Rw 04,  
Cikancung, Bandung selatan


Copyright 2023. All Right Has Been Reserved




## 5.10 Halaman Ubah Profil Masyarakat

### Profil Edit


Halaman konfigurasi profil pengguna website Public Service Bandung




Halaman Utama



Tentang Kami



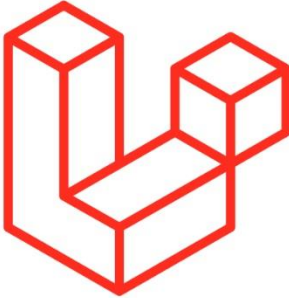
Laporan




caca

Achyara narasya marlanda

#### FORM KONFIGURASI PROFIL USER

Nama Lengkap	Email
<input type="text" value="Achyara narasya marlanda"/>	<input type="text" value="caca@gmail.com"/>
Nomor Induk Kependudukan	Nomor Telepon
<input type="text" value="3204281306050003"/>	<input type="text" value="089681238317"/>
Tempat Kelahiran	Tanggal Lahir
<input type="text" value="Tempat Kelahiran"/>	<input type="text" value="dd/mm/yyyy"/>
Pratinjau Gambar	
	
Gambar	
<input type="button" value="Choose File"/> <input type="text" value="laravel-logo.png"/>	
Alamat	
<input type="text"/>	
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	



**BANDUNG**  
PUBLIC SERVICE

HALAMAN UTAMA

TENTANG KAMI

**BANDUNG PUBLIC SERVICE**

bpse@rocketmail.com  
+62 896 8123 8317  
Jl. Yang lurus No. 12 Rt 01/ Rw 04,  
Cikancung, Bandung selatan

Copyright 2023. All Right Has Been Reserved

## 5.11 Halaman Dashboard Petugas

Administrator  
Administrator

### Halaman Utama

Laporan Dibuat  
1

Laporan Menunggu  
0

Laporan Selesai  
1

Laporan Ditolak  
0

Simple Datatable

10 entries per page

No	Judul Pengaduan	Status	Penulis
1	test	Selesai	Achyara narasya martanda

Showing 1 to 1 of 1 entries

Masyarakat  
1

Petugas  
1

2023 © Zaaxxz  
Crafted by Zaaxxz

## 5.12 Halaman Dashboard Administrator

Administrator  
Administrator

### Halaman Utama

Laporan Dibuat  
1

Laporan Menunggu  
0

Laporan Selesai  
1

Laporan Ditolak  
0

Simple Datatable

10 entries per page

No	Judul Pengaduan	Status	Penulis
1	test	Selesai	Achyara narasya martanda

Showing 1 to 1 of 1 entries

Masyarakat  
1

Petugas  
1

2023 © Zaaxxz  
Crafted by Zaaxxz

### 5.13 Halaman List Pengaduan Menunggu

The screenshot shows a web application interface for managing complaints. The left sidebar contains navigation links: Dashboard, Masyarakat, Petugas, Pengaduan, and Laporan & Logout. The main content area is titled 'Pengaduan' and displays a list of complaints. The status of the complaint is 'Menunggu' (Waiting). The table shows one entry with the title 'Banjir Di Cileunyi' and the author 'Achyara narasya marlanda'. The status is 'Menunggu'. The table has columns for No, Judul Pengaduan, Status, Penulis, and Aksi. The Aksi column contains buttons for 'Ubah Status' (Change Status) and 'Detail'.

No	Judul Pengaduan	Status	Penulis	Aksi
1	Banjir Di Cileunyi	Menunggu	Achyara narasya marlanda	<a href="#">Ubah Status</a> <a href="#">Detail</a>

Showing 1 to 1 of 1 entries


### 5.14 Halaman List pengaduan Diproses

The screenshot shows the same web application interface as the previous one, but the status of the complaint is 'Diproses' (Processing). The table shows one entry with the title 'Logo Laravel' and the author 'Anonymous'. The status is 'Diproses'. The table has columns for No, Judul Pengaduan, Status, Penulis, and Aksi. The Aksi column contains buttons for 'Ubah Status' (Change Status) and 'Detail'.

No	Judul Pengaduan	Status	Penulis	Aksi
1	Logo Laravel	Diproses	Anonymous	<a href="#">Ubah Status</a> <a href="#">Detail</a>

Showing 1 to 1 of 1 entries

## 5.15 Halaman List Pengaduan Selesai



Dashboard

Dashboard

Masyarakat

Petugas

Pengaduan

Laporan & Logout

Buat Laporan

Laporan Pertanggal

Keluar

Pengaduan

List Pengaduan yang telah selesai ditanggapi

Simple Datatable

10 entries per page

Search...


No	Judul Pengaduan	Status	Penulis	Aksi
2	Jalan Sepi	Ditolak	Anonymous	<a href="#">Detail</a>
3	Jalan bagus	Selesai	Mirza Qamaruzzaman	<a href="#">Detail</a>

Showing 1 to 2 of 2 entries

2023 © Zaaxxz

Crafted by Zaaxxz

## 5.16 Halaman Detail Pengaduan



Dashboard

Dashboard

Masyarakat

Petugas

Pengaduan

Laporan & Logout

Buat Laporan

Laporan Pertanggal

Keluar

Pengaduan


Detail Pengaduan

Ditulis Oleh : Mirza Qamaruzzaman

Ditulis Pada : 2023-03-19 14:07:26


Judul Laporan : Jalan bagus

Status Penanganan : Selesai



Isi Laporan :

Jalan Bagus Banget



Petugas : Petugas

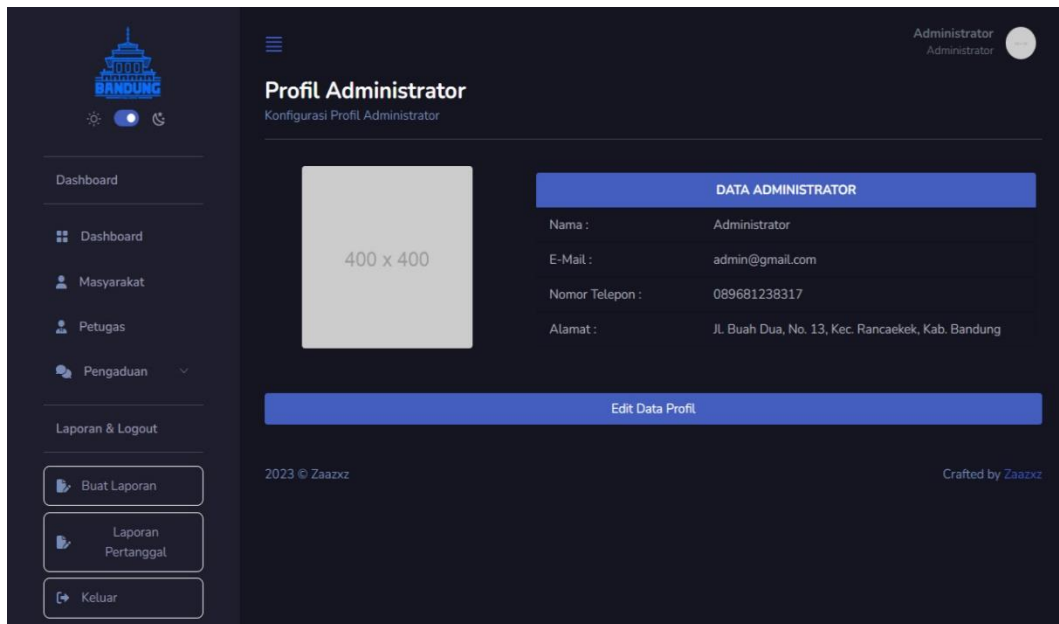
Tanggapan :  
udh

2023 © Zaaxxz

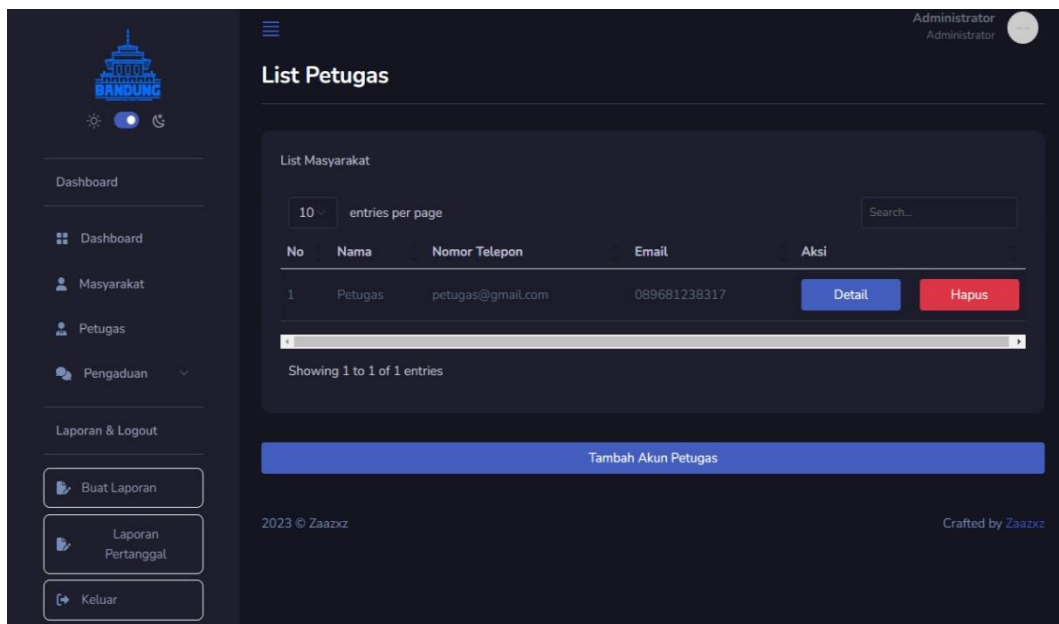
Crafted by Zaaxxz



## 5.17 Halaman Profil Admin dan Petugas



## 5.18 Halaman Management Petugas (Administrator)



## 5.19 Halaman Management Masyarakat (Administrator)

The screenshot displays the 'List Masyarakat' (Community List) page for an administrator. The interface is dark-themed. On the left is a sidebar with navigation options: Dashboard, Masyarakat, Petugas, Pengaduan, and Laporan & Logout. The main content area shows a table of community members. At the top right of the main area, it says 'Administrator Administrator' next to a profile icon. Below the title 'List Masyarakat', there is a search bar and a dropdown for '10 entries per page'. The table has columns: No, Nama, Nomor Induk Kependudukan, Email, and Aksi. There are two entries in the table. Each entry has 'Detail' and 'Hapus' buttons. At the bottom of the table, it says 'Showing 1 to 2 of 2 entries'. The footer of the page shows '2023 © Zaazxz' and 'Crafted by Zaazxz'.

No	Nama	Nomor Induk Kependudukan	Email	Aksi
1	Achyara narasya marlanda	3204281306050003	caca@gmail.com	<a href="#">Detail</a> <a href="#">Hapus</a>
2	Mirza Qamaruzzaman	3204281306050006	mirzaqamaruzzaman18@gmail.com	<a href="#">Detail</a> <a href="#">Hapus</a>