ABSTRACT

This research was motivated by the problem of complaints from the public who did not know how many problems there were at Samsat and what categories of problems there were. The status of the handling of existing complaints cannot be defined because the complainant does not know whether the complaint has been responded to or not. Existing services do not have direct follow-up, so that the complainant cannot have certainty about the response to a complaint or complaints that have been made. Media that is developing rapidly and is able to display work guidelines easily and attractively, one of which is Android-based smartphones. Android, which includes information system capabilities, has the potential to help service personnel. Complaints that will be submitted by the public can be in the form of the public as users of the complaint application, so the recipient of the report from the complaint is called the admin. Admins can access or process complaints from users on a website basis, making it easier for admins to check the number of complaints from the public. By using the extreme programming system development method, the complaint application was successfully created and tested using the black box method and assisted with SUS (System Usability Scale) with a result value of 76.67 and can be classified as a good application to use.

Keywords: Android, Blackbox Testing, Extreme Programming, System Usability Scale.