ABSTRACT

Public complaint management at Polrestabes Semarang still faces various challenges, including limited accessibility, lack of accountability, and minimal transparency in the complaint handling process. The conventional manual complaint system causes inefficiency in report resolution and decreases public trust in police services. This research aims to design and develop a web-based public complaint application at Polrestabes Semarang using the ICONIX Process methodology. The ICONIX Process method was chosen because it offers a practical yet comprehensive approach focused on end-user needs and object-oriented modeling techniques. The developed system uses PHP version 8.2 and MySQL database management system, with five main actors: Public, Supervisor, Police Chief, Division, and Admin. The system provides key features including complaint management, complaint verification, complaint disposition, follow-up implementation, and follow-up result input. Research results indicate that web-based system implementation can improve service accessibility, accelerate complaint management processes, enhance transparency and accountability, and provide real-time dashboards to support data-driven decision making. This system makes a significant contribution to public service transformation in the security sector through integrated information technology adoption.

Keywords: Public complaint system, ICONIX Process, Polrestabes Semarang, digital complaint management, PHP