

ABSTRACT

Apartment complaint management is an important aspect of maintaining service quality for residents. At Urbantown Serpong, the complaint management Process was still carried out manually and separately among related parties, causing the Processes of recording, monitoring, and handling complaints to become less effective and difficult to document properly. Therefore, an information system capable of supporting an integrated complaint management Process is needed. This study aims to design and develop a web-based Apartment Complaint Management Information System at Urbantown Serpong using the ICONIX Process method. The developed system includes features for user authentication, unit and employee account management, resident management, complaint submission, Work Order management, handling history, and Dashboards based on user access rights. The system development Process was carried out using the ICONIX Process method through the stages of Requirements Elicitation, Preliminary Design, Detailed Design, and Implementation and Testing. The system design was developed using Use Case Diagrams, Domain Models, Robustness Diagrams, Sequence Diagrams, and Class Diagrams. The system was then implemented using the Laravel Framework and tested using the Black Box Testing method to ensure that all functions operated according to the specified functional requirements. The results of this study indicate that the developed system is able to support a more structured, documented, and integrated complaint management Process among related parties. In addition, the testing results show that all system functions have operated according to the specified requirements. Therefore, the developed system supports complaint management Processes that were previously carried out separately and relied on manual communication among related parties, providing a more structured, integrated, and well-documented management Process.

Keywords : Information System, Complaint Management, Apartment, ICONIX Process, Black Box Testing