

ABSTRACT

The application of information technology supports more directed residential service management, especially in recording and monitoring tenant complaints. Tenant complaints are directly related to residential comfort and the quality of service provided by kost managers, so each report needs to have a clear and traceable handling flow. However, complaint handling at Kost Tengger 74 Semarang is still carried out manually through several informal channels, making reports difficult to monitor and the handling history poorly documented. This research was conducted to produce a web based kost complaint handling and monitoring application by applying the ICONIX Process method as a system development approach, starting from requirement, analysis, detailed design, to implementation. The study was conducted at Kost Tengger 74 Semarang through observation of the existing process and analysis of user needs to produce a system design that suits the needs of tenants and kost managers. Through these stages, system requirements were mapped into an application design that describes user interaction flows, data structures, and complaint management processes. Testing was carried out using the Black Box Testing method to assess the suitability of application functions with the established requirements. The test results show that the application has run according to functional requirements in supporting account management, complaint ticket tracking, announcement delivery, and complaint report printing. The implementation of this-application makes the complaint management process at Kost Tengger 74 Semarang more organized, easier to monitor, and documented.

Keywords: *ICONIX Process, Application, Kost Complaints, Monitoring, Laravel Framework, Kost Tengger 74 Semarang*