ABSTRACT

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Design and Development of a Web-Based Employee Complaint Service Application at PT. Force Quality Solution

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Manual handling of employee complaints often leads to issues such as inaccurate records, delayed responses, and inefficient monitoring. This research aims to design and develop a web-based complaint service application to support three user roles: employees, IT support, and administrators. The system was built using the waterfall method, starting from requirement analysis, system design, implementation, and testing.

The core features include complaint submission forms for employees, complaint status tracking, category and subcategory management by administrators, and verification and resolution processing by IT support. The application also supports data filtering, search functionality, and report exports to PDF and Excel formats. Based on black box testing, all features work as expected and help streamline the complaint management process.

This system is expected to improve the effectiveness of complaint handling, provide faster response times, and offer a centralized digital documentation system.

Keywords: Web Application, Employee Complaints, CRUD, Role-Based Access, Digital Reports, Black Box Testing.