

ABSTRACT

Gheril Ramaditya Stiawan (2019081042)

WEB-BASED COMPLAINT SERVICE INFORMATION SYSTEM DESIGN AT PERUMDA TIRTA BENTENG, TANGERANG CITY

The development of information technology has created many devices that can help work very easily, and various institutions today use technology to accomplish a task. Systems that are many or often required is the system of service provision. one of them is the system of providing services that are less than the maximum occurred at the Tangerang City Drinking Water Company (PDAM). The company is closely related to customer service and to increase revenue the company currently has many complaints about poor customer service system so far the complaints received are the quality of the water is still cloudy, the recording of leaking pipes increased because of its many mistakes in recording, and handling complaints that are missed because of very many complaints. PDAM Tirta Benteng Kota Tangerang praktikan given the task to develop a complaint system is a system that exists in the PDAM but the system is still manual, because the authors want to develop this system into a website-based information system. Therefore it is necessary the development of Information Systems Services to customers by using the website, in order to improve the quality of services provided by PDAM Tirta Benteng Tangerang city.

Keywords: *Technology, Service, Complaint*