

Counseling and Reservation Information System Integrated Public Service Complaints at DP3APPKB Salatiga

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Abstract

The purpose of this final task is to design and develop a website-based complaint and re-inspection information system, to implement a system that makes it easier for the public to submit complaints and conduct re-inspection online and to provide complaint data management features and a structured re-inspection schedule for DP3APPKB administrators. System Metode system development that will be created using CSS model and Visual Studio Code. Cascading Style Sheet (CSS) in its standard language. As defined in Quote and Wikipedia, CSS is a "code set used to define design and markup language", one of which is HTML. The results of the study resulted in an analysis of the public service complaint information system and the ongoing system as a means of system development. The results of the analysis of the completeness of the web-based public service complaint information system that can facilitate the public in making complaints and this software is designed using CSS and Visual Studio Code. Cascading Style Sheet (CSS) is a code editor and uses a MySQL database with Xampp tools. This Web-based Public Service Complaint Information System displays a list of complaints, complaints in the process of being repaired, evidence of complaints that have been repaired, and can download public complaint reports at the end of each month.

Keywords: information system, counseling reservation and integrated public service complaints

INTRODUCTION

Counseling social is a process of helping individual For overcome problem personal and social they, including problem mental health. Currently, services counseling in Indonesia can done offline, where the patient must come directly to the location and follow the manual process, or online, where patients can do counseling just by accessing applications on smartphones or computers them. However, some weakness Good from offline and online counseling still found, such as difficulty patient in look for psychologist Because limited information; chat from admin that is not responsive and unstructured schedule available after long wait; and online counseling which is often felt short and system need long time to respond (Mukhaiyaroh, Darmawan, and Indartuti 2024) . Therefore, the system website based with good performance is solution from the problems described where the community is more using the internet and web browser in look for all information psychologist as well as scheduling counseling that can handled system in a way automatic without need bureau admin. For finish problem the.

As time goes by in the era of globalization, developments technology information the more improving, and increasing service public is one of the effort government in do something changes or updates fundamental to system. Improvement service public For currently possible it is said that Not yet fulfil good quality (Sari et al. 2023) . This can We Look that very much complaint from public to quality service the public provided current and developments technology information has bring change significant in various sectors, including sector service public. Government now sued For provide fast, efficient and accountable service for society. One of the type service the public in need improvement quality is service complaints and counseling, especially For communities in need room For convey complaints or get mentoring psychological and social.

Department of Women's Empowerment, Child Protection, Control Population and Family Planning (DP3APPKB) of Salatiga City currently has play a role give service public For community that provides service complaints and counseling However, the system services that are still manual nature such as recording complaints and scheduling counseling conducted in person at the office often causes various obstacles. Some of them covering delay in handling case, difficulty in complaint data tracking, and limitations in management

timetable counselor.

Currently the Department of Women's Empowerment, Child Protection, and Child Protection Control Population and Family Planning (DP3APPKB) of Salatiga City has give something service in accommodate something complaint from society, but Still is manual, which every people who want to convey something complaint must come to the DP3APPKB Office of Salatiga City. Of course, with the existence of this problem becomes something constraint progress government. With the existence of facility For convey complaints, can make more responsive society For convey current problems occurred at the DP3APPKB Service of Salatiga City. This facility is also expected can make between community with the Salatiga City government become more effective and efficient. because in reality For currently society Still feel difficulty in convey complaints and counseling. With the existence of This facility also provides positive effects because Salatiga City Government Can get complaint from public in a way fast. And this facility also provides effect to staff manager service Salatiga City public especially in the work unit of the DP3APPKB Service of Salatiga City Can make things easier work in manage the data obtained from public on giving complaints submitted to government. So with the creation of system information service complaint This website -based is expected make it easier public in convey complaint them and make it easier for the Salatiga City DP3APPKB Service in accommodate complaints are given and make it easier staff manager in get the data provided public in a way fast.

For overcome problem mentioned, it is needed A system information web -based that can facilitate the complaint and reservation process counseling digitally. With this system, the public can convey complaints and carry out reservation timetable counseling online without must come directly to the office. In addition, the administrators and counselors can also managing complaint data as well as timetable services more easily, so service become more effective and efficient.

Literature Review

Basic System Concepts Information

A system is basically a group of closely related elements the relationship one with another, which works together For reach objective certain (Sutabri 2012b) . Definition system according to Nasution (2012) stated For reach something purpose, collection element will each other interact One each other describing objects real is Meaning from system. Meanwhile definition system according to Sidharta (1995) said that system is something set parts that are together and interconnected relate For reach objective together. Based on the two opinions above can concluded that system is a group interconnected components related and have mutually exclusive functions Work together to achieve something objectives. Characteristics System according to Sutabri (2012) generally a model of a system consists of from input, process, and output. This model is draft a very simple system, considering system can own multiple inputs and outputs at the same time simultaneously. The system also has traits or characteristics certain characteristics that characterize what is called a system. The following is the characteristics in question:

a. Component System

System consists of from a number of components that interact and work together form One unity. Components system can in the form of something form subsystem. Each subsystem own behavior the system that does function specific and affects all system processes.

b. System Limitations

Scope system is an area that limits system with system other or system to the environment external. Limitations This system allows system considered as One unity that is not inseparable.

c. External Environment of the System

Forms that are in the environment outside the system boundaries that affect operation system, called the environment outside system or external system. Environment outside can profitable or detrimental system. Environment external benefits are energy For system, so that environment external must always maintained and cared for. Meanwhile, the environment detrimental external need controlled, if No will influence continuity life system.

d. Connector System

The media that connects something system with subsystems other called as connector system or interface. This connector allows source Power For can flow from One subsystem to subsystem others. Output from something subsystem will be input for subsystem others by passing through connector. So, it happened something integration the system that forms One unity.

e. Input System

The energy that is put into something system called as input system, which can in the form of maintenance input and signal input. For example, in a system unit computer, "program" is the maintenance input used For operate computer. On the other hand, "data" is the input signal that will be processed become

information.

f. Output System

Result of processed and classified energy become useful output. This output is input for subsystem others. For example system information, the output produced is information, which can used as input For taking decisions or other as input for subsystem other.

g. Processor System

System can own a process that will change input be output. For example, the system accounting. This system will processing transaction data become reports required by the parties management.

Information is data that has been classified or processed or interpreted For used in the process of taking decision (Dengen and Hatta 2009) . Source from Information is data. Data according to Jugiyanto, is the reality that describes something incident as well as is something real unity (Dengen and Hatta 2009) . Information is processed data in a more useful and meaningful format for the recipient. According to Davis and Olson (1984) : Information is data that has been processed become important form for the recipient and has mark actual or perceived in decision now or in the future.

Data is the form that is still raw so that need further processed through a model for produce information. Definition system information according to Pangaribuan and Subakti (2019) is a combination from human, facilities or tools technology, media, procedures and intended controls organize network important communication, process or transaction specific and routine, helping management and internal and external users and provide base taking the right decision. In general, system information is something system that provides information For management in take decision, where the system the is combination from technology organized information and procedures. Suprianto (2023) explain that, Quality information influenced by three (3) things, namely accuracy, precision time, and relevance.

System Information

System information is a system in something organizations that meet need management affairs everyday, such as support activity operational, managerial and strategic organization, and create and provide required reporting to parties certain (Kusnendi and Modul 2014) Components System Information from components called building blocks, namely:

a. Input Block

Input in block input covering methods and media for capture the data to be entered, which can in the form of document base.

b. Block Model

This block consists of from combination method procedural, logical, and mathematical that manipulate input data and stored data in the database in different ways For produce the desired output.

c. Output Block

Product from system information is output from quality information and useful documentation for managers at all levels and for all users system.

d. Technology Block

Technology used For help receive input, run models, store and access data, create and send something, and control all over system. This technology includes elements main, namely: Technicians (humanware or brainware), Devices software and devices hardware

e. Database Block

In the form of collection of relevant data stored on the device hard like computer and will used by the device soft For operate it.

f. Control Block

There is a number of factors that can damage something system information, for example disaster nature, temperature high, fire, water, dust, anomaly system, fraud, error that is not efficient, sabotage, etc. In preventing something that can damage system, need designed a number of control and implementation so that can repair moment happen error.

System Information Complaint

System Information Complaint is a platform or application that is designed For facilitate public in convey complaints, suggestions, or reports related service public or problem other to authorities. This system aims to For increase efficiency and effectiveness in management complaints, as well as speed up the completion process problem. System information complaint is applications that allow public For convey complaint online. This system is usually covers form filling in complaint data, status tracking, and notification of completion process. This system improves transparency and accountability Public services. Ibrahim and Ambarita (2018) to describe that objective system information complaints: Facilitating delivery complaint: Giving convenience for public For convey complaints or reports through various channels, such

as websites, apps, SMS, or social media, Increase efficiency: Speeding up the management process complaint start from acceptance, verification, up to settlement, including complaint status tracking, Improve transparency: Providing clear and accurate information regarding the handling process complaints, as well as results follow-up actions taken, Increasing accountability: Ensuring that every complaint taken seriously and followed up in a way responsible answer, support repair service Public: Complaint data collected can used For evaluate performance service public and identify areas that need improved.

System Reservation Counseling

Mukti, Febrita, and Suardinata (2024) explain that, Reservation counseling online makes it easier public in choose time counseling in accordance availability counselor. This system is generally equipped with features timetable automatic, confirmation, and reminder session. Reservation guidance counseling refers to scheduling or arrangement meeting guidance and counseling system Reservation Counseling this context is likely big is part from plan implementation or guidelines guidance and counseling in schools or institutions certain.

Draft Complaint Integrated Public Services

Complaint Service public integrated can called as the core of organization government. This is because one of the function government that is as provider service public for citizens or society. Even Sabeni and Setiamandani (2020) mention that literature previously mention that "what government does is public service". In other words, the task of government should be is effort in carry out service for society. Experts has various meanings or definitions related service public services public own various definitions or meanings. In addition, the service the public can also articulated as activity services carried out by the organizer service public as form action For fulfil need the community whose implementation based on the provisions legislation in other words, a service public in implementation must refers to the aspect regulations that have been set up. So that service can runs well and is capable fulfil need society. Elements Complaint Integrated Public Services in the process of activities service public there is a number of supporting factors the way activities. According to Wahyono and Aditia (2022) elements the that is:

- a. Methods, procedures and systems are in service public required existence system information, methods and procedures that support smoothness in give service the.
- b. Personnel, especially emphasize to behavior apparatus in service public apparatus government as member service must disciplined, professional, and open to criticism from community or customers.
- c. Facilities and infrastructure in service public needed existence equipment and space Work as well as adequate facilities in service public. For example place ample parking, and adequate waiting room in the Community as customers in service public public as customer very much heterogeneous good education level and his behavior.

Complaint public

Complaint public is one of the component important in the improvement formula satisfaction and support use service public. Complaints public own element handling complaint. Element handling complaint consists of from a number of aspect include: source or origin complaint, content complaints, handling unit complaints, responses complaints, feedback, reports handling complaint (Atmaja et al. 2023) . Complaints public is solution from emergence deviations that occur in organization service public. Complaints or grievances arising from public on the feeling of inconsistency hopes and perceived reality society, to become A challenge for organizer organization For can give service that meets expectations public. Therefore, that 's it should now organizer organization public must own precise and accurate system in handle complaints submitted public in accept something service for the realization quality as well as good satisfaction from community. Well - managed complaints will bring in benefits or advantages for organizations that are complained about include: organizations the more know will weaknesses or shortcomings in give service to customers, as tool introspection self organization For always responsive and willing notice voice and choice customers, making it easier organization look for way out improve quality service, if quick handled customer feel interests and expectations noticed strengthen trust and loyalty customer to organization service, handling proper complaint Can increase satisfaction customer (Pambudi 2023) .

Websites and Web Technologies

Suhartanto (2017) mention, Website or site can interpreted as gathering pages used For display information text, still or moving images, animation, sound and/or a combination from all good both static and dynamic that forms something series interconnected buildings related, each of which is connected by networks page. Building a Web System Information on the institution course is something designed

applications For processing data in institutions that can accessible directly by the community wide. website is something that can interpreted as gathering page that displays text data information, image data, animation data, sound, video and combinations from everything, both static and dynamic dynamic that forms One series interconnected buildings related, where each is connected to networks page (hyperlink)" (Rahim, Syufa'atus, and Triska 2019) , According to Putra, Sukri, and Zuhri (2018) web is: " A collection pages consisting of from a number of page containing information in good digital data form in the form of text, images, video, audio and animation others provided through track internet connection ".

Based on the description, the author conclude that the web is a software that functions For display documents on a website that make users can access the internet through software that is connected to the internet.

Website elements

Lukmana, Alhusaini, and Purwayoga (2023) mentions, the elements of a website as following:

a. Domain name

The domain name is the address used For find a website on the internet. For example, <http://www.google.com>. There are many domain names traded on the internet with rental status annual. Some domain provider is like niagahoster, rumahweb, name.com, and others.

b. Web hosting

Web hosting is also known as a database storage house such as text, images, videos and others from a website. Just like a domain, web hosting is also obtained by means of rent from the providers web hosting services.

c. Website content

Website content is content from a website. Without existence website content, of course No there is something on offer to visitors from the website that we have. It's like shop, website is the shop we have and the website content are the items that will be We offer to buyers. In general Website content is created or made by the website owner and creator. For example, a website in the form of a blog that contains articles or images in accordance with the topic of the blog. However There are also websites whose content created by users, for example forum sites such as ads.id, bersosial.com and others.

Stages building a website

Koentjoro, Sutanto, and Putra (2022) share stages in build an ordinary website applied:

a. Engineering and modeling system information

At this stage it starts with building condition of all elements system and allocate some subset of the software requirements. View this system is important when the software must relates to other elements such as software, humans, and databases. Engineering and analysis system concerning collection needs at the level system with a number of small analysis as well as design level peak.

b. Planning

At this stage, namely For determine objective from the software that will made, done analysis need DNA collection of necessary data. Collection process need intensified and focused, especially on software needs. For understand nature of the program being built, analyst must understand the information domain, behavior act, show off work, and required interfaces.

c. Designing

Actual software design is a multi- step process that focuses on four different attributes, namely data structures, software architecture, interface representation, and procedural details (algorithms). So at this stage the design process must be based on needs so that as expected before start coding.

d. Scripting

The design must be translated into form machine that can read. In this stage there is manufacturing code. If the design done in a way complete, manufacture code can completed in a way mechanical.

e. Testing

Testing process focuses on the internal logic of the software to ensure that all statements Already tested, and on function external that is direct testing For find mistakes and make sure that with limited input will obtained actual results that match what is needed.

f. Maintenance

The software may be experience change after handed over to customers. Changes Can happen Because mistakes certain, because the software must changed For accommodate changes in environment externally, or because customer need do development functional or performance Work. Software maintenance applies again every time previous program phase and not done by creating a new one.

Website based web technology, will review draft the basics of the website, the components involved, and various technology used in its development. This includes understanding about HTML, CSS, JavaScript,

and languages server-side programming, as well as How they Work The same For create interactive and dynamic websites.

- 1) HTML (HyperText Markup Language): Basic language For build structure web page.
- 2) CSS (Cascading Style Sheets): Used For arrange the appearance and visual style of a web page.
- 3) JavaScript: A programming language that makes it possible web page becomes interactive and dynamic.
- 4) Server-Side Programming Languages: (Example: PHP, Python, Java) Used For manage logic web applications, accessing databases, and processing data on the server side.

METHODS

This research method uses system method development the system that will made using CSS and Visual Studio Code models. Cascading Style Sheet (CSS) in Language the default. as quoted and wikipedia, CSS is a " collection. " code used For define design and markup language ", where One of these markup languages is HTML. For understanding In short, CSS is a collection the program code used For design or beautify appearance HTML page (Tarigan, Tommy, and Budiman 2023) . With CSS we Can change design dañ text, color, image and background back and (almost) all HTML tag code. While Visual Studio Code is a source code editor developed by Microsoft for Windows, Linux and macOS. It includes support for debugging, embedded git control and GitHub, highlighting syntax, completion code smart, snippets, and code refactoring. This is very customized, allows users For change themes, keyboard shortcuts, preferences, and installs extensions that add functionality addition.

RESULTS AND DISCUSSION

System information complaints and reservations counseling

Turning on XAMPP

For run the Apache web server, the first step is to open XAMPP Control Panel application. If the window the Not yet open, can accessible from the start menu (Windows logo) -> XAMPP -> XAMPP Control Panel.

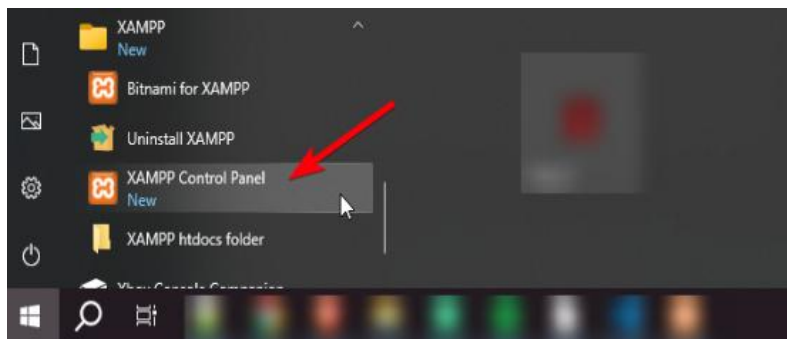


Figure 1. XAMPP Control Panel Application

If not found in the XAMPP Start Menu, you can also open the XAMPP installation folder directly in C:\xampp\, then double click the xampp-control.exe file.

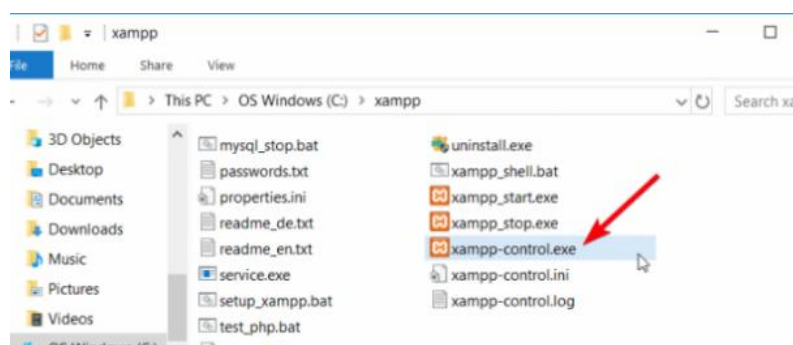


Figure 2. XAMPP Control.exe application

In the XAMPP Control Panel display, we can see what module or program only one can executed from XAMPP, such as Apache Web Server, MySQL, Filezilla FTP Program, and several other applications. For run Apache, click Start button in the Action column for the Apache menu. The background color of the Apache text will switch become yellow which indicates the process is in progress started. Just waiting a number of moment until Apache text background color becomes green indicates the web server has running in the background behind.

Operate System Information Reservation Counseling and Complaints Integrated Public Services

If XAMPP is already can walk without problem, open your preferred browser and type address For system Information Reservation Counseling and Complaints Integrated Public Services namely <http://localhost:8081/konseling/konseling/welcome>.

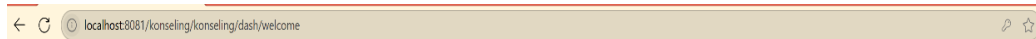


Figure 3. Localhost Counseling

For enter into system Information Reservation Counseling and Complaints Integrated Public Services, please enter the username and password that have been created by the previous Admin. Every users own not quite enough answer For remember each password because the password No will can seen back. If forgot password, please ask for to Admin for create a new password for user.

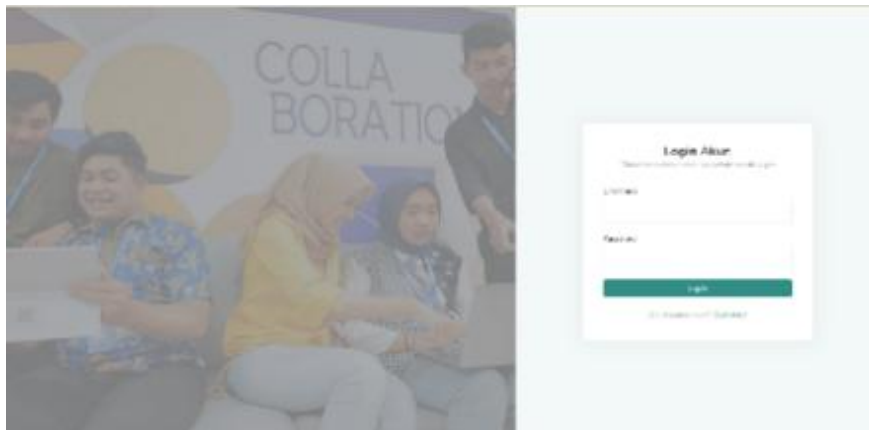


Figure 4. Account login display

Here are the users who can enter into system record data:

- Login as Admin: Add, view, change, and delete all data related to clients, psychologists and assistants, as well as handle matters relating to users like addition user and password changes all over users who have registered in system.
- Login as Staff: View and respond to all over Reports related to clients, counseling, complaints, and pick- ups Reporter.
- Login as Psychologist / Counselor: Only can view, change, and delete client data from psychologist who logged in system.

Turning off XAMPP

After use system record data, make sure For turn off XAMPP automatically step by step. Close XAMPP gradually. forced and deadly computer will increase possibility error or crash from XAMPP.

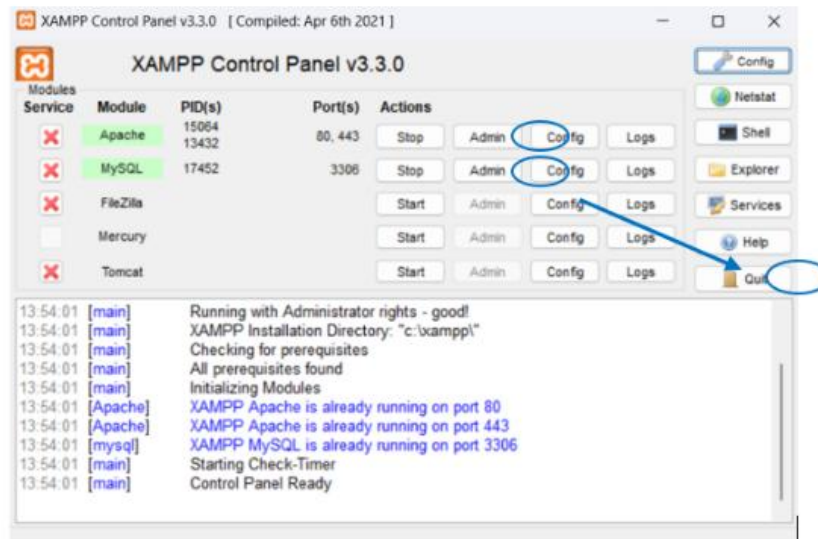


Figure 5. Shutting down XAMPP

From the picture above the steps required are Stop MySQL -> stop Apache -> click quit button for close XAMPP properly.

Error When Starting XAMPP

XAMPP sometimes experiencing an error or crash when executed. One of the frequent things what happened is MySQL doesn't can executed. If XAMPP provides appearance like this even though MySQL has clicked many times, stop Apache and wait a few times moment before restart Apache followed by MySQL. If the results Still Same, the steps are: Press Windows + R and type C:\xampp\mysql (Adjust to the address) XAMPP directory) such as below. Then Click OK.

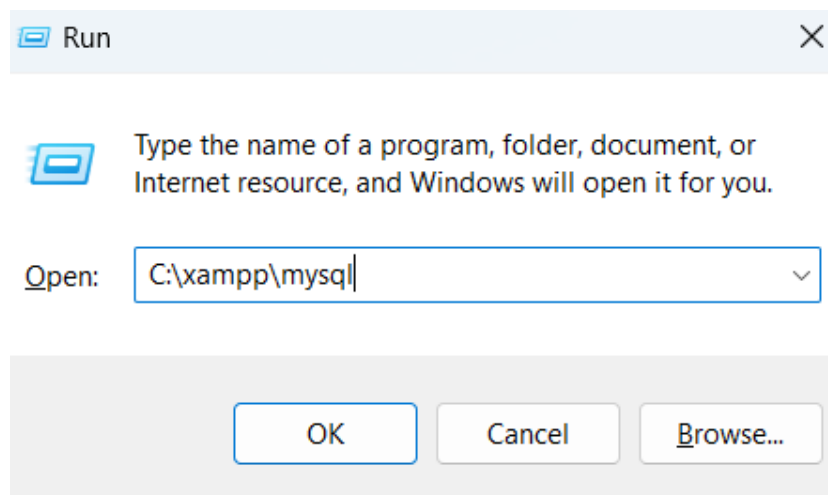


Figure 6. XAMPP MySQL

Make a copy of the data folder like this for be on guard if happen error.

File Name	Size	Created	Modified
backup		13/02/2025 13:10	File folder
bin		23/01/2025 08:50	File folder
data		28/02/2025 13:53	File folder
scripts		23/01/2025 08:47	File folder
share		23/01/2025 08:47	File folder
COPYING		30/10/2023 19:36	File 18 KB
CREDITS		30/10/2023 19:36	File 3 KB
mysql_installservice		30/03/2013 19:29	Windows Batch File 1 KB
mysql_uninstallservice		30/03/2013 19:29	Windows Batch File 1 KB
README		30/10/2023 19:36	Markdown Source ... 3 KB
resetroot		03/06/2019 18:39	Windows Batch File 2 KB
THIRDPARTY		30/10/2023 19:36	File 85 KB
			data 28/02/2025 13:53 File folder
			data - Copy 28/02/2025 14:39 File folder

Figure 6. Copy File

Enter the backup folder, then select all except ibdata1, and press Ctrl + C to copy files.

mysql	23/01/2025 08:47	File folder	
performance_schema	23/01/2025 08:47	File folder	
phpmyadmin	23/01/2025 08:47	File folder	
test	23/01/2025 08:47	File folder	
aria_log.00000001	21/10/2019 20:37	00000001 File	24 KB
aria_log_control	21/10/2019 20:37	File	1 KB
ib_buffer_pool	21/10/2019 19:17	File	2 KB
ib_logfile0	21/10/2019 20:37	File	5.120 KB
ib_logfile1	21/10/2019 19:19	File	5.120 KB
ibdata1	21/10/2019 20:37	File	12.288 KB
ibtmp1	21/10/2019 20:37	File	12.288 KB
multi-master.info	21/10/2019 19:19	INFO File	0 KB
my	21/10/2019 19:17	Configuration setti...	1 KB

Figure 7. ibdata mysql

Go back to the data folder, and paste the files by pressing Ctrl + V, then Select replace the files in destination.

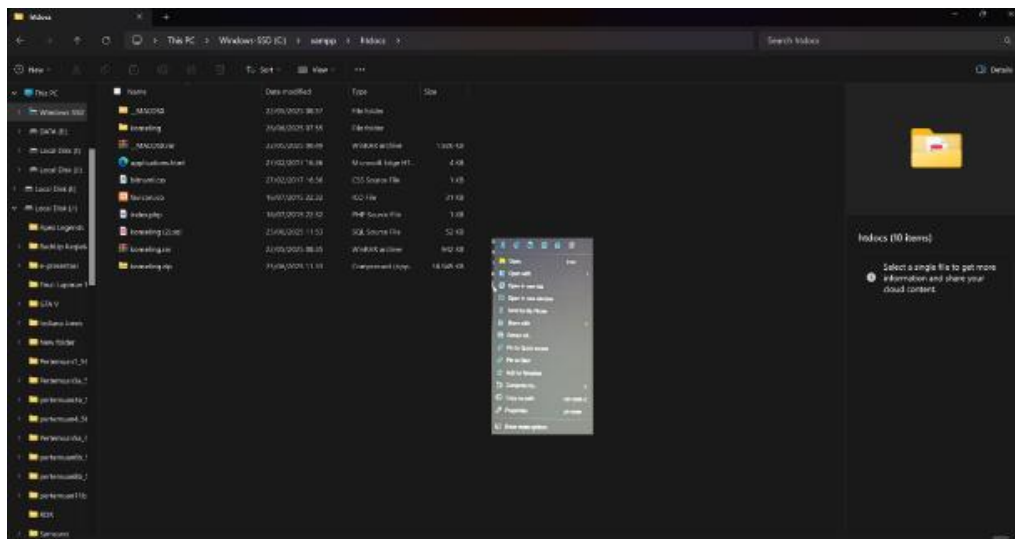


Figure 8. XAMPP Backup Folder

Once the files in the data folder are updated with the files from the backup folder, open go back to XAMPP and turn it on like usual. XAMPP will running normally and the system can opened return.

Project Location in XAMPP

Project or system location PLP Satya Wacana data record is located in C:\xampp\htdocs with the folder name rekordata_app. The way to open it is by search on computer or use Windows + R: like this:

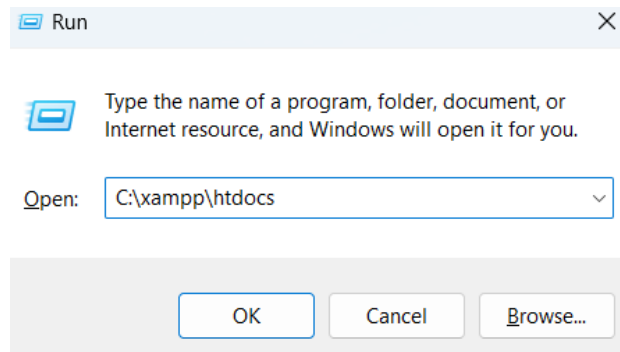


Figure 9. Xampp Menu

Here is the folder. Use this folder if want to create a backup, or add project on new computer in a way add it inside the new computer's XAMPP htdocs folder.

Use of the management website service counseling

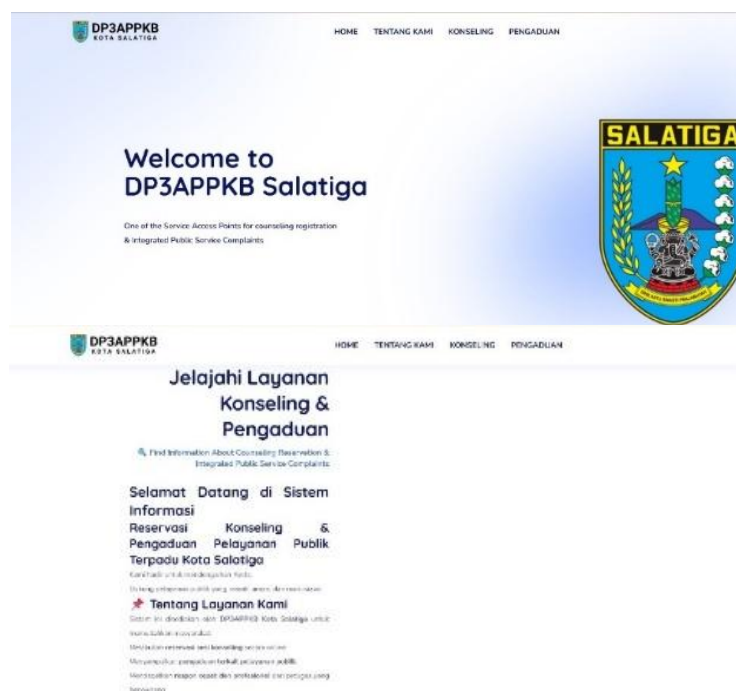


Figure 10. DP3APPKB main page

Home page introducing DP3APPKB Salatiga as center service counseling and complaints service public integrated.

About Us Page



Figure 11. About us page

This page contains vision and mission of DP3APPKB Salatiga, however information vision No complete.

Login Page

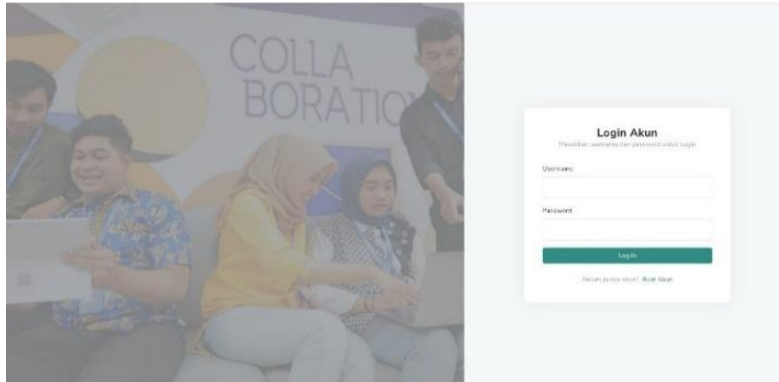


Figure 12. Login page

Login page for admin or user Registered. Procedure: Enter username and password. Username: admin and password: 123456 – (for admin). Username for reporter (08138222789 & password: 887369). Option " Remove Account" (maybe a typo, should be "Forgot Account" or "Create Account").

Admin Dashboard

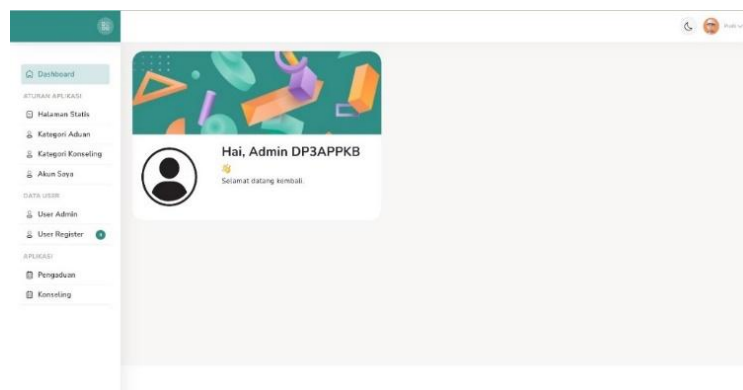


Figure 13. Admin Dashboard

Admin dashboard with management menu like category complaints, counseling, and user data. Procedures: Admin can manage: Rules Application: Static pages, categories complaints / counseling. User Data: Admin users and registered users. Application: Complaint and counseling data. Tracking Data: Admin users can tracking data whether the report is fake or not Blacklist: User Admin can make a Blacklist if happen reporter report report fake or not according to reality.

Management Complaint Category



Figure 14. Management Complaint Category

Category list complaint service public (eg, quality services, discrimination, extortion, etc.). Procedures: Admin can add, edit, or delete categories. Search and pagination features (10 entries per page).

Management Category Counseling

No	Nama Kategori	Status	Action
1	Lawyer Kelas	✓	
2	Umum	✓	
3	Thema Issues	✓	
4	Keluarga	✓	
5	Perawatan & Rehabilitasi	✓	
6	Remaja & Pre-Adoles	✓	
7	Kesehatan Mental	✓	
8	Edukasi & Promosi	✓	
9	Penanganan	✓	
10	Pencegahan	✓	

Figure 15. Management Category Counseling

Category list Counseling (eg, adolescents, violence, psychotherapy, post-trauma, etc.). Procedure: Similar to management category complaint, with the option For manage topic counseling.

List of Active Users

No	Nama	HP	Email	Status	Aksi
1	Bagus Endo Al Maghribi	08220546310	bagusendo45@gmail.com	aktif	
2	Bagus Endo Al Maghribi	08232912356	bagusendo45@gmail.com	aktif	
3	Budi	0812345	budi@gmail.com	aktif	
4	Cici	0812345	cici@gmail.com	aktif	

Figure 16. List of Active Users

Registered user table along with contact data and address. Procedure: Admin can monitor or disable users. The "Action" column may be for edit/delete.

Complaints List

No	Tgl Keren	Judul	Status	Action
1	28 Mei 2025	Penyediaan layanan di pusat layanan pemerintah	BARU	
2	27 Mei 2025	Keperawatan Gigi dan Rongga	SELESAI	
3	18 Mei 2025	Lampiran Jalan	SELESAI	
4	04 Mei 2025	Kesehatan Siswa SD	SELESAI	

Figure 17. Complaints List

List of complaints community with status (NEW/COMPLETE). Procedure: Admin can respond complaint through "Action" column. Filter feature based on status or date.

currently walk as means development system.

There are results analysis need system information complaint service public web -based that can make it easier public in make complaint.

Device This software is designed using CSS and Visual Studio Code. Cascading Style Sheet (CSS) as a code writing editor and using a MySQL database with Xampp Tools.

System Information Complaint This Web -Based Public Service displays a list of complaints, complaints in the process of repair, evidence complaint has been repaired, and can download report complaint society in every end month.

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