

ABSTRAK

Bryan Malvino S.A.P. 2026. Rancang Bangun Sistem Pengaduan Masyarakat Di Dinas Kependudukan Dan Pencatatan Sipil Kota Madiun Berbasis Website Dengan Metode Black Box Dan SUS (System Usability Scale). Skripsi. Program Studi Teknik Informatika, FT, Universitas PGRI Madiun. Pembimbing I Sekreningsih Nita, S.Kom., M.T. (II) Yessi Yunita Sari, S.Kom., M.Cs.

Dinas Kependudukan dan Pencatatan Sipil Kota Madiun masih menghadapi kendala dalam pengelolaan pengaduan masyarakat karena proses pengaduan dilakukan secara langsung atau melalui WhatsApp sehingga data pengaduan belum terkelola secara optimal. Penelitian ini bertujuan untuk merancang dan membangun Sistem Pengaduan Masyarakat berbasis website yang dapat mempermudah masyarakat dalam menyampaikan pengaduan serta membantu instansi dalam mengelola data pengaduan. Metode pengembangan sistem yang digunakan adalah Waterfall dengan tahapan analisis kebutuhan, desain, pengkodean, pengujian, dan implementasi. Sistem dibangun menggunakan bahasa pemrograman PHP dan database MySQL serta diuji menggunakan *metode Black Box Testing* dan *SUS (System Usability Scale)* untuk memastikan seluruh fungsi berjalan dengan baik. Hasil penelitian menunjukkan bahwa sistem yang dibangun mampu meningkatkan efektivitas, efisiensi, dan transparansi proses pengaduan masyarakat pada Dinas Kependudukan dan Pencatatan Sipil Kota Madiun.

Kata Kunci: Pengaduan Masyarakat, *Website*, *Waterfall*, PHP, *Black Box*, *SUS*.

ABSTRACT

Bryan Malvino S.A.P. 2026. *Design and Development of a Community Complaint System at the Department of Population and Civil Registration of Madiun City Based on a Website Using Black Box Testing and System Usability Scale (SUS) Methods*. Undergraduate Thesis. Informatics Engineering Study Program, Faculty of Engineering, Universitas PGRI Madiun. Advisor I: Sekreningsih Nita, S.Kom., M.T. Advisor II: Yessi Yunita Sari, S.Kom., M.Cs.

The Department of Population and Civil Registration of Madiun City still faces challenges in managing public complaints because the complaint process is carried out directly or through WhatsApp, resulting in complaint data that is not managed optimally. This study aims to design and develop a web-based Public Complaint System that facilitates the public in submitting complaints and assists the agency in managing complaint data effectively. The system was developed using the Waterfall method, which consists of the stages of requirements analysis, system design, coding, testing, and implementation. The system was built using PHP as the programming language and MySQL as the database management system, and it was tested using the Black Box Testing method and the System Usability Scale (SUS) to ensure that all functions operated properly. The results of the study indicate that the developed system is capable of improving the effectiveness, efficiency, and transparency of the public complaint process at the Department of Population and Civil Registration of Madiun City.

Keywords: Public Complaint System, Website, Waterfall, PHP, Black Box, SUS.