

ABSTRAK

Rizky Defian Rialda. 2026. Rancang Bangun Sistem Informasi Pengaduan Lingkungan Berbasis Website dengan Fitur Tracking Status pada Dinas Lingkungan Hidup Kota Madiun. Skripsi. Program Studi Teknik Informatika, Fakultas Teknik, Universitas PGRI Madiun. Pembimbing (I) Pratiwi Susanti, S.Kom., M.MT. (II) Moch Yusuf Asyhari, S.Tr.Kom., M.Kom.

Permasalahan lingkungan hidup di perkotaan, seperti pencemaran udara, pencemaran air, dan pembuangan sampah ilegal, memerlukan mekanisme pengaduan yang cepat dan transparan. Dinas Lingkungan Hidup Kota Madiun belum memiliki sistem yang memfasilitasi pelaporan daring serta pemantauan status penanganan secara real-time. Penelitian ini bertujuan merancang, membangun, dan mengevaluasi sistem informasi pengaduan lingkungan berbasis website dengan fitur tracking status. Sistem dikembangkan menggunakan metode Agile Scrum, dengan Laravel sebagai backend, Vue.js sebagai frontend, dan PostgreSQL sebagai basis data, serta dirancang menggunakan UML. Pengujian sistem dilakukan berdasarkan standar IEEE 29119. Hasil penelitian menunjukkan sistem mampu memfasilitasi masyarakat mengajukan pengaduan, mengunggah bukti, dan memantau status penanganan secara langsung, serta memudahkan petugas dalam memverifikasi dan merekapitulasi laporan. Seluruh fitur sistem terbukti berjalan sesuai kebutuhan fungsional, sehingga diharapkan dapat meningkatkan transparansi dan efektivitas layanan pengaduan lingkungan di Kota Madiun.

Kata Kunci: Sistem Informasi, Pengaduan Lingkungan, Tracking Status, Agile Scrum, Website

ABSTRAC

Rizky Defian Rialda. 2026. *Design and Construction of a Website Based Environmental Complaint Information System with Status Tracking Features at the Madiun City Environmental Service*. Thesis. Informatics Engineering Study Program, Faculty of Engineering, Universitas PGRI Madiun. Supervisors (I) Pratiwi Susanti, S.Kom., M.MT. (II) Moch Yusuf Asyhari, S.Tr.Kom., M.Kom.

Environmental problems in urban areas, such as air pollution, water pollution, and illegal waste disposal, require a fast and transparent complaint mechanism. The Madiun City Environmental Agency does not yet have a system that facilitates online reporting and real time monitoring of handling status. This study aims to design, build, and evaluate a website based environmental complaint information system with a status tracking feature. The system was developed using the Agile Scrum method, with Laravel as the backend, Vue.js as the frontend, and PostgreSQL as the database, and designed using UML. System testing was conducted based on the IEEE 29119 standard. The results showed that the system is able to facilitate the public to submit complaints, upload evidence, and monitor the handling status directly, as well as facilitate officers in verifying and summarizing reports. All system features were proven to run according to functional requirements, so it is expected to increase the transparency and effectiveness of environmental complaint services in Madiun City.

Keywords: Information Systems, Environmental Complaints, Status Tracking, Agile Scrum, Website