

ABSTRAK

SISTEM INFORMASI PENGADUAN SEKOLAH MENENGAH ATAS NEGERI 4 HALMAHERA UTARA BERBASIS ANDROID

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Sistem Informasi sekarang tidak lagi berkembang dalam bidang usaha saja, tapi sudah digunakan dalam berbagai bidang, dari mulai pendidikan, pelayanan, industri, dan masih banyak lagi. Ini menandakan bahwa Informasi yang akurat dan cepat dibutuhkan di berbagai bidang. Seiring kemajuan perkembangan ilmu teknologi dan informasi yang begitu pesat menyebabkan perubahan kinerja dalam menyelesaikan masalah, salah satu contoh masalah yang harus di selesaikan dengan cepat dan tepat adalah masalah pengaduan siswa. Untuk menyelesaikan masalah pengaduan ini penelitian ini membuat suatu aplikasi pengaduan. Aplikasi ini menghasilkan keuntungan bagi pengadu dan penerima pengaduan. Penelitian ini menggunakan metode *prototype* sebagai pengembangan sistem dan metode *black box testing* sebagai pengujian sistem. Penelitian dimulai dengan mengumpulkan data, data yang dimaksud disini adalah data NIS, NIP dan data diri untuk kepala sekolah. Analisis kebutuhan, seperti latihan *coding* dan belajar bahasa pemrograman, dilakukan sebelum merancang sistem. Hasil dari pengujian menunjukan siswa/i dapat *login*, membuat pengaduan dan melihat status pengaduan, kepala sekolah dapat *login*, melihat pengaduan siswa/i, dan menerima atau menolak pengaduan, dan aplikasi berhasil menyimpan isi pengaduan. Data hasil pengaduan dapat dikelola oleh kepala sekolah dan *admin*.

Kata Kunci: Sistem Informasi, Pengaduan, SMA N.4 HALUT, *Android*.

Abstract

NORTH HALMAHERA STATE HIGH SCHOOL 4 COMPLAINT INFORMATION SYSTEM BASED ON ANDROID

Information systems are now no longer developed only in the business sector, but have been used in various fields, from education, services, industry, and many more. This indicates that accurate and fast information is needed in various fields. As the rapid development of technology and information science causes changes in performance in solving problems, one example of a problem that must be resolved quickly and precisely is the problem of student complaints. Student complaints are a form of student participation and aspirations. The complaint service is carried out with the aim that related parties can pay attention to students' needs so as to create better and more comfortable services for students. For this reason, we need a system that can make it easier for students to complain about criticism and suggestions, where this can be done easily, without fear and without pressure. So it is hoped that problems that frequently occur but are difficult to identify can be immediately followed up until they are resolved quickly and precisely. At this stage the author analyzes and tries to create and develop an Android-based application so that it can help optimize the performance of the agency. System creation uses a *prototype* method which starts from collecting data based on user needs for the software created so that the system built can be in accordance with the user's wishes. With this system, it can also make it easier for students at the school to easily submit complaints and reports. The system starts by making pictures of diagrams that are used as

use cases, diagrams to describe an interaction between one or more actors and created system, Activity Diagram which describes the activities that occur in the system, Sequence Diagram which explains the interaction of objects in the use case, Class Diagram describes the system structure in terms of defining classes for building the system, and Entity Relationship Diagram (ERD) diagram in database design Complaint Information System at SMA N.4 HALUT Based on Android.

Keywords: *Information System, Complaints, SMA N.4 HALUT, Android.*