**ABSTRACT**

**IMPLEMENTING WEB BASED GEOGRAPHIC INFORMATION SYSTEM IN PUBLIC FACILITIES DAMAGES COMPLAINTS IN BANDAR LAMPUNG**

BY

EGIE NOOR FAJJRI

Aaegie12@gmail.com

PUPR agency has the responsibility to handle the complaints services for public facilities. Quite often, the storage and reporting of this information are recorded and stored conventionally. This agency will issue a report card to report the progress of work. By implementing this flow, the PUPR service is still having difficulties processing the complaints of public facilities, either direct complaints or by telephone. This kind of procedure is considered not optimal.

To overcome this issue, we developed a web-based system that aimed to simplify the process of complaints. The method used is RUP or Rational Process Library, which provides the best simulation for development or project requirements. The application was designed with UML diagrams and built using the PHP programming language and Mysql database.

We successfully built a mobile web-based application that the public can easily access it. It has features such as public data processing and public facilities. Based on the report received, the PUPR agency will follow up on it.

**Keywords**: Public Facilities Damages Complaints