

## **ABSTRACT**

***Rinaldi Egie Putra (12137301), Design of Public Information Service and Web Based Complaints Service at Polsekta West Pontianak.***

*In serving the public service to the community of West Pontianak police considered still has some problems. The problem faced is the delivery of complaints that must be done directly and in addition also in conveying important information Polsek West Pontianak not have the right media. In this case the author uses life development life development method (SDLC) with waterfall model proposed by Rosa and Shalahuddin for software requirements analysis, design, programming code, testing and support (support) and maintenance (maintenance). Discussion on this research is how to create an information system that contains data services and complaints that can be processed quickly. The program to be created is managed and supervised by the operator's section to facilitate action. In the design of the system will be built directly accessible to the community directly web-based. For this reason the authors make the final task on the Design of Information Systems Services and Public Complaints Web Based OnPolsekta Pontianak West.*

***Keywords: Service and complaint, Polsekta Pontianak West***