

ABSTRACT
DEVELOPMENT OF COMPLAINT HANDLING INFORMATION
SYSTEM WITH WATERFALL METHOD AND J2EE
TECHNOLOGY

(Case Study: Complaint Handling e-University in IT Telkom)

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Service Marketing has penetrated into educational world to improve quality of the university. Many researchs shows that marketing approach can help universities to compete globally, if the right principles are implemented well. Integrated research in education and service marketing produce a framework for university education as a service.

Along with the information technology development, service process that was originally derived from human activities began to implemented with information technology to provide added value for its customer. In marketing perspective, if university is a service provider, then its customer is the elements associating with the university. One of the important processes in applicating service marketing in university is a good complaint handling. Complaint handling is expected to improve quality and university competitiveness.

Case study are conducted in IT Telkom, where the existing complaint handling is still conventional, where each unit have their each process and different service time. Many problems occurred, one of it is the complaint data was not documented well so the evaluation of the complaint is inhibited. Therefore an information system that can overcome these problems are needed.

E-Complaint Handling is a complaint handling system based on a best practice published by universities in United Kingdom. This system is developed with struts framework and EJB that can apply multi-tier concept. This system is able to meet the needs of the university elements in complaint handling service.

Keywords : e-service, complaint, complaint handling, struts, EJB.