# *ABSTRACT*

*RSUP Dr. Hasan Sadikin still faces challenges in complaint management due to the absence of a centralized helpdesk system, resulting in delayed response times, difficulty in tracking report progress, and limited valid data for decision-making. The system input consists of user-submitted complaints, and the output is a system that facilitates real-time ticket tracking, automated complaint logging, and structured progress reporting. An effective helpdesk information system is essential in a hospital environment to ensure responsive and efficient public service. Currently, there is no formal system that adequately meets user needs in a measurable and sustainable manner, highlighting the need for an iterative solution based on real user validation. The solution developed is a Minimum Viable Product (MVP) of a web-based helpdesk system using the Lean Startup method. The development process was carried out through four Build-Measure-Learn iterations, with validation methods including usability testing, customer surveys, and interviews. Testing involved representatives from the hospital's public relations division, work units, and directors, as well as external users to evaluate the system's effectiveness from the end-user perspective. The test results showed that the system met both internal and external user needs, achieving a System Usability Scale (SUS) score of 96,25, which falls under the "Excellent" category. The system is considered ready to move forward to full-scale development and implementation and serves as a relevant model for idea validation using MVP in the healthcare service sector.*



***Keywords**: mvp, lean startup, helpdesk system, usability testing, idea validation, hospital*