

ABSTRAK

Kemajuan teknologi informasi telah mendorong kebutuhan akan sistem yang mampu meningkatkan efisiensi dan akurasi dalam pengelolaan layanan di lingkungan pendidikan. Penelitian ini bertujuan untuk mengembangkan sistem informasi pengelolaan pengaduan dan layanan konseling siswa di MTs Tarbiyatul Islam Soko Tuban yang sebelumnya masih dilakukan secara manual, sehingga kurang efisien dan sulit dipantau. Metode pengembangan yang digunakan adalah *Rapid Application Development* (RAD) karena mampu menghasilkan sistem dalam waktu relatif singkat melalui tahapan iteratif. Sistem dirancang dengan fitur utama seperti penjadwalan konseling, pencatatan pengaduan, pelacakan status, dan notifikasi sebagai upaya meningkatkan transparansi dan kemudahan akses layanan bagi siswa dan pihak sekolah. Pengembangan sistem ini menggunakan basis data MySQL, sedangkan proses pengujian dilakukan melalui *Black box testing* untuk memastikan fungsionalitas sistem berjalan sesuai kebutuhan, serta *User Acceptance Testing* (UAT) untuk mengukur tingkat penerimaan pengguna. Hasil dari pengujian UAT menunjukkan tingkat kepuasan pengguna sebesar 84%, yang menandakan sistem diterima dengan baik dan layak untuk diimplementasikan dalam mendukung proses layanan konseling dan pengaduan di lingkungan sekolah.

Kata Kunci: Sistem Informasi, Layanan Konseling, Pengaduan Siswa, Web, *Rapid Application Development* (RAD).

ABSTRACT

The advancement of information technology has driven the need for systems that can improve efficiency and accuracy in managing services within educational institutions. This research aims to develop an information system for managing student complaints and counseling services at MTs Tarbiyatul Islam Soko Tuban, which was previously done manually, resulting in inefficiency and difficulty in monitoring. The development method used is Rapid Application Development (RAD), which is capable of delivering a system in a relatively short period through iterative phases. The system is designed with key features such as counseling scheduling, complaint logging, status tracking, and notifications as efforts to enhance transparency and ease of access to services for students and school staff. The system is developed using a MySQL database, while the testing process is conducted through Black Box Testing to ensure the system's functionality meets the requirements, and User Acceptance Testing (UAT) to measure user acceptance levels. The results of the UAT testing show a user satisfaction level of 84%, indicating that the system is well-received and ready for implementation in supporting the counseling and complaint management processes within the school environment.

Keywords: *Information System, Counseling Services, Student Complaints, Web, Rapid Application Development (RAD).*