CHAPTER I

INTRODUCTION

1.1   Background

The Indonesian Embassy in Seoul is the representative of Indonesian government in South Korea. It was established shortly after Indonesia and South Korea opened diplomatic relations each other, on the 17th of September 1973, fostering relations and communications between the two countries ever since. The Embassy also serves to protect and guide all Indonesian citizens living in South Korea, of which there are about 36,000 individuals.

In their efforts to provide the best service for Indonesian citizens, the Indonesian Embassy in Seoul has made various attempts to improve the accessibility of service and support towards the Indonesian citizens that need help, including through information technology. The working process has been greatly affected by the global spread of the COVID-19 pandemic, so the Indonesian Embassy in Seoul is forced to take more efficient and effective steps in retaining the embassy's functions while protecting the health and safety of the staff and any visitors of the embassy.

Initially, the Embassy had no effective way for Indonesian and foreign citizens to provide suggestions, input, or critique toward the Embassy's services. They either used complaint boxes placed in the service room or direct phone calls. Therefore, urgent matters occasionally could not be solved promptly. To solve this issue, they require a specific form of media for citizens to make complaints and critique in a convenient, fast, and easy to respond way. With that, the embassy needs an application made to collect all the complaints, suggestions, and other input from the visitors of the Embassy, particularly the ones related to the Embassy's services. The intern is assigned to make this complaint application. It will be made using Laravel, and the final product will be accessible as a website.

1.2   Problem Formulation

    1) How does the complaint processing work in the Embassy?

    2) How do you implement the necessary functionalities for the Embassy?

1.3   Problem Limitations

During this internship, the intern will develop this Laravel-based application to deliver complaints toward the Indonesian Embassy in Seoul's services, as specified by the Embassy's communications division. The main project of this internship will carry these following limitations:

    1) The website's display will use the latest version of the CSS framework Bootstrap.

    2) It will be a web application, so it must run on various web browsers for Desktop PCs. It will be tested on the latest version of Firefox and Chrome.

    3) Some data is classified, so dummy data will be used in testing.

    4) The application must be able to receive input from the user.

1.4   Purpose of Internship

The purpose of this internship is to get a feel of working under the Communications division in the Indonesian Embassy in Seoul, and to develop the web application for complaints using Laravel, PHP, CSS, Bootstrap, and MariaDB.

1.5   Internship Methodology

The methodology of this internship will use the Waterfall method for system development, and Black Box testing for testing the program.

1.6   Allocation of Time and Place of Internship

Most of the work will be done within the Embassy's premises, particularly the Communications Office on the 5th floor. The address for the Indonesian Embassy in Seoul is as follows:

Address: 380 Youidaebang-ro, Youngdeungpo-gu, Seoul, 07342 Republic of Korea

Phone Number: (82-2) 2224-9041

Starting from June, development of the web application will commence, following Table 1.1's daily schedule:

Table 1.1: Planned daily schedule of internship

Time	Activity
11:00-13:00	Design/Develop the application
13:00-14:00	Break time
14:00-17:00	Design/Develop the application

The following Table 1.2 is the planned monthly schedule of the internship:

Table 1.2: Planned weekly schedule of internship web development

Num	Activity	Timeline																			
		June				July				August				September				October			
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1	Gathering Requirements	•	•	•																	
2	Design			•	•	•	•														
3	Implementation							•	•	•	•										
4	Testing									•	•	•	•	•	•						
5	Test Deployment															•	•				
6	Maintenance															•	•	•	•	•	•
7	Writing of Report															•	•	•	•	•	•

1.7   Report Writing Format

This internship report will use the following system of writing, explained below:

CHAPTER I   INTRODUCTION

This chapter starts with the background of the internship with the title of "COMPLAINT APPLICATION DEVELOPMENT AT INDONESIAN EMBASSY IN SEOUL TO IMPROVE QUALITY OF SERVICE FOR INDONESIANS IN SOUTH KOREA". This chapter also discusses establishing the problem formulation and limitations, as well as the methodology and allocation of time and place of the internship. The writing format of this report is also explained at the end of this chapter.

CHAPTER II   **SUPPORTING THEORY**

This chapter encompasses concepts that will be used as a reference point in designing and developing the web application. It encompasses the waterfall development method, black box testing, web applications, databases, PHP, CSS, the Apache web server, the Bootstrap and Laravel frameworks, and Model-View-Controller.

CHAPTER III   **ORGANIZATION OVERVIEW**

This chapter contains the overview of the Indonesian Embassy in Seoul. It provides information about the place of internship, along with describing the internship itself.

CHAPTER IV   **ANALYSIS AND SYSTEM DESIGN**

This chapter will outline the design of the application, and how it is being developed. It will outline the template being used, and planned functionalities.

CHAPTER V   **IMPLEMENTATION AND TESTING**

This chapter contains explanations on how the implementation is done, along with a simple description on how to use the app. Examples of the app's usage is also displayed here.

CHAPTER VI   **CONCLUSION AND RECOMMENDATIONS**

The final chapter provides conclusions about the internship process and further input for the application's development.