

LAMPIRAN

Lampiran 1 Kode Program Config Admin

```
<?php
mysql_connect("localhost","root","");
mysql_select_db("lpse");
?>

Lampiran 2 Kode Program Index Admin

<?php include 'header.php';?>
<!-- Main content -->
<div class="content-wrapper">
    <!-- Content area -->
    <div class="content">
        <!-- Dashboard content -->
        <div class="row"><div class="col-lg-12"> <!-- Quick stats boxes --><div class="row"> <div class="col-lg-4"><!-- Members online --><div class="panel bg-teal-400"><div class="panel-body">
            <?php
            $kriteria=mysql_query("select * from petugas"); ?> <h3 class="no-margin"><?php echo
            mysql_num_rows($kriteria) . "
            Petugas"; ?></h3>
                Jumlah Petugas
            </div>
            <div class="container-fluid">
                <div id="members-online"></div> </div>
            </div> <!-- /members online -->
        </div>
        <div class="col-lg-4">
            <!-- Current server load --><div class="panel bg-pink-400"><div class="panel-body"> <?php
            $pengaduan=mysql_query("select * from pengaduan"); ?> <h3 class="no-
```

```
margin"><?php echo
            mysql_num_rows($pengaduan) . "
            Pengaduan"; ?></h3> Jumlah
            Pengaduan </div> <div id="server-load"></div> </div><!-- /current
            server load --> </div><div class="col-lg-4"> <!-- Today's revenue --><div class="panel bg-blue-400"> <div class="panel-body"> <?php
            $pengguna=mysql_query("select * from pelanggan"); ?><h3 class="no-margin"><?php echo
            mysql_num_rows($pengguna) . " User";
            ?></h3>
                Jumlah User
            </div>
            <div id="today-revenue"></div></div>
            <!-- /today's revenue -->
            </div> </div>
        <!-- /quick stats boxes --></div>
        <div class="col-lg-12"> <!-- Daily sales --><div class="panel panel-flat"> <div class="panel-body"><center> 
            <h2>SELAMAT DATANG <br/> APLIKASI
            PENGADUAN GANGGUAN |
            PERMASALAHAN LPSE</h2><br/><br/>
            </center></div></div> <!--
            /daily sales --></div></div><!--
            /dashboard content --> <!-- Footer -->
            <div class="footertextmuted"></div><!--
            /footer --></div><!-- /content area -->
        </div><!-- /main content --><?php
            include 'footer.php'; ?>
```

Lampiran 3 Kode Program Admin

Logout

```
<?phpsession_start();session_destroy();  
header("location:../index.php");?>
```

Lampiran 4 Kode Program

Pelanggan Sisi Admin

```
<?php include 'header.php'; ?>
```

```
<!-- Main content --><div  
class="content-wrapper">  
<!-- Content area -->div  
class="content">
```

```
<!-- Main charts --><div  
class="row"><div class="col-lg-12"><!--  
Traffic sources --><div class="panel  
panel-flat"><div class="panel-  
heading"><h4 class="panel-title">Data  
User</h4><div class="heading-  
elements"></div></div><div  
class="panel-body"><div class="table-  
responsive"><table class="table table-  
bordered table-hover table-  
striped"><thead><tr><th  
width="1%">No</th><th  
width="15%">NOMOR UNIK</th><th  
width="15%">NAMAUSER</th><th>JEN  
ISKELAMIN</th><th>ALAMAT</th><th>  
NOTELEP</th></tr></thead><tbody><?p  
hp$no = 1; $data = mysql_query("select  
*frompelanggan");while($d=mysql_fetc  
h_array($data)){?> <tr><td><?php echo  
$no++; ?></td><td><?php echo  
$d['id_pel'] ?></td><td><?php echo  
$d['nama_pelanggan']?></td><td><?ph  
p echo $d['jenis_kelamin_pelanggan']  
?></td><td><?php echo $d['alamat']  
?></td><td><?php echo $d['telp_seluler'  
]?></td></tr></tbody></table  
></div></div></div></div></div><div  
class="footer text-  
muted"></div></div></div><?php  
include 'footer.php'; ?>
```

Lampiran 5 Kode Program

Pengaduan Admin

```
<?php include 'header.php'; ?>
```

```
<!-- Main content -->  
<div class="content-wrapper">  
  
<!-- Content area -->  
<div class="content">  
  
<!-- Main charts -->  
<div class="row">  
<div class="col-  
lg-12"><!-- Traffic sources --><div  
class="panel panel-flat">  
  
<div class="panel-heading">  
  
<h4 class="panel-title">Data  
Pengaduan</h4><div class="heading-  
elements">  
</div></div><div class="panel-body">  
<div class="table-responsive">  
<table class="table table-  
bordered table-hover table-striped">  
<thead><tr><th width="1%">No</th>  
<th>WAKTU PELAPORAN</th>  
<th>NOMOR UNIK  
PELAPOR</th>  
<th width="15%">NAMA PELAPOR</th>  
<th>TIPE  
PENGADUAN</th>  
<th>KATEGORI  
PENGADUAN</th>  
<th>JENIS PENGADUAN</th>  
<th>URGENSI</th>  
  
<th>NO  
TELEP</th>  
<th>STATUS</th>  
</tr></thead><tbody><?php$no = 1;  
$data = mysql_query("select * from  
pengaduan,pelanggan where  
pengaduan.id_pelanggan=pelanggan.id  
_pelanggan");  
while($d=mysql_fetch_array($data)){?>  
<tr><td><?php echo $no++; ?></td>  
  
<td><?php echo  
$d['waktu_lapor'] ?></td>  
<td><?php echo $d['id_pel']  
?></td><td><?php echo
```

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$d['nama_pelanggan'] ?></td>
                <td><?php echo
$d['tipe_pengaduan'] ?></td>
<td><?php echo
$d['kategori_pengaduan'] ?></td>
<td><?php echo $d['jenis_pengaduan']
?></td>
<td><?php echo
$d['urgensi_pengaduan'] ?></td>
<td><?php echo $d['telp_seluler']
?></td>
<td><?php if($d['status_pengaduan'] ==
"0"){echo "Menunggu konfirmasi";
                }else
if($d['status_pengaduan']=="1"){echo
"Di Terima & Dalam Pengerjaan";}else
if($d['status_pengaduan']=="2"){echo
"Selesai";}?>    </tr><?php?>
</tbody></table></div></div></div></d
iv></div><divclass="footer
textmuted"></div></div></div><?phpin
clude 'footer.php'; ?>

```

Lampiran 6 Kode Program Petugas Sisi Admin

```

<?php include 'header.php'; ?>

<!-- Main content -->

<div class="content-wrapper">
<!-- Content area -->
    <div class="content">
<!-- Main charts -->
        <div class="row">
            <div class="col-
lg-12"><!-- Traffic sources --><div
class="panel panel-flat"><div
class="panel-heading"><h4
class="panel-title">Data
Petugas</h4><div class="heading-
elements"><a
href="petugas_tambah.php" class="btn
btn-sm btn-primary"><i class="icon-
plus22"></i>
TAMBAH</a></div></div><div
class="panel-body">div class="table-
responsive"><table class="table table-

```

```

bordered table-hover table-
striped"><thead><tr>
width="1%">No</th><th
width="15%">NAMA</th>
                <th>JENIS KELAMIN</th>
<th>ALAMAT</th>
<th>NO TELP</th>
<th>EMAIL</th>
<th>USERNAME</th>    <th
width="13%">OPSI</th></tr></thead><
tbody><?php$no = 1; $data =
mysql_query("select * from petugas");
while($d=mysql_fetch_array($data)){?>
<tr><td><?php echo $no++; ?></td>
<td><?php echo $d['nama_petugas']
?></td><td><?php echo
$d['jenis_kelamin_petugas'] ?></td>
<td><?php echo $d['alamat'] ?></td>
<td><?php echo $d['no_telp'] ?></td>
<td><?php echo $d['email'] ?></td>
<td><?php echo
$d['username_petugas'] ?></td>
<td>
<a class="btn border-teal text-teal btn-
flat btn-icon btn-xs"
href="petugas_edit.php?id=<?php echo
$d['id_petugas'];?>"><i class="icon-
wrench3"></i></a><a class="btn
border-danger text-danger btn-flat btn-
icon btn-xs"
href="petugas_hapus.php?id=<?php
echo $d['id_petugas'];?>"><i
class="icon-trash-alt"></i></a>
                </td></tr><?php?> </tbody>
</table></div>
                </div></div></div></div>
<div class="footer text-
muted"></div></div></div>
<?php include 'footer.php'; ?>

```

Lampiran 7 Kode Program Pengaduan Sisi Pelanggan

```

<?php include 'header.php'; ?>
<!-- Main content -->
<div class="content-wrapper">

    <!-- Content area -->

```

```

        <div class="content">
<!-- Dashboard content -->
        <div class="row">
            <div class="col-
lg-12">
<!-- Daily sales --><div class="row">
            <div class="col-md-6 col-md-
offset-3"><div class="panel panel-flat">
<div
class="panel-heading"><center><h6
class="panel-title">LAYANAN
PENGADUAN GANGGUAN |
PERMASALAHAN</h6><small
style="color: red;">* Isilah pengaduan
gangguan dengan sebenarnya.</small>
</center></div>
<div class="panel-body">
<?php if(isset($_GET['pesan']))){
if($_GET['pesan'] == "sukses"){?>
<div class="alert alert-success">TERIMA
KASIH! PENGADUAN ANDA TELAH
MASUK KE SERVER KAMI. DAN AKAN
SEGERA DI PROSES.</div><?php}else
if($_GET['pesan'] == "failed"){?>
<div class="alert alert-danger">MAAF!
NOMOR UNIK ANDA TIDAK DI
TEMUKAN ATAU BELUM
TERDAFTAR.</div><?php}}?>

            <form
action="pengaduan_act.php"
method="post"><label>NOMOR UNIK
* </label><input type="text"
name="id_pel" class="form-control
id_pel" required="required"
placeholder="Nomor Unik anda..">
<br/> <label>TIPE GANGGUAN
* </label><select class="form-control"
name="tipe_gangguan"
required="required"><option
value="">--Pilih--</option><option
value="Gangguan">Gangguan</option>
<optionvalue="Masalah">Masalah</opt
ion> <option value="Permintaan
Pelayanan">Permintaan
Pelayanan</option>
</select><br/><label>KATEGORI
GANGGUAN * </label><select
class="form-control"
name="kategori_gangguan"
required="required"><option
value="">--Pilih--</option><option
value="Teknis">Teknis</option>
<option value="Non Teknis">Non
Teknis</option>
</select><br/> <label>JENIS
KERUSAKAN * </label><select
class="form-control"
name="jenis_kerusakan"
required="required"><option
value="">--Pilih--</option><option
value="Hardware">Hardware</option>
<optionvalue="Software">Software</opt
ion><optionvalue="Prosedur">Prosedu
r</option>
<option value="Lain-lain">Lain-
lain</option>
</select><br/> <label>URGENSI
* </label><select class="form-control"
name="urgensi" required="required">
<option value="">--Pilih--
</option><option
value="Mendesak">Mendesak</option
><option value="Tidak
Mendesak">Tidak Mendesak</option>
</select><br/>
<label>ISI PENGADUAN
* </label><textarea class="form-control"
required="required" style="resize:
none;"
name="isi"></textarea><br/><input
type="submit" name="" value="Kirim"
class="btn btn-primary"></form>
</div></div><!-- /daily sales -->
</div></div><!-- /dashboard content -->
<!-- Footer -->
<div class="footer text-muted">

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```

</div><!-- /footer --></div>
    <!-- /content area -->
</div>
<!-- /main content -->
<?php include 'footer.php'; ?>

<?php
include 'admin/config.php';
$id_pel = $_POST['id_pel'];
// $nama = $_POST['nama'];
// $jk = $_POST['jk'];
// $alamat = $_POST['alamat'];
// $hp = $_POST['hp'];
$tipe_gangguan =
$_POST['tipe_gangguan'];
$kategori_gangguan =
$_POST['kategori_gangguan'];
$jenis_kerusakan =
$_POST['jenis_kerusakan'];
$urgensi = $_POST['urgensi'];
$isi = $_POST['isi'];

$cek = mysql_query("select * from
pelanggan where id_pel='$id_pel'");
if(mysql_num_rows($cek) > 0){

    // mysql_query("insert into
pelanggan
values('$nama','$jk','$alamat','$hp')");
    // $last_id = mysql_insert_id();
    $cd = mysql_fetch_array($cek);
    $id_pelanggan =
$cd['id_pelanggan'];

    date_default_timezone_set("Asia/Bangkok");
    date('Y-m-d H:i:s');
    $waktu = date('Y-m-d H:i:s');
    mysql_query("insert into
pengaduan
values('$id_pelanggan','$tipe_gangguan','$kategori_gangguan','$jenis_kerusakan','$urgensi','$isi','$waktu','0')");
    // status
    // 0 = menunggu konfirmasi
petugas

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// 1 = di terimas dan sedang di
kerjakan
// 2 = selesai

header("location:pengaduan.php?pesan=sukses");
}else{
header("location:pengaduan.php?pesan=failed");
}}>

```

Lampiran 8 Kode Program Pengaduan Edit sisi Petugas

```

<?php include 'header.php'; ?>
<!-- Main content -->
<div class="content-wrapper">
<!-- Content area -->
    <div class="content">
<!-- Main charts --><div class="row">
<div class="col-lg-12"><!-- Traffic
sources -->
<div class="panel panel-flat">
<div class="panel-heading">
<h4 class="panel-title">Update Data
Pengaduan</h4>
<div class="heading-elements">
<a href="pengaduan.php" class="btn
btn-sm btn-primary"><i class="icon-
arrow-left12"></i>
KEMBALI</a></div></div>
<div class="panel-body">
<div class="table-responsive">
<form action="pengaduan_update.php"
method="post">
<?php $id = $_GET['id']; $data =
mysql_query("select * from
pengaduan,pelanggan where
pengaduan.id_pelanggan=pelanggan.id
_pelanggan and
pengaduan.id_pengaduan='$id'");
while($d=mysql_fetch_array($data)){?> <table
class="table"><tr><th>WAKTU
PENGADUAN</th><td><?php echo
$d['waktu_lapor']; ?></td></tr><tr>
<th width="20%">NOMOR UNIK</th>
<td><?php echo $d['id_pel']; ?></td>

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```

</tr><tr><th>NAMA</th>
<td><?php echo $d['nama_pelanggan'];
?></td></tr>
<tr><th>NO TELP</th><td><?php echo
$d['telp_seluler'];
?></td></tr><tr><th>TIPE
PENGADUAN</th>
<td><?php echo
$d['tipe_pengaduan']; ?></td></tr>
<tr><th>KATEGORI PENGADUAN</th>
<td><?php echo
$d['kategori_pengaduan']; ?></td>
</tr> <tr>
<th>JENIS PENGADUAN</th>
<td><?php echo $d['jenis_pengaduan'];
?></td></tr><tr><th>URGENSI
PENGADUAN</th><td><?php echo
$d['urgensi_pengaduan']; ?></td>
</tr>
<tr><th>ISI
PENGADUAN</th><td><?php echo
$d['isi_pengaduan']; ?></td></tr>
<tr><th>STATUS PENGADUAN</th>
<td><input type="hidden" name="id"
value="<?php echo $d['id_pengaduan'];
?>"> <select class="form-control"
name="status">
<option <?php
if($d['status_pengaduan'] == "0"){echo
"selected='selected'";} ?>
value="0">Menunggu</option><option
<?php if($d['status_pengaduan'] ==
"1"){echo "selected='selected'";} ?>
value="1">Di Terima & Dalam
Perbaikan</option><option <?php
if($d['status_pengaduan'] == "3"){echo
"selected='selected'";} ?>
value="2">Selesai</option></select>
</td></tr><tr><th></th><td><input
type="submit" value="Simpan"
class="btn btn-sm btn-
primary"></td></tr> </table><?php }
?></form></div></div></div></div>
</div><div class="footer text-
muted"><!-- &copy; 2015. <a
href="#">Limitless Web App Kit</a> by

```

```

<a href="http://themeforest.net/user/K
opyov" target="_blank">Eugene
Kopyov</a> --
></div></div></div><?php include
'footer.php'; ?>
<?php
include 'config.php';
$id = $_POST['id'];
$status = $_POST['status'];
mysql_query("update pengaduan set
status_pengaduan='$status' where
id_pengaduan='$id'");
header("location:pengaduan.php");
?>

```