

**Universiti Teknologi MARA**

**ICT Complaint Management System for  
Pejabat Daerah dan Tanah Sabak  
Bernam**

**Norwahida binti Nordin**

**Thesis submitted in fulfilment of the requirements  
for  
Bachelor of Information Technology (Hons.)  
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## **STUDENT'S DECLARATION**

I certify that this report and the project to which it refers is the product of my own work and that any idea or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.

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NORWAHIDA BINTI NORDIN  
2014824678

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## **ABSTRACT**

This research aims is to develop the ICT Complaint Management System by applying the Shortest Job First Scheduling technique for ICT Unit in Pejabat Daerah dan Tanah Sabak Bernam. This organization provides the ICT complaint services to all staff in Pejabat Daerah dan Tanah Sabak Bernam that focus on managing all the record of complaint. In previous situations, they have difficulty to manage record of complaint. Hence, the main highlight of this research is to apply the shortest job first scheduling technique in order to solve the problem in distributing the new complaint to technician in charge. As a conclusion, all the objectives of this research are achieved. Based on the function in managing the complaint in the result was satisfying.

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