

Universiti Teknologi MARA

**Development e-Aduan Management System for
Jabatan Pengairan dan Saliran (JPS) Negeri
Kelantan**

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“All praises due to ALLAH S.W.T, Most Gracious and Most Merciful”

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ABSTRACT

The community of Kelantan State currently is making complaint manually by filling the complaint form at the Jabatan Pengairan dan Saliran (JPS) office. They must go to the office to make the complaints. This procedure creates difficulty for them to go to the JPS office in order to make complaints. Besides that, by using this filing system JPS office has a lot of complaint form to be kept as their record in the office. The office is facing problem in keeping the complaint form in the office since it require more space to store all the complaint forms for a long time period. Thus, the aim of this project is to development of e-Aduan Management System to help the community and the management of JPS to solve many complaints that they are received almost every day. The objective for this project is to identify the user requirements developing for e-Aduan web-based system for JPS Negeri Kelantan, to design e-Aduan web-based system by using Web Development Life Cycle (WDLC) method and to develop and evaluate e-Aduan web-based system. For research methodology, e-Aduan Management System is using WDLC methods to develop web-based system. This system can provide an alternative for the Kelantan community to make complaints with effective and efficient ways. For the future works, it is suggested that the system interface should be improved to increase user satisfaction and to gives positive overall appearance. In additions, this system also can be upgrade by putting a notification features. It will make more easily to staff in charge if any new complaint is reported. The staff in charge will 100% ready and can taking action anytime as soon as possible.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

This chapter provides details about the project background of the project that illustrate the existing situation to support the project. Problem statement has been identified to indicate the problem. This chapter also consists about aim, objectives, scope and significance of the project.

1.1 Project Background

According to Mumford (2006), customers rarely complain to the service provider but instead they will tell their friends and their friends tell other friends. This situation will create a pyramid of dissatisfaction. Normally, people used manual form to make complaint for organizations or company.

Jabatan Pengairan dan Saliran (JPS) Negeri Kelantan always gives services to their client charter such as information about flood, drought and complaint. They provide a professional and good quality service in the planning, design and implementation of client requirement. In carrying out these duties, they promise to:

- respond to any client complaint in two working days.
- deliver technical advice and responses in not more than four weeks.
- supply hydrological information in not more that fourteen workings days.