UNIVERSITI TEKNOLOGI MARA

E-COMPLAINT MANAGEMENT SYSTEM FOR KOLEJ TINGKATAN ENAM PUDUJAYA USING USABILITY HEURISTICS

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TABLE OF CONTENTS

CONTENT **PAGE**

SUPERVISOR APPROVAL i
STUDENT DECLARATION ii
ACKNOWLEDGEMENT iii
ABSTRACT iv
TABLE OF CONTENTS v
LIST OF FIGURES viii
LIST OF TABLES ix
LIST OF ABBREVIATIONS x
CHAPTER ONE: INTRODUCTION

CHAPTER 1 1
1.1 Background of Study 1
1.2 Current Business Process 2
1.3 Problem Statement 5
1.4 Objectives 6
1.5 Scope 6
1.6 Significance 8
1.7 Project Framework 10
1.8 Gantt Chart 12
1.9 Conclusion 14
CHAPTER 2 15
2.1 Management Information System 15
2.1.1 Concept and Purpose of MIS 16
2.1.2 Advantages of MIS 17
2.1.3 Types of MIS 17
2.2 E-Complaint Management System 18
2.2.1 Concept and Purpose of E-Complaint Management System 19
2.2.2 Features of the E-Complaint Management System 20
2.3 Usability Heuristics 22
2.3.1 Nielsen Usability Heuristics 24
2.3.2 Advantages of Using Usability Heuristics 25
2.4 System Development Life Cycle (SDLC) 26
2.4.1 Waterfall Model 27

2.4.2 Adapted Waterfall Model 28
2.4.3 Planning 29
2.4.4 Analysis 30
2.4.5 Design 30
2.4.6 Implementation 31
2.4.7 Testing 31
2.4.8 Documentation 32
2.5 Similar Existing System 33
2.5.1 MyGCC 34
2.5.2 UiTM e-Aduan 35
2.5.3 UM Helpdesk 36
2.5.4 Comparison of Similar Existing System 37
2.6 Implication of Literature Review 41
2.7 Conclusion 44
CHAPTER 3 45
METHODOLOGY 45
3.1 Introduction 45
3.2 Project Methodology 46
3.3 System Planning 49
3.3.1 Planning Process 49
3.4 System Development 49
3.4.1 Analysis Phase 50
3.4.2 Design Phase 52
3.4.2.1 Context Diagram 53
3.4.2.2 Data Flow Diagram 54
3.4.2.3 Entity Relationship Diagram 55
3.4.2.4 Use Case Diagram 58
3.4.2.5 User Interface Diagram 59
3.4.3 Development Process 63
3.5 System Testing 65
3.5.1 Testing Process 65
3.5.1.1 Test plan 65
3.5.2 Expert Evaluation 67
3.5.3 User Evaluation 68
3.6 System Documentation 70
3.7 Conclusion 70
CHAPTER 4 72

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ABSTRACT

Complaint handling is an important process in educational institutions to ensure that students' issues and concerns are addressed efficiently and systematically. However, the existing complaint management process at Kolej Tingkatan Enam Pudu Jaya is largely manual, which may lead to delays, poor record management, and limited monitoring of complaint status. This project aims to develop an E-Complaint Management System (E-CMS) to improve the efficiency, transparency, and effectiveness of complaint handling within the institution. The system was designed and developed using a structured system development approach, focusing on key functionalities such as complaint submission, complaint tracking, status updates, and administrative management. To ensure that the system is user-friendly and meets users' needs, usability heuristics were applied as the main evaluation framework during the design and evaluation phases. These heuristics guided the interface design to enhance ease of use, consistency, error prevention, and overall user satisfaction. Usability evaluation was conducted with selected users and experts to assess the effectiveness of the system in supporting complaint management tasks. The evaluation results indicate that the proposed system is easy to use, improves communication between students and administrators, and enables more systematic complaint monitoring and documentation. In conclusion, the developed E-Complaint Management System successfully addresses the limitations of the existing manual process and demonstrates the effectiveness of applying usability heuristics in developing a user-centered information system for educational institutions.