UNIVERSITI TEKNOLOGI MARA

E-COMPLAINT MANAGEMENT SYSTEM FOR SMK TAMAN SEMARAK USING GESTALT PRINCIPLES

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JULY 2026

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ACKNOWLEDGEMENT

Last but not least, my utmost thanks to Allah SWT for being my roadmap through this journey and giving me the strength, determination, and mind to overcome all obstacles and achieve this fares far.

This project would not have been possible without the constant guidance and thoughtfulness of my supervisor who has guided me throughout with astounding expertise. She has very extensive experience and critical feedback, which have enriched and inspired me to excel in my work. In addition, I would like to thank my very famous lecturer for CSP600 and CSP650 whose vast knowledge and encouragement was of significant help in this endeavour.

Very special thanks to my family and close friends for their constant encouragement and endless patience and belief in me. Their encouragement and unwavering faith in me have been pillars of my persistence and perseverance. Since the completion of this endeavour would not have been possible without their affection and support, this accomplishment is equally ours as it is mine.

ABSTRACT

This project is a design, development and testing of the centralized web based e-complaint and maintenance management system which is named as Semarak Voice for SMK Taman Semarak, Nilai. The system was developed to address limitations of the school's existing manual paper-based complaint reporting process, including document loss, lack of transparency, and delayed maintenance responses. The interface design applies four Gestalt Principles of Visual Perception: proximity, Similarity, Continuity, and Closure to improve information organization according to users' needs. The system consists of three main roles: Complainant, Maintenance Staff (Penyelenggara) and Administrators/Principal. The system was developed using Waterfall SDLC with PHP and MySQL, supported by system modelling techniques including Context Diagram, Entity Relationship Diagram, and Use Case Diagram. The usability evaluation using System Usability Scale (SUS) involved 30 respondents and achieved an average score of 82.58, while expert evaluation with three domain experts confirmed the successful implementation of the four Gestalt Principles. As a result, the findings prove that Semarak Voice is a potential solution for the betterment of educational facility management by using the design of interface and developing information systems