

UNIVERSITI TEKNOLOGI MARA

**USABILITY EVALUATION ON
COMPLAINT MANAGEMENT SYSTEM
AT PENANG DEVELOPMENT
CORPORATION**

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ABSTRACT

Complaints are a source of innovation and creativity to bring about systemic improvement in public service delivery. Therefore, Penang Development Corporation will continue to serve as the key focal point between the organization and the people in managing public complaint. Existing system known as Complaint Management System was developed since 2008 for managing the complaint. The objectives of this study are to investigate the current issues with Complaint Management System (CMS), to evaluate usability of Complaint Management System (CMS) and to improve Complaint Management System at Penang Development Corporation (PDC). This study also aims to provide design recommendation to improve the usability of system function in CMS. The evaluation method used in this study is query techniques where an interview was conducted to find out the usability problems in CMS. Results show a number of usability problem encountered by evaluators which can be categorized into three usability attributes of effectiveness, efficiency and satisfaction. From the findings, there are some recommendations given in order to improve and enhance the CMS for better functioning.

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