# DEVELOPING COMPLAINT AND FEEDBACK MANAGEMENT SYSTEM (SISTEM PENGURUSAN ADUAN DAN MAKLUMBALAS)

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# ABSTRACT

The modern rapid advancements in computers, networking, communication and mobility created and increased information access and retrieval. Computers become portable and cheap enough to accommodate and manage high volume of data. The system presented in this paper known as *Sistem Pengurusan Aduan dan Maklumbalas* or (SPAM) is an electronic complaint and feedback initiative to manage the collection of complaints in Universiti Teknologi Mara Kelantan Kampus Kota Bharu (UiTM KKB). SPAM was established at 2009 in October to be a central repository for managing any complaint received by UiTM KKB. SPAM provides easy access and retrieval through intranet and internet. This paper elaborates step by step on the process of developing SPAM and how the system work to achieve and fullfill the management needs. At the end of the discussion, this paper reveal the outputs that produced by SPAM.

# CHAPTER 1

# INTRODUCTION

## 1.0    Introduction

This chapter discusses the current implementation of manual system to manage complaint and the needs for computerized system for managing complaint in order to solve problems happened during manual system. Besides that, it also describes the objectives, significant and as well as the scope of the new system to be developed. At the end of this chapter, it also includes the list of operational definitions that will be used in this report.

## 1.1    Background of the Study

### 1.1.1   The Current Complaint Manual System

Basically the complainant of UiTM Kampus Kota Bharu needs to fill in a complaint form that provides in every kiosk. The sample of the complaint form is provided in the Appendix 1. The complainant needs to wait for a long time to get any respond regarding to their complaint. This is because the responsible staff has to sort all the complaint based on the departments involved. This situation takes long time and not reliable.

In addition, current manual system also had a problem regarding the centralization of complaint. This is because for any complaint form that was filled by the

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