

UNIVERSITI TEKNOLOGI MARA

**DEVELOPMENT OF RESPONSIVE
WEB FOR TNB QUARTERS
COMPLAINTS MANAGEMENT
SYSTEM**

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ABSTRACT

Complaints management is about solving individual complaints and recognizing opportunities to make improvements. Complaint Management System (CMS) is an electronic complaint management system which automates the entire complaint management process reported in an organization. Most current complaint management system is not suitable for mobile phone, as it display many fields in one page which lessen the user. Therefore, this project aims to develop a responsive complaint management system so user able to lodge a complaint on mobile devices or computers without difficulty. This project are targeted for residents and supervisor of TNB Quarters. The supervisor received notification when residents submitted a complaint. Web Development Life Cycle (WDLC) is the methodology used in developing the project because it is the suitable approach to develop web-based system rapidly in a structured manner. For future work, this project can be enhanced by supporting dual language rather than unilingual.

Keywords: Complaint Management System, Responsive web design, Web Development Life Cycle (WDLC), Notification, Facilities

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CHAPTER 1

INTRODUCTION

This chapter provides the background and rationale for the study. Thus, this chapter provides the project background, problem statement, research questions, objectives, scope, and significance of the project.

1.1 Project Background

Complaints management is about solving individual complaints and recognizing opportunities to make improvements. Organizations that deal with public will receive complaints and expect to be responsive to complaints. Complaints management system is compulsory to organizations for their decisions and actions (Ombudsman, 2017).

Complaint Management System (CMS) is an electronic complaint management system which automates the entire complaint management process reported in an organization. It is used to record complaints. According to (thesundaily, 9 April 2015) stated that e-Aduan system in 2009 by the Ipoh City has caused to the growth in the number of complaints made by the public. Based on the table 1.1, Sistem Pengurusan Aduan Awam (SISPAA) website form has the highest number of complaints recorded. This mean complaints are better recorded online and it is the most used platform to lodge a complaint by the public.

Table 1.1 Channel of Complaints Received

**Channel of Complaints Received
From 1 January – 31 October 2017**

No	Channel	Number of Complaints	%
1.	SISPAA Website Form	2,172	47.0
2.	Rakyat Responz	417	9.0
3.	E-mail	399	8.6
4.	Walk-in	562	12.2
5.	Letter & Fax	337	7.3
6.	Stakeholder	245	5.3
7.	Telephone	227	4.9
8.	Proactive Program*	95	2.0
9.	Department Counter Complaints Form	37	1.0
10	MASJA Complaint	27	0.4
11	SMS	17	0.4
12	POS Malaysia	17	0.2
13	Social Network (Facebook, Twitter, Blog)	3	0.1
14	Forward	2	0.1
15	1MOCC	37	1.0
	Total	4,625	100

Source: SISPAA System on 10 November 2017

According to (Subić, Krunić, & Gemović, 2014) due to the rapid development of the IT industry, the web is access from many different devices such as desktop computer with wide range of screen resolution, mobile phones and tablets. They also stated web designers should be mindful about the content of their website is readable and functional on all screen resolutions. Mashable Inc, the-British-American news stated that 2013 is the year of Responsive Web Design (RWD).

The primary idea of RWD is Web on Everything (Karolić, 2013). Web on Everything is many types of devices that can be access the web (Karolić, 2013). RWD is capable to reshape itself based on different screen resolutions (Meltem & Murat, 2013). According to (Karolić, 2013) designing a responsive website requires using a grid-based layout, flexible images and CSS3 media queries.