

Universiti Teknologi MARA

**e-Complaint Facilities System at Institut
Pendidikan Guru Kampus Bahasa
Antarabangsa (IPGKBA)**

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ABSTRACT

The evolution of technology in life has made online-based system become synonymous with the society nowadays. Mobility and the ability in solving required matters with a prompt response have contributed the usage and demand of online-based system. The system can be built by following specifications, information and requirements given by the user. The purpose of this project is to help Institut Pendidikan Guru Kampus Bahasa Antarabangsa (IPGKBA) staff and students in reporting towards any facilities failure occurred across the campus, at anywhere and at anytime convenience to them. The system can be accessed easily and supported by various platform of operating system. EasyPHP, Apache Server and MySQL database have had been used to built the system. Email notification and short messaging service (SMS) were implemented in order to acknowledge the user that campus facilities failure report have been received and an action is taken. Google mail getaway is used to deliver the email as it provides of big data usage while iSMS is used to send a text alert albeit different Telco's. 90% of respondents agreed the systems are user-friendly and easy to be accessed. Thus, the system has been successfully developed and became one-stop-centre of reporting any facilities failure across campus.

TABLE OF CONTENTS

| CONTENTS | PAGE |
|---|-------------|
| SUPERVISOR'S APPROVAL | ii |
| DECLARATION | iii |
| ACKNOWLEDGEMENT | iv |
| ABSTRACT | v |
| TABLE OF CONTENTS | vi |
| LIST OF FIGURES | ix |
| LIST OF TABLES | xi |
| LIST OF ABBREVIATIONS | xii |
| CHAPTER ONE: INTRODUCTION | |
| 1.1 Background of Study | 1 |
| 1.2 Problem Statement | 2 |
| 1.3 Objectives | 3 |
| 1.4 Project Scope | 3 |
| 1.5 Significant of Project | 4 |
| CHAPTER TWO: LITERATURE REVIEW | |
| 2.1 Mobile Application | 5 |
| 2.1.1 Native Apps | 5 |
| 2.1.2 Mobile Web Apps | 6 |
| 2.1.3 Hybrid Apps | 6 |
| 2.2 Software Approach | 7 |
| 2.2.1 Platform of System | 7 |
| 2.2.2 Programming Language | 8 |

CHAPTER 1

INTRODUCTION

1.1 Background of Study

The complaint is one important thing in ensuring the service provided can be done for the sake of improving customer satisfaction in the future. This is one way to keep the image of the organization in that the performance level of excellence. The complaint system can be divided in two methods whether manually or online. However, both methods can be applied only in terms of time, organized, easy to keep track and efficiently is different.

Every organization always wants to make sure the service provided to its employees or public to be satisfactory in achieving the vision and mission of the organization including the government sector. Now, many government organizations have implemented online complaint system to improve the quality of their services. Besides that, through system can ensuring that the service and facilities provided in good condition. Thus, for ensure the system is running smoothly, the security such as capture code are created to prevent spamming and complaint form is received by the technical team through email safely. By comparing several emails from a single mass mailing we confirmed that some details, such as the time, date and venue of hearing and the names of the archives of malicious files varied from email to email. The sender addresses had been generated from a single template in which the scammers simply entered the words from a pre-determined list (S.Tatyana,2014).

However, the complaints system implemented depends on the concept and how the management of an organization. There are various ways and methods that can be used to channel the complaint through the online complaint call center services, e-mail to the service center or filling complaint form via