UNIVERSITI TEKNOLOGI MARA

ENGGANG RESIDENT DIGITAL COMPLAINT SYSTEM USING NIELSON'S USABILITY HEURISTICS

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ABSTRACT

The Enggang Resident Digital Complaint System was developed to address the inefficiencies of manual complaint management in residential communities. The project aimed to identify existing issues, develop a centralized web based complaint management system, and evaluate its functionality and usability. The system was developed using the Adapted Waterfall Model, while Nielsen's Usability Heuristics guided the interface design. System testing, System Usability Scale (SUS) evaluation, and expert evaluation were conducted. The findings indicate that the system effectively supports complaint management and achieved a high usability score. Overall, the system improves complaint handling, transparency, and communication among all users.