

UNIVERSITI TEKNOLOGI MARA

**PNSCARES: THE ANDROID BASED
MOBILE APP TO
MANAGE STUDENT COMPLAINT
FOR POLITEKNIK NILAI,
NEGERI SEMBILAN**

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ABSTRACT

Complaint is a common behavior found in every human. People tend to complain every single thing including the products, services, management even family. Managing the complaint is tough to handle, an efficient response to the complaints from the customer can be an indicator to measure the company's performance. This study is focused on the development of the mobile Apps to manage student complaints for Politeknik Nilai. In Politeknik Nilai, they still using a manual form to make a complaint. Hence, the Mobile App is developed to ease the students and the management. With Mobile App, students can lodge any complaint at any time using the apps. With the camera function provided, the students can capture the damages and send it immediately. The aim of the study is to help the management to organize the complaints feedback more efficiency. This aim is achieved by answering three research objectives, including identifying user requirements, design and develop the artefact and evaluate the artefact. With this mobile Apps, the management can prevent the loss of complaint form and keep track of the records. In addition, this system will send feedback results and notification to students via student mobile phone. This study referred to the ten principles for effective complaint handling by Ombudsman (2017). We only refer eight principles to construct the PNSCares. The methodology used to develop this Mobile App is using the Mobile Application Development Life Cycle (MADLC). The use of the System Usability Scale (SUS) is to measure the User Experience after using the Mobile App. The feedbacks from ten respondents about the PNSCares prototype are good with 72 scores in SUS for perceived usefulness and easy to use factor. Based on the result, the prototype is appropriate for implementation.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

This project aims to develop an effective response to the challenges currently faced by the management in managing the complaints reported by students. This chapter provides the background of the study. It consists of the research background, problem statement, research questions, and research objectives. It also includes the research significance with its predefined scope and limitations. The research project also intends to explore how management and students are working together to deliver this mobile app as of good practice

1.2 Research Background

Nowadays, there are many platforms to lodge complaint has been implemented in many organization either in government or private sector. The most platform used by the organization is web-based system called eAduan. The purpose of eAduan is to ease the user especially the netizen to lodge a complaint or to make enquiry without having to go to the department or agency. Complaint handling as an important part of minimizing user dissatisfaction and increasing user's loyalty throughout the organization (Networks, 2015). The importance of the eAduan is to help the organization to enhance their services towards the user.

Currently, there's no complaint system implemented using the mobile Apps in Malaysian Institution. Most of the current eAduan in Institution are using the web-based system. For example in an Institution like *Universiti Teknologi Mara (UiTM)*, *Universiti Sains Malaysia (USM)*, *Universiti Malaysia Kelantan (UMK)* and *Kolej PolyTech Mara (KPTM)*, they have their own website for students to make a complaint or an enquiry. Figure 1.1 below shows the example of eAduan in the existing website mentioned earlier. Meanwhile, none eAduan for students are provided within the Politeknik Malaysia including Politeknik Nilai. There are 2,400 students currently in Politeknik Nilai as stated by Mr Shuharzi, HEP of Politeknik Nilai during the interview session. If there's no platform for students to report the complaints then it would be the