

Online Damage Complaint Management System for Kolej Kediaman Tun Fatimah

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Abstract

The advancement of digital technology has profoundly impacted how many traditional industries perform their daily functions. This project aims to develop a specialised system to address and rectify instances of general and electrical damage within the Universiti Tun Hussein Onn Malaysia (UTHM) residential facilities. The primary objective is to facilitate and expedite the residential college management's ability to identify and respond to general and electrical damage issues among the students who stay there. The methodology used to develop this project is the agile methodology. It is because agile methodology prioritises cross-functional collaboration and continuous improvement. The expected outcome for this project is that implementing this system will help to make it easier for students to complain about the damage they face. In addition, changing traditional methods to digital methods will make it easier for management to manage data.

1. Introduction

As modern society experiences a heightened concentration of development, technology becomes increasingly prevalent and a crucial necessity for contemporary individuals. In the present era, individuals can effortlessly engage in global communication, information exchange, and collaboration through various internet-based platforms such as websites, e-mail, instant messaging systems, and related technologies. This widespread technological integration significantly influences academic growth and educational development, addressing diverse concerns within the academic environment to foster a socially and practically oriented educational paradigm [1]. The importance of academic development within an educational context lies in supporting socially responsive and practically applicable learning systems. Establishing an effective educational system necessitates addressing challenges, including resolving issues related to the University's complaints management system. This issue is among several challenges that adversely impact the institution's development across multiple measures associated with the educational support system. According to the dictionary, a complaint is a statement that something is unsatisfactory or unacceptable. Presently, the existing procedure for complaint maintenance issues relies on a manual approach, necessitating that students manually complete provided forms and subsequently transmit these forms to the residential college office. Following this, the college office coordinates with technicians to attend to and resolve the reported damage. This conventional approach poses significant challenges for students as they have a tightly packed class schedule and limited office time to handle the influx of physical reports.

This project aims to develop a specialized system to address and rectify instances of general and electrical damage within the Universiti Tun Hussein Onn Malaysia (UTHM) residential facilities. On top of that, to design an online reporting management system for Kolej Kediaman Tun Fatimah using an object-oriented approach and

test the developed system. The online damage complaint system will be developed using web-based information system technology, a specialized platform utilizing internet technology to share information and provide services efficiently. The development process will utilize the Visual Studio Code software as the operating system. Leveraging Visual Studio Code serves various purposes, including as a messaging tool, conducting performance analysis, and enhancing coding efficiency. The solution to overcome these challenges is to implement an online complaint platform. This digital solution holds the promise of substantially streamlining the complaint process, offering students a more convenient and efficient means of registering complaints related to general and electrical damage.

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The following section discusses the related studies, which compare the three systems related to the developed system. Section Three discusses the methodology used in this study, and Section Four focuses on developing the Online Damage Complaint Management System for Kolej Kediaman Tun Fatimah. The results of the Online Damage Complaint Management System development were discussed in Section Five, followed by the conclusion in the last section.

2. Related Work

Complaint management is the information dissemination process that identifies and corrects various causes of customer dissatisfaction [2]. In the context of this project, a comprehensive examination of complaint management has been conducted within the Kolej Kediaman Tun Fatimah setting at University Tun Hussein Onn Malaysia (UTHM). Three existing web-based systems have been examined to obtain more useful information for the proposed system development. The systems studied were e-Aduan Fasilitas, EKolej, and Aduan UKM.

2.1 e-Aduan Fasilitas

The complaint management system implemented at University Technology MARA (UITM) provided a system that offers three distinct login categories: students, staff, and external users [3]. When employees wish to access the system, they are required to input their unique staff identification numbers. In contrast, students are expected to provide their specific student numbers, and external users are prompted to input their identification card numbers for authentication. Once the user has successfully logged into the E-Aduan Fasilitas, they can see their information and have access to make a complaint regarding any damages that occur in the residential college areas at UITM.

2.2 EKolej

The Complaints and College Management System at the Universiti Putra Malaysia (UPM) is referred to as ePengurusan Kolej [4]. For this system, users must provide their UPM_ID and the associated password issued by the university to access this system. If intending to register a complaint regarding damages, users must make an initial selection based on the type of damage, explicitly distinguishing between civil and electrical issues. Subsequently, users are permitted to detail the damage occurring within the residential college premises at UPM.

2.3 Aduan UKM

The complaint management system implemented at Universiti Kebangsaan Malaysia (UKM), referred to as Aduan UKM [5], provides a login function for users to access their system. This system integrates a secure login function to enable users to access the platform. Once successfully logged in, users are directed to a homepage where they can see the feedback regarding the complaint, and they also can choose to create a new complaint. When creating a new complaint, the system provides a structured form that allows them to document any damage or issues concerning the facilities within the UKM campus. The system provides a pre-submission display of user information, ensuring accuracy and accountability before users acknowledge the declaration and submit their complaints.

2.4 Online Damage Complaint Management for Kolej Kediaman Tun Fatimah

The proposed system is an Online Damage Complaint Management system for Kolej Kediaman Tun Fatimah. In the context of this project, a comprehensive examination of complaint management has been conducted within the Kolej Kediaman Tun Fatimah setting at University Tun Hussein Onn Malaysia (UTHM) is designed to serve UTHM residential college staff and students a user-friendly complaint management system. The system's user base comprises UTHM residential staff, Pejabat Pembangunan dan Penyelenggaraan, and students, and it consists

of five core modules: Login and Registration, Notification, Complaint Management, feedback, and Report. Each user is assigned a specific module to ensure the proper utilization of the application.

2.5 Comparison with the Existing System

Table 1 summarises the comparison of 3 existing systems with the proposed system. Three existing systems have been examined to obtain more helpful information for the proposed system development. The comparisons are between modules and features of the proposed system. The systems that have been chosen to be observed are e-Aduan Fasiliti, ePengurusan Kolej and Aduan UKM.

Table 1 System Comparison

Features/System	e-Aduan Fasiliti	ePengurusan Kolej (t)	Aduan UKM	Online Damage Complaint Management for Kolej Kediaman Tun Fatimah
System Type	Web-based	Web-based	Web-based	Web-based
Registration and Login	√	√	√	√
User Profile	X	X	√	√
Complaint Management	√	√	√	√
Notification Module	X	X	X	√
Feedback Module	√	X	√	√
Report Module	X	√	X	√

3. Methodology/Framework

The methodology used to build this project is Agile Methodology. Agile methodology is a project management approach that prioritizes cross-functional collaboration and continuous improvement [6]. The Agile model methodology develops across six core phases, meticulously addressing each aspect of the project's life cycle. These phases include the requirement, design, development, testing, deployment, and review [7]. The Agile model comprises six phases delineated with tasks and outputs, as illustrated in Table 2. Throughout the project's development, each phase is expected to yield specific deliverables, all accomplished within the designated time frames.

Table 2 Software development activities and its task

Phase	Task	Output
Planning	<ul style="list-style-type: none"> Proposed the project. Determine the project schedule, activities and output. 	<ul style="list-style-type: none"> Project Proposal. Develop a Gantt chart. System requirements findings.
Design	<ul style="list-style-type: none"> Design database. Design system module. Choose the appropriate programming language. 	<ul style="list-style-type: none"> Flowcharts, use case and class diagram are produced Database framework is established. System interface is created.

Develop	<ul style="list-style-type: none"> • Develop front-end. • Develop back-end. 	<ul style="list-style-type: none"> • Project developed
Test	<ul style="list-style-type: none"> • Test the final product. • Identify errors and bugs. 	<ul style="list-style-type: none"> • Bug issues and errors solved
Deploy	<ul style="list-style-type: none"> • Ensure application configuration. 	<ul style="list-style-type: none"> • The end-user utilizes the final project. • Obtain feedback from the supervisor and panel.
Review	<ul style="list-style-type: none"> • Conduct feedback forms and collect evaluations. 	<ul style="list-style-type: none"> • Final project is submitted. • Receiving feedback from supervisor and panel.

4. Analysis and Design

System analysis outlines the comprehensive structure and flow of the system, encompassing its functions. Additionally, it helps minimise the difference between the specified system requirements of the application and the actual application. Furthermore, it facilitates the transformation of the proposed system's functionality into a graphical representation, aligning with specific requirements. The system design will be explicated through the application module system, employing an object-oriented programming approach to generate a Use Case diagram, Unified Modelling Language (UML) diagram and user interface designs.

4.1 Use Case Diagram

The use case diagram was created to illustrate the overall functionality and components of the application. The description or module implemented in the suggested system will explain the use case diagram. Figure 1 shows the use case diagram of the proposed system. In the Online Damage Complaint Management System for Kolej Kediaman Tun Fatimah, the actors identified for this system are students, college staff and Pejabat Pembangunan dan Penyenggaraan.

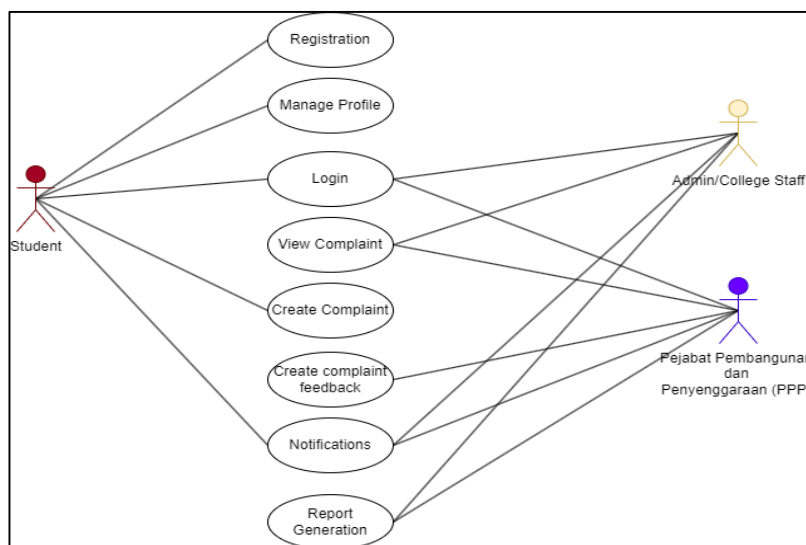


Figure 1 Use Case Diagram for Online Damage Complaint Management System

4.2 Class Diagram

The class diagram is a Unified Modelling Language (UML) diagram used to describe and visualize the classes, attributes, operations, and relationships between system objects. This type of diagram provides a high-level view of the system structure, which allows the developer to clearly understand and know what those classes are to do and what the service offers. The class diagram of the proposed system is shown in Figure 2.

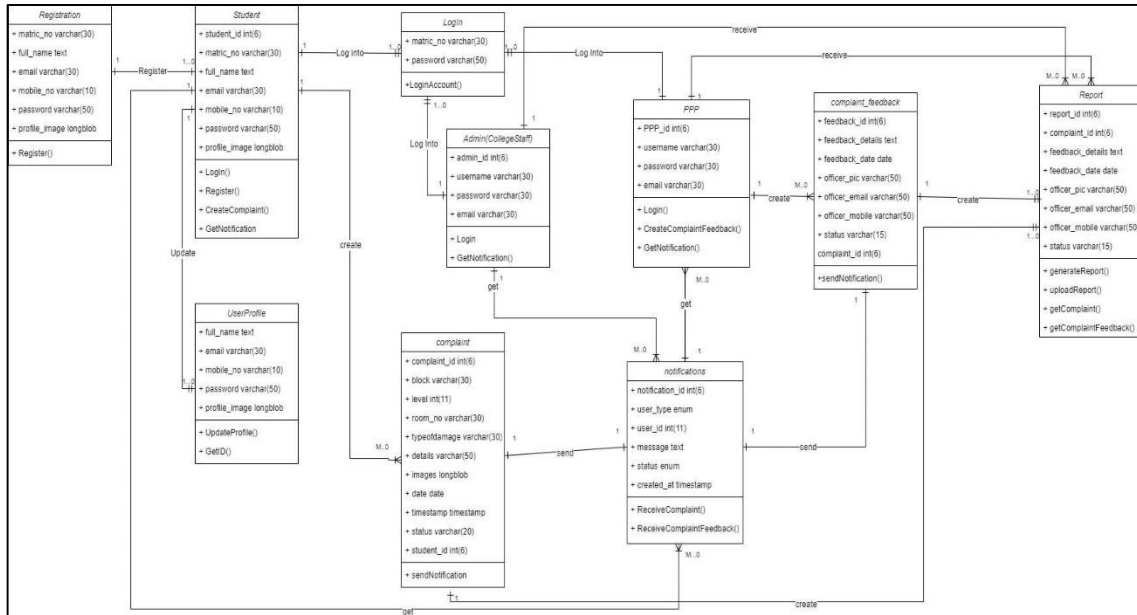


Figure 2 Class Diagram for Online Damage Complaint Management System

4.3 User Interface Design

The user interface design involves creating and constructing the user interface for Kolej Kediaman Tun Fatimah's Online Damage Complaint Management system, emphasizing the development of an appealing and user-friendly interface. Moreover, wireframes are a practical approach to establish the application's initial design before progressing to the interface design. Figures 3 to 6 illustrate the user interface design using wireframes.

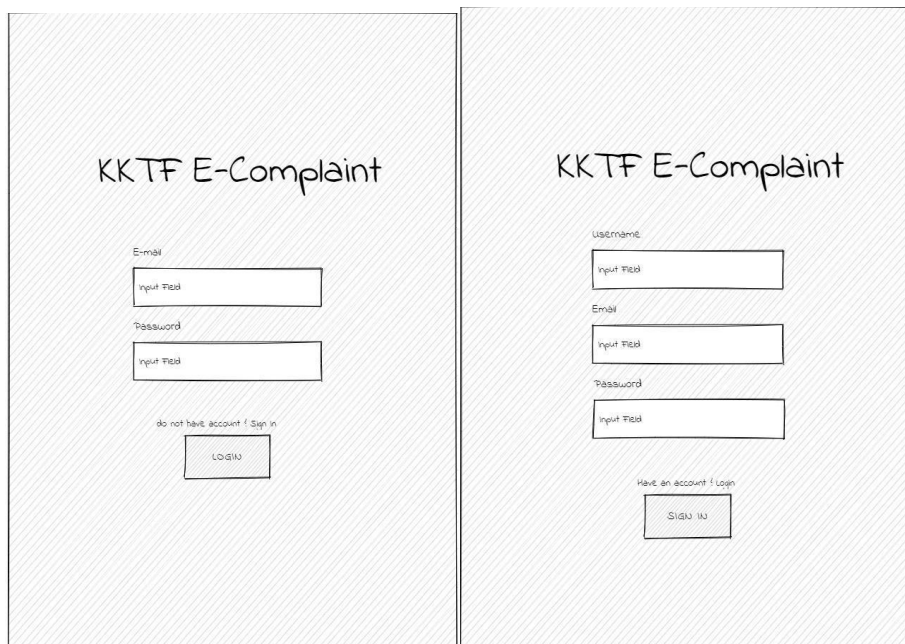


Figure 3 Login and SignUp Interface

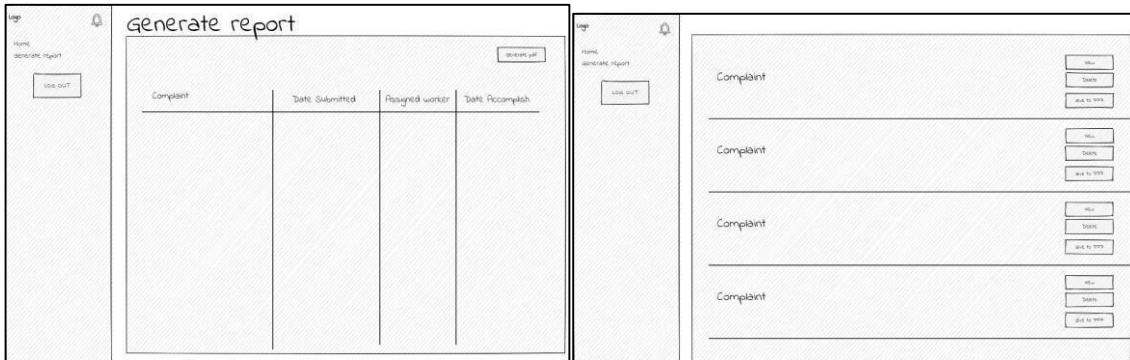


Figure 4 Admin Interface

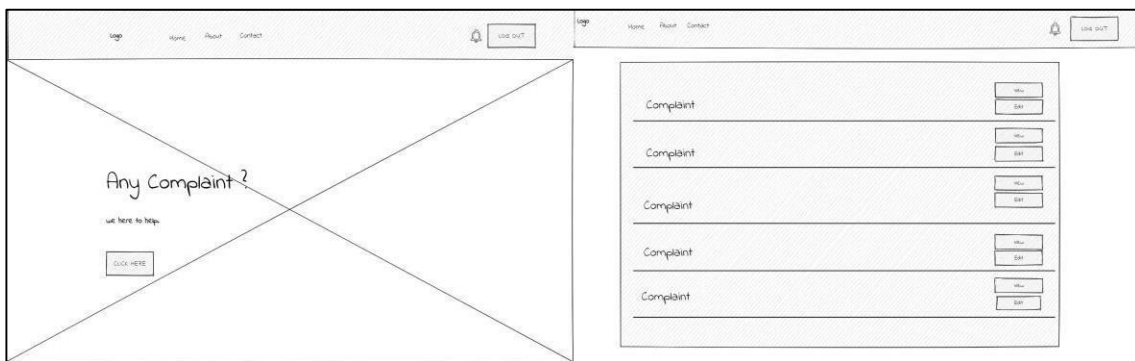


Figure 5 Student Interface

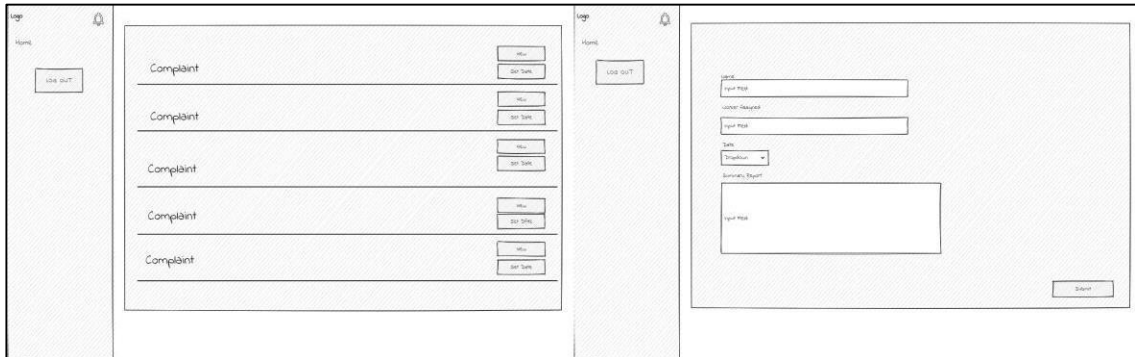


Figure 6 Pejabat Pembangunan dan Penyenggaraan (PPP)

5. Result and Discussion

The results and discussion section will give a detailed presentation of the consistent interface design for every module and system page. Following this, the section will delve into the feedback received from users and the outcomes of system testing, highlighting interactions with users to refine the system's functionality.

5.1 System Implementation

The project focused on developing a dynamic website catering to students, staff of KKTF, and the Pejabat Pembangunan dan Penyenggaraan (PPP). This website, accessible online, served as a platform for users to engage with content and perform tasks. The website's structure, visual presentation, dynamic content handling, and interactive features were implemented using HTML, PHP, CSS, and JavaScript. Specifically, PHP facilitated server-side scripting for dynamic content and database interactions, which is crucial for features like the complaint system, which streamlined complaint submission, tracking, and resolution. Utilising tools like XAMPP for database integration and Visual Studio Code for development, seamless operation and user interaction were ensured, connecting to the database and effectively implementing website functionality and interface.

i. Interface for Students, College Staff and PPP

Figure 7 shows the interface for students after they log in to the system. The homepage is designed for simplicity and ease of use, featuring a streamlined layout with essential elements. At the top, students are greeted with a navigation bar that provides quick access to complaints, notifications, and student details such as profile images and matric numbers. A complaint button on the homepage also allows students to create a complaint.

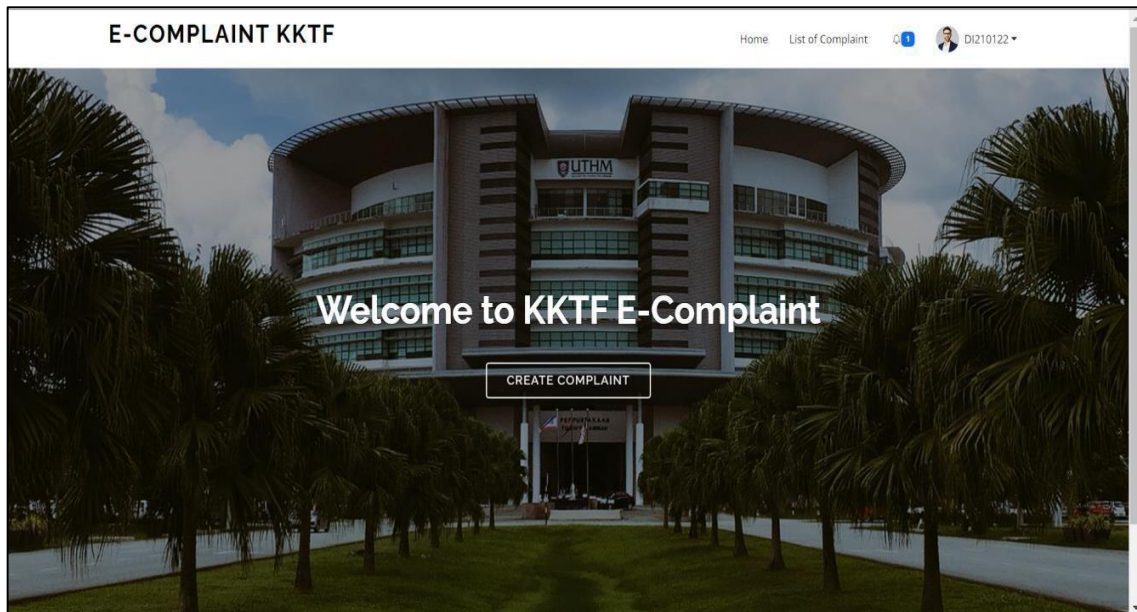


Figure 7 Interface for Student Page

Figure 8 shows the interface for Pejabat Pembangunan dan Penyelenggaraan (PPP), while Figure 9 depicts the interface for college staff after they log in to the system. The homepage for both users displays various student complaints, including completed and in progress and a comprehensive list of complaint statuses. Additionally, there is a sidebar that allows navigation to other pages.

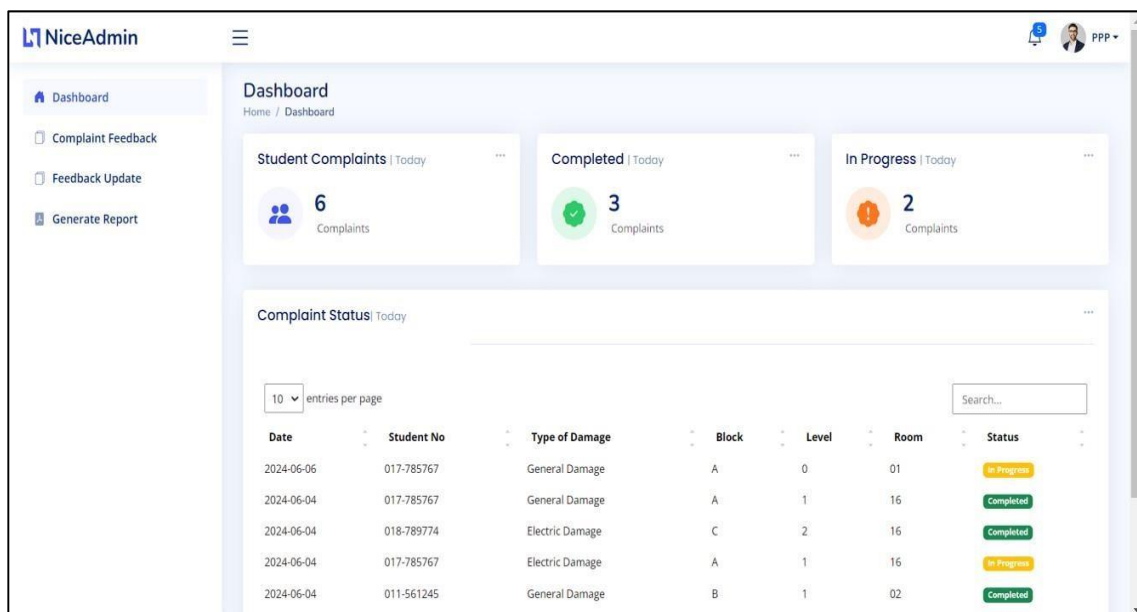


Figure 8 Interface for Pejabat Pembangunan dan Penyelenggaraan

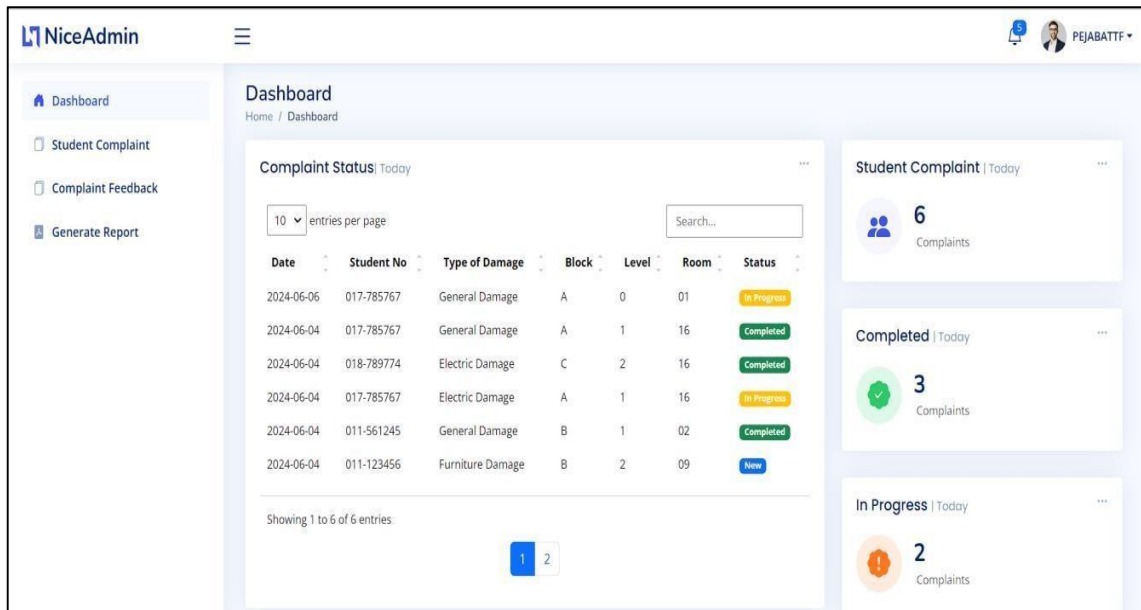


Figure 9 Interface for College Staff

ii. Account Registration and User Login Interface

Figure 10 displays the user login interface, a critical component of the web application's authentication system. Users must provide their ID, matriculation number, and password to verify their identity and access secured content.

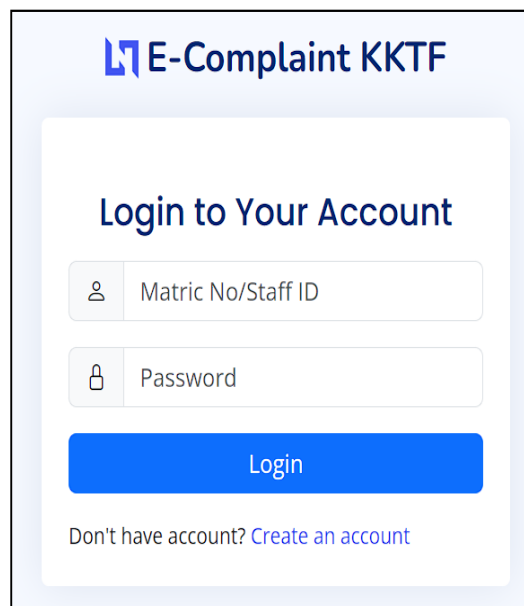
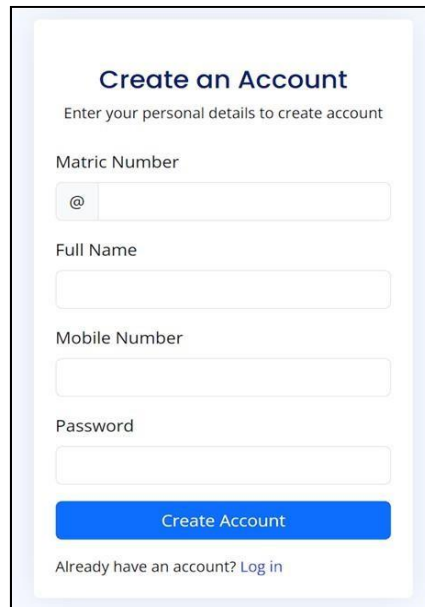


Figure 10 Account Login Interface

Figure 11 shows the interface for user registration on the website. In this process, users are required to enter several pieces of information to complete their registration. Specifically, users need to provide their matric number, full name, phone number, and password.

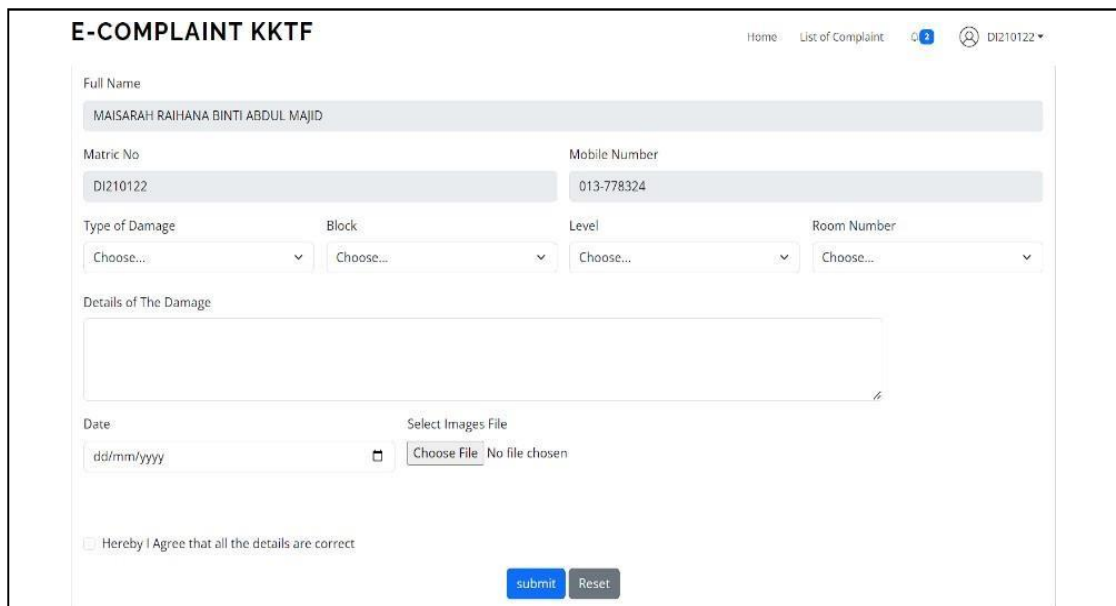


The image shows a 'Create an Account' registration form. At the top, it says 'Create an Account' in bold, followed by the instruction 'Enter your personal details to create account'. Below this are four input fields: 'Matric Number' (with an '@' icon), 'Full Name', 'Mobile Number', and 'Password'. A blue 'Create Account' button is positioned below the password field. At the bottom, there is a link that says 'Already have an account? Log in'.

Figure 11 Student Registration Interface

iii. Complaint Management Module

Figure 12 showcases the student complaint interface, simplifying the process of reporting issues. Students can input various details such as type of damage, location, description, and date of occurrence, and can also upload images for support.



The image displays the 'E-COMPLAINT KKTF' interface. At the top right, there are navigation links for 'Home', 'List of Complaint', and a user profile icon with the name 'DI210122'. The form fields include: 'Full Name' (MAISARAH RAIHANA BINTI ABDUL MAJID), 'Matric No' (DI210122), and 'Mobile Number' (013-778324). There are four dropdown menus for 'Type of Damage', 'Block', 'Level', and 'Room Number', each with 'Choose...' as the selected option. Below these is a large text area for 'Details of The Damage'. At the bottom, there is a 'Date' field (dd/mm/yyyy), a 'Select Images File' section with a 'Choose File' button and 'No file chosen' text, and a checkbox for 'Hereby I Agree that all the details are correct'. 'submit' and 'Reset' buttons are located at the bottom right.

Figure 12 Student Complaint Interface

Figure 13 illustrates the PPP feedback form where users can track repair status, provide contact information, and include additional details if necessary. This form offers flexibility as including repair details is optional.

The screenshot shows a 'Feedback Form' with the following fields and controls:

- Status of Repair:** A dropdown menu with 'Choose...' selected.
- Officer In Charge:** A text input field.
- Email:** A text input field.
- Mobile Number:** A text input field.
- Details of the Repair:** A large text area for 'Comments'.
- Date of Repair:** A date picker showing 'dd/mm/yyyy'.
- Type of Damage:** A dropdown menu with 'Electric Damage' selected.
- Block:** A dropdown menu with 'C' selected.
- Level:** A dropdown menu with '2' selected.
- Room Number:** A dropdown menu with '16' selected.
- Buttons:** 'Submit' (blue) and 'Reset' (grey).

Figure 13 PPP Complaint Feedback Interface

iv. User Profile Module

Figure 14 shows the user profile interface, where users can view their details completely. The interface displays the user's profile image, allowing for easy recognition and personalisation of the account. Users can also see their matriculation number, full name, and phone number, ensuring all essential information is readily accessible. Additionally, users can update their profile easily by clicking on the "edit profile" button.

The screenshot shows a user profile interface with the following elements:

- Profile Image:** A placeholder icon for a user profile.
- Identification:** 'DI210122 Student' displayed below the image.
- Navigation:** 'Overview' (active) and 'Edit Profile' buttons.
- Profile Details:**
 - Matric Number: DI210122
 - Full Name: MAISARAH RAIHANA BINTI ABDUL MAJID
 - Phone: 013-778324

Figure 14 Student User Profile Interface

v. Notification Module

Figure 15 shows the notification interface. The interface shows the list of the complaints that the students have submitted. This function allows administrators or other authorised users to quickly and easily review the complaints submitted by students, monitor their progress, and take necessary actions to resolve the issues.

The screenshot shows a notification card with the following content:

- Notification Count:** A blue badge with the number '5' next to a bell icon.
- Message:** 'You have 5 new notifications'.
- Notification Item:**
 - Icon:** A yellow warning icon.
 - Title:** 'General Damage'.
 - Location:** 'Block A, Room 116'.
 - Date:** '2024-06-04'.

Figure 15 Notification Interface

vi. Report Generate Module

Figure 16 shows the user interface when generating the reports. This interface allows users to view detailed information about the duty officer who resolved the complaint, including the officer's name, contact number, feedback details, and the repair date. The interface also displays additional details such as the block, room number, level, and type of damage related to the complaint. Users can filter the data by status and sort it by date or status before generating the report. Once the report is generated, it provides a comprehensive overview of the complaint resolution process, making it easy for users to review and keep records of all the feedback and actions taken

No	Duty Officer	Officer Number	Details	Date Repair	Block	Level	Room No	Type of Damage	Status
1	Nur Zarina	0137786543	Kerosakan masih dibetulkan	2024-06-06	A	1	16	General Damage	In Progress
2	Encik Mohamad Nasiruddin	0123367856	Sudah dibetulkan	2024-06-05	C	2	16	Electric Damage	Completed
3	Aminah Sofea	0143367821	Kerosakan masih dibetulkan	2024-06-04	A	1	16	Electric Damage	In Progress
4	Nur Zarina	0137786543	Kerosakan sudah dibetulkan	2024-06-04	B	1	02	General Damage	Completed

Figure 16 Generate Report Interface

5.2 System Testing

The testing involves face-to-face interactions with staff from the Fatimah College office, Pejabat Pembangunan dan Penyelenggaraan (PPP), and students. This testing aims to gather and analyse feedback on developing the Online Damaged System for Kolej Kediaman Tun Fatimah.

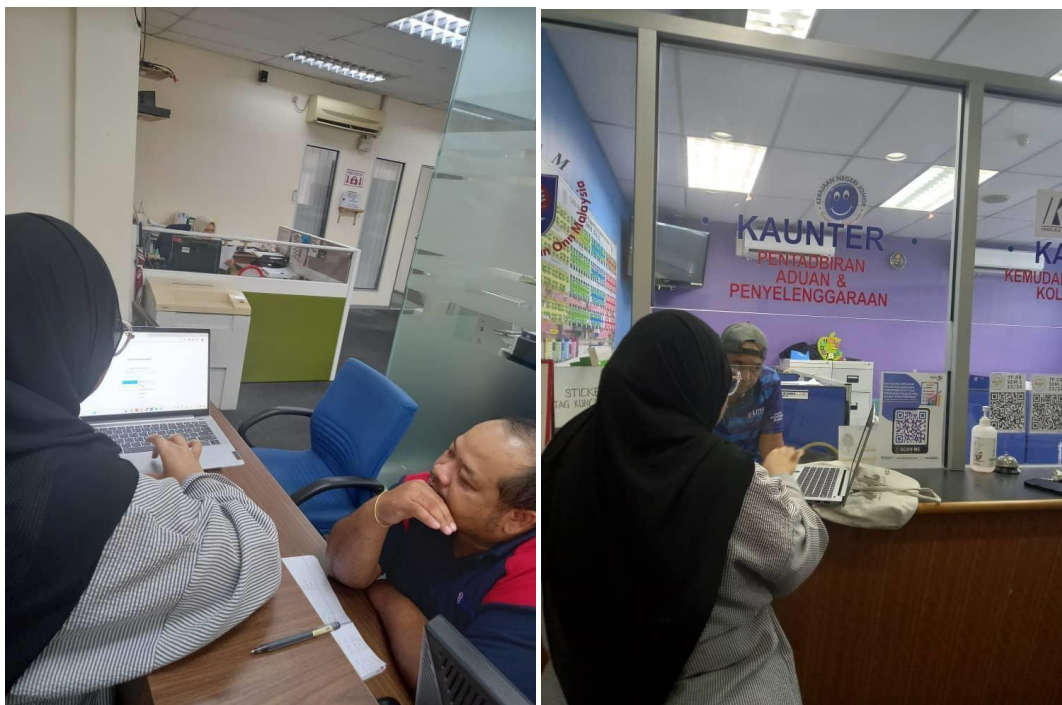


Figure 17 Explanation of how to use the system for Tun Fatimah residential staff and PPP

Figure 18 to Figure 21 show the feedback of the system testing form. There was a total of thirteen respondents at the study site. This feedback form has two parts: Section A (answers on a scale of 1 to 5) and Section B (yes or no answers). Some questions have been submitted to Tun Fatimah College Staff and Pejabat Pembangunan dan Penyelenggaraan (PPP) regarding the Online Damaged System for Kolej Kediaman Tun Fatimah.

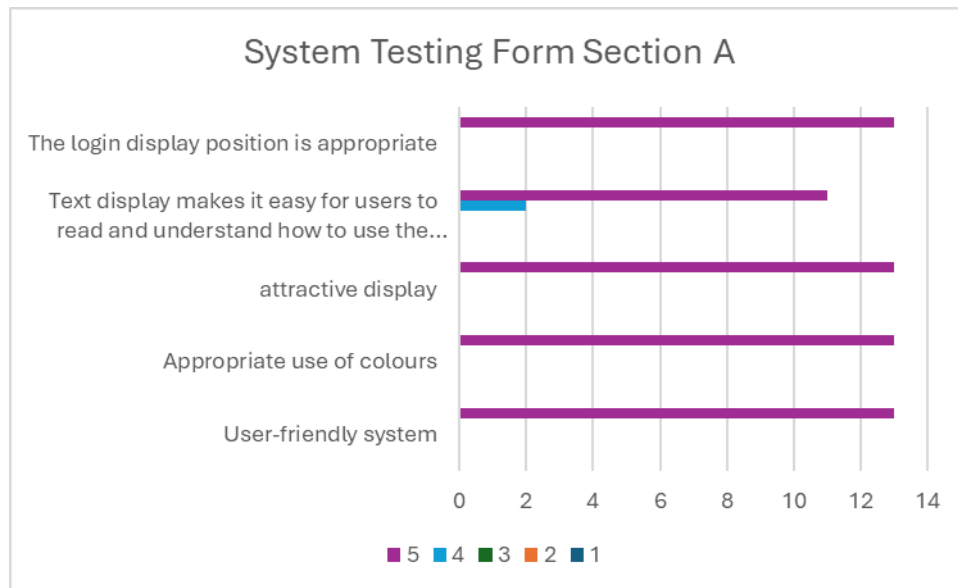


Figure 18 Feedback on the results of testing Section A

Figure 18 shows the feedback for Section A form, with questions regarding the system display and application functions. This response is on a scale of 1 to 5, from unsatisfactory to very good. Based on the diagram, overall feedback received an excellent scale of 5, and only two respondents marked a scale of 4 as good for the suitability of the text display.

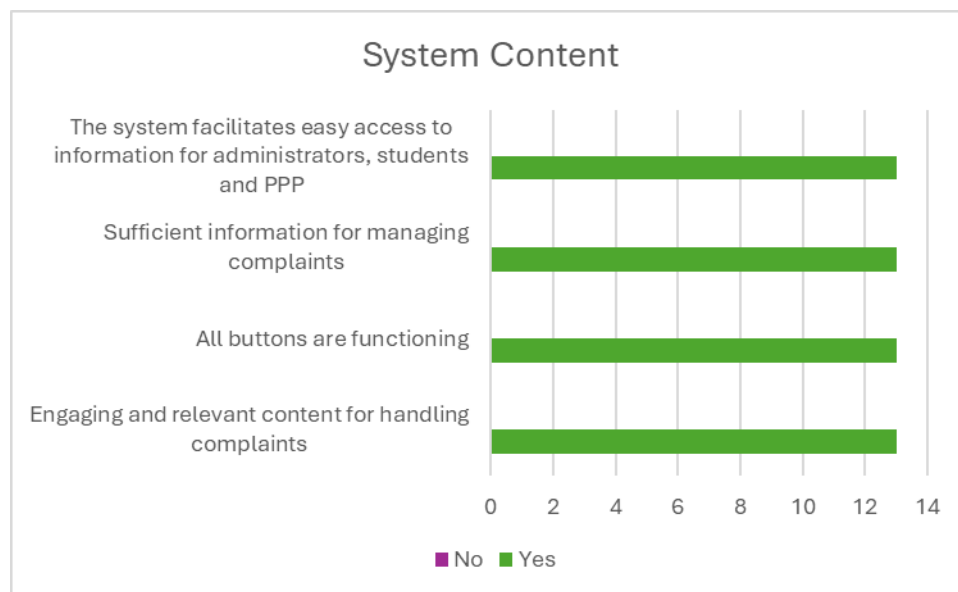


Figure 19 Feedback on the results of testing the content of the system

Figure 19 displays the feedback for the system content section test form in Section B, where questions were asked about the appropriateness of the content and functionality of the application. The answer options for this response are yes or no, where the response is marked directly. Based on the diagram, the overall response received was very good, as all respondents agreed by marking yes that the suitability and functionality of the application were in good condition and appropriate.

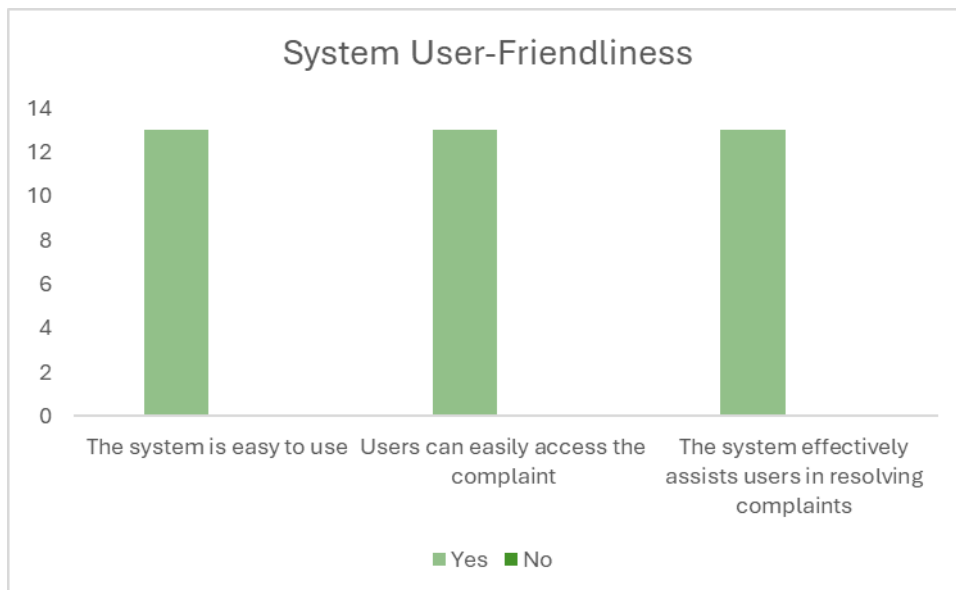


Figure 20 Feedback on the results of System User-Friendliness

Figure 20 above shows the feedback for the user-friendly testing form in Section B of the User Testing Form (UAT), wherein the questions are about the functionality of modules within the application. This feedback is in the form of yes or no, where responses are directly marked. Based on Figure 20, the overall feedback received is excellent, as all respondents agree by marking yes that the developed application is user-friendly.

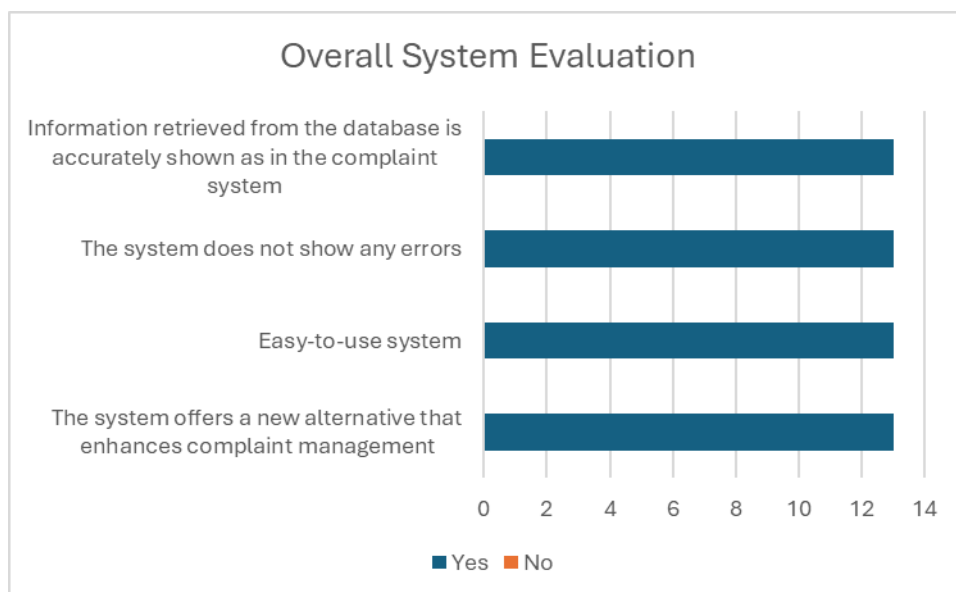


Figure 21 Feedback on the results of the Overall System Evaluation

Figure 21 presents the feedback for the Overall System evaluation for the Online Damage Complaint Management System for Kolej Kediaman Tun Fatimah. According to the figure, all respondents agree that the overall complaint management system is excellent and provides a new alternative for complaint management in Tun Fatimah College.

6. Conclusion

In conclusion, this system can be established as a platform that serves as a user-friendly platform, facilitating students in reporting damages while aiding residential staff and the Office of Development and Maintenance (PPP) in managing and addressing complaint data within the university's residential facilities. On top of that, by digitizing and optimising this system, the project reduces the response time for addressing maintenance concerns, ensuring that necessary repairs and maintenance tasks are swiftly carried out.

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Author Contribution

This journal requires that all authors take public responsibility for the content of the work submitted for review. The contributions of all authors must be described in the following manner:


The authors confirm their contribution to the paper as follows: study conception and design: Nurul Atiqah Binti Dahri, Munirah Binti Mohd Yusof; data collection: Nurul Atiqah Binti Dahri; analysis and interpretation of results: Nurul Atiqah Binti Dahri, Munirah Binti Mohd Yusof; draft manuscript preparation: Nurul Atiqah Binti Dahri, All authors reviewed the results and approved the final version of the manuscript.

The author confirms sole responsibility for the following: study conception and design, data collection, analysis and interpretation of results, and manuscript preparation.

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Appendix A



Universiti Tun Hussein Onn Malaysia, Parit Raja, Batu Pahat Johor.

Title: ONLINE DAMAGE COMPLAINT MANAGEMENT SYSTEM FOR KOLEJ KEDIAMAN TUN FATIMAH

Student Name: NURUL ATIQA BINTI DAHRI
Student Matric No: D1210122

**Note: This System Testing Form is provided to obtain user feedback and understand the capability of the developed system. This form has 2 sections, Section A and Section B. Please answer all questions.

Please tick (✓) the relevant evaluation box.

Section A.

1	Unsatisfactory
2	Satisfactory
3	Fairly Good
4	Good
5	Very Good

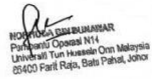
No	Aspect	1	2	3	4	5
1	User-friendly system					✓
2	Appropriate use of colours					✓
3	Attractive display					✓
4	Text display makes it easy for users to read and understand how to use the system					✓
5	The login display position is appropriate					✓

Section B.


Please tick (✓) for yes or no.

No	Question	Evaluation	
		Yes	No
SYSTEM CONTENT			
1	Engaging and relevant content for handling complaints	✓	
2	All buttons are functioning	✓	
3	Sufficient information for managing complaints	✓	
4	The system facilitates easy access to information for administrators, students and PPP	✓	
USER FRIENDLY			
1	The system is easy to use	✓	
2	Users can easily access the complaint	✓	
3	The system effectively assists users in resolving complaints	✓	
TEXTS			
1	The text used is clear and easy to understand	✓	
2	The text used is appropriate	✓	
3	The sentences used are easy to understand.	✓	
4	The text size used is suitable	✓	
GRAPHICS			
1	The background used is suitable	✓	
2	The colours used are appropriate	✓	
3	The interface design is appealing	✓	
OVERALL SYSTEM EVALUATION			
1	The system offers a new alternative that enhances complaint management	✓	
2	Easy-to-use system	✓	
3	The system does not show any errors	✓	
4	Information retrieved from the database is accurately shown as in the complaint system	✓	

Comments / Suggestions :
 ✓ Very Good job!

Signature and Stamp (if applicable):


Date: 6/6/24



Universiti Tun Hussein Onn Malaysia, Parit Raja, Batu Pahat Johor.

Title: ONLINE DAMAGE COMPLAINT MANAGEMENT SYSTEM FOR KOLEJ KEDIAMAN TUN FATIMAH

Student Name: NURUL ATIQA BINTI DAHRI
Student Matric No: DI210122

***Note: This System Testing Form is provided to obtain user feedback and understand the capability of the developed system. This form has 2 sections, Section A and Section B. Please answer all questions.*

Please tick (✓) the relevant evaluation box.

Section A.

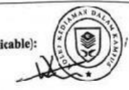
1	Unsatisfactory
2	Satisfactory
3	Fairly Good
4	Good
5	Very Good

No	Aspect	1	2	3	4	5
1	User-friendly system					✓
2	Appropriate use of colours					✓
3	Attractive display					✓
4	Text display makes it easy for users to read and understand how to use the system				✓	
5	The login display position is appropriate					✓


Section B.
Please tick (✓) for yes or no.

No	Question	Evaluation	
		Yes	No
SYSTEM CONTENT			
1	Engaging and relevant content for handling complaints	✓	
2	All buttons are functioning	✓	
3	Sufficient information for managing complaints	✓	
4	The system facilitates easy access to information for administrators, students and PPP	✓	
USER-FRIENDLY			
1	The system is easy to use	✓	
2	Users can easily access the complaint	✓	
3	The system effectively assists users in resolving complaints	✓	
TEXTS			
1	The text used is clear and easy to understand	✓	
2	The text used is appropriate	✓	
3	The sentences used are easy to understand.	✓	
4	The text size used is suitable	✓	
GRAPHICS			
1	The background used is suitable	✓	
2	The colours used are appropriate	✓	
3	The interface design is appealing	✓	
OVERALL SYSTEM EVALUATION			
1	The system offers a new alternative that enhances complaint management	✓	
2	Easy-to-use system	✓	
3	The system does not show any errors	✓	
4	Information retrieved from the database is accurately shown as in the complaint system	✓	

Comments / Suggestions :
System kelihatan Terbayak

Signature and Stamp (if applicable):


Date:



Universiti Tun Hussein Onn Malaysia, Parit Raja, Batu Pahat Johor.

Title: ONLINE DAMAGE COMPLAINT MANAGEMENT SYSTEM FOR KOLEJ KEDIAMAN TUN FATIMAH

Student Name: NURUL ATIQA BINTI DAHRI
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***Note: This System Testing Form is provided to obtain user feedback and understand the capability of the developed system. This form has 2 sections, Section A and Section B. Please answer all questions.*

Please tick (✓) the relevant evaluation box.

Section A.


1	Unsatisfactory
2	Satisfactory
3	Fairly Good
4	Good
5	Very Good

No	Aspect	1	2	3	4	5
1	User-friendly system					✓
2	Appropriate use of colours					✓
3	Attractive display					✓
4	Text display makes it easy for users to read and understand how to use the system				✓	
5	The login display position is appropriate					✓

Section B.
Please tick (✓) for yes or no.

No	Question	Evaluation	
		Yes	No
SYSTEM CONTENT			
1	Engaging and relevant content for handling complaints	✓	
2	All buttons are functioning	✓	
3	Sufficient information for managing complaints	✓	
4	The system facilitates easy access to information for administrators, students and PPP	✓	
USER-FRIENDLY			
1	The system is easy to use	✓	
2	Users can easily access the complaint	✓	
3	The system effectively assists users in resolving complaints	✓	
TEXTS			
1	The text used is clear and easy to understand	✓	
2	The text used is appropriate	✓	
3	The sentences used are easy to understand.	✓	
4	The text size used is suitable	✓	
GRAPHICS			
1	The background used is suitable	✓	
2	The colours used are appropriate	✓	
3	The interface design is appealing	✓	
OVERALL SYSTEM EVALUATION			
1	The system offers a new alternative that enhances complaint management	✓	
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3	The system does not show any errors	✓	
4	Information retrieved from the database is accurately shown as in the complaint system	✓	

Comments / Suggestions :
Good system!

Signature and Stamp (if applicable):


Date:

Figure 22 System Testing Feedback Form