Complaint Management System for Sarawak Rural Area Water Supply Department

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ABSTRACT

This Complaint Management System is developed to manage the complaints received by the Corporate Communication Unit of the Sarawak Rural Area Water Supply Department. This system was developed to solve the current problems faced in managing, retrieving and updating data using the manual method by the Department. Users of the system are the administrative staff and division water engineers. Users are able to add, update and delete complaint records, as well as view information in graphical format such as pie charts and graphs. Rapid Application Development (RAD) was used to develop this system, consisting of four phases: analysing user requirement, develop a prototype, construction and cut over. The feedback received from the Department's staff is positive and showed that the users are satisfied with the system developed.

Keywords: Complaint management system, Rapid Application Development, Sarawak Rural Water Supply Department

INTRODUCTION

The Sarawak Rural Area Water Supply Department, formerly known as Jabatan Kerja Raya Water Supply Authorities was launched on 1st of September 2015 where this department had been operating for the last five years (Sarawak Rural Water Supply Department, 2020). This department is under the purview of the Ministry of Public Utilities. The Permanent Secretary of the Ministry of Public Utilities has assigned as the State Water Authority under the provisions of the Water Ordinance 1994 which allowed the establishment of various Water Supply Authorities under Jabatan Kerja Raya to supply drinkable water. The Corporate Communication Unit is a unit under the Corporate Communications and Digitalization Department at Sarawak Rural Area Water Supply Department (Headquarters). This unit is also known as the Public Relations Unit since the unit is as an intermediary between Sarawak Rural Area Water Supply with their customers. The Corporate Communication Unit receives complaints every day regarding water supply problems via telephone calls from customers all over Sarawak. Every complaint received will be written on paper and then typed into Microsoft Excel.

A report will be generated for each complaint received and the report will be sent to the Division Water Engineer or Assistant Division Water Engineer for further action. Other than that, for yearly report, they have to present statistics for complaints that they received since the beginning of the year. Web-based system is a system that uses web technologies to improve customer service and keep customer data in a centralized location. Managing complaints for different cases and locations is quite difficult due to the manual way of doing this (writing on paper), with no centralized web-based system to manage the workflow. These problems inspired the department to have a new complaint management system which will be more convenient to use. This system allows all complaints data to be keyed in and stored in a web-based system for systematic managing and handling of the complaints. Since the establishment of Sarawak Rural Area Water Supply Department, the Corporate Communication Unit does not have any proper computer-based system for the complaints received. Every complaint received will be recorded manually on a Customer Complaints Form and will be simply converted into Microsoft Excel which is then rearranged according to division. Then, they have to create another Excel to create the yearly report and sort the cases by case category. Problems arise when forms are misplaced and this can affect