



Proposal group project csc 264

introduction web (Universiti Teknologi MARA)



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UNIVERSITI
TEKNOLOGI
MARÀ

Branch Tapah, Perak

COLLEGE OF COMPUTING, INFORMATICS AND MEDIA

INTRODUCTION TO WEB AND MOBILE APPLICATION

(CSC 264)

PROPOSAL REPORT

**PROJECT NAME : DAMAGE COMPLAINT MANAGEMENT
SYSTEM**

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GROUP : A4CDCS1104C

TEAM MEMBERS :

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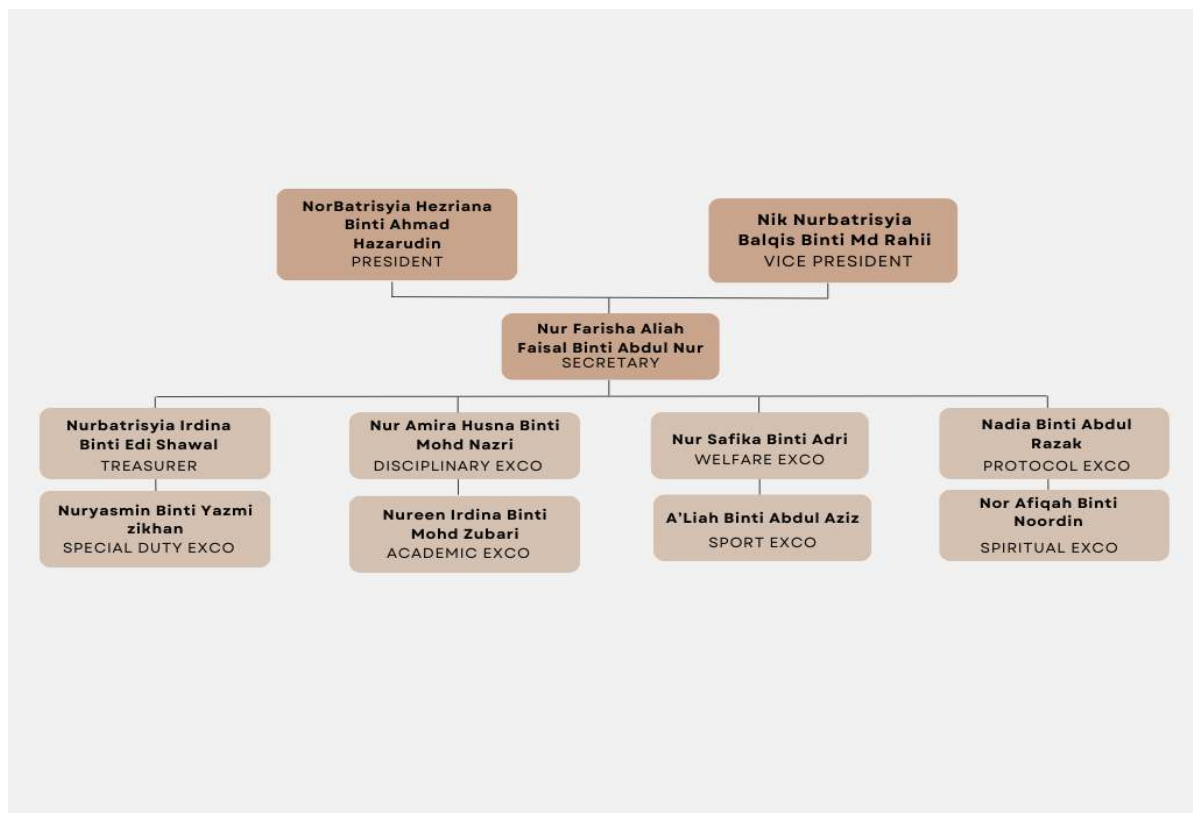
1.0 Company Profile

1.1 Company Background

The first phase of UiTM Tapah Campus has been operating since December 1, 2010. The campus on UiTM Tapah consists of only six buildings which are Administration and Academic office building, Students Residential College, College Administration Office and two units of Student Development Officer's residence and a college named Gamma. On December 26, 2010, 25 students were offered to study at UiTM Tapah for Diploma in Actuarial Science and pre Diploma (Science) for the first intake.

The second phase building was finished on January 18, 2014. The second phase of the UiTM Perak Branch Tapah Campus became fully operational on April 21, 2014, including 2500 housing units and space for 5000 students which are Beta and Alpha. The Administrative Complex, Faculty Block, Library, Students Center, Islamic Center, Cafeteria building, Health Unit, Residential College, and several other state-of-the-art facilities are available to make students study hard. For the second phase, UiTM Tapah, Perak offered seven main programmes to the students such as the Faculty of Computer Science and Mathematics, Faculty of Accounting and Faculty of Applied Science.

1.2 Organization Chart Student Representative Committee



2.0 Project Background

2.1 Introduction of the Website

Our web project of Damage Complaint System Management in college of UiTM Perak Campus Tapah website is to help students to make a complaint about the damage they got from the utilities at their rooms such as fan or lamp not working, locker was damaged and many more. The website we built is to make it easier for students to inform the staff college or students representative committee to let technicians repair or change it immediately. In our website, students and admin must login to the website but if they do not have an account yet, they should register and create a new account to access the website. After they login to the website, students from UiTM Tapah can select what type of damage they want to complain about and write the details about the damage to make an admin understand easily. After that, they just need to click the submit button to send the complaint to the website. Then, the system will accept your complaint if they fill in their details correctly. If students did not fill their details correctly, it will cause the complaint to be not accepted by the admin. Students can view the status of the complaint which has already arrived to the admin or not. Since we build the website, it will help admins to do their job such as manage students' complaints because in our website, admin can insert, update and delete the data of the students. By using websites, problems or damage in students' rooms can be solved quickly.

No	Functional Requirement	User	Functional Requirements
1.	Home screen	All user	<ul style="list-style-type: none">• Welcome screen with UiTM logo and login option for admin and students.
2.	Login and logout	All user	<ul style="list-style-type: none">• Students and admin need to log out of the website after using it.
3.	Sign in page	Students and admin	<ul style="list-style-type: none">• Students or admin need to choose whether they are students or admin before sign in.
4.	Sign up page	Students and admin	<ul style="list-style-type: none">• If students or admin do not have an account they need to sign up first by filling the information.
5.	Register form	Students and admin	<ul style="list-style-type: none">• They need to fill in the OTP code to verify the account.
6.	Report form	Students	<ul style="list-style-type: none">• Students' information is displayed and there are buttons for logout,

			history of the report, new report and report status button.
7.	Report Information form	Students	<ul style="list-style-type: none"> Students need to fill in all the information correctly and submit the report.
8.	Report status form	Students	<ul style="list-style-type: none"> Students will know the status of their report on this page.
9.	Personal Information	Staffs	<ul style="list-style-type: none"> Admins' information is displayed and there are buttons for logout, history of the report, new report and report status button
10.	Report lists	Staffs	<ul style="list-style-type: none"> Admins will see the lists of the report after update the information
11.	Update report page	Staffs	<ul style="list-style-type: none"> Admins will update the report in the system.
12.	Technician lists	Staffs	<ul style="list-style-type: none"> Admins will update the technician name who will be on duty.

2.2 Problem Statement

The current system has unorganised damage complaints and manual reporting in which students need to make a report about a damage in a Whatsapp application. This kind of method leads to delays in identifying issues. For example, some of the reports that students assign will get ignored by the JPK (Student Representative Committee) because they might not notice the report that students send in a group chat. To solve this, we create a system that will arrange the complaint that is sent to JPK properly.

The current system did not save the previous report that makes it harder to make sure that the report has been solved or not. Additionally, it is cumbersome for technicians to solve the same type of problem. For instance, technicians need to fix the toilet light twice per day at a different time because JPK did not realise the same problem that had been submitted. As a solution, we provide a system where students can choose the type of damage that they got so it will be easier for the admin to put the same type of damage to be solved at once.

The current system also does not provide the status of technician that has solved the problem, making it harder for students to know whether the damage has been fixed or not. For example, a technician has solved the problem of damage without notifying the students and making them wait for it to be solved without knowing the damage has been fixed. As a solution, we provide a system where the admin can update the status of problem solving and

students can check it anytime so it will be more organised as students do not have to call the JPK to ask about the progress of their report.

2.3 Objectives


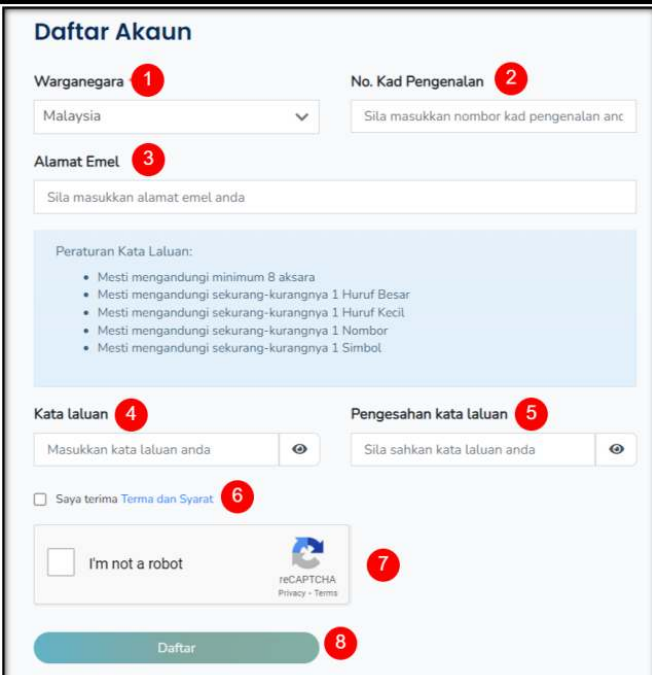
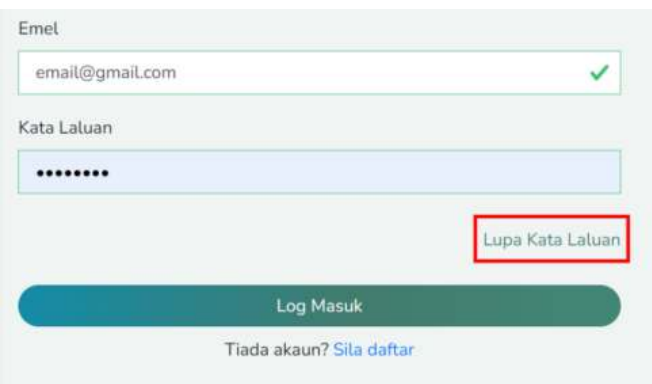
- To ensure all the damage problems get solved as soon as possible.
- To create a welcoming atmosphere where students can report a problem and their complaints will be addressed promptly.
- To make sure that each complaint is properly recorded with information about the location, type of damage, date reported and status of problem solving.

2.4 The Impact of the Website to The Targeted Audience

There are a lot of impacts that students and admin can get if there is a website that can make the complaint of damage in the college. One of the impacts of the website to the students is it will make their complaint process easier. Traditionally, students need to make a list in the whatsapp or telegram group of their college to make a complaint and it will be hard for them to know the response of the staff whether they can repair the damage immediately or not. By using the website which has been created, students can make a complaint without any trouble and students' information will be stored neatly in the system.

For the admin, the website can help them to manage all the data about the students who make the complaint. Websites enable the admin to collect, analyse, update, and delete the data of the students that do not fill up the requirements. Admins such as the student representative committee can sort the data base on the damage and they can determine when the technician can come to the rooms to check the damage and change or repair it. Admin also can delete the name of the students that has been settled and repair the damage.

3.0 Study of Related Application or System with Damage Complaint Management System

Interface	Explanation
	<p>Homepage</p> <ul style="list-style-type: none"> • Straightforward and simple navigation bar • Login button is not that visible as it is outshone by the captivating background
	<p>Sign up page</p> <ul style="list-style-type: none"> • Clear flow to direct the users to fill up their information quickly and easily • Giving the users heads up of the password requirements to allow the users to have a sense of security
	<p>Sign in page</p> <ul style="list-style-type: none"> • Users need to fill in their registered email and password to login • If the users forgot the password, they reset their password • There is an sign up link if the user have not yet registered

Complaint form page

- Users may feel overstimulated as they were too much going on one page
- Users may feel burdened to fill up the complaint form because of the crowded and messy interface

Bilangan Aduan

2 Aduan Baru

2 Aduan Selesai

Borang Aduan

Kata Kunci: ✕ Tapis Status Semua Paparan 1 hingga 4 daripada 4 rekod

Bk	Kod Rujukan	Tarikh Aduan Diterima	Waktu Aduan Diterima	Punca Penerimaan	Tajuk Aduan	Jenis Aduan	Negeri Dirujuk	Tahap Kerosakan Pengadu	Status
1	JAWAM-2023-00392	14/09/2023	02:23:52 PM	KENDERAAN MOTOR	PENCENARAN UDARA	ASAP KENDERAAN	Pahang		Baru
2	JAWAM-2023-00393	03/08/2023	01:57:48 PM	INDIVIDU ATAU SEKUMPULAN	PENCENARAN	KUMBAHAN	Johor		Baru

Check the status of the complaint page

- Users can check the status of their complaint
- This page provided the required information for the users

BORANG ADUAN AWAM

MAKLUMAT ADUAN

MAKLUM BALAS IAS

Tahap Kerosakan Pengadu

MAKLUM BALAS PENGADU

5. Selepas

Feedback page

- After they have completed the actions for the complaints, users need to give their feedback

4.0 System Analysis and Design

1. User Registration and Profile Creation:

- The flow begins with users accessing the platform and registering for an account. They provide basic information such as name, email address, and password to create their account.

2. Report Damage:

- The user logs into the system through a web interface and initiates a new damage complaint. Then they provide details about the damage, including description, and any relevant photos or documentation.

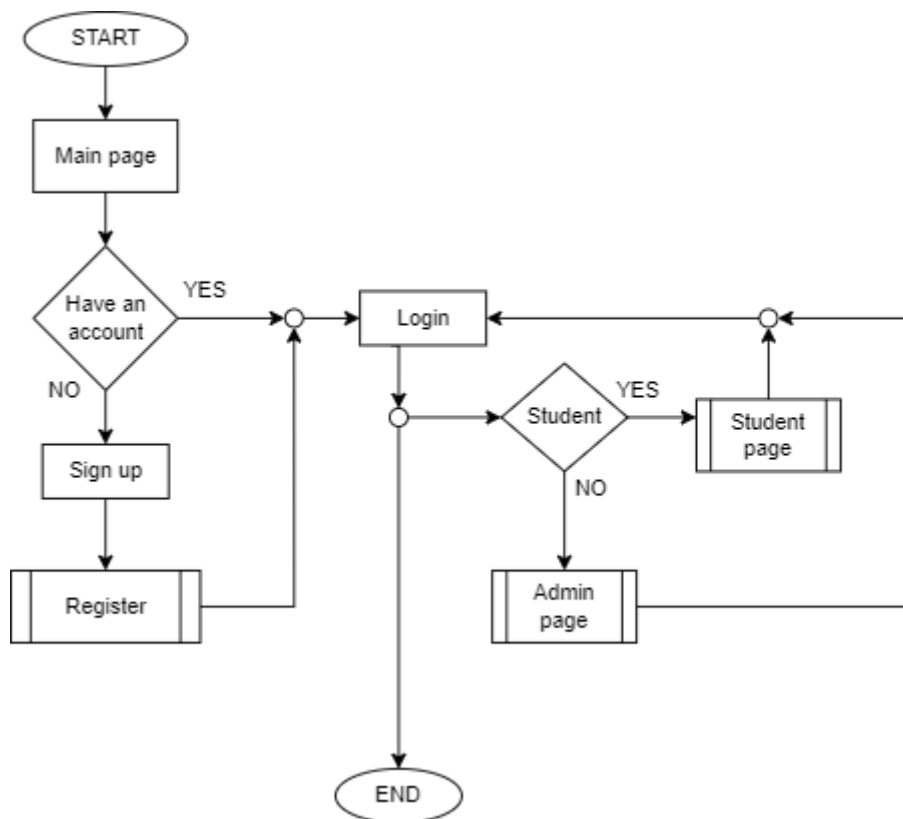
3. Notification and Assignment:

- The complaint will be delivered to the administrator to assign the complaint to a specific individual or team responsible for investigating and resolving the issue.
- The system tracks the progress of the repairs, including scheduling, completion status, and any issues or delays encountered during the process.

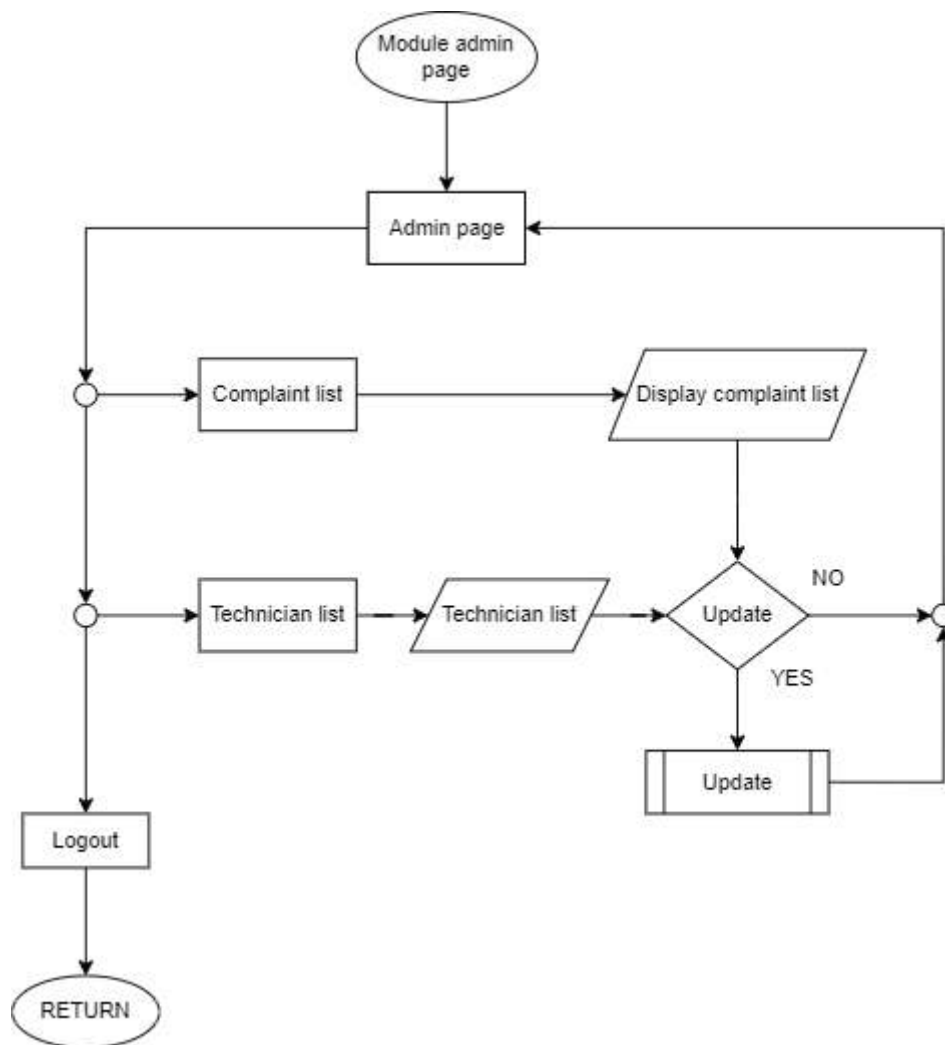
4. Verification and Closure:

- After the repairs are completed, the assigned team verifies that the damage has been adequately addressed and the property or asset has been restored to its pre-damage condition. Then, the administrator updates the status of the damage complaint to 'completed' and proceeds to the next step.

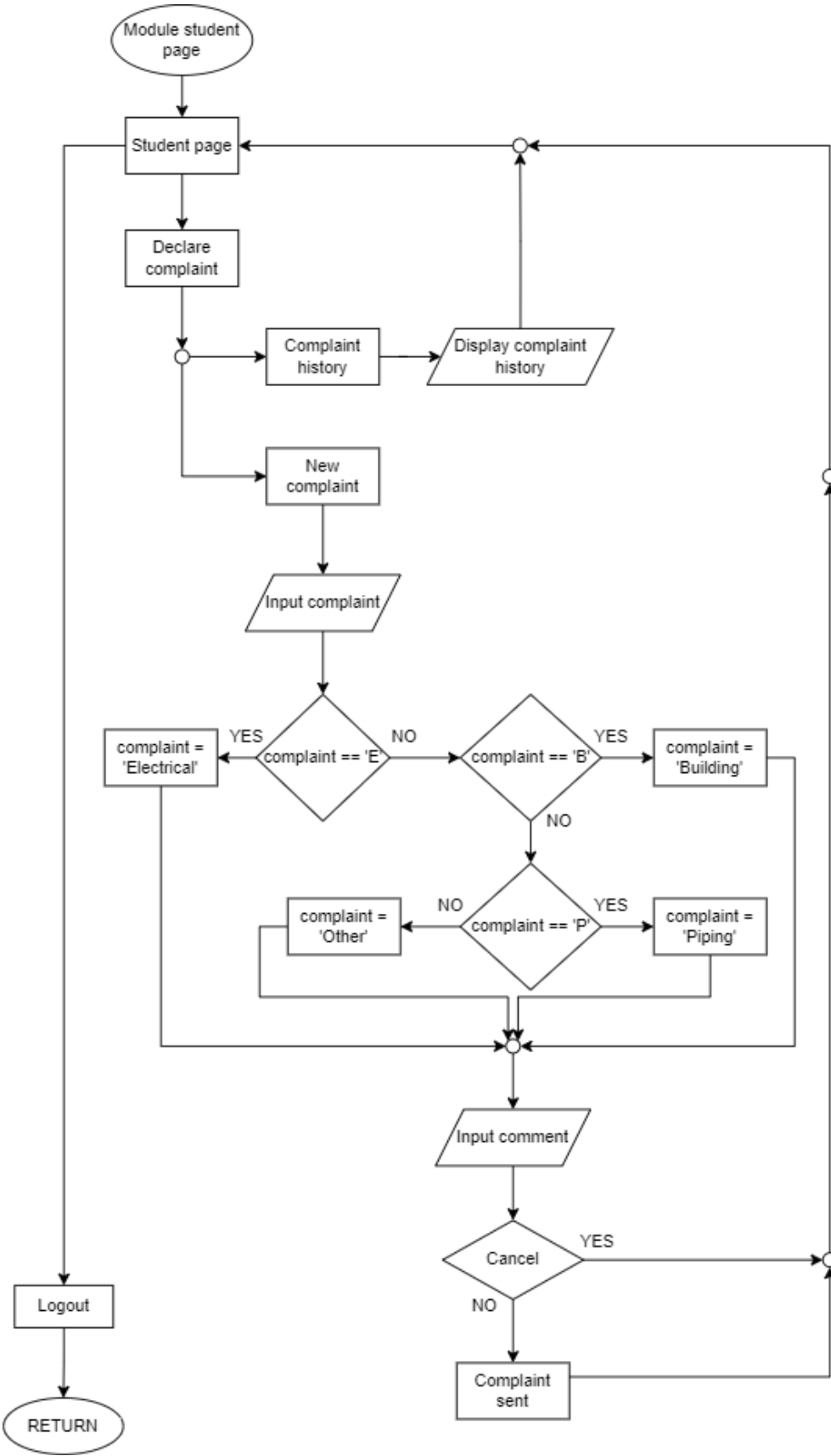
Home Page Module



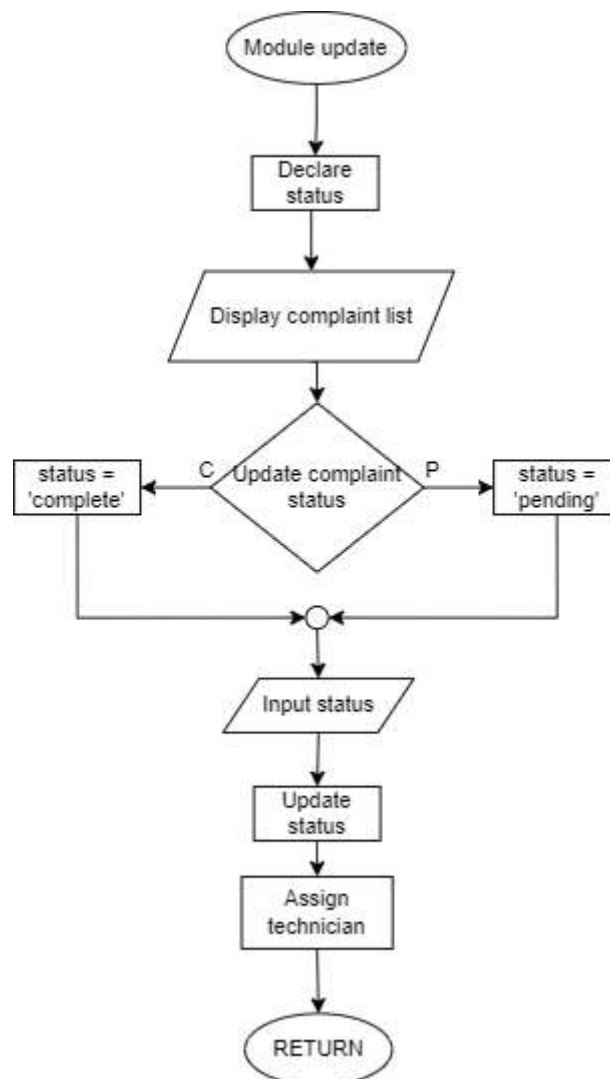
Admin Module



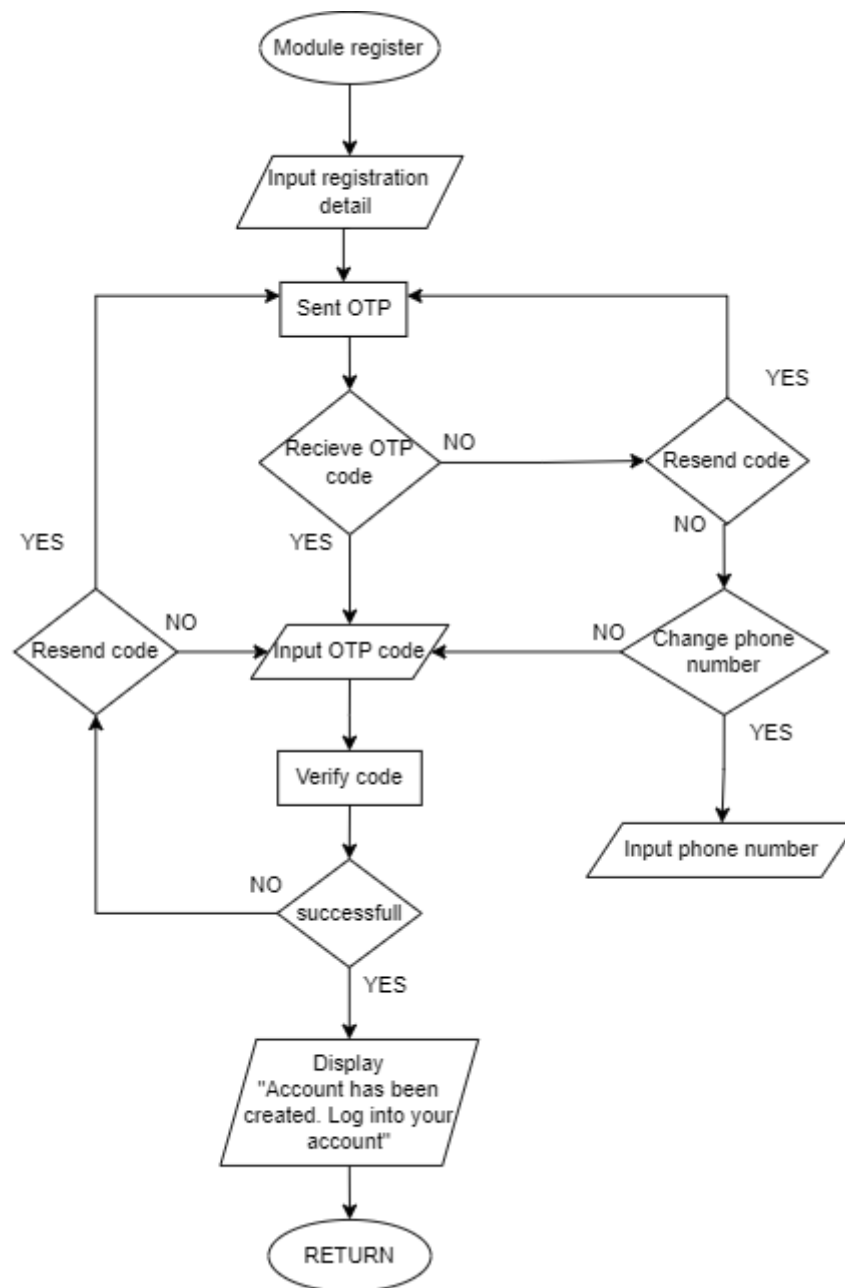
Student Module



Update Module

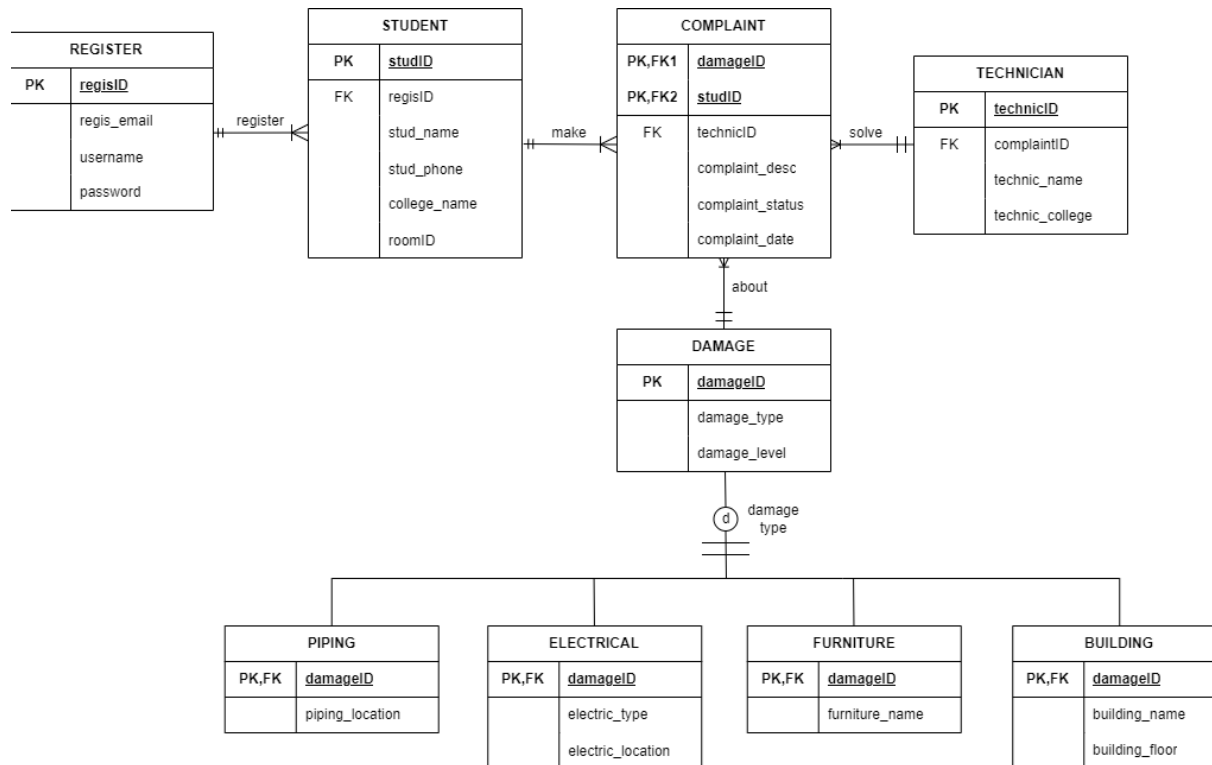


Register Module

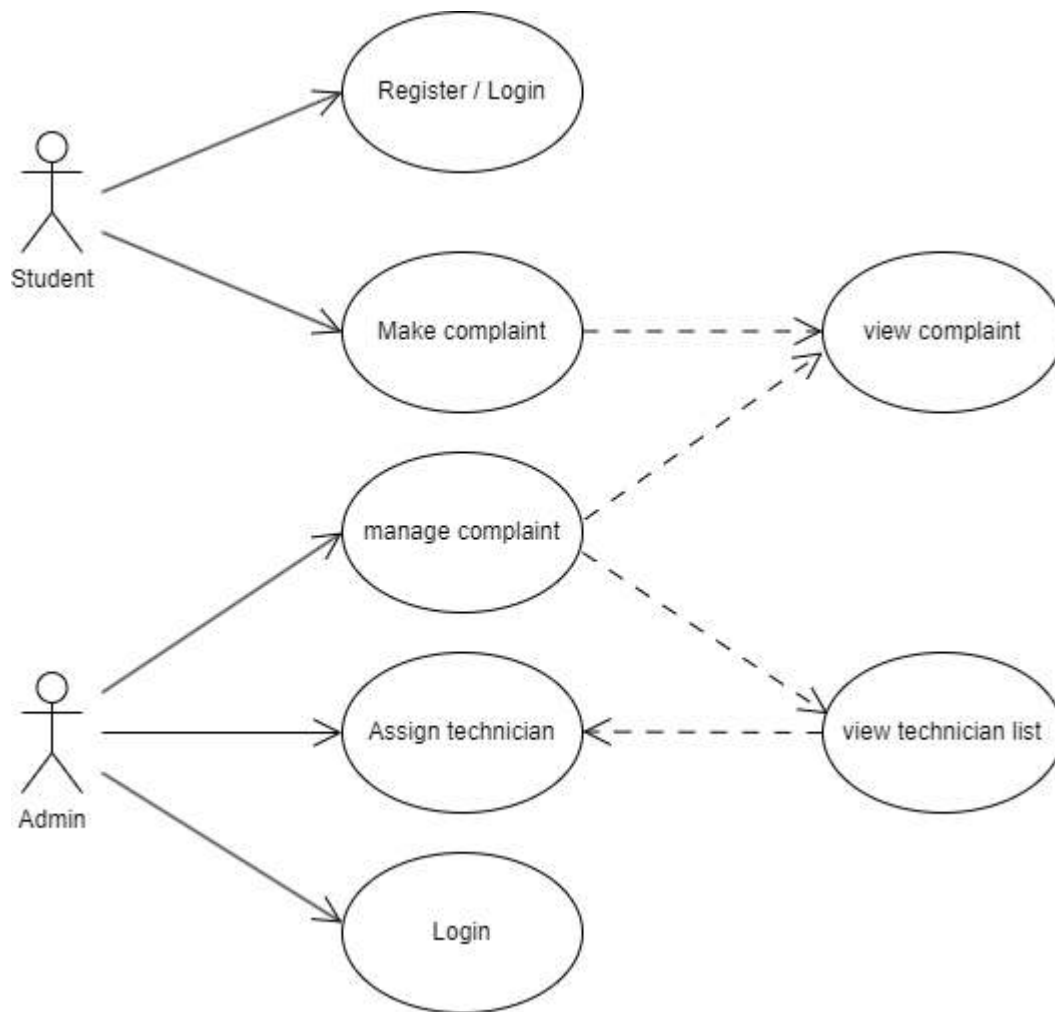


5.0 Database Design

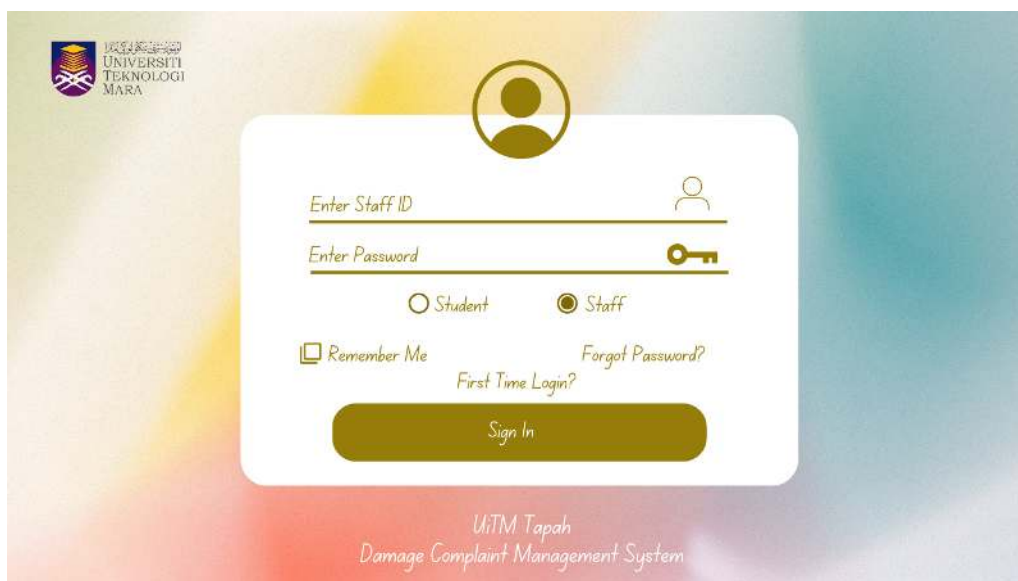
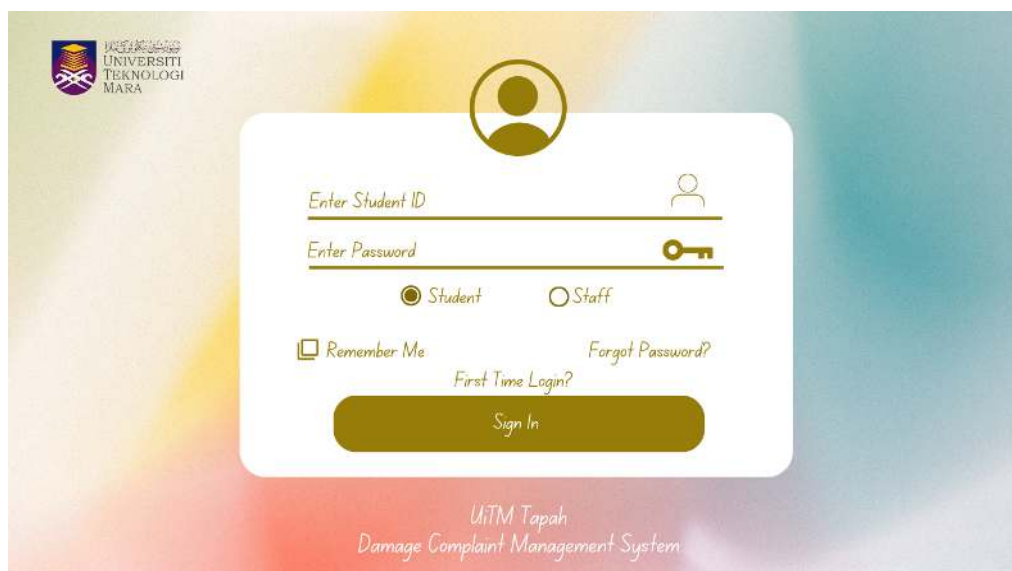
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UML Diagram



6.0 Proposed Interface Design





Register Form



+ Select Image

Enter Username

Enter Student ID


Enter Password

Verify Password

Contact No :

User Type : ☒ Student ☐ Staff

Sign Up




Register Form

**We have sent OTP code to your phone via SMS.
Do not share it with others.*

Insert OTP:

[Resend Code](#)
[Change Contact Number](#)

Confirm



Account has been created! Log into your account!

Close

Back



User Type : ☒ Student ☐ Staff

Personal Information

Name : Eg : Ahmad Dokycom Bin Abu

Student Id : Eg : 2022458576

Campus : Eg : UiTM Tapah

Faculty : Eg : KPPIM

UiTM Email : Eg : 2022458576@student.uitm.edu.my

Contact No : Eg : 0123456789

Log Out

History

New Report

Report Status



Report No : Eg : 24175698

Date : Eg : 29th April 2021

Report Information

College : ▼

Details :

Room No :

Category : ▼

Damage Level : ▼

Attachments :

Remove Attachments

Reset

Submit



Your Report Has Been Submitted!
Thank You For Reporting!

Close

Back



Report No : Eg : 24175698

Date : Eg : 5th May 2021

Report Status

Assigned Technician : Eg : En. Muhd Mingyu Bin Samad

Name : Eg : Ahmad Dokyeom Bin Abu

Details : Eg : Report Details

Student Id : Eg : 2022458576

College : Eg : Gamma Room No : Eg : B0123

Contact No : Eg : 0123456789

Category : Eg : Furniture

Date : Eg : 29th April 2021

Close

Confirm



User Type : ☐ Student ☒ Staff

Personal Information

Name : Eg : Xu Minghao

Staff Id : Eg : 4578596547

Campus : Eg : UiTM Tapah

College : Eg : Gamma

UiTM Email : Eg : 4578596547@staff.uitmedumy

Contact No : Eg : 0123456789

Log Out

History

Technician List

Report List



Date : Eg : 5th May 2021

Report List

Bil.	Name	College	Contact No.	Status	Details
1	Eg : Ahmad Dokyeom Bin Abu	Eg : Gamma	Eg : 0123456789	Assigned	Check Report
2	Eg : Mark Sufian Bin Lucas	Eg : Alpha	Eg : 0123456789	Pending	Check Report
3	Eg : Siti Nur Ryujin Binti Syafiq	Eg : Beta	Eg : 0123456789	Complete	Check Report



Report No : Eg : 24175698

Date : Eg : 5th May 2021

Update Report

Assigned Technician :

Name : Eg : Ahmad Dokyoom Bin Abu

Details :

Student Id : Eg : 2022458576

College : Eg : Gamma Room No : Eg : B0123

Contact No : Eg : 0123456789

Category : Eg : Furniture

Date : Eg : 29th April 2021



Date : Eg : 5th May 2021

Technician List

Bil	Name	College	Contact No.	Report ID	Details
1	Eg : En. Muhd Mingyu Bin Samad	Eg : Gamma	Eg : 0123456789	Eg : 24175698	<input type="button" value="Schedule"/>
2	Eg : En. Mohd. Seungcheol Abd Azim	Eg : Beta	Eg : 0123456789	Eg : 24175696	<input type="button" value="Schedule"/>
3	Eg : En. Ahmad Jungkook Bin Aziz	Eg : Alpha	Eg : 0123456789	Eg : 24175648	<input type="button" value="Schedule"/>



Your account has been logout.
Thank you for using our service!
Please kindly wait until we process your report

7.0 Project Schedule

ITEM	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13
Prepare Project Proposal													
Design Web App Storyboard													
Develop the Web App													
Testing and Finalize Project													

8.0 References

- “Gerbang Aduan Kepenggunaan Dan Integriti KPDN” (2024).
<https://eaduan.kpdn.gov.my/>
- “Laman Utama - Portal Sistem e-Aduan Jabatan Alam Sekitar Malaysia” (2023).
<https://eaduan.doe.gov.my/>