CHAPTER 4
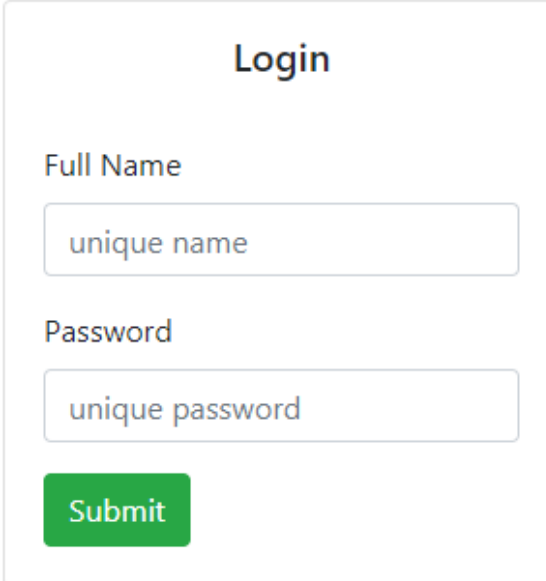# TEST AND RESULT OF THE SYSTEM

4.1. Experimental Results

The system has two types of user such as normal user and administrator user. Only administrator has right to view customer satisfaction rating results of departments. The normal user has to give rating.

If the user is the normal user, the system then keeps rating data from user input. The user can choose rating satisfaction level before sending rating.

If the user is administrator user, the user can view progress average ratings of overall departments and each one. And then can download report of rating results.

Figure 4.1. Admin Login

Fig 4.1 shows login page for admin. Admin can access permission by login with correct username and password. If username and password are incorrect, admin may try again.
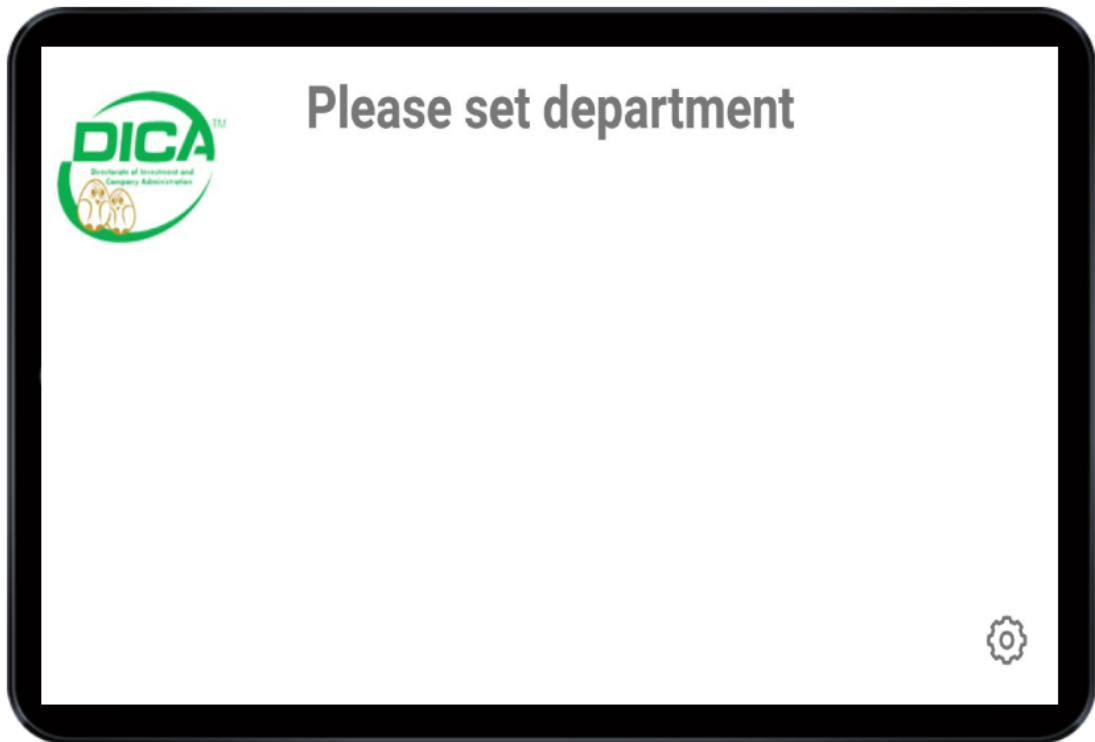
Figure 4.2. Setup Department

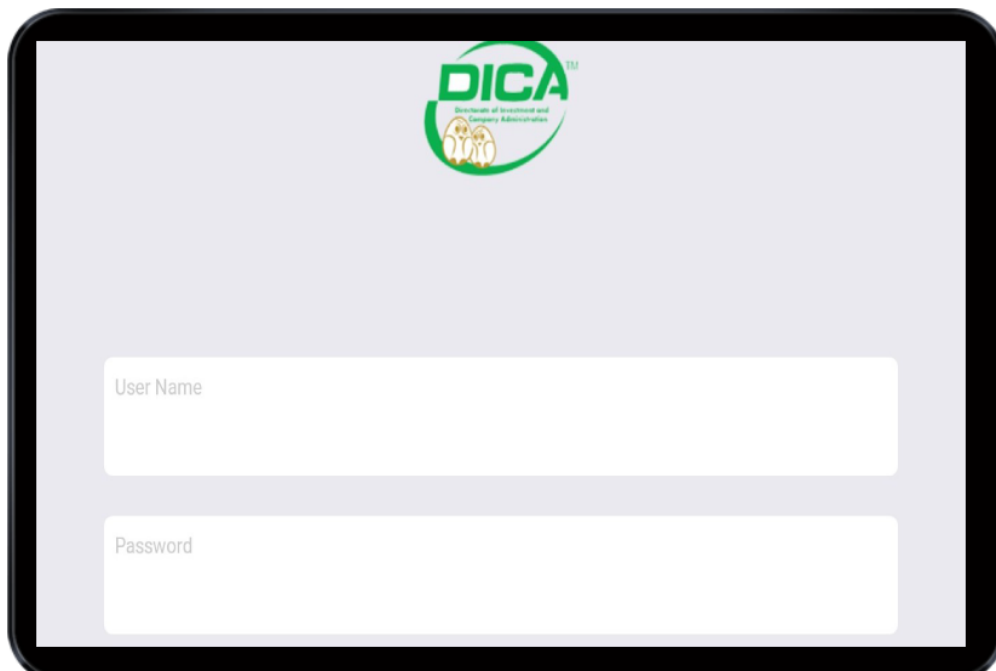Fig 4.2 shows to setup department that mean we can chose department want to place by clicking setting.

Figure 4.3. Admin Login for Setup Department

Fig 4.3 shows the admin login page for setup department. Admin must enter username and password correctly and submit form. If username or password are incorrect, will try again.
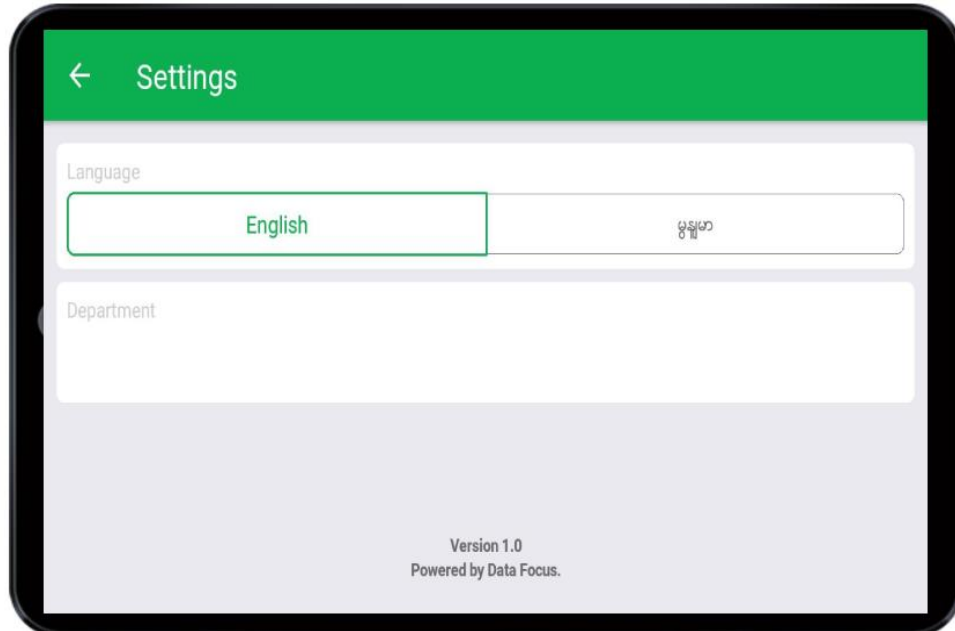

Figure 4.4. Chose Department and Language Setting

Fig 4.4 shows the interface for choosing department and language area. Admin can chose department by clicking department button.
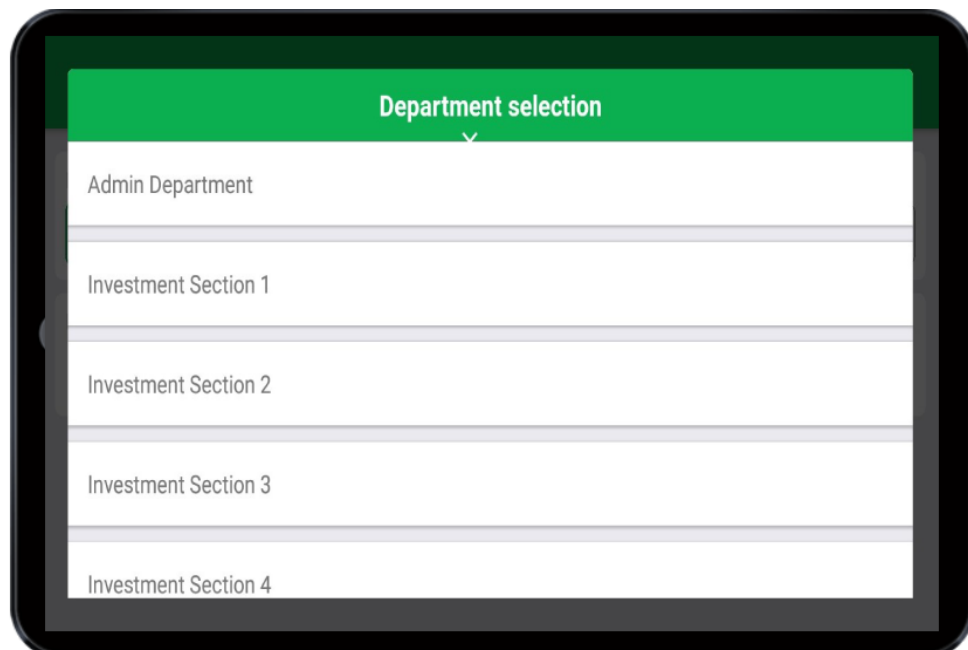

Figure 4.5. Department Selection Area

Fig 4.5 shows the department selection area. Admin can choose want to setup department.
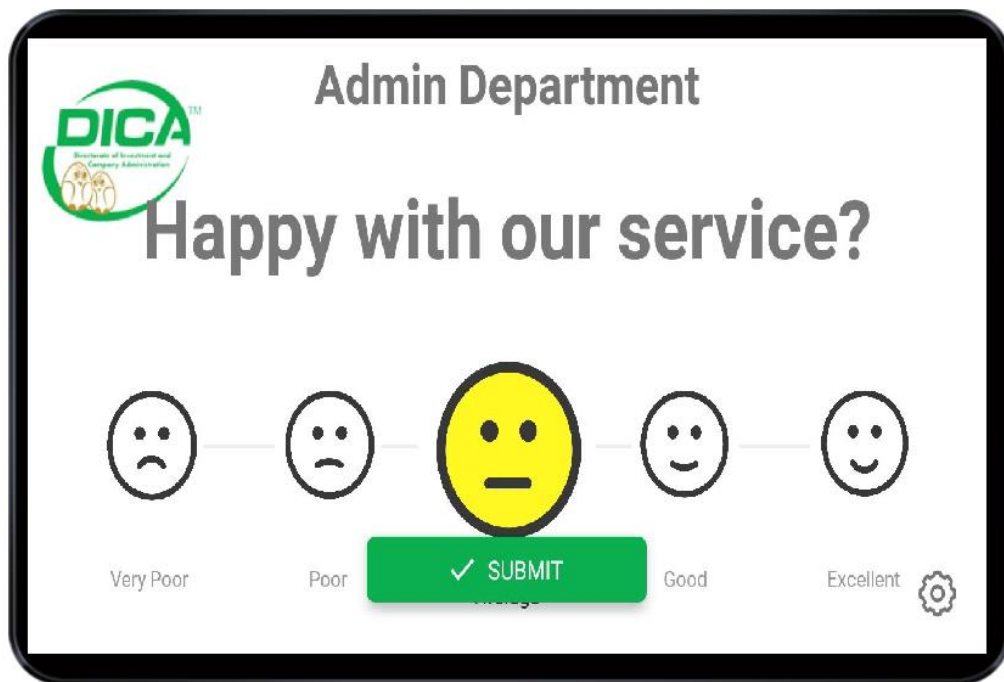

Figure 4.6. Home Page for User

Fig 4.6 shows the user interface for user rating area. User can give satisfaction rating in this area. User can choose one rating emoji and then submit rating.
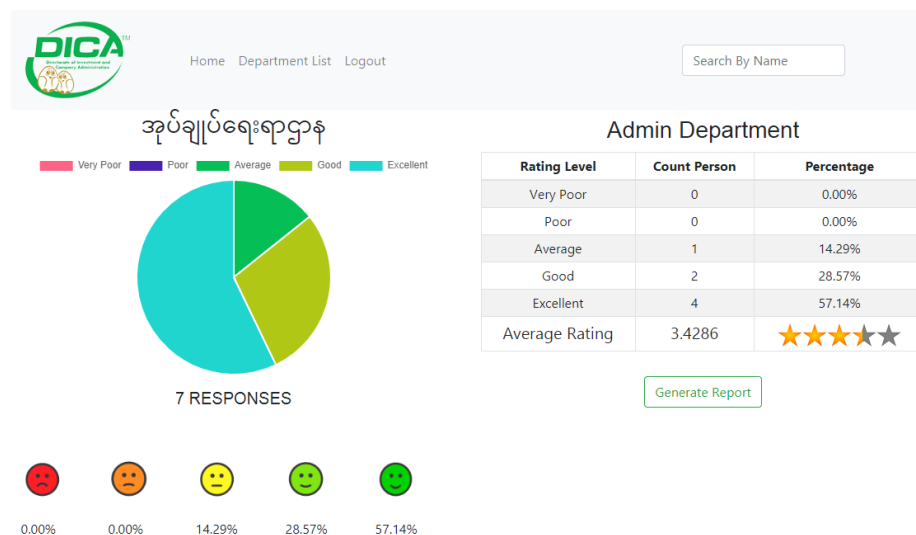

Figure 4.7. Average Rating Results of each Department

Fig 4.7 shows detail rating results of selected department. Admin can view customer satisfaction rating by percentage and star signs. Average number is maximum 5 if rating is less than 2, this department is poor grade. In this page, Admin department has 7 responses, average is 1 response 14.29%, good rating is 2 responses 28.57% and excellent rating is 4 responses 57.14%. And then Admin can generate report results of each department rating.
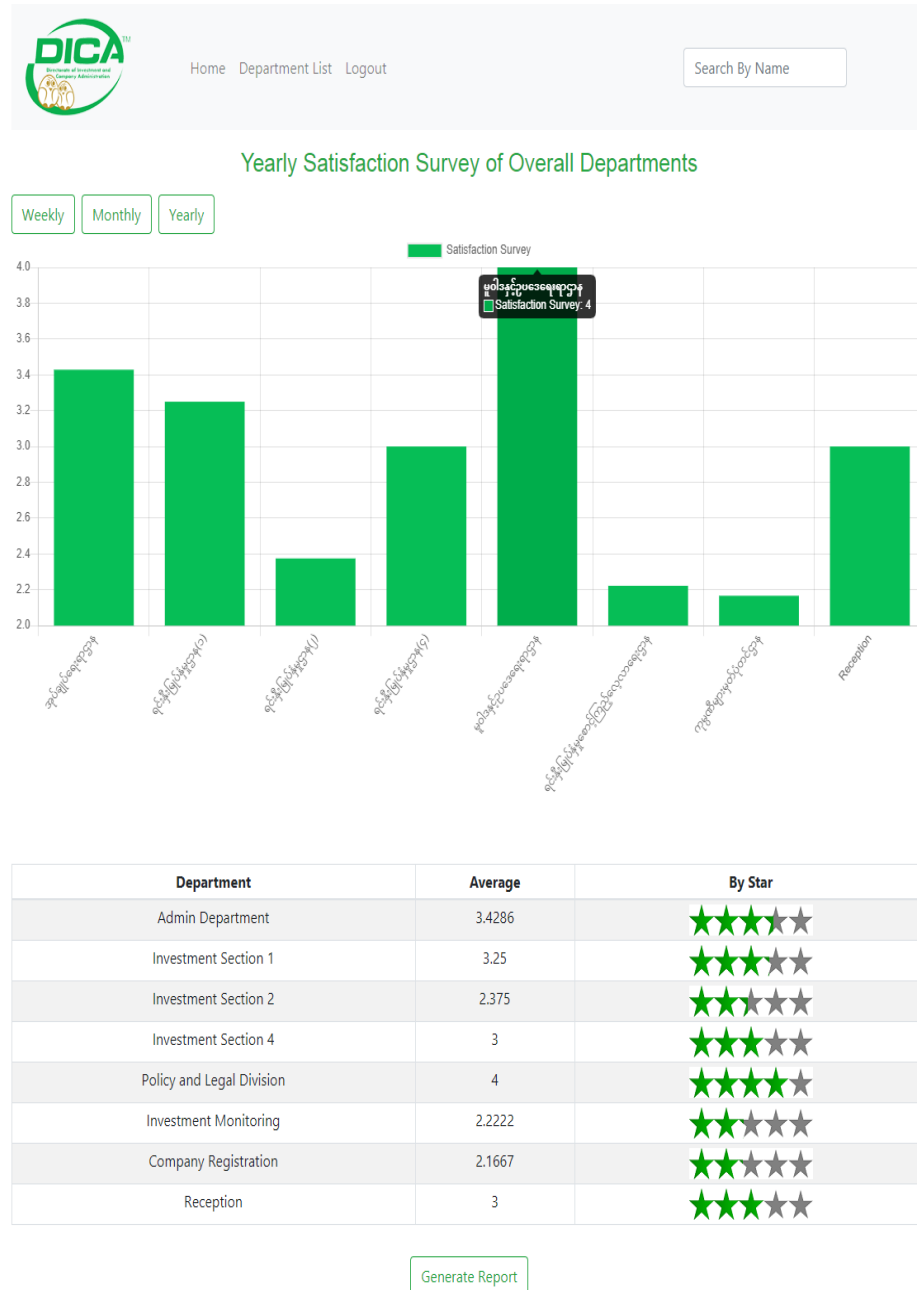

Figure 4.8. Admin Dashboard Page

Fig 4.8 shows dashboard for administrator. In this page, admin can view average rating results for overall departments with weekly, monthly, and yearly. Admin can select want to know rating result by time. In this page, average rating results are show by star signs and numbers that number is maximum 5. And then admin can generate report of rating results for overall. Admin can logout in this page when want to exit.
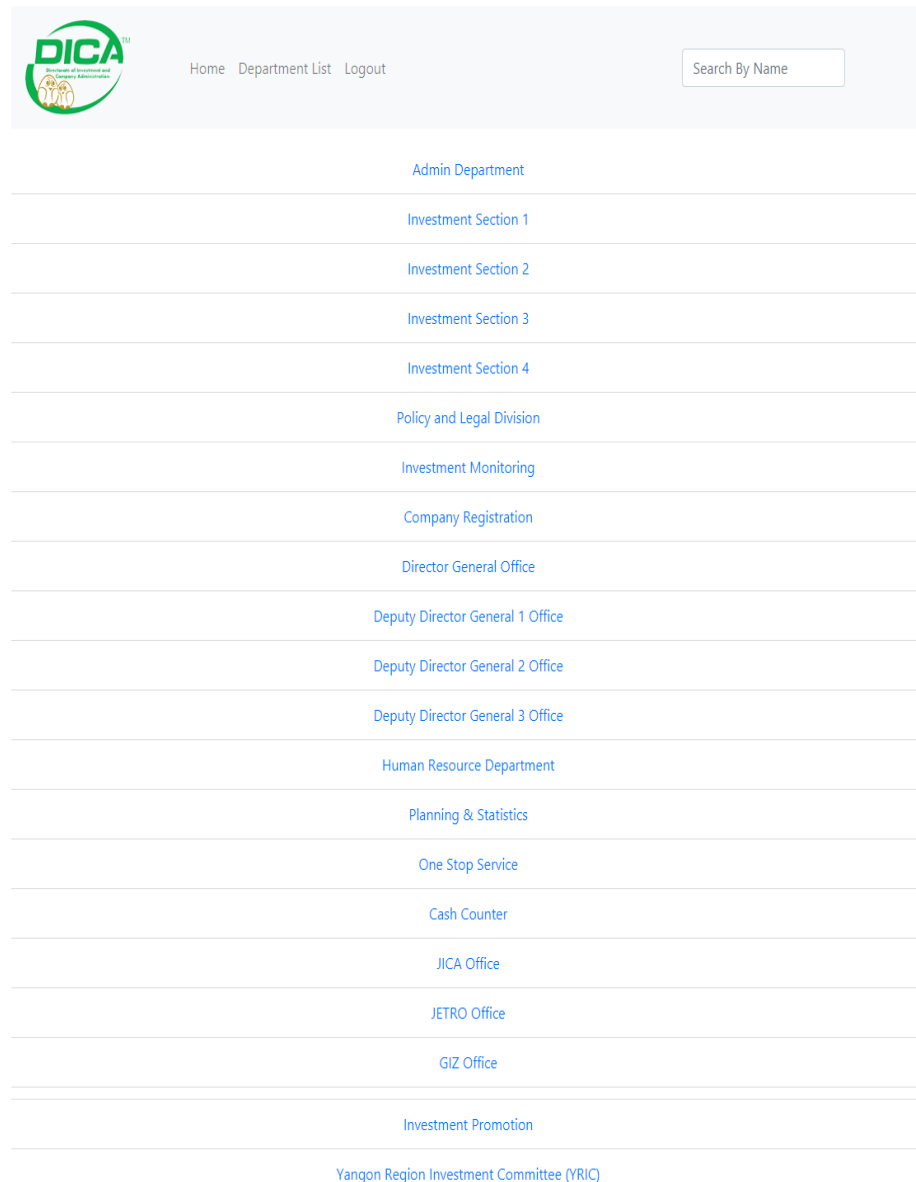

Figure 4.9. Department List

Fig 4.9 shows the department list for select want to view. Admin can select department and moreover admin can search department by department name. Admin can logout in this page when want to exit.