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e-complaint for Telekom's services in MBS (Major Business Sales) Kedah/Perlis department / Siti Mariam Md Isa.

**e-Complaint FOR TELEKOM'S SERVICES IN MBS (Major Business Sales)  
KEDAH/PERLIS DEPARTMENT**

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**KOLEJ UNIVERSITI TEKNIKAL KEBANGSAAN MALAYSIA**

## THESIS^ APPROVAL STATUS FORM

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^ Thesis dimaksudkan sebagai Laporan Projek Sarjana Muda (PSM)

**e-Complaint FOR TELEKOM'S SERVICES IN MBS (Major Business Sales)  
KEDAH/PERLIS DEPARTMENT**

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**This report is submitted in partial fulfillment of the requirements for the  
Bachelor of Information and Communications Technology (Software Development)**

**FACULTY OF INFORMATION AND COMMUNICATIONS TECHNOLOGY  
KOLEJ UNIVERSITI TEKNIKAL KEBANGSAAN MALAYSIA**

## DECLARATION

I hereby declare that this project report entitled  
**e-Complaint FOR TELEKOM'S SERVICES IN MBS (Major Business Sales)**  
**KEDAH/PERLIS DEPARTMENT**

is written by me and is my own effort and that no part has been plagiarized  
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## **DEDICATION**

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*Wassalam.....*

## ABSTRACT

e-complaint in Telekom's services for MBS (Major Business Sales) Kedah/Perlis Department is system that can enable and assist the MBS customer to make complaint about the Telekom's services that provided. MBS customer can make their complaint by using this on-line system, and state all their complaint by key in all the problem that face by them about the Telekom services so that they do not have to fill form or call the MBS customer service to make the complaint. In MBS department client or customer are very important because most of their income are more then RM 20,000.00. So, it is important for MBS department to fulfill the customer's needs and make immediate action if any complaint appears.

The reason why the author proposes to develop this on line system is to help both sides of MBS customer and MBS staff itself. Currently, MBS department does not provide any system that will enable customer to make any complaint about Telekoms services. They need to call the customer services to make any complaint and need to wait for a several time to get feedback from the MBS. To avoid these kinds of difficulties customers can use the on-line system to help them make the process of making the complaint easier. By using this system the customer just need to use the computerized system with a user-friendly interface, easy function so that even novice or expert user can use it without any trouble.

In MBS (Major Business Sales Department), they do not have any system that provided to customer in reporting their complaint about Telekom's services. Before this Customer have to call MBS customer service and inform what are the difficulties faced about Telekom's service. From the weaknesses of current MBS complaint system, author has been encouraged to build a system with SMS. This system will enable user get a password through hand phone and they can check the status and get feedback from the Telekom's side.

## ABSTRAK

e-complaint adalah sebuah sistem yang akan membantu pelanggan MBS (Major Business Sales) tentang perkhidmatan Telekom Malaysia yang disediakan. Pelanggan MBS boleh membuat aduan dengan menggunakan sistem ini dengan menyatakan aduan dan memasukan semua kesulitan yang dihadapi mengenai perkhidmatam telekom Malaysia. Di dalam jabatan MBS ini kepentingan pelanggan adalah di titik beratkan kerana jumlah keuntungan setiap tahun pelanggan MBS adalah melebihi RM 20,000.00. Jadi adalah amat penting untuk unit MBS ini untuk memenuhi keperluan mereka dan mengambil tindakan segera sekiranya terdapat aduan daripada pelanggan.

Tujuan utama penulis bercadang untuk membangunkan system on-line ini adalah untuk membantu kedua-dua belah pihak iaitu pelanggan MBS dan juga kakitangan MBS itu sendiri. Di masa kini unit MBS tidak menyediakan mana –mana sistem untuk pelanggan untuk membuat aduan mengenai perkhidmatan Telekom . Kebanyakan mereka terpaksa menelefon unit perkhidmatan pelanggan untuk menyatakan masalah yang dihadapi dan juga terpaksa menunggu masa yang lama untuk mendapatkan sebarang tindak balas daripada pihak yang bertanggung jawab. Dari itu, untuk mengelak masalah ini daripada berlaku , pelanggan boleh menggunakan sistem yang bakal dibangunkan ini untuk memastikan proses membuat aduan lebih mudah. Dengan menggunakan sistem ini pelanggan hanya perlu menggunakan system yang berkomputer yang mengandungi anataramuka yang mesra pelanggan dan fungsi yang mudah difahami dan sama ada pelanggan yang mahir dan tidak mahir juga boleh menggunakannya.

Telekom. Sebelum ini pelanggan yang ingin membuat sebarang aduan terpaksa menelefon unit perkhidmatan pelanggan. Daripada kelemahan itu, penulis telah bercadang untuk membangunkan sebuah sistem menggunakan perkhidmatan SMS (Perkhidmatan Pesanan Ringkas).



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## **List of Abbreviation**

MBS	- Major Business Sales
e-complaint	- Complaint on line system
SMS	- Short Message Service
KIV	- Keep In View
BPA	- “Biro Pengaduan Awam “
PKPA	- “Perkeliling Kemajuan Pentadbiran Awam”
PCB	- Public Complaint Bureau
SSACD	- “Sistem Saluran Aduan Dan Cadangan Dalaman UTM”
RUP	- Rational Unified Process
DFD	- Data Flow Diagram
OOAD	- Object Oriented Activity Diagram
CASE	- Computer-aided software engineering
VB.Net	- Visual Basic.Net
IIS	- Internet Information Server
ERD	- Entity Relationship Diagram

## CHAPTER I

### INTRODUCTION

#### 1.1 Project Background.

This on-line system basically is a system that will be used by the MBS customer and admin in order to help them in managing complaint about Telekom's services that always appear among customer. MBS is a short form for Major Business Sales and it is one of Telekom Malaysia Berhad units that responsible in helping the development of Telekom Malaysia especially in Kedah and Perlis. MBS are responsible to provide services to excellent and corporate customer to make sure their belief to Telekom Malaysia.

e-Complaint for Telekom Services in MBS Department is an on-line system that will be developed to assist MBS (Major Business Sales) customer to make complaint about Telekom's services that have been provided. MBS customer can make their complaint by using this on-line system, and state all their complaint by key in all the problem that face by them about the Telekom services so that they do not have to fill form or call the MBS customer service to make the complaint. In MBS department client or customer are very important because most of their income are more then RM 20,000.00. So, it is important for MBS department to fulfill the customer's needs and make immediate action if any complaint appears.

The reason why the author proposes to develop this on line system is to help both sides of MBS customer and MBS staff itself. Currently, MBS department does not provide any system that will enable customer to make any complaint about Telekom services. They need to call the customer services to make any complaint and need to wait for a several time to get feedback from the MBS. To avoid these kinds of difficulties customers can use the on-line system to help them make the process of making the complaint easier. By using this system the customer just need to use the computerized system with a user-friendly interface, easy function so that even novice or expert user can use it without any trouble.

In this system two users are involved which is outside user (MBS customer) and administrator. Firstly, customer will report the complaint and difficulties about Telekom's services and then, all the information will be submitted to the administrator database. After the data submitted, the password will be sent through SMS (Short Message Service) to customer. This password will be used to check the complaint status. Admin are responsible to manage and control the system.

In MBS (Major Business Sales Department), they do not have any system that provided to customer in reporting their complaint about Telekom's services. Before this Customer have to call MBS customer service and inform what are the difficulties faced about Telekom's service. There is several categories of complaint about the Telekom's services such as telephone service, internet e.g. .streamyx, payment, and many more. Thus, to make the system more manageable, they should divide the service into categories. Then the customers will know what the complaint status is. From the weaknesses of current MBS complaint system, author has been encouraged to build a system with SMS. This system will enable user get a password through hand phone and they can check the status and get feedback from the Telekom's side.

The password will be sent to customer by SMS (Short Message Service). This password is useable to customer to check the status of the complaint that has been submitted by using this system. So, users do not have to call the MBS customer service

and ask about the status. This can make their work easier and they do not have to waste time and energy.

## **1.2 Problem Statement.**

### **1.2.1 Complaint only can be done by phone call to the MBS customer services.**

Actually, current MBS (Major Business Sales) customers are difficult to inform their complaint about Telekom's services. They need to use the manual way that is by calling the customer service and. This method has many weaknesses, such as maybe the staff that is responsible are not in the office so those difficult to deliver the complaints. It is also costly to customer to describe all the complaint by the telephone.

### **1.2.2 All the details about the complainer are not saved properly.**

After the customer has complaint, all the detail will be written in a paper and some of the details are not written properly because the staff might be forget or overlook about the complaint. So this problem might cause the possibility of loosing important data and information.

### **1.2.3 The manual system is not efficient and not systematic**

Customers who want to make a complaint about Telekom's services have to call and wait for a long time to get any respond. This manual way is not efficient and not systematic and might cause many problems to the customer and also the MBS staff.

### **1.2.4 Complaint that has been reported has no feedback from the administrator.**

Some of the complaint that has been reported by the customer has no feedback from the admin and immediate action can not be taken. This is because the written complaints were not submitted to the administrator. So admin cannot take any further action.

### **1.3 Objective.**

#### **1.3.1 To develop a system that can help MBS customers to write their complaint about Telekom's services.**

The main objectives of the e-complaint for Telekom Services in MBS Department development is to help and assist MBS (Major Business Sales) customer to report their complaint and difficulties faced them about the Telekom's services in Kedah and Perlis area.

#### **1.3.2 To simplify the process of making the complaint**

Besides that, this system is important to the MBS customer and also the MBS staff in order to simplify the process of the complaint. Customer do not need to call to inform what are the problem and then have to wait for a long time to get any feedback from the admin. The author has compared the manual system with the e-complaint base on time of feedback. By using the manual system, more times are needed for customer to know the status. Maybe two or more than three days the complaint will be received by the administrator but compared to the e-complaint customer do not need to wait because all the data will be submitted to administrator database. Thus immediate action can be made.

#### **1.3.3 To develop systems that can assist administrator in managing the complaint from the customers.**

This system also will be able to assist user that responsible as an administrator to manage the complaint that have been made by the customer. They are responsible to take immediate action so those customers will satisfy with the services provided.

Administrator also does not need to confuse which one complaint must settle first because all the complaint will be categorized into important, ignore and KIV (Keep In View) that why this system can assist administrator in managing the complaint from the customer.

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Administrator also does not need to confuse which one complaint must settle first because all the complaint will be categorized into important, ignore and KIV (Keep In View) that why this system can assist administrator in managing the complaint from the customer.

#### **1.3.4 To develop a system that can avoid delay feedback from the Telekom.**

Some of the customer that have call and complaint about the difficulties, they can not get the solution of the complaint on the spot , making them waiting for some several time to get feedback. By using this system this problem is expected to be reduced.

#### **1.3.5 To develop a system with user-friendly interfaces so that novice or expert user can use it without any problems.**

User-friendly interfaces also are very important to novice or expert customer and staff so that they can use this system without any problem. This system is expected less navigation and taking 1 to 2 days for administrator to learn the system.