Semantic Based Analysis in Complaint Management System with Analytics

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Abstract : Semantic Based Analysis in Complaint Management System with Analytics is an enhanced tool of providing complaints by the clients as well as a mechanism for Palawan Polytechnic College to gather, process, and monitor status of these complaints. The study has a mobile application that serves as a remote facility of communication between the students and the school management on the issues encountered by the student and the solution of every complaint received. In processing the complaints, text mining and clustering algorithms were utilized. Every module of the systems was tested and based on the results; these are 100% free from error before integration was done. A system testing was also done by checking the expected functionality of the system which was 100% functional. The system was tested by 10 students by forwarding complaints to 10 departments. Based on results, the students were able to submit complaints, the system was able to process accordingly by identifying to which department the complaints are intended, and the concerned department was able to give feedback on the complaint received to the student. With this, the system gained 4.7 rating which means Excellent.