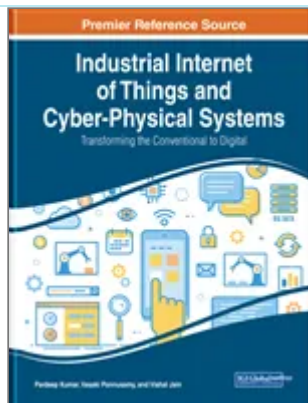


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Analyzing the Performance and Efficiency of IT-Compliant Audit Module Using Clustering Methods

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Abstract

Human beings have a knack for errors. Counter-effective actions rendered to specify and rectify such errors in a minimum period of time are required when effectiveness and swift advancement depends on the capability of acknowledging the faults and errors and repair quickly. The software as audit module application in IT complaint is in review in this commentary as is another significant instrument created in the field of data analysis that digs deep into quickly and successfully assessing the imprecisions or grievances identified by the users in a certain company. The target of this study is to evaluate the statistical significance in relationship between client reporting attitude and client reliability and to

evaluate the impact of strong responsiveness on client reliability, to measure the statistically noteworthy effect of client grievance conduct on service quality, and to test the impact of service quality on client dedication.

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Introduction

In a world where information technology is superseding all the other necessities of modern living by virtue of computers and other computing devices, personal information transferring tools like tablet PCs, mobile phones and others of the like, every diverse organization is inclined to acquiring the technological equipment that helps ease work in the most efficient way. Since the question of faults and errors remain unanswered due to human nature, unforeseen circumstances as well as natural occurrences, it is deemed most important to have a contingency plan to back up against such errors when reported and come up with a solution to the problems faced. Such complaint-handling programs are essentially required which could tackle such happenings against timely feedback. Such feedbacks and actions taken against them are the need of the managing body of any given organization from the private or public sector so as to review and assess important inputs given by the clients and take timely actions against any said error or unsatisfactory event. The prompt addressing of the issues and specific reporting of errors or malfunctioning aids workplaces accelerate their outcomes by reducing time consumption in error removing and efficiently assuaging mishaps and inadvertent failures and enhancing skills of personnel in their mundane activity. The difficulty is a sign of displeasure corresponded to an operational organization acknowledged with its substance, or the declarations handling of procedure in its own, where censure is promptly and thoroughly expected. A skillful complaint organizing structure has three major benefits for an office, it is helpful for an individual to report his concerns and get them resolved in an efficient and time-saving manner that his discontent is relieved to his utmost satisfaction and there is no commercial effect to the management. Valuable feedback and complaints are conveyed to the management for better developing their administrative short-comings. Where peevish matters looked after proficiently, an impressive structure can prosper the dishonor of an organization and amplify self-reliance and auto-reconciliation in the organization's managerial processes(K. Coussement and D. Van den Poel. (2015).

Statement of the Problem

The user wants a user-friendly complaint resolution process, Suitable consideration and appreciation, Due honoring and acknowledgment, An authentic analysis and conclusion, An apologetic confession, Prompt and efficient reply back in the least possible time. What a workplace demands necessarily, A convenient platform where complaints/comments could be received, Simplified solutions for the personnel to tackle any query raised, Platform's capacity to document each grievances for future references, To make the most of the complaints to avoid future occurrences and create smooth operations, To enhance administrative body's capability in addressing limitations/strengths of a certain department. This research in view is prepared with the idea of looking into the major areas of services against which a typical complaint is launched when the provision of services are not at par with the demands. Additionally, its objective is to investigate how effectively preventative measures could be taken to keep arousal of complaints from taking place, and if they occur, how positively to cope with those. We will do it by the Clustering Method, which is a type of grouping and data analysis. This will particularly be a study of assessments by customers and administrative reactions on the Complaint Audit Module. Through this, we can investigate both the review and its resolution. Hence, this refers to the major study target of these papers, which goes like: "What are the essential weaknesses that raise a client to get displeased and what is / should be the management's reaction to it?"(V. Bosch and F. Enriquez. (2015).

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