

Application of Microsoft Excel software in receiving and handling citizens' complaints and denunciations at Hai Ha District People's Committee - Quang Ninh Province

Pham Ly La

Abstract: This topic aims to research and apply Microsoft Excel software to improve the efficiency of receiving and handling citizens' complaints and denunciations at the People's Committee of Hai Ha District. Through analyzing the current situation, the topic identifies key issues in the complaint and denunciation handling process and proposes a plan to use Excel to organize data scientifically. This research process includes applying information management theory with experimental implementation at the People's Committee of Hai Ha District. The expected results bring improvements in management, reduce workload for staff, and increase transparency and efficiency in handling citizens' complaints and denunciations.

Keywords: Microsoft Excel, Information Management, Complaints and Denunciations, People's Committee, Performance Improvement