

# FX INFRASTRUCTURE COMPLAINT MANAGEMENT SYSTEM

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## **ABSTRACT**

*The FX Infrastructure Complaint Management System is a web application which focuses on an activity or function, which is based on management of infrastructure of institutions. In this web application user select faulty accessories and report it to the admin with particular complaint. It maintains a database of all the information that are recorded and received. It helps the college to maintain all the accessories safely. The admin get this information, Admin can perform quick action to repair infrastructure of college. Also according to students and teachers complaint he quickly know the location of accessories as classroom, canteen, library, bathroom etc. This web application is mainly focus on the maintenance of college infrastructure management.*

## **KEYWORDS**

*Admin, ASP, Web application,*

## **1. INTRODUCTION**

This project is aimed at developing an online web application for the College Management System for the FX Engineering College. The System is an online web application that can be accessed throughout the organization and outside as well with proper login provided. This system can be used as an web application for the college to manage the infrastructure complaint from the student and staffs. The main objective of this Complaint Management system is to focus on the issues related to internal system. Complaint Management system is a platform independent application, so this web application can be accessed anywhere in the system. This is also developed for reduces the communication cost between the staffs and to provide the efficient service to their staffs.

The system need to provide the services to the user who is accessing this system from the collected information and this system gathering Call Registration about the issues to provide services. This system which could enhance the day to day activities of the business with efficiency and correctness. Once the call Registered by the staff/user, it should be assigned to service engineers and update the calls as quickly as possible. There are various modules involved in the system. The second section discuss about the literature review and continued by problem statements. The fourth section gives the experiments and results followed by the conclusion and future enhancement

## 2. LITERATURE SURVEY

Online Infrastructure besides being a basic human need is vital for raising the standard of life, providing gainful employment, removal of regional backwardness, thereby ensuring overall development and well being of a country. It is therefore the need of the hour to review the literature carried out by different complaints, Students/Staffs are also can talk to do their own Complaints.

Mary rowe (1980-1990),

The concept of an integrated conflict management system was originated and developed by Mary Rowe, in numerous articles in the 1980s and 1990s. She saw the need to offer options for complaints and therefore a linked system of choices within an institution system. Many authors extended the work of Berenbeim, Rowe, and Rowe and Baker, on the topic of internal complaint systems. They included: Douglas M. McCabe, William J. Ury, Jeanne M. Brett, and Stephen B. Goldberg. Cathy Costantonon and Cristina S Merchant, and Karl A. Slaikeu and Ralph H. Hasson extensively explored issues of designing conflict management systems.

Jaenne M.Brett(2010)

The concept of an integrated conflict management system was conceived and developed by Mary Rowe, in numerous articles in the 1980s and 1990s. She saw the need to offer options for complainants and therefore a linked system of choices within an organizational system. The idea of a systems approach has endured well. In recent years however, there has been discussion as to whether conflict should be "managed" by the organization—or whether the goal is to understand, deal with and learn from conflict.

David Lipsky(2012)

There is also concern about practical and theoretical issues in "integrating" a system, with some observers preferring the idea of "coordinating" a conflict system. However 2012 research by David Lipsky et al., suggests that an increasing number of corporations see themselves as having "integrated conflict management systems," or "ICMS." David Lipsky et al., suggests that an increasing number of corporations see themselves as having "integrated conflict management systems," or "ICMS".

Neelain 2012,

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Faculty of Computer Science And Information Technology Department of Management Information System September 2009 M.Sc: University of Neelain Faculty of Graduate Department of Information System December 2011 PHD in information system (under study) : University of Neelain Faculty of Graduate Lecturer in Neelain University – Faculty of Computer Science And Information Technology – Department of Management Information Systems DEC 2011 to AUG 2014. Lecturer in King Khalid University .

Mary Rowe 2014

Faculty of Administrative and Financial – Department of Management Information Systems  
AUG 2014 until now . current research interests is management information systems ,  
information systems , systems development , web design.

### 3. PROBLEM STATEMENT

#### A. Architecture Diagram

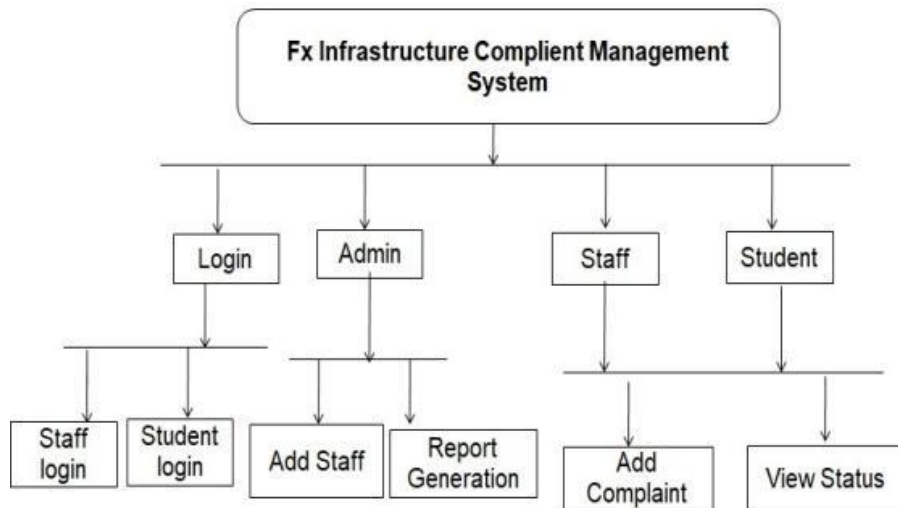


Figure-1 Architecture Diagram

#### B. Existing System

FX Infrastructure Complaint Management System” working manually or computerized in a building. Therefore all types works are maintain in building. So maintain all the maintaining procedure very difficult. The computerization of FX Infrastructure Complaint Management System is an integrated package developed as the College Management System in ASP .Net. This package follows the standards and norms of collage. As opposed to the manual system of working of College Management System.

#### C. Proposed System

The main scope of this web application for managing the complaints, track the complaints easily just using one web application. We can use this web application in various places such as companies, schools, colleges, hospitals, libraries and in many more places. For placing their complaints regarding some issue and send it to the respective person who will handle this and find solutions for this complaints. After sending complaint user also can view status of their complaint either it will get solved or in a running condition. This process normally we will use for solving complaints. So according to this our web application is helpful in any area for solving complaints.

## **4. EXPERIMENTS AND RESULTS**

### **A. Module Description**

#### **1.Admin**

Admin can view all the complaints in the web application. Admin can also update the status of complaint according to the work done. So, students and teacher can track their complaint.

#### **2.Staff:**

Staff can write their complaint and send it to the admin on the message with the place and name of the accessory.

#### **3.Student:**

Student can also write their complaint and send it to the admin on the message with the place and name of the accessory.

#### **4.Add Staff:**

This module is used to add/register the staffs details in that web application. It is done by Admin.

#### **5.Add Student:**

This module is used to add/register the students details in that web application. It is done by Staff.

#### **6.Complaint Management:**

This module is manage the complaint which were done by the staffs and students. This Request is related to the college infrastructure.

#### **7.View Staff/Student List:**

In this Module Admin and Staff can view their added Staff/Student List.

#### **8.Add Complaint:**

In this module Complaint were posted by Staff / Student ,which were viewed by admin.

#### **9.View Status:**

In this module users (Admin/Student) can view their response status send by the admin.

#### **10.Report Generation:**

After giving response report will generated in which all the data are included whom the complaint and request is done.

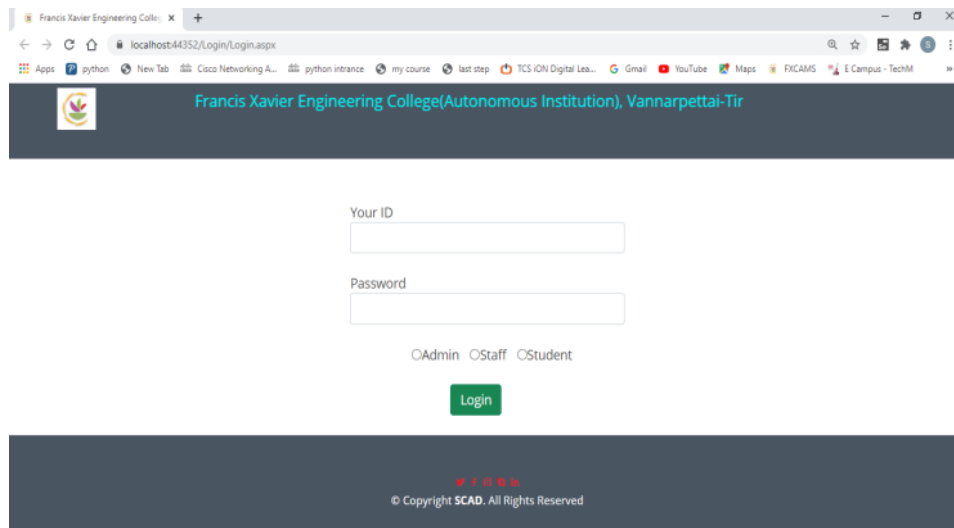
## 11.Data Collection:

The administrative user interface concentrates on the consistent information that is practically, part of the organizational activities and which needs proper authentication for the data collection. The interfaces help the administrations with all the transactional states like Data insertion, Data deletion and Data updating along with the extensive data search capabilities. The operational or generic user interface helps the users upon the system in transactions through the existing data and required services. The operational user interface also helps the ordinary users in managing their own information helps the ordinary users in managing their own information in a customized manner as per the assisted flexibilities.

### About Project:

The major inputs and outputs and major functions of the system are follows:  
In this Web application First we need to login, it has three pages like Admin, Student and Staff. Admin can choose.

## B. Output Screen



Francis Xavier Engineering College(Autonomous Institution), Vannarpettai-Tir

Your ID

Password

Admin Staff Student

Login

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Figure B 2.1 Login Page



Figure B 2.2 Admin Home Page



Figure B.2.3 Staff Home Page



Figure-2. Students Home Page

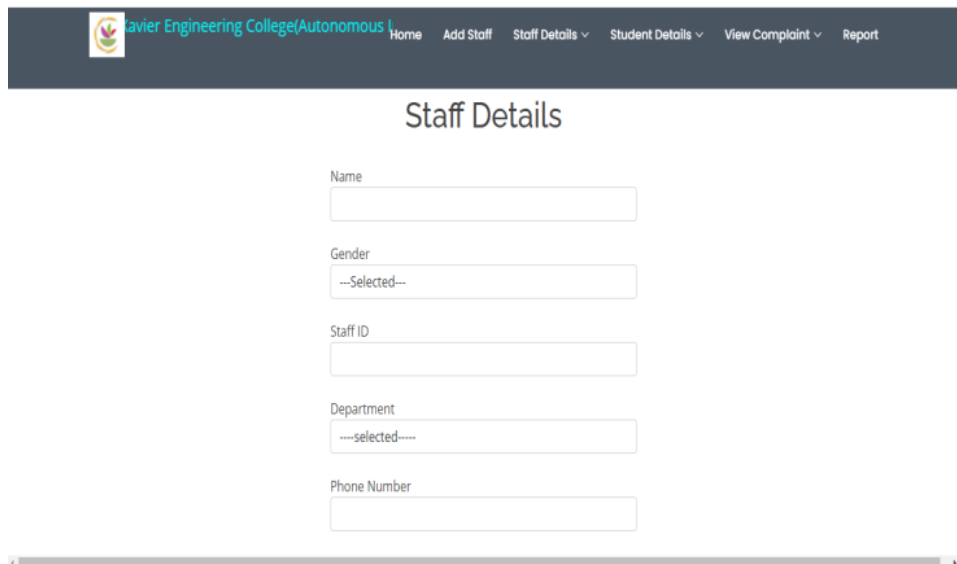


Figure -3 Staff Registration Page



Figure -4 View Staff Details

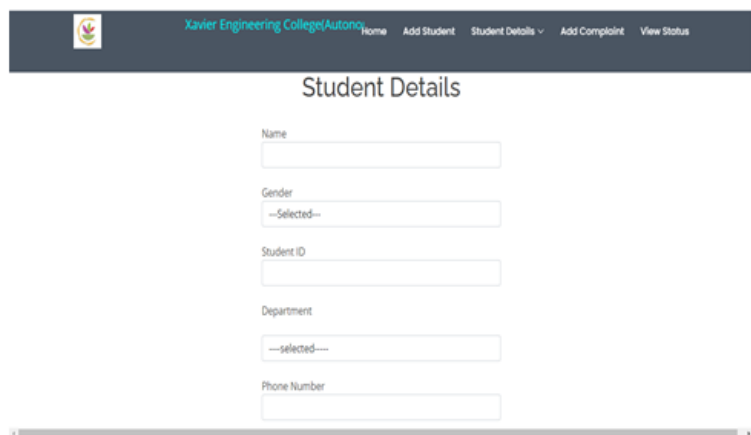


Figure -5 Student Registration Page

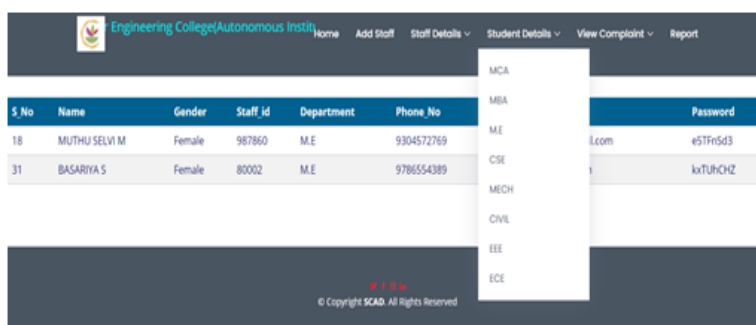


Figure-6 View Student Details



Xavier Engineering College/Autonomous Institution

Home Add Student Student Details Add Complaint View Status

Name

Staff Id

Department

---selected---

Select Place

---Selected---

Select Accessory

Figure -7 Add Complaint

Xavier Engineering College/Autonomous Institution, Varanasi

Home Add Staff Staff Details Student Details View Complaint Report

Staff Complaint

Student Complaint

Complaint_id	Name	Staff_id	Department	Place	Accessories	Subject	Upload_img	Description
1	SELVI S	883256	MCA	Class Room	Fan	Request to repair Light	Files/fan.jpg	In our class room fan was repair for 2 days...plz take step to repair tq..
2	Varshini N	80012	MECH	Administration Room	AC	AC repair	Files/fan1.jpg	Fan repair upto 3 days..plz kindly repair that

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Figure -8 View Complaint

Xavier Engineering College/Autonomous Institution

Home Add Staff Staff Details Student Details View Complaint Reports Logout

Staff Complaint

Student Complaint

Response

Complaint_id	Name	Student_id	Department	Place	Accessories	Subject	Upload_img	Description	Primary post
1	Siva Ram K	872567	CSE	Lab	System	rec to req sys	Student Response	we hi	Response
3	SELVI S	6001	ECE	Auditorium	Speaker	Speaker repair	Files/2.jpg	Sound not Audible	2021-02-24 we solve queries quickly
5	Yoga B	1004	MCA	Class Room	Projector	Ac repair	Files/exp 1.PNG	hjh	2021-03-12 Repair shortly
6	Yoga B	1004	---	Wash Room	Pipe Connection	Fan repair	Files/fan.jpg	plz repair	2021-03-12 Repair shortly

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Figure -9 View Student/Staff Complaint

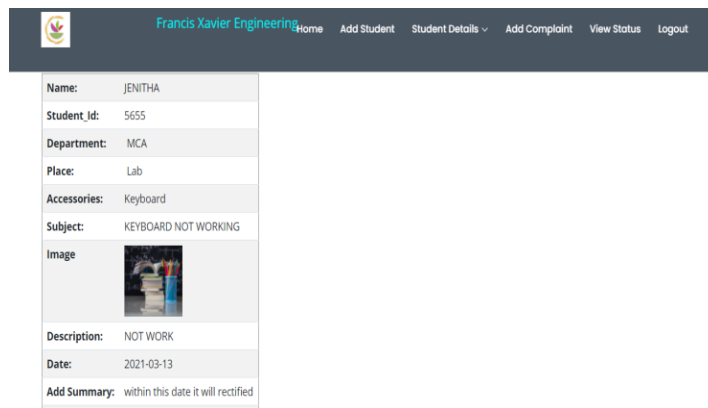


Figure -10 View Status

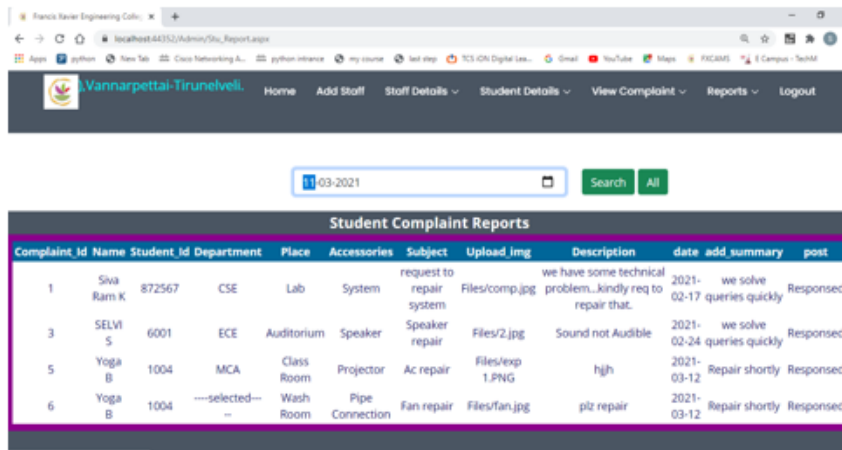


Figure -11 View Complaints Report

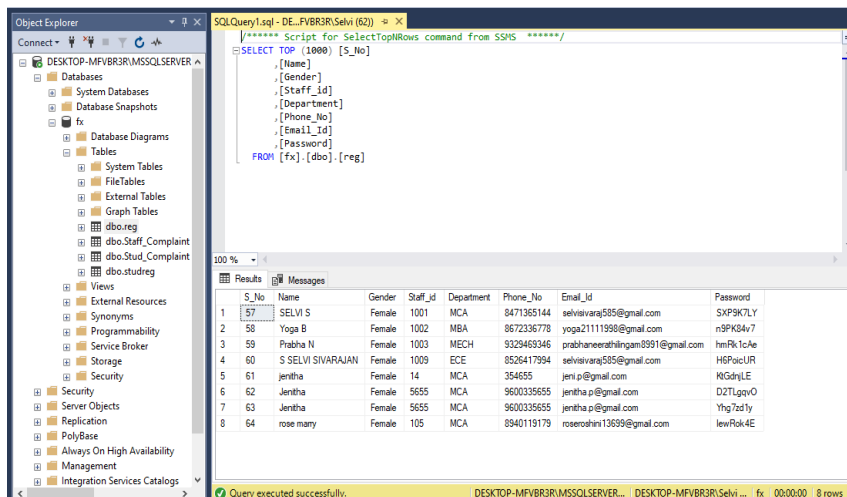


Figure -12 Database for Staff Details

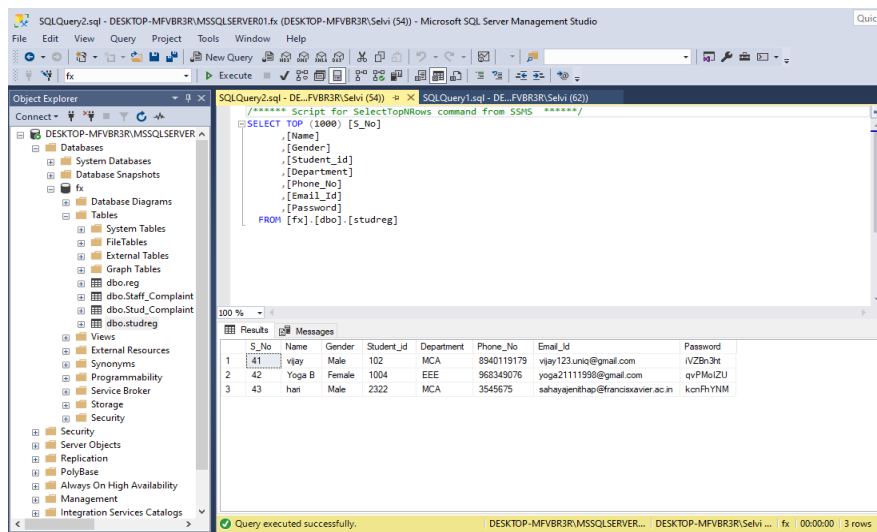


Figure-13 Database for Students Details

## C. Performance Analysis

The existing and proposed system are analysed. The problem identified is It takes soo much of time to rectify any issues about infrastructure of our organization. but .Nearly 70% performance has been increased by using this complaint system. Which make the infrastructure of our organization better.

## 5. CONCLUSION

The system has the benefits of easy access because it is be developed as a platform independent web application, so the admin can maintain a proper contact with their users, which may be access any where. All communications between the Admin/user and administrator has done through the online, so this communication cost also be reduced.

## 6. FUTURE ENHANCEMENT

This system is found tested and examined for its successful processing. Future change in the environment or processing can be easily adopted by having simple change in coding. It is very user friendly, cost effective, feature rich and it provides very high level of security. In Future, A facility information through SMS. In this project Live chat between Admin and User can be done in the future

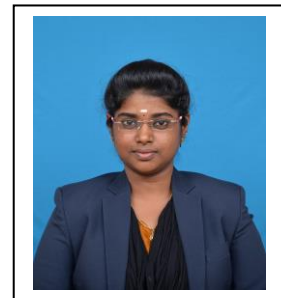
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