FX INFRASTRUCTURE COMPLAINT MANAGEMENT SYSTEM

Selvi¹, Sahaya Jenitha² and Sivanesh³

¹Department of Computer Application, Francis Xavier Engineering College

²AP,Department of Computer Application, Francis Xavier Engineering College

³ Department of Computer Application, Francis Xavier Engineering College

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, cantine, 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 Costantinon 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." 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,

M.Sc: University of Neelain Faculty of Graduate Department of Information TechnologyDecember2012.Lecturer in King Khalid University – College of Science and Artsm Department of Information Technology. Khalid 2011-2014,

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 InformationTechnology – 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 Colleg × +	– ø ×
← → C △ i localhost/44352/Login/Login.aspx	@ 🖈 🖪 🗯 🌖 🗄
🔛 Apps 👔 python 🗞 New Tab 🏛 Cisco Networking A 🏥 python intrance 🔇 my course 🔇 last step 性 TCS iON	Digital Lea 🌀 Gmail 💶 YouTube 🛃 Maps 🛞 FXCAMS 📲 E Campus - TechM 🛛 😕
Francis Xavier Engineering College(Autonomous Ir	istitution), Vannarpettai-Tir
Your ID	
Password	
OAdmin OStaff OStu	lent
Login	
ディア日本 (All Rights Re © Copyright SCAD . All Rights Re	served

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

Staff Details
Name
Gender
Selected
Staff ID
Department
selected

Figure -3 Staff Registration Page

					_	MBA		
š_No	Name	Gender	Staff_id	Department	Phone_			Password
12	DIVYA S	Female	9876750	CSE	9765360	M.E	8.mca@francisxavier.ac.in	
35	Nithya G	Female	10005	CSE	8753568	CSE	999@gmail.com	LTk7dnmy
17	MUTHU SELVI M	Female	99001	CSE	930457;	MECH	399@gmail.com	9kFrfkty
						CML		
						ELE		
					-	ECE		



Xavier Engine	ering College(Autono _{Home}	Add Student S	Student Details ~	Add Complaint	View Status	Ì
	Student I	Details				
	Name					l
	Gender					l
	Selected Student ID					l
						l
	Department					
	Phone Number					

Figure -5 Student Registration Page

	Enginee Contract	ering College(/	Autonomous	Institu _{Home} Add	Stoff Staff Details ~	Student Details ~	View Complaint ~	Report
No	Name	Gender	Staff_id	Department	Phone_No	MBA		Password
8	MUTHU SELVI M	Female	987860	M.E	9304572769	M.E	Loom	e5TFn5d3
1	BASARIYA S	Female	80002	M.E	9786554389	CSE	1	kxTUhCHZ
						MECH		
						CIVIL		
						EEE		
					AD. All Rights Reserved	ECE		

Figure-6 View Student Details



Figure -7 Add Complaint

Complient_id	Name	Staff_Id	Department	Place	Accessories	Subject	Upload_img	Descriptio	Student Compalint Response
1	SELVI S	883256	MCA	Class Room	Fan	Request to repair Light	Files/fan.jpg	in our class to repair to	room fan was repair for 2 daysplz take step
2	Varshini N	80012	MECH	Admistration Room	AC	Ac repair	Files/fan1.jpg	Fan repair u	upto 3 daysplz kindly repair that

/focahost44)52Administelf complaint imprtation



Complaint_l	d Name	Student_ld	l Department	Place	Accessories	Subjec	t Upload_img		Student	Compalint	nmary	post
1	Siva Ram K	872567	CSE	Lab	System	rep	tudent Response taff Response		Respons epair	e ∨ uz-iv queries	quickly	Responsed
3	SELVI S	6001	ECE	Auditorium	Speaker	Speake repair	r Files/2.jpg	Sound n Audible		2021- we solv 02-24 queries	-	Responsed
5	Yoga B	1004	MCA	Class Room	Projector	Ac repair	Files/exp 1.PNG	hjjh		2021- 03-12 Repair:	hortly	Responsed
6	Yoga B	1004	selected 	Wash Room	Pipe Connection	Fan repair	Files/fan.jpg	plz repa		2021- 03-12 Repair	shortly	Responsed

Figure -9 View Student/Staff Complaint



Figure -10 View Status

Francis Tavier	Engineering Colli	• × +								- 0
- C (a locali	est.44352/A	dmin/Stu_Report.asp	×					Q \$2	15 x (
Anna 🖬 m	than @ New	146 #1 Co	to Networking A., dll	python intrance	Ø my source of	ð let rep 🙁	TCS ION Digital Lea	🗿 Grail 😐 YouTube 🔮 Ma	es 🧃 Ricans 📲 E Ca	npus - TechM
۲),Vannarg	ettai-Ti	runelveli.	Home Ad	dd Stoff St	off Details -	 Student Del 	tails - View Complai	nt v Reports v	Logout
					3-2021 Student (omplair	nt Reports	Search All		
omplaint_	ld Name S	tudent_k	i Department		Accessories	Subject	Upload img	Description	date add_summa	ry post
1	Siva Ram K	872567	CSE	Lab	System	request to repair system	Files/comp.jpg	we have some technical problemkindly req to repair that.	2021- we solve 02-17 queries quick	dy Respons
	SELVI	6001	ECE	Auditorium	Speaker	Speaker	Files/2.jpg	Sound not Audible	2021- we solve 02-24 gueries guid	dy Respons
3	s	00001				repair				
3 5	S Yoga B	1004	MCA	Class Room	Projector	Ac repair	Files/exp 1.PNG	hjih	2021- 03-12 Repair short	ly Respons

Figure -11 View Complaints Report

Connect + 2 + 2 + 2 + 2 + 2 + 2 + 2 + 2 + 2 +	SELEC	<pre>** Script for Selk , [Name] , [Gender] , [Gender] , [Gender] , [Department] , [Phone_No] , [Email_Id] , [Password] W [fx].[dbo].[reg]</pre>	0]			SSMS *****	,		
	% -								•
dbo.studreg	Results	Messages							
🕀 🛑 Views	0.11		Gender	Staff_id	Department	Phone_No	Email Id	Password	
	S_No								
External Resources	57	SELVI S	Female	1001	MCA	8471365144	selvisivaraj585@gmail.com	SXP9K7LY	
External Resources Synonyms			Female Female	1001 1002	MCA MBA	8471365144 8672336778	selvisivaraj585@gmail.com yoga21111998@gmail.com		
External Resources Synonyms	57	SELVI S						SXP9K7LY	
	57 58	SELVI S Yoga B	Female	1002	MBA	8672336778	yoga21111998@gmail.com	SXP9K7LY n9PK84v7	
⊞ ≣ External Resources ⊞ Synonyms ⊞ Erogrammability ⊞ Eservice Broker	57 58 59	SELVI S Yoga B Prabha N	Female Female	1002 1003	MBA MECH	8672336778 9329469346	yoga21111998@gmail.com prabhaneerathilingam8991@gmail.com	SXP9K7LY n9PK84v7 hmRk1cAe	
□ □ External Resources □ □ Synonyms 1 □ □ Programmability 2 □ □ Service Broker 3 □ □ Storage 4	57 58 59 60	SELVI S Yoga B Prabha N S SELVI SIVARAJAN	Female Female Female	1002 1003 1009	MBA MECH ECE	8672336778 9329469346 8526417994	yoga21111998@gmail.com prabhaneerathilingam8991@gmail.com selvisivaraj585@gmail.com	SXP9K7LY n9PK84v7 hmRk1cAe H6PoicUR	
Image: External Resources Image: External Resources <td>57 58 59 60 61</td> <td>SELVI S Yoga B Prabha N S SELVI SIVARAJAN jenitha</td> <td>Female Female Female Female</td> <td>1002 1003 1009 14</td> <td>MBA MECH ECE MCA</td> <td>8672336778 9329469346 8526417994 354655</td> <td>yoga21111998@gmail.com prabhaneerathiingam8991@gmail.com selvisivaraj585@gmail.com jeni.p@gmail.com</td> <td>SXP9K7LY n9PK84v7 hmRk1cAe H6PoicUR KtGdnjLE</td> <td></td>	57 58 59 60 61	SELVI S Yoga B Prabha N S SELVI SIVARAJAN jenitha	Female Female Female Female	1002 1003 1009 14	MBA MECH ECE MCA	8672336778 9329469346 8526417994 354655	yoga21111998@gmail.com prabhaneerathiingam8991@gmail.com selvisivaraj585@gmail.com jeni.p@gmail.com	SXP9K7LY n9PK84v7 hmRk1cAe H6PoicUR KtGdnjLE	
Image: Spinoryms 1 Image: Spinoryms 1 Image: Spinoryms 2 Image: Spinoryms 3 Image: Spinoryms 3 Image: Spinoryms 4 Image: Spinoryms 5 Image: Spinoryms 5 Image: Spinoryms 5	57 58 59 60 61 62	SELVI S Yoga B Prabha N S SELVI SIVARAJAN jenitha Jenitha	Female Female Female Female Female	1002 1003 1009 14 5655	MBA MECH ECE MCA MCA	8672336778 9329469346 8526417994 354655 9600335655	yoga21111998@gmail.com prabhaneerathiingam8991@gmail.com selvisivaraj585@gmail.com jeni p@gmail.com jenitha p@gmail.com	SXP9K7LY n9PK84v7 hmRk1cAe H6PoicUR KtGdnjLE D2TLgqvO	

Figure -12 Database for Staff Details

SQLQuery2.sql - DESKTOP-MFVBR3R\MSS File Edit View Query Project Tool				P-MFVBR3	R\Selvi (54))	- Microsoft S	QL Server Man	agement Studio			Quick l
🖸 🗸 🗢 🛛 🎦 👻 📩 🖓 💭 Ne	ew Que	ry 🖨	@ @ i				⊠ - ≣ % ≠		• 🗊 🗲 🚔 I	▶	
Object Explorer ● 0 × Connect + 1 → 2 = 0 × 0 × B DESTON-NVERSEN, NASSOL SERVER + B DESTON-NVERSEN, NASSOL SERVER + B Databases B Database Dagarans B Batabase Dagarans B Bata		SELECT		t for S 000) [S nt_id] tment] _No] _Id] ord]	electTopNf _No]		l.sql - DEFVBR				
	100 %										
⊞ dbo.studreg	III F	Results	Rill Messa	oes							
Views	1 2 3	S_No 41 42 43	Name vijay Yoga B hari	Gender Male Female Male	Student_id 102 1004 2322	Department MCA EEE MCA	Phone_No 8940119179 968349076 3545675	Email_Ud vijay123.uniq@gmail.com yoga21111959@gmail.com sahayajenithap@francisxavier.ac.in	Password IVZBn3ht qvPMoIZU konFhYNM		
Integration Services Catalogs	🕑 Qı	Jery exe	cuted suc	cessfully.			DESKTOP-	MFVBR3R\MSSQLSERVER DESK	TOP-MFVBR3R\Selv	vi fx 00:00:00	3 rows

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

REFERENCES

- [1] Boshoff, C. and J. Allen (2000). "The Influence of Selected Antecedents on Frontline Staff's Perceptions of Service Recovery Performance." International Journal of Service Industry Management 11(1):63-90.
- [2] BS 8600:1999 Complaints Management Systems Guide to Design and Implementation. England, British Standards Institute.Chung -Herrera, B. G., N. Gold schmidt, et al. (2004). "Customer and Employee Views of CriticalService.
- [3] Aditi Mhapsekar "Voice enabled Android application for vehicular complaint system using GPS and GSMSMS technology," in World Congress on Information and Communication Technologies, 2012, pp.520-524.

- [4] Aaditeshwar Seth, Abhishek Katyal, Rohit Bhatia, Dinesh Kapoor, Balachandran C, Vidya Venkat, Aparna Moitra, Sayonee Chatterjee, Mayank Shivam, Z. Koradia, Praveen Naidu, "Application of Mobile Phones and Social Media to Improve Grievance Redressal in Public Services", m4dposition.
- [5] Aditi Mhapsekar "Voice enabled Android application for vehicular complaint system using GPS and GSMSMS technology," in World Congress onInformation and Communication Technologies,2012,pp.520-524.
- [6] D.D. Lewis, "Feature Selection And Feature Extraction For Text Categorization," Proc. Workshop Speech And Natural Language, Pp. 212-217,1992.
- [7] E.F. Combarro, E. Montan[~] E'S, I. Dı'Az, J. Ranilla, And R. Mones, "Introducing A Family Of Linear Measures For Feature Selection In Text Categorization," Ieee Trans. Knowledge And Data Eng., Vol. 17, No. 9, Pp.1223-1232, Sept.2005.
- [8] Zurah Binti Abu, Fadilah Ezlina Binti Shahbudin, Mastura Binti Mansor, Nurul Zahirah Binti Abd Rahim, Nur Aqilah Binti Norwahi, "Improving user complaint management system and satisfaction level via reader-friendly linguistic features", International Symposium on Mathematical Sciences and Computing Research (iSMSC), 2015.
- [9] J. Breitsohl, M. Khammash and G. Griffiths, "E-business complaint management: perceptions and perspectives of online credibility", Journal of nterprise Information Management, vol. 23, no. 5, pp. 653-660, 2010.
- [10] Ramana Kumar Madupalli Amit Poddar, "Problematic customers and customer service employee retaliation", Journal of Services Marketing, vol. 28, no. 3, pp. 244-255, 2014.

AUTHORS

S.Selvi doing final year MCA in Francis Xavier Engineering College



Sahaya Jenitha' Department of Computer Applications, Francis Xavier

M.Sivanesh doing first year MCA in Francis Xavier Engineering College





