

# VISIBILITY CONCERNED SECURITY COMPLAINT LAUNCHING SYSTEM THROUGH INTRANET

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**Abstract:** Complaint management is important from both students as well as staff point of view. Complaints contain direct voice of students which provides a huge volume of data which can be used to improve the standard of an institution. This project aims to develop an intranetworking complaint management system. This system will have the ability to minimize student's dissatisfaction.

Complaints are specific in matter; they are categorized into different types. Complaints are been viewed and managed by specific admin. An effective and efficient response to these complaints is an essential index of an institutional performance. Solutions are provided based on the priority. Status is given by complaint handler. Feedback is also raised for each complaint by the complaint launcher and closes the complaint, if and only if they satisfied with the solution.

**Keywords:** e-Complaint, Complaint Management System, Complaint Handling

## INTRODUCTION

One of the fundamental parts of an institution is complaint management. Complaints are the opportunities. Each institution has its own definition for complaint. They define complaint related to the services they provide for students & staff. Hence the process of sending a complaint till it gets resolved by a regulatory body is conventional. However as the complaints embrace the voice of the students they provide critical knowledge which can be utilized for the improvement of the institution. Hence it is very crucial for institution to have a system which manages complaints for them and hence complaint launching through intranetworking is a step towards complaint management. As the data accumulated from various complaints keeps on increasing it becomes difficult to efficiently manage the complaints. It not only incurs direct expenses but also indirect expenses. Poor communication can result in poor services being provided by the institution. Whilst concentrating on the topic of complaint handling, institution can achieve an efficient success factor by increasing their satisfaction and their loyalty. Therefore each organization needs to develop its internal and external communication towards its staff and students to achieve success. Although appropriate telecommunication can reduce dissatisfaction, it cannot eliminate complaint immediately. Complaint analysis allows us to classify complaints by type and order of importance. For an institution, there is a need for a Complaint Management System in order to deal with complaints concerning their general, academic, transport and personal complaints. These complaints are been handled by active complaint handlers and medium-active complaint handlers. Active complaint handlers will appoint medium-active complaint handlers to resolve those complaints. So the hierarchy of work flow is been implemented and handled in a proper and secured manner. The handling of complaints is done within the allocated period. The editing option is accessible to students and staffs before the active handlers open and view the complaint. For each complaint launched has its own status updated by the admin and feedback provided by the staff and student.

## II. RELATED WORK

Cho Y., Hiltz R., & Fjermestad J[1] proposed that the current sources and causes of online complaints and they seek effective ways of handling customer complaints by examining different product guidelines for successful e-CRM.

Najar, A.S., Al-Sukhni, H.A., & Aghakhani[2] investigate that many governments tried to utilize SOA (service oriented architecture) in their e-government system to avoid as such confinement among their citizens, these developed systems weren't covering comprehensive complaint handling.

ESRAA ABD EL-AZIZ ABD EL-SADEK AFIFY, Cairo,[3] is used in minimizing customers' dissatisfaction and handled the complaints by recording.

Shadi Hajibagheri, Babak Shirazi, Hamed Fazlollahtabar [4] proposed that the tools have emerged for effective management and they maintain customer relation.

### III. PREVIOUS WORK

In existing system, general complaints and queries are launched. For each queries, solutions are given. Existing system is service based model so it provides solution in terms of service only. It could detect problems and provides with the suitable feedback. In SOA base systems we have different systems with different services which have to collaborate with each other through a common bus and unique data type although each system has its own data type. CRM has four key components, as shown:



Fig.1. Key components of e-CRM [3]

The Existing system has some disadvantages. The customer complaint is visible to all. It was not secured and they are not specific in matter. No prioritized action is taken to the complaint. Current status of the complaint is not updated. In existing system, the implementation of the Complaint Management System is based only on the web-service model so we need the alternative as customer based system.

### IV. PROPOSED MODEL

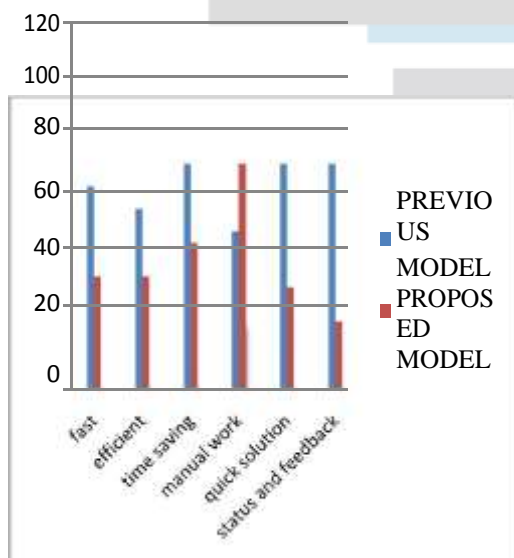
The proposed complaint handling model is a method, platform or web-application to ensure that the complaint process is addressed and handled properly.

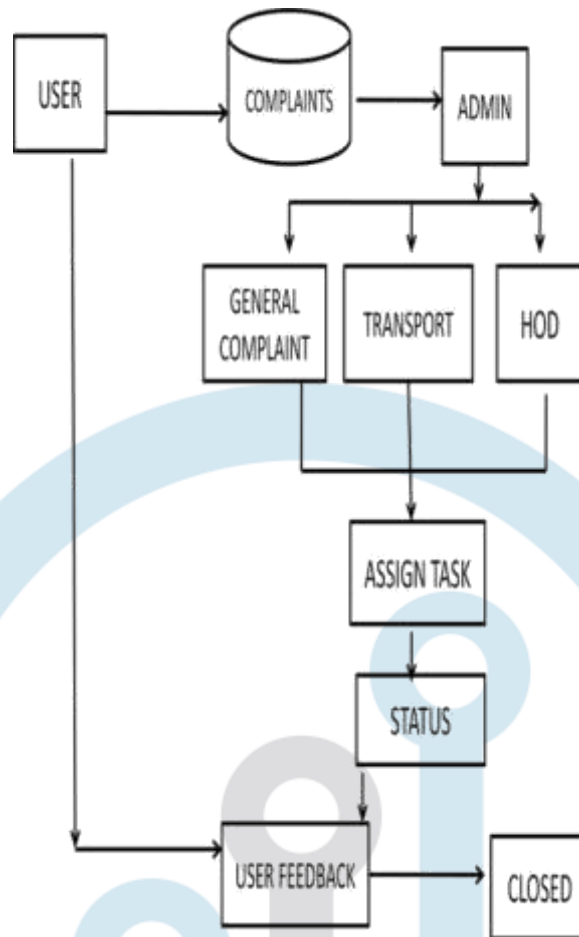
In this system, complaints are been reviewed and maintained. Proposed system not only focused on service, it mainly focuses on user needs. It provides zero dissatisfaction level for complaint launcher by providing feedback and status to each complaint.

The proposed work has some advantages. Complaints are secured from each user. Authentication is provided for complaint launcher. System manages the complaint data by making work flow in prioritized manner. Complaints are specific they are categorized based on the user needs.

When comparing the proposed work with previous model, the work is fast and efficient. Time also saved by reducing the manual work. Quick solution has to be provided. Status and feedback also registered for every complaint.

Complaint launcher has rights to edit the complaint only before the dead line. This system provides faster response for both complaint launcher and complaint handler. That is complaint launcher problems are quickly resolved and the complaints are handled in easy manner. Complaint handler can view the complaint based on date, type. Feedback and status are raised to each complaint.

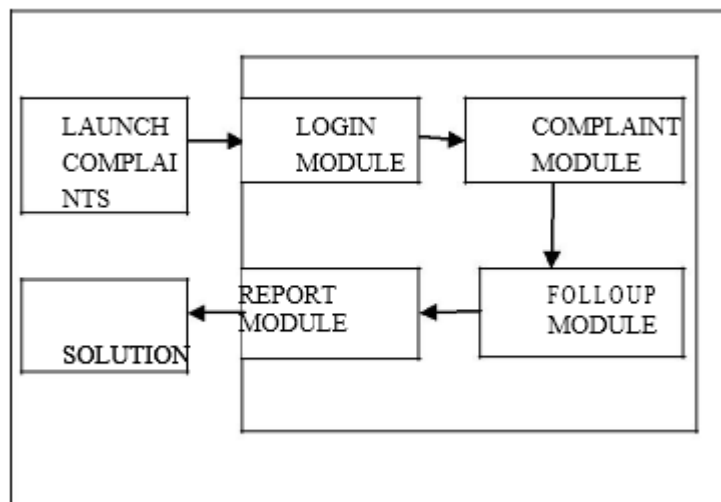




**V. SYSTEM ARCHITECTURE**

The development of the proposed model is not only depending on how the system works. It also depends on the working flow process that being identified and need to be implemented and followed. The system architecture diagram will explain the whole system. The work flow of the system as follows: First the user will launch the complaint, in this application user can be student or staff of an institution.

Then the complaint data are provided to the admin, here admin is complaint handlers there are different admin for different type of complaints like transport, general, head of each department these admins will view the complaint and assign task for solving the complaint based on the priority. After completion of task the admin will provide status to the user. Then user will provide feedback only when user is satisfied they will close the complaint.



## VI. MODULE DESCRIPTION

In complaint launching system there are four modules they are In login module only legitimate users only can login. In this application login can be used by student, staff and admin. This module provide authentication for the system.

In complaint module launched complaints are received and managed by admin. Work flow of this module is based on priority. All Complaints are segregated to individual admin based on type of complaint automatically.

In follow-up module the authenticated admin will the complaints and task is assigned for solving the complaints. At the end of this module admin provide status for each complaint.

In report module all complaints saved for future use. Using this module complaint report can be viewed based on category and date. This module saves time and help in quick search.

## VII. CONCLUSION

This paper presents an overview of the development and implementation of the Complaint Management System. The results obtained from the implementation are encouraging and promising for the development or more complex systems in the future as the Complaints Management is a complex and critical problem. Complaints and compliments are valuable source of information that institution can use to improve program delivery and service. Finally the researcher believes that the presented model can be helpful in other fields of e-complaining in terms of student Adaption and student Loyalty. And also the complaint can be received by using the mobile message or through mail for future purpose.

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