

# **INTERNAL CONFLICT MANAGEMENT SYSTEM**

**MINI PROJECT**

**(2020-2021)**

## **Internal Conflict Management System**

**REPORT**



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# **INTERNAL CONFLICT MANAGEMENT SYSTEM**

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## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

### **GLA UNIVERSITY INSTITUTE OF ENGINEERING AND TECHNOLOGY**

## **CERTIFICATE**

This is to certify that the project entitled “Internal Conflict Management System” has been submitted to the Department of computer Science and engineering. GLA University Institute of Engineering and Technology for the fulfilment of the requirement for the award of the degree of Bachelor of Technology in “Computer Science and Engineering” by the following student of third year B.Tech (Computer Science and Engineering).

#### **Student Name(with Roll no.)**

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#### **Project Guide-**

Mr. Amir khan

(Technical Trainer)

#### **Head of the Department -**

Anand Singh Jalal

## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

### **Abstract**

Design and implementation of Internal Conflict Management System based on the web development in this project. A user-friendly conflict management is built using HTML, CSS, etc to solve the conflicts(complaints) regarding hostels, mess and administration buildings. Basically, this will help students as well as staffs of the university.

# Introduction

A **consumer complaint** or **customer complaint** is "an expression of dissatisfaction on a consumer's behalf to a responsible party". It can also be described in a positive sense as a report from a consumer providing documentation about a problem with a product or service. In fact, some modern business consultants urge businesses to view customer complaints as a gift.

Consumer complaints are usually informal complaints directly addressed to a company or public service provider, and most consumers manage to resolve problems with products and services but it sometimes requires persistence.

An *instrumental* complaint is a complaint made to a person or organization that could take some action and bring about a specific remedy. An *expressive* complaint is a complaint made for the purpose of expressing feelings, without any realistic chance of anything being done. Most online complaints are expressive complaints.

Internal Conflict Management System is a web-based application that is designed to make the process of resolving complaints(conflict) made by students in the university environment easy. It can be used to deliver information faster without any redundancy.

Using the software, the university management would be able to maintain an effective, timely and equitable complaints handling system that is easily accessible by the students. Internal Conflict (complaints)

## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

Management System in the university helps to resolve a lot of problems or issue like mess, library, hostel, academy, etc for a university growth.

This project identifies a range of options that can be used to manage university complaints.

If a student feels uncomfortable about having their Complaint with informally, or has not been able to resolve it informally, they can choose to have their complaint with formally using this internal conflict management system. All formal complaints must be made by the student, their authorised representative.

## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

# **Hardware and Software specification**

### **Software Specification:**

- Language Used : Python
- Database : CSS, HTML
- User Interface Design : Virtual studio code, Sublime Text Editor
- Web Browser : Google Chrome

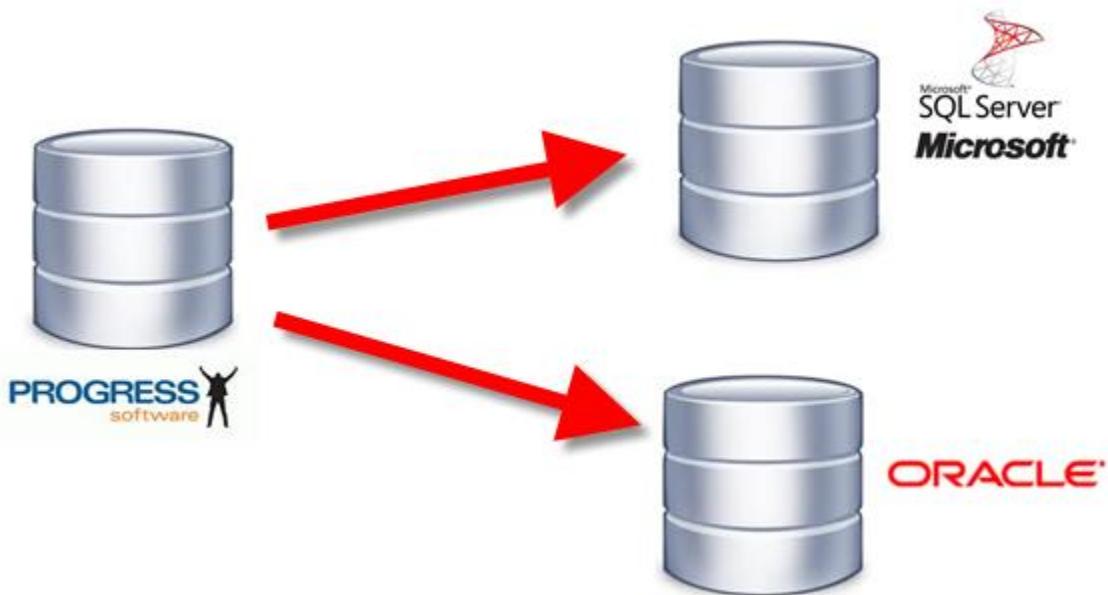
### **Hardware Requirements:**

- Processor : 64-bit, four-core, 2.5 GHz minimum per core
- Operating System : Windows 10,
- RAM : 8GB
- Hard disk : 1024 GB
- Display : 1280 x 768 screen resolution

# DATABASE

## PROGESQL

---



I would like to give you introduction about totally new database named Progress Database which is used in Open Edge technologies. There are very less people who knows about the progress database as this is very old technology. The Progress is different than other SQL database management systems. You can also call Progress database queries as open edge queries rather than progress queries

## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

# **Objectives**

The objective of the internal conflict management system is to make complaints easier to coordinate, monitor, track and resolve, and to provide company with an effective tool to identify and target problem areas, monitor complaints handling performances and make business improvements.

The system registers the complaints of the student through an integrated interface whenever a student has got any complaint related to the campus, regarding library, labs or college infrastructure then they can make online complaints. Their complaint are being taken care by the respective authorities. It also provide an online ways to solving the problems faced by the public by saving time and eradicate corruption, and the ability of providing many of the reports on the system and to facilitate the process of submitting a complaint.

An effective internal conflict resolution process or system in your business or organisation can prevent recurring conflict escalation and puts in place effective procedures for resolving conflict that does arise it leads to many benefits, such as accomplishing goals and strengthening relationship. conflict management system enables organisations to proactively review the way conflict arises and improve how it is handled in the workplace. The aim of this system is to enhance learning and group outcomes including effectiveness or performance in an organizational.

## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

### **FUNCTIONAL SPECIFICATION**

Conflicts are natural in all walks of daily life – both at workplace and home. Thus, conflict is ever present and both charming and maddening. But conflict is a complex and big subject. There are many sources of conflict. Conflict occurs when individuals or groups are not obtaining what they need or want and are seeking their own self-interest.

Sometimes the individual is not aware of the need and unconsciously starts to act out. Other times, the individual is very aware of what he or she wants and actively works at achieving the goal. It would be better to identify conflict at an early stage and come to an understanding.

The concept of conflict is controversial. Psychologists and sociologists have given different meanings. It is being defined as a process by few, an obstructive behaviour, and goal incompatibility by others. Conflict can be expressed as:

Conflict is a process, where perception (real or otherwise) leads to disruption of desirable state of harmony and stability in an interdependent world.

## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

### **Existing System**

For the past few years, the numbers of educational institutions are increasing rapidly.

Thereby the numbers of hostels are increasing for the accommodation of the students studying in this institution. Internal conflict management system deals with complaints generated by public and resolves the problem of every individual. We can improve the efficiency of the system, thus overcome the following drawbacks of the existing system.

- More human error.
- More strength and strain of manual labour needed
- Repetition of the same procedure.
- Low security
- Data redundancy
- Difficult to handle
- Difficult to update data
- Record keeping is difficult
- Backup data can be easily generated

## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

### **USE OF THE PROJECT**

The objective of the internal conflict management system is to make complaints easier to coordinate, monitor, track and resolve, and to provide company with an effective tool to identify and target problem areas, monitor complaints handling performances and make business improvements.

The system registers the complaints of the student through an integrated interface whenever a student has got any complaint related to the campus, regarding library, labs or college infrastructure then they can make online complaints. Their complaint is being taken care by the respective authorities.

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## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

The aim of this system is to enhance learning and group outcomes including effectiveness or performance in an organizational.

## INTERNAL CONFLICT MANAGEMENT SYSTEM

# Implementation details with Screenshots

## Feedback form Screenshot

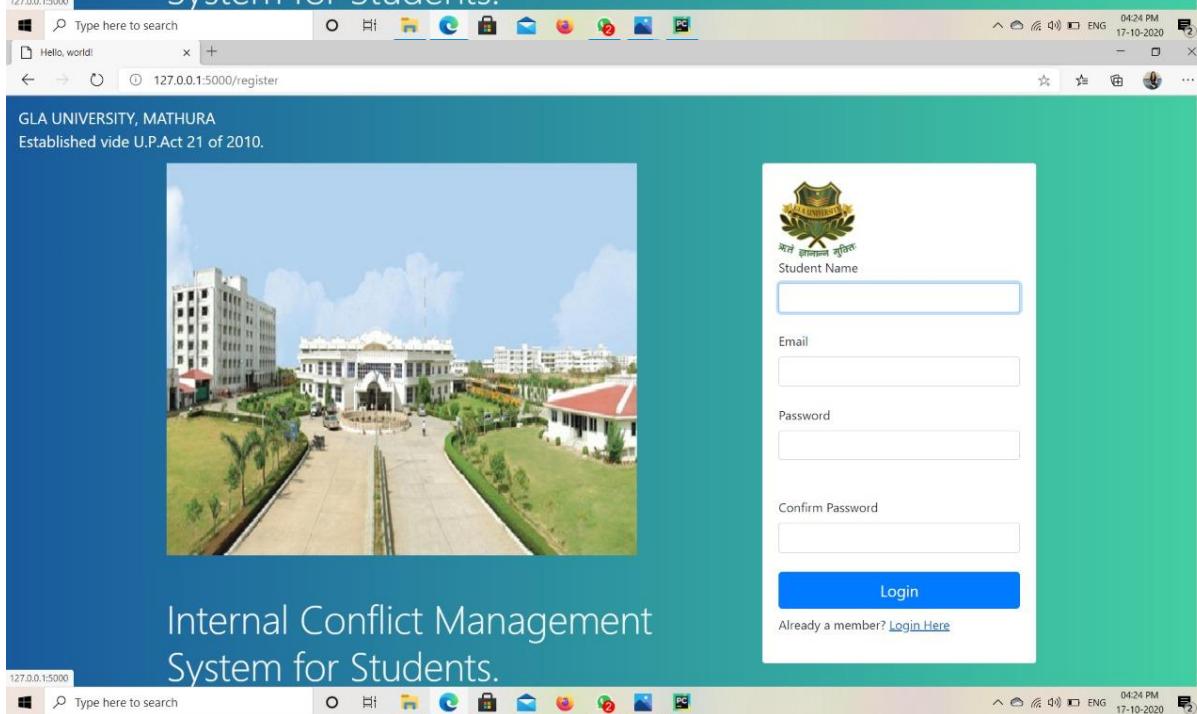
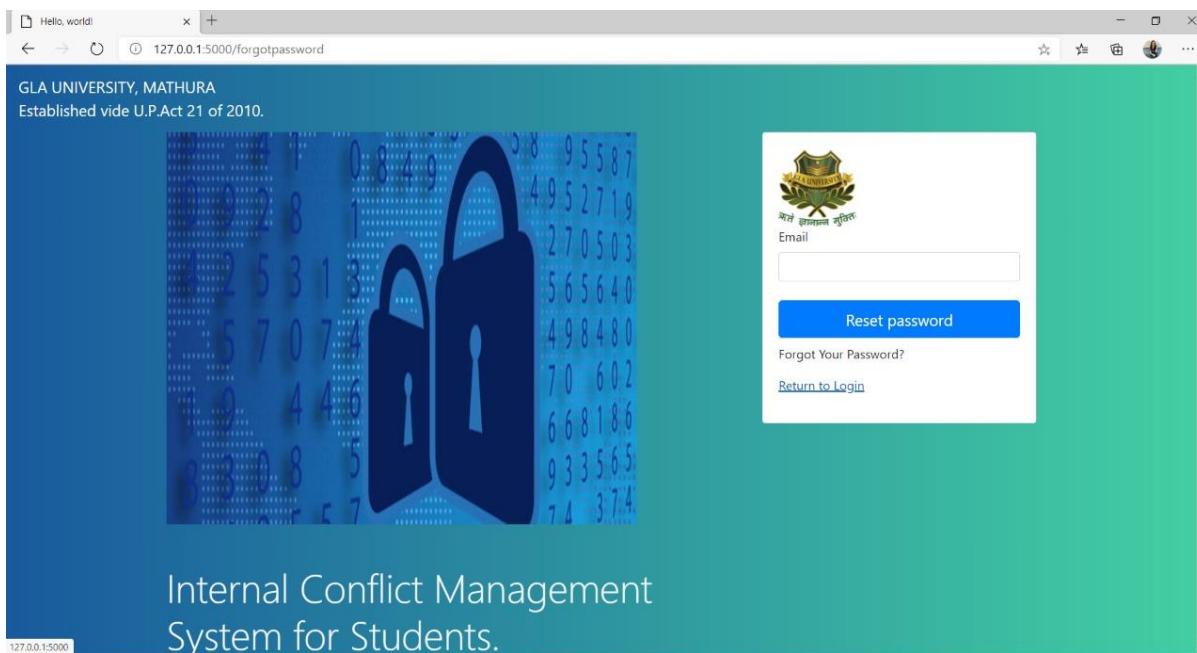
The screenshot shows a web browser window with the title bar "Feedback". The address bar displays the URL "127.0.0.1:8000/feedback". The main content area is titled "Feedback" and contains the following fields:

- A text input field labeled "Name".
- A text input field labeled "Email\*".
- A large text area labeled "Message\*" containing the placeholder text "I'm a human. Please be nice."
- A blue button labeled "Send Feedback".

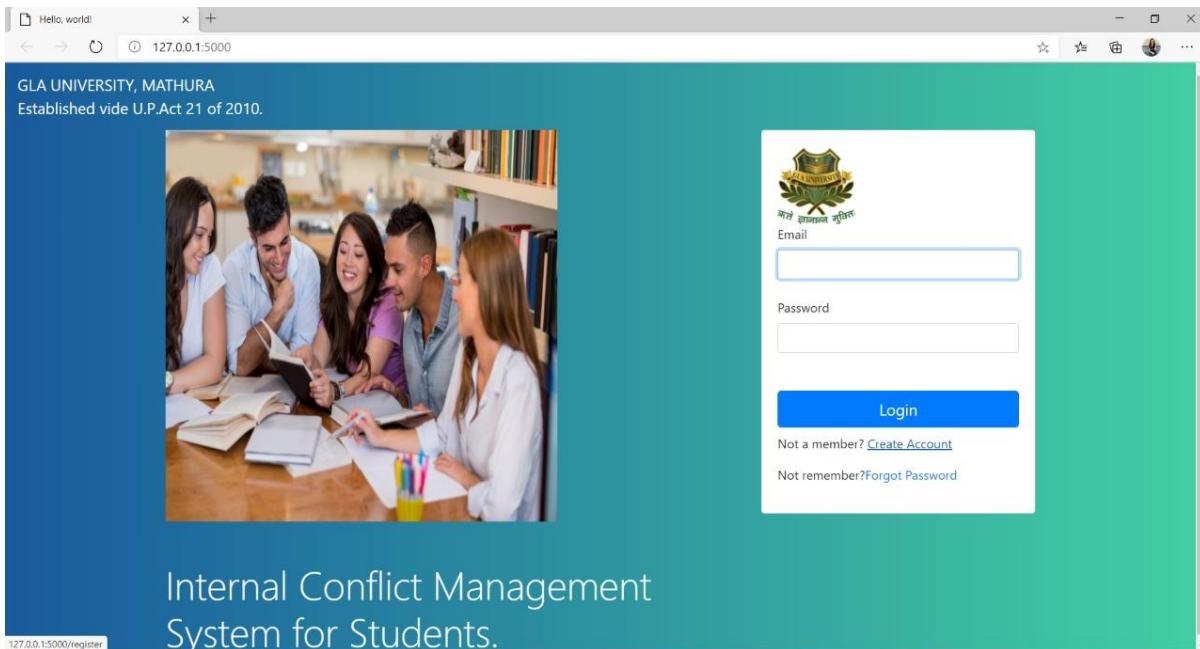
The browser interface includes standard navigation buttons (back, forward, search) and a toolbar with icons for refresh, stop, and other functions.

## INTERNAL CONFLICT MANAGEMENT SYSTEM

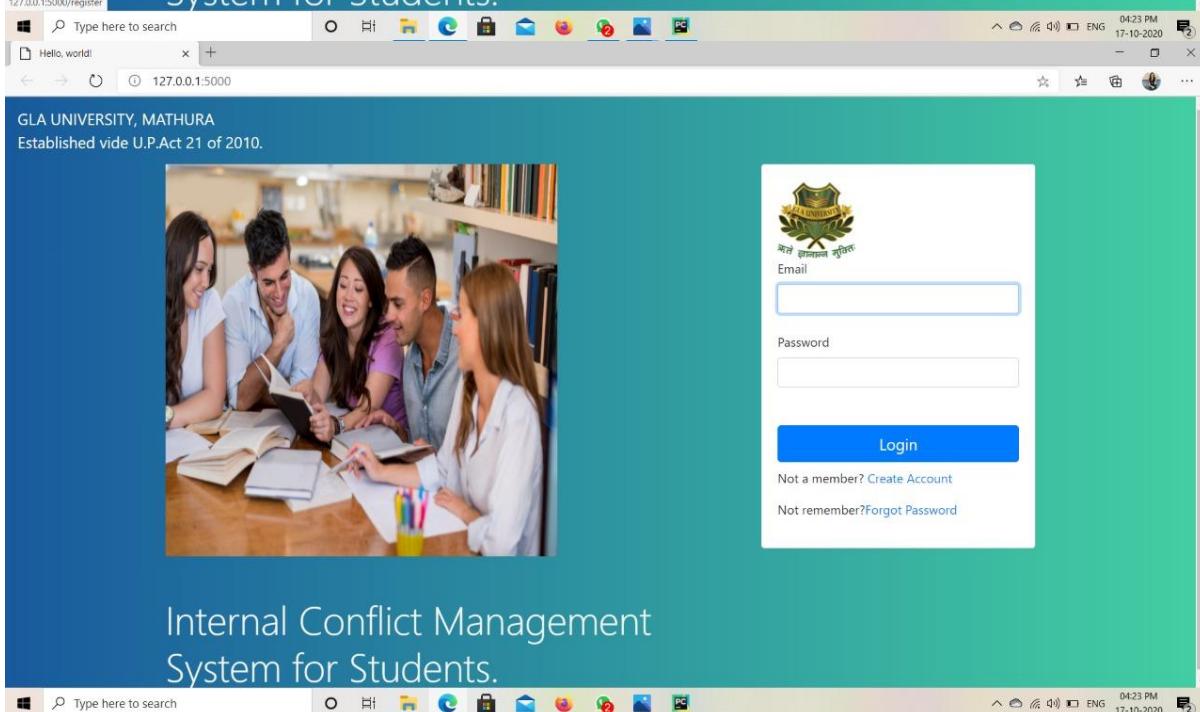
### Mess Web Page Screenshots



# INTERNAL CONFLICT MANAGEMENT SYSTEM



Internal Conflict Management  
System for Students.



Internal Conflict Management  
System for Students.

# INTERNAL CONFLICT MANAGEMENT SYSTEM

The screenshot shows a website titled "Hostel Mess Menu" with a navigation bar at the top. The days of the week (Sunday through Saturday) are listed horizontally. Below the navigation bar are three images of different meals: a vegetable stir-fry, a dish of white fish fillets garnished with herbs and tomatoes, and a green salad. A "Feedback" button is located in the top right corner of the header.

This screenshot is similar to the first one, but a dropdown menu has been opened for the "Saturday" day. The menu items include "Breakfast", "Lunch", and "Dinner". Under "Breakfast", there are five listed items: "Green Salad", "Rice", "Roti", "Aloo Shimla Mirch", and "Mix Dal". The rest of the interface remains the same, with the three meal images visible below the header.

# INTERNAL CONFLICT MANAGEMENT SYSTEM

The image shows two screenshots of a web-based meal menu system. The top screenshot displays a menu for Thursday, showing breakfast, lunch, tea, choley, kulche, and salad options. The bottom screenshot shows a menu for Tuesday, listing rice, roti, aloo began, dal makhni, and green salad. Both screenshots feature images of various dishes like vegetable stir-fry, fish, and salads.

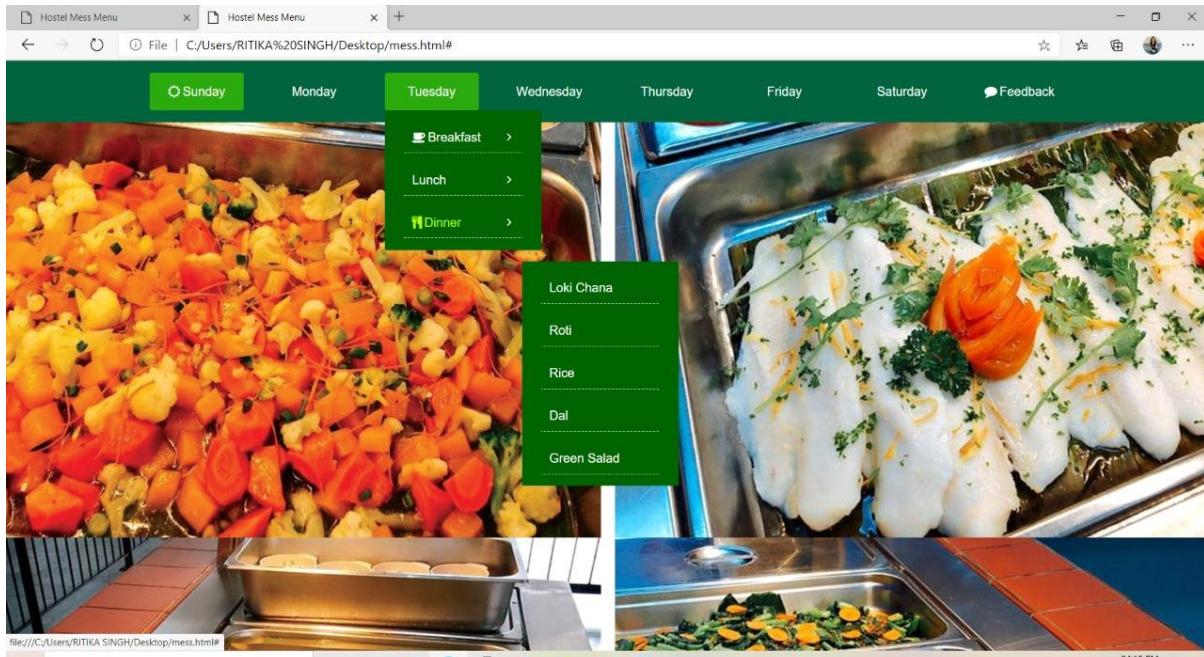
**Thursday**

- Breakfast >
- Lunch >
- Tea
- Choley
- Kulche
- Salad

**Tuesday**

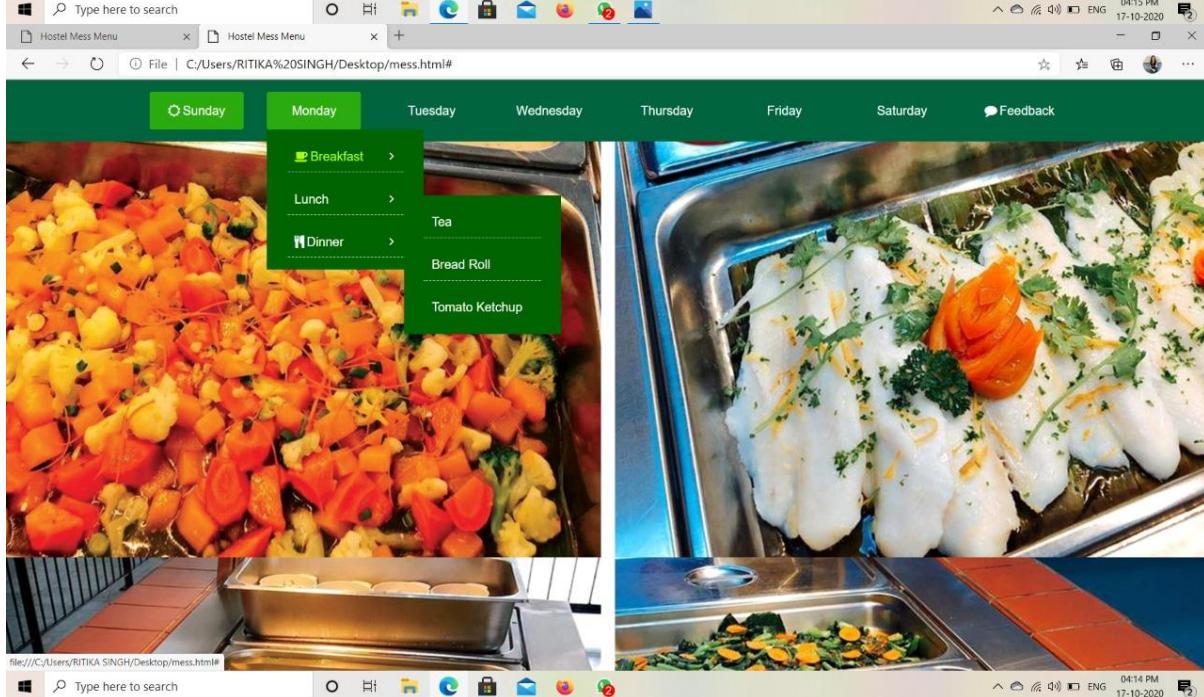
- Breakfast >
- Lunch >
- Dinner >
- Rice
- Roti
- Aloo Begn
- Dal Makhni
- Green Salad

# INTERNAL CONFLICT MANAGEMENT SYSTEM



The screenshot shows the 'Tuesday' menu page. The main content area displays two images: a large tray of colorful vegetable stir-fry on the left and a tray of white fish fillets garnished with cilantro and orange slices on the right. A sidebar menu on the left lists breakfast, lunch, and dinner options for each day of the week.

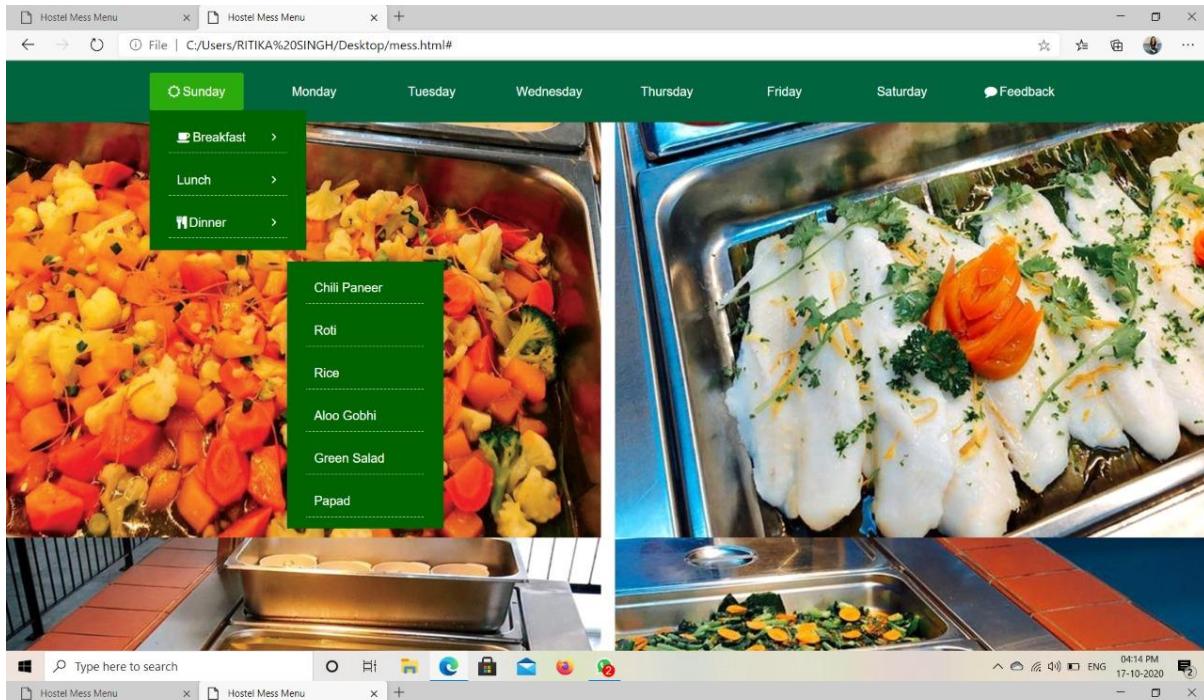
Day	Breakfast	Lunch	Dinner
Tuesday	Loki Chana	Roti	Rice
Tuesday	Dal		Green Salad

The screenshot shows the 'Monday' menu page. The main content area displays two images: a large tray of vegetable stir-fry on the left and a tray of white fish fillets garnished with cilantro and orange slices on the right. A sidebar menu on the left lists breakfast, lunch, and dinner options for each day of the week.

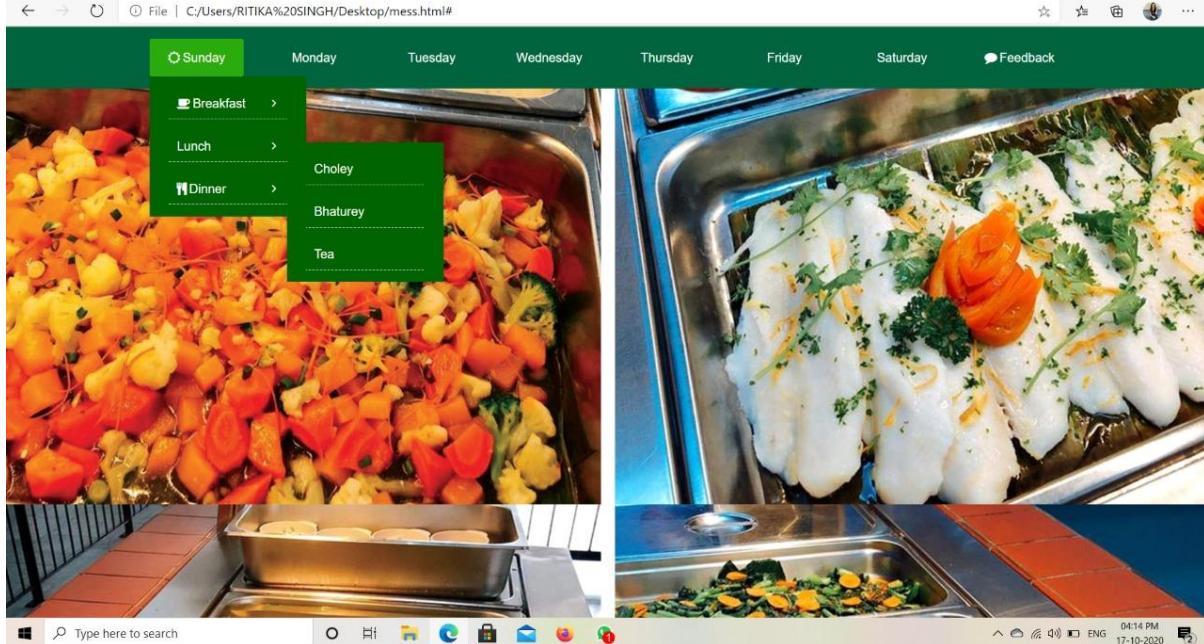
Day	Breakfast	Lunch	Dinner
Monday	Tea	Bread Roll	Tomato Ketchup

# INTERNAL CONFLICT MANAGEMENT SYSTEM



The screenshot shows the 'Sunday' meal options. The menu items listed are:

- Chili Paneer
- Roti
- Rice
- Aloo Gobhi
- Green Salad
- Papad



The screenshot shows the 'Sunday' meal options. The menu items listed are:

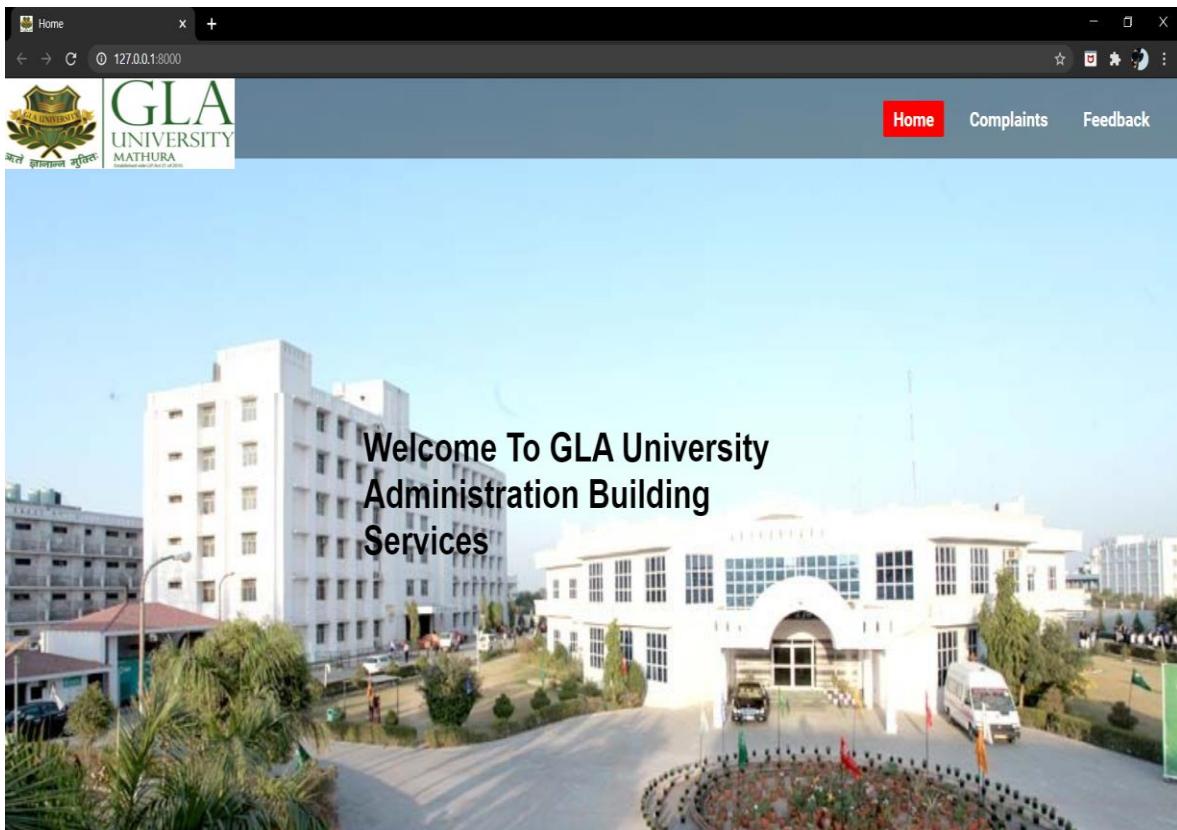
- Choley
- Bhaturey
- Tea

## INTERNAL CONFLICT MANAGEMENT SYSTEM

### Testing

#### ➤ Home Page :

Home page is the first page to appear when a user or student opens the website. On an internal conflict management system website, the home page consists of a very rich and useful source of information, it will also link the user/students to different pages contained on the website for further use. It is very crucial to test the interoperability and functionality of the home page of the internal conflict management system.



## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

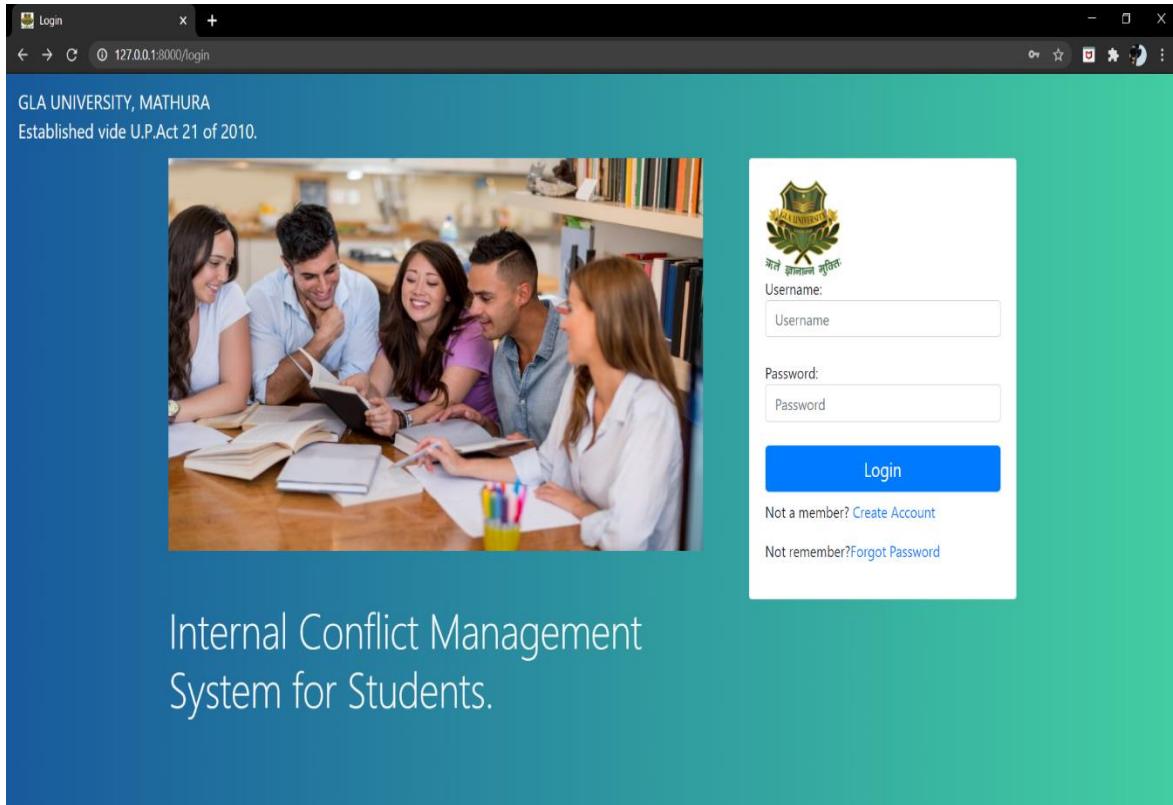
### **➤ Students Login Page :**

The student will use his particular data e-mail and password to log into the management system. After submitting the form, it checks if all the fields have been filled correctly.



Internal Conflict Management  
System for Students.

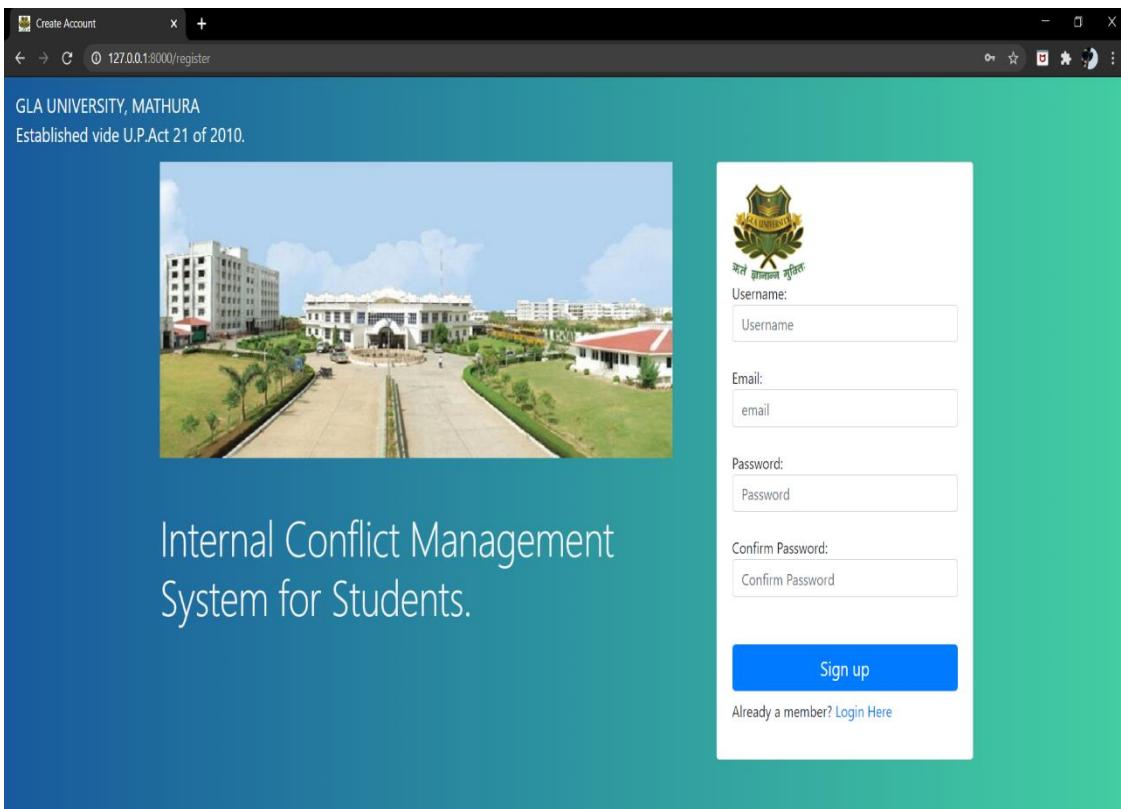
# INTERNAL CONFLICT MANAGEMENT SYSTEM



## INTERNAL CONFLICT MANAGEMENT SYSTEM

### ➤ Students/User Registration :

The users will use their exclusive information to register. The user then become a student, and he or she is directed to the login webpage of the conflict management system.



# INTERNAL CONFLICT MANAGEMENT SYSTEM

Create Account + x

127.0.0.1:8000/register

GLA UNIVERSITY, MATHURA  
Established vide U.P.Act 21 of 2010.





अन्ते धूमधारा विजयः

Username:

Email:

Password:

Confirm Password:

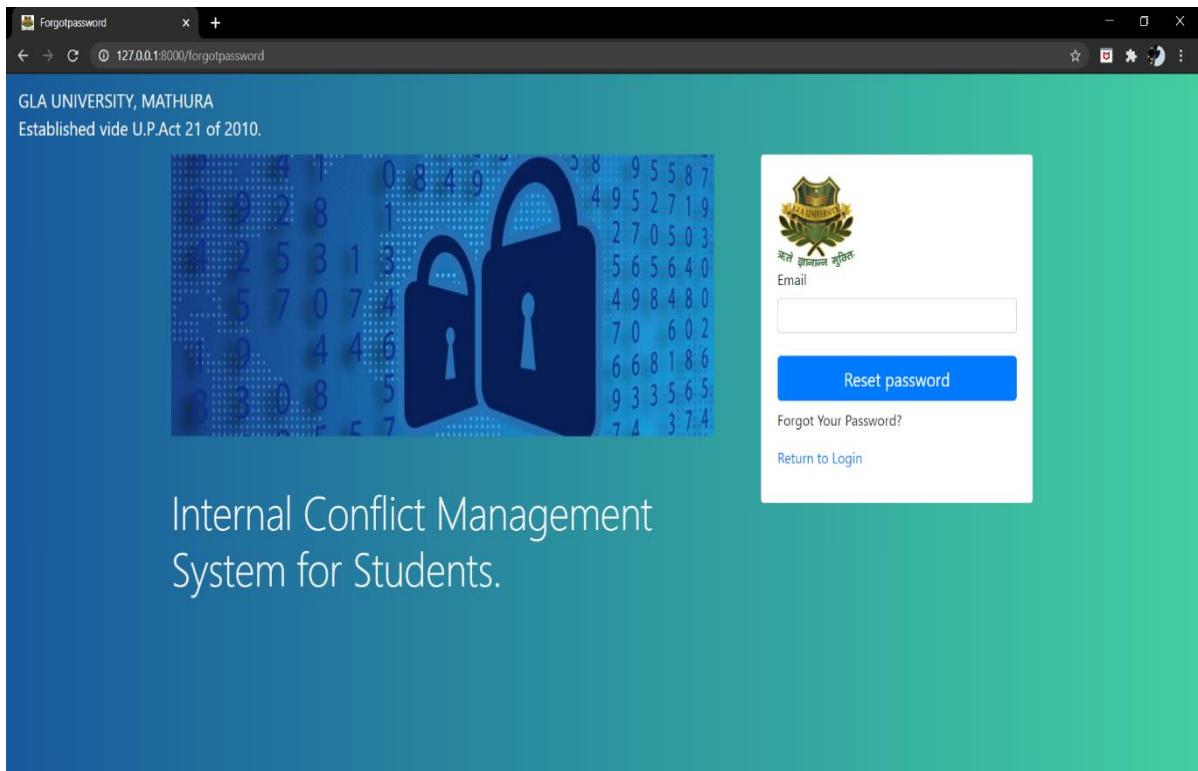
Sign up

Already a member? [Login Here](#)

## INTERNAL CONFLICT MANAGEMENT SYSTEM

### ➤ Forgot password page :

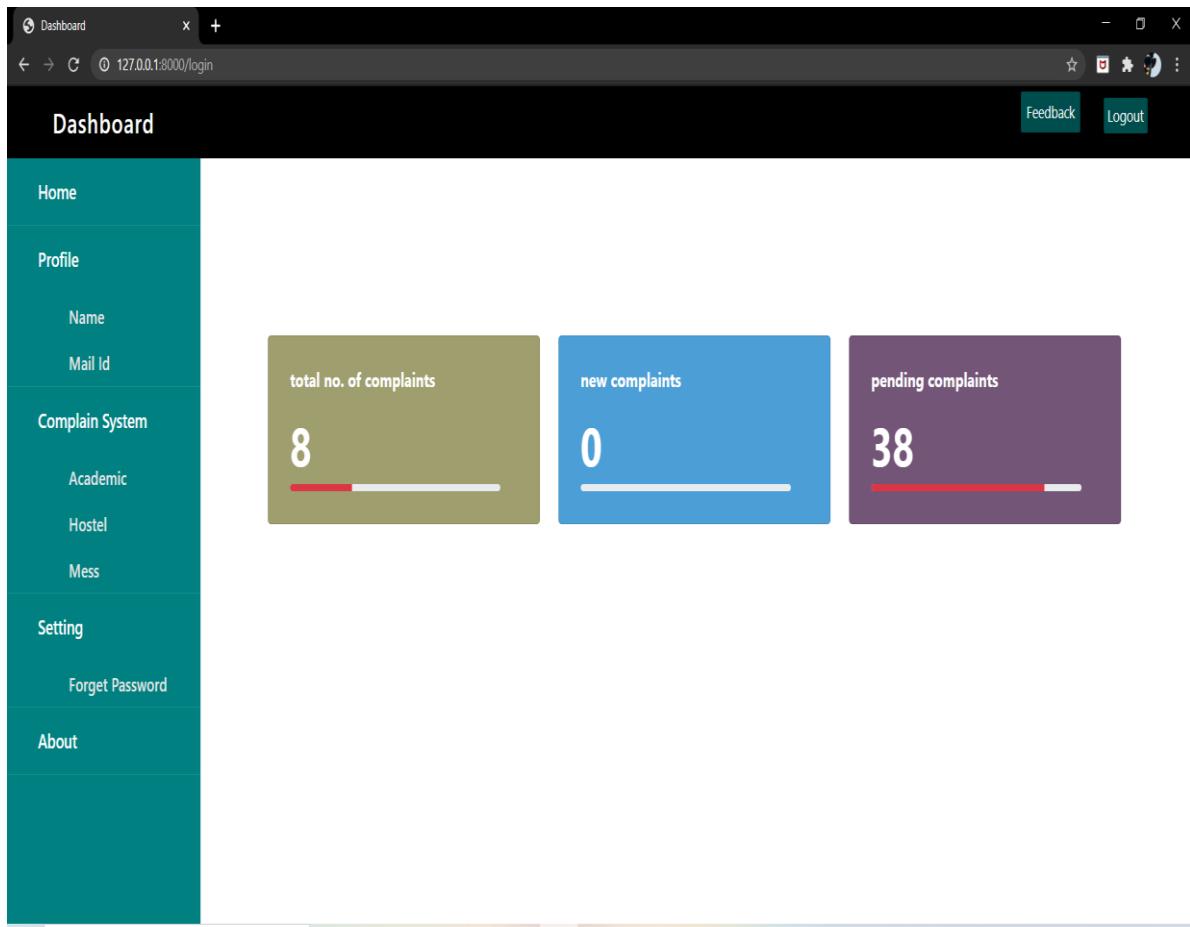
You can change your password for security reasons or reset it if you forget it.



## INTERNAL CONFLICT MANAGEMENT SYSTEM

### ➤ Dashboard page :

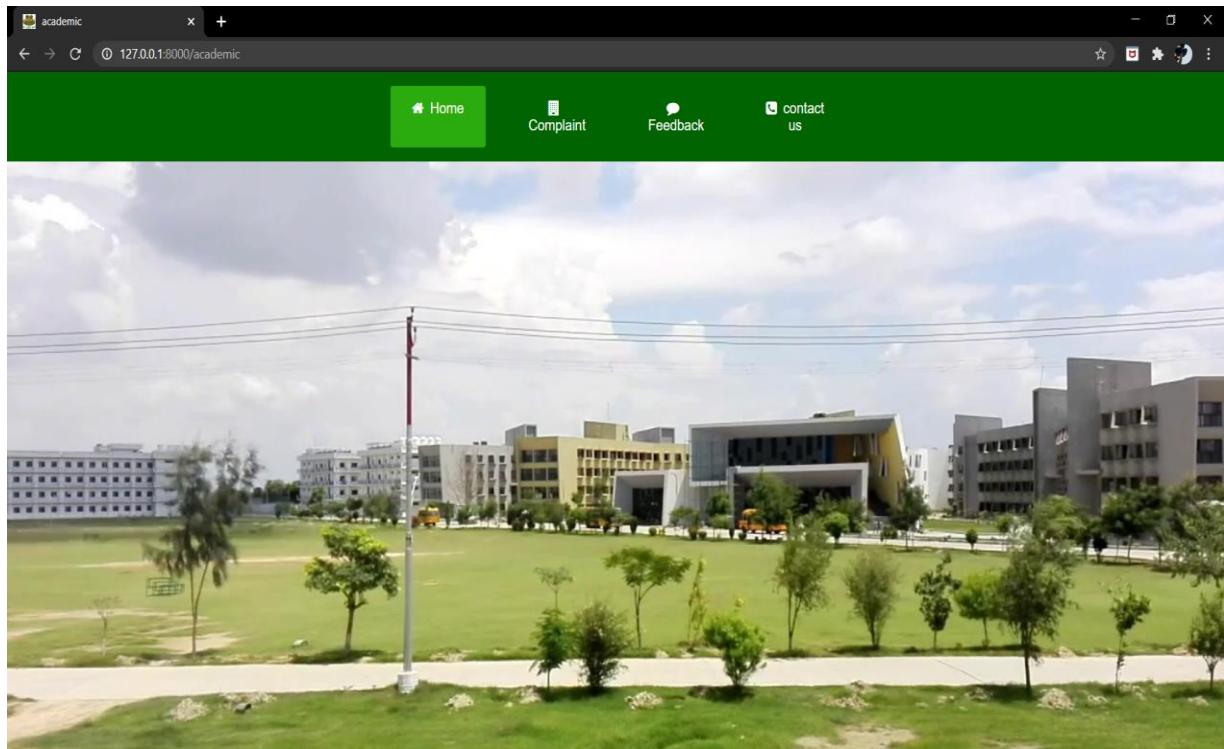
The complaints dashboard is a web-based application that shows the complaints trend analysis results.



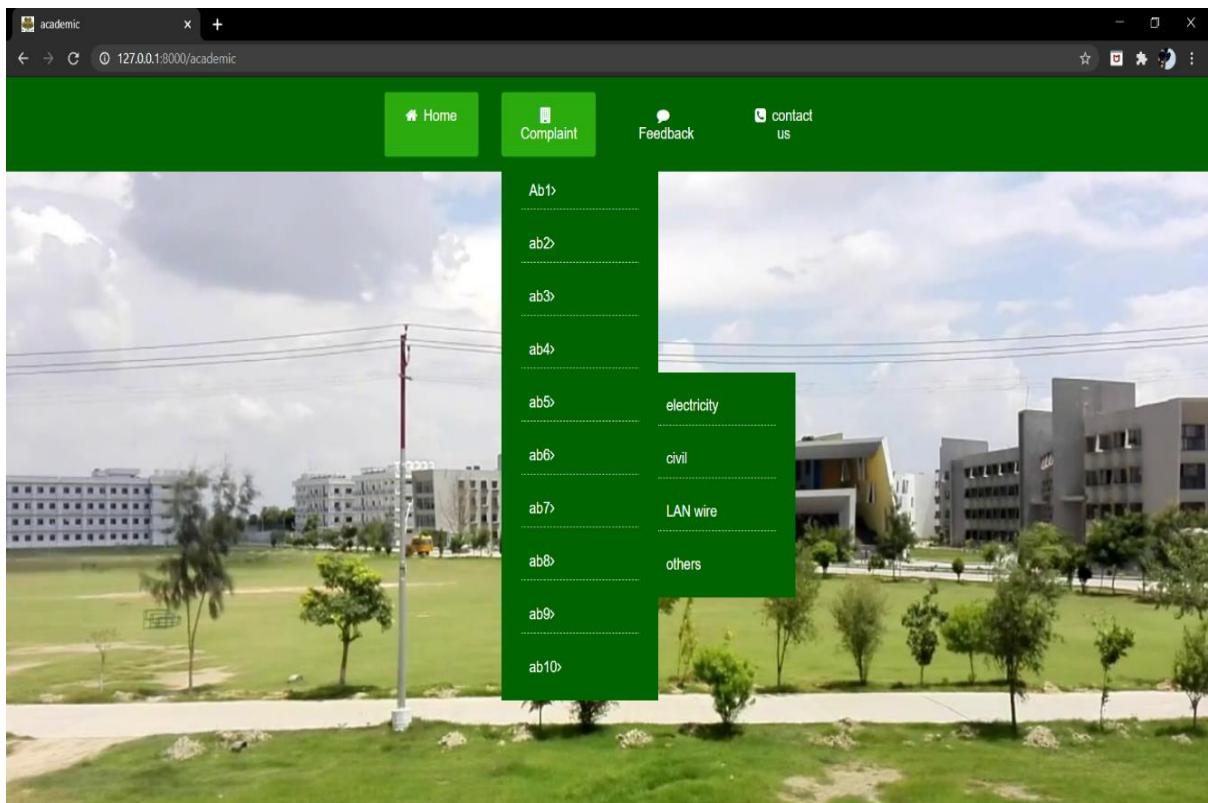
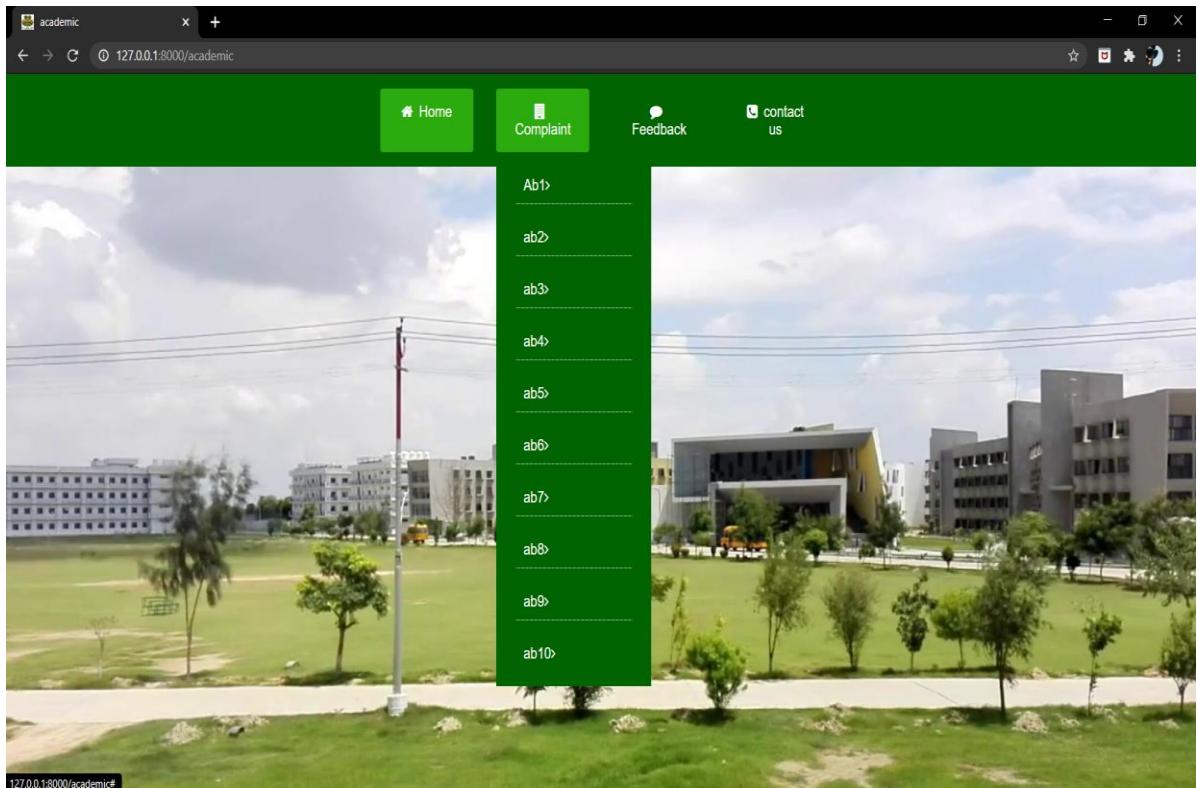
## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

### **➤ Academic page :**

The Academic page provides guidance to students on the operation of the university academic complaint procedures.



# INTERNAL CONFLICT MANAGEMENT SYSTEM



## INTERNAL CONFLICT MANAGEMENT SYSTEM

### ➤ Feedback page :

A feedback form is a way in which student feedback is obtained. Feedback form help in improving services, and even the fundamental understanding of the students.

The screenshot shows a web browser window titled "Feedback". The URL in the address bar is "127.0.0.1:8000/feedback". The page content is as follows:

**Feedback**

I appreciate your feedback

Name

Email\*

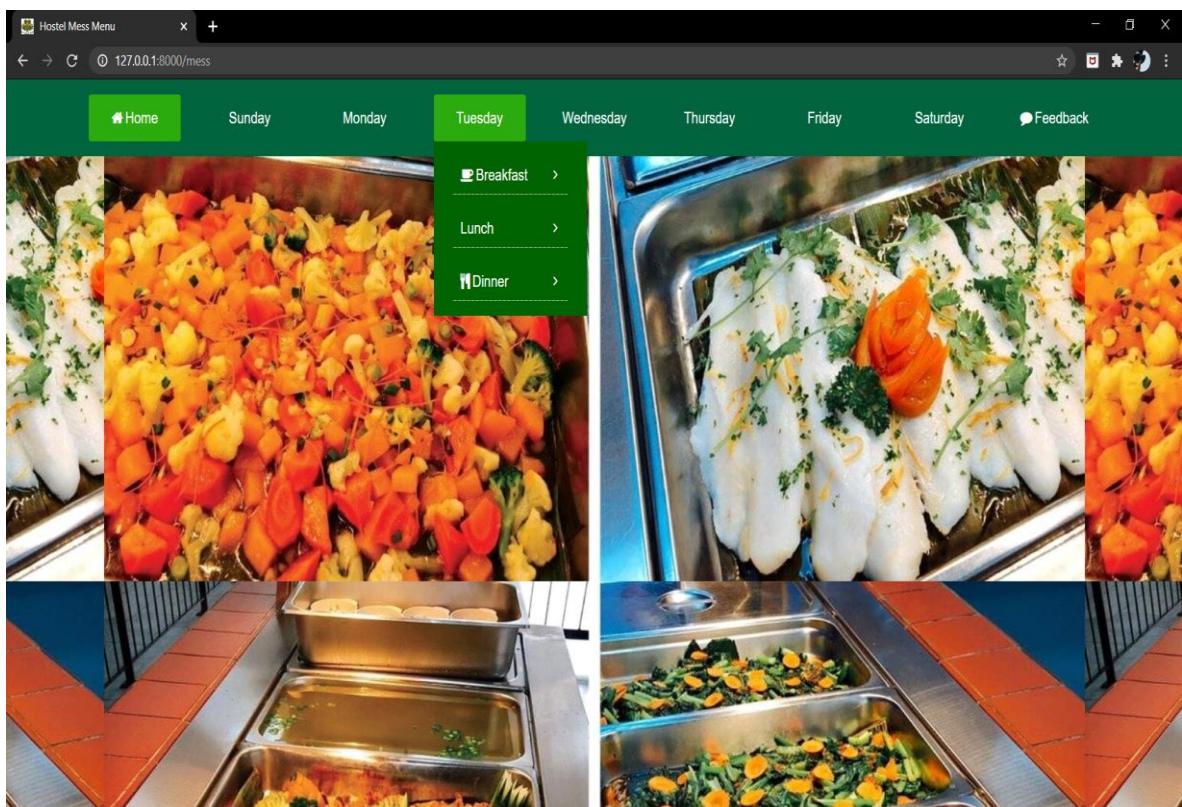
Message\*

**Send Feedback**

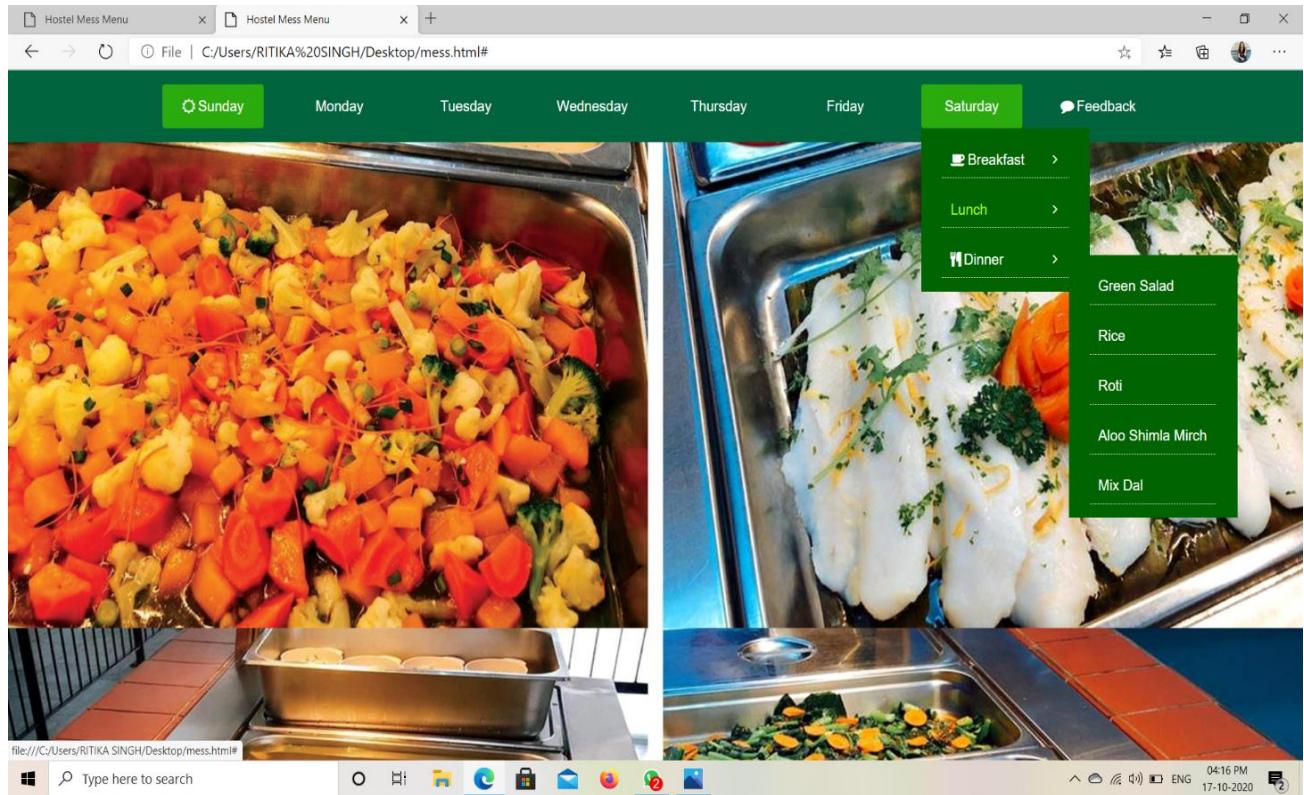
## INTERNAL CONFLICT MANAGEMENT SYSTEM

### ➤ Mess Menu Page :

It helps students for any complaints regarding food quality, then write the complaint in suggestion/complaint register in the mess. Students can also give their feedback on mess menu and mess food taste.



# INTERNAL CONFLICT MANAGEMENT SYSTEM

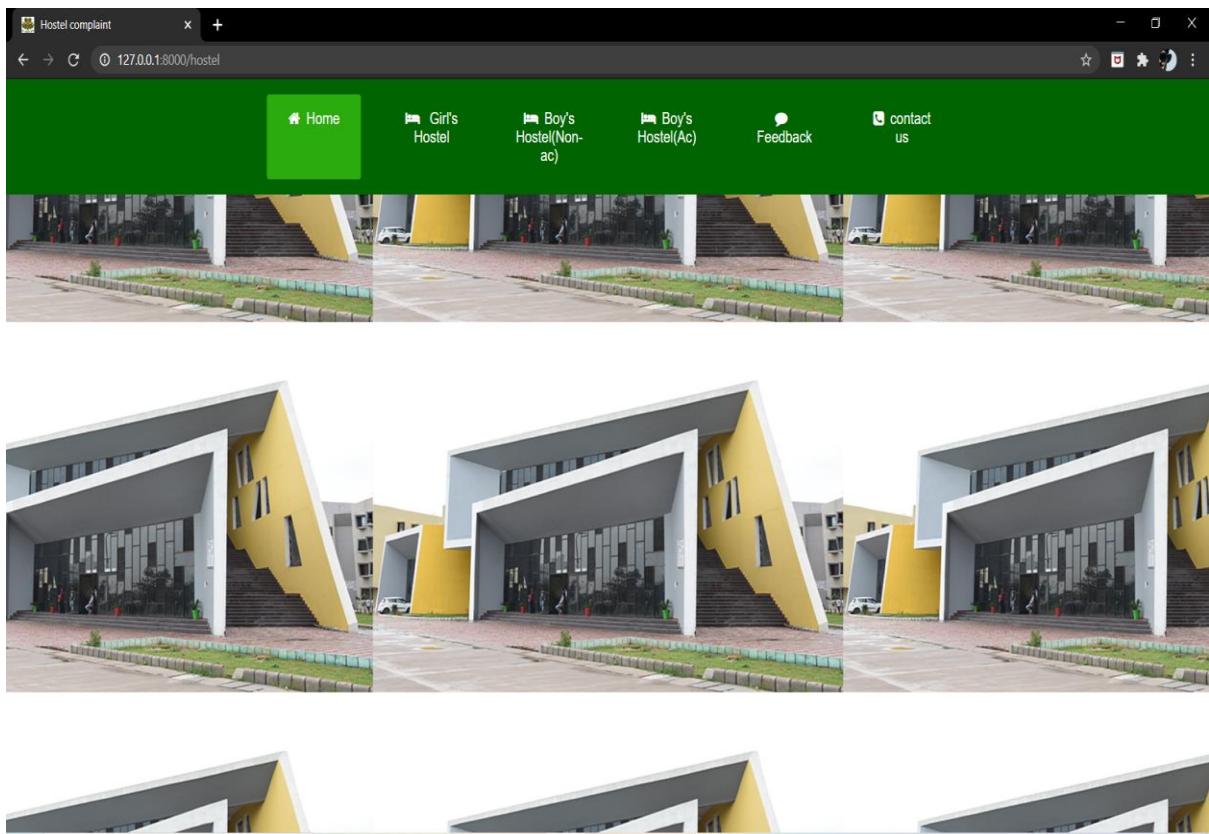


## INTERNAL CONFLICT MANAGEMENT SYSTEM

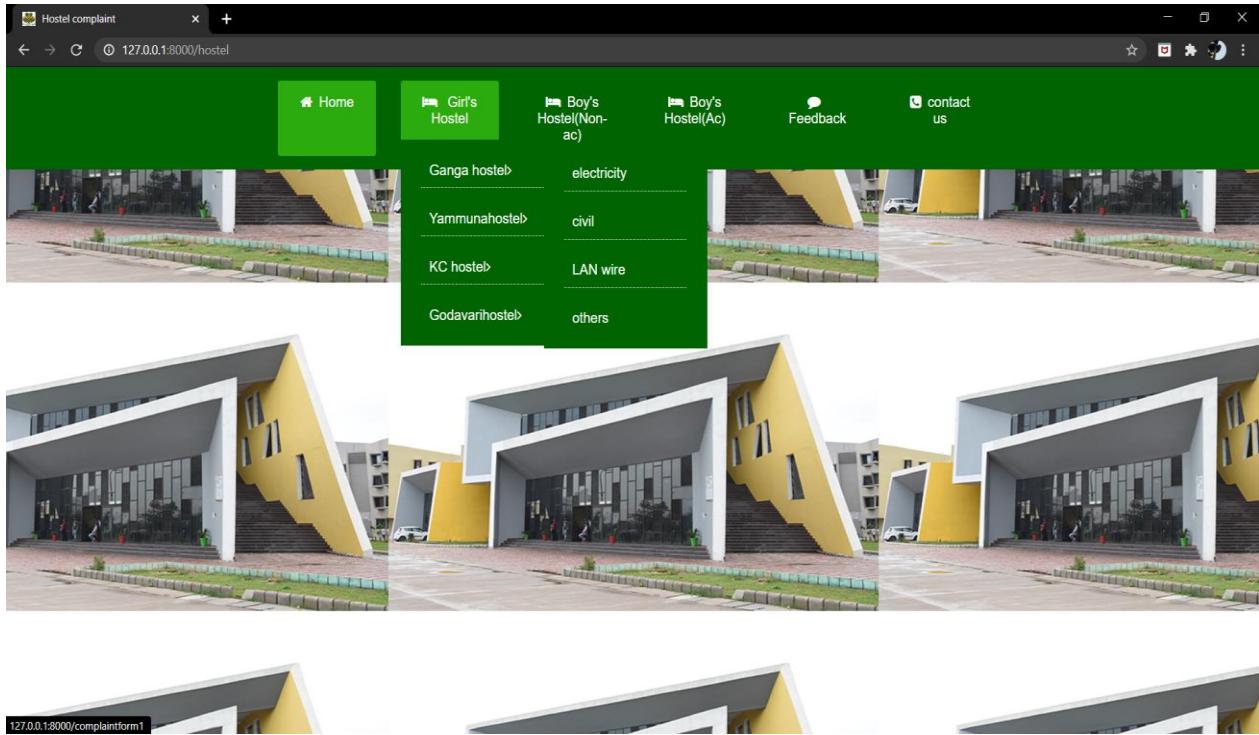
### ➤ Hostel page :

Currently in hostels, complaints are recorded in books. The complaints are filled but it is tough to find the pending complaints or conflicts since it is written on different pages of a book. So, we can creating this website or system in such a way that there is a provision for the hostel complaints in the website.

Types of complaints including- Electrical complaints, Wi-Fi complaints, Washroom, Architectural complaints etc.



# INTERNAL CONFLICT MANAGEMENT SYSTEM



# INTERNAL CONFLICT MANAGEMENT SYSTEM

## ➤ Database page :

The screenshot shows the pgAdmin 4 interface. On the left, the 'Browser' pane displays a tree view of database objects under the 'public' schema, including Collations, Domains, FTS Configurations, FTS Dictionaries, FTS Parsers, FTS Templates, Foreign Tables, Functions, Materialized Views, Procedures, Sequences, Tables (14), auth\_group, auth\_group\_permissions, auth\_permission, auth\_user, auth\_user\_groups, auth\_user\_permissions, django\_admin\_log, django\_content\_type, django\_migrations, django\_session, django\_site, miniproject1\_feedback, miniproject1\_login, miniproject1\_register, Trigger Functions, Types, and Views. The 'auth\_user' table is currently selected. At the bottom of the browser pane, there are links for 'Name/Given Names' and 'PostgreSQL Roles'.

In the center, the 'Query Editor' window contains the following SQL query:

```
1 SELECT * FROM public.auth_user
2 ORDER BY id ASC
```

The 'Data Output' tab shows the results of the query:

ID	Password	Last Login	Is Superuser	Username	First Name	Last Name
1	pbkdf2_sha256\$216000\$UjE...	2020-11-19 10:11:47.597775+05...	true	danshi2		
2	pbkdf2_sha256\$216000\$5hm...	2020-11-19 01:32:38.65909+05:30	false	sahil11		

A green status bar at the bottom right indicates: "Successfully run. Total query runtime: 203 msec. 2 rows affected."

# INTERNAL CONFLICT MANAGEMENT SYSTEM

The screenshot shows the pgAdmin 4 interface for PostgreSQL version 13. The browser pane on the left lists various database objects: Collations, Domains, FTS Configurations, FTS Dictionaries, FTS Parsers, FTS Templates, Foreign Tables, Functions, Materialized Views, Procedures, Sequences, Tables (14), auth\_group, auth\_group\_permissions, auth\_permission, auth\_user, auth\_user\_groups, auth\_user\_user\_permissions, django\_admin\_log, django\_content\_type, django\_migrations, django\_session, django\_site, miniproject1\_feedback, miniproject1\_login, miniproject1\_register, Trigger Functions, Types, Views, and postgres. The miniproject1\_feedback object is currently selected, highlighted with a blue background.

The main pane displays the results of a SQL query:

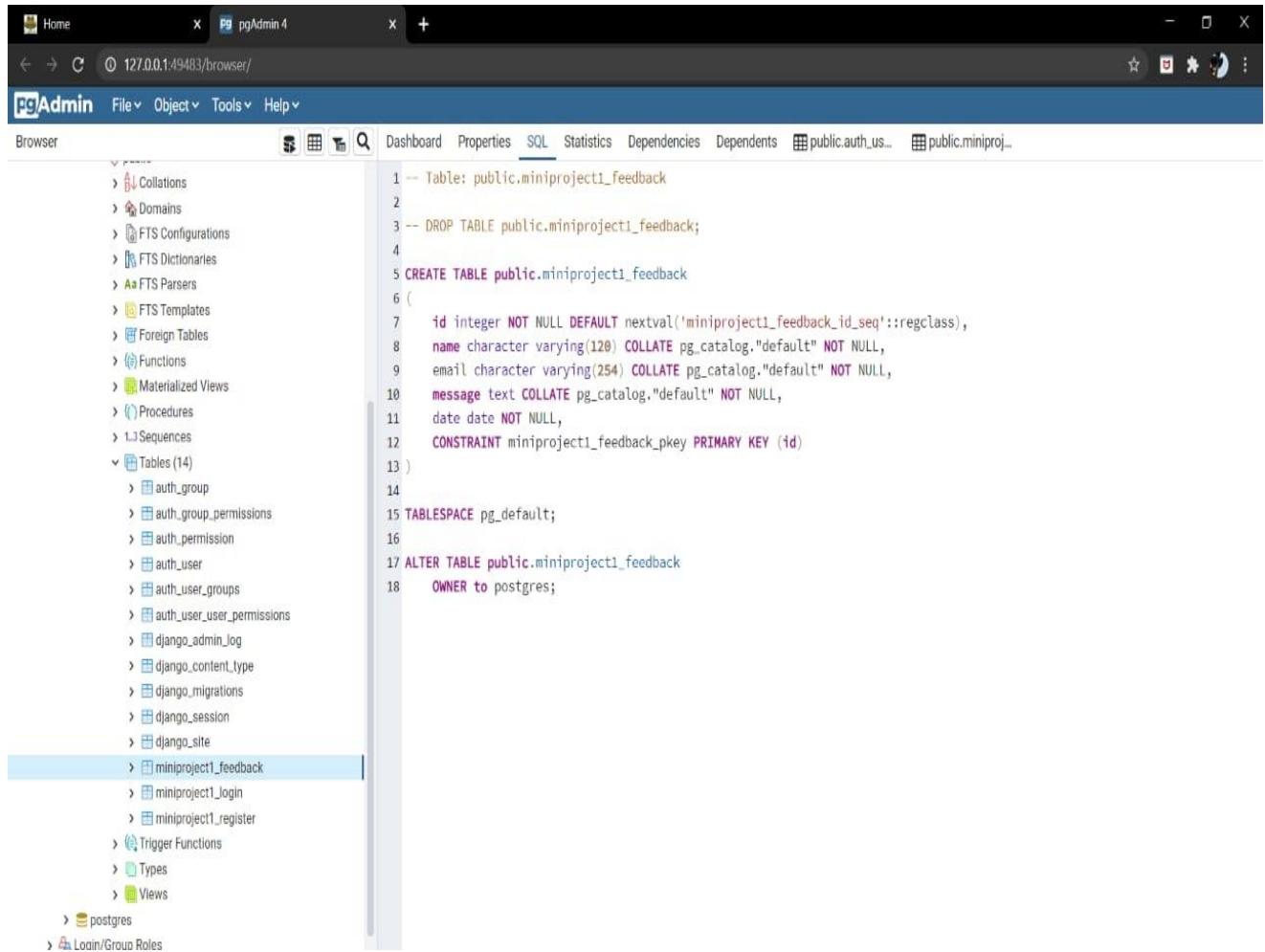
```
1 SELECT * FROM public.miniproject1_feedback
2 ORDER BY id ASC
```

The Data Output tab shows the following table:

	<b>id</b>	<b>name</b>	<b>email</b>	<b>message</b>	<b>date</b>
1	7	Kumthekar Dhanaji Keshav	dkumthekar123@gmail.com	asdsadsadsad...	2020-11-

A green success message at the bottom right indicates: ✓ Successfully run. Total query runtime: 108 msec. 1 rows affected.

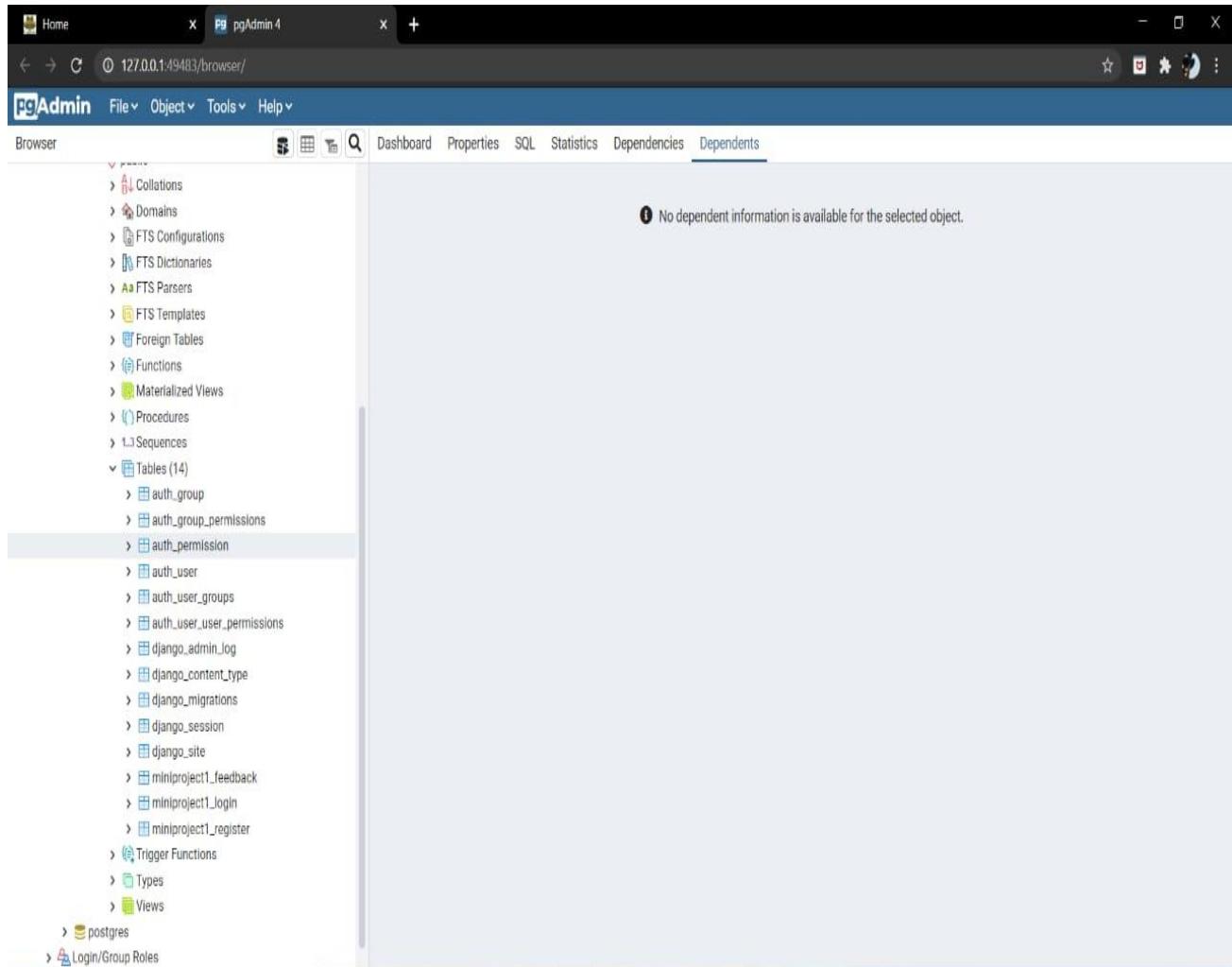
# INTERNAL CONFLICT MANAGEMENT SYSTEM



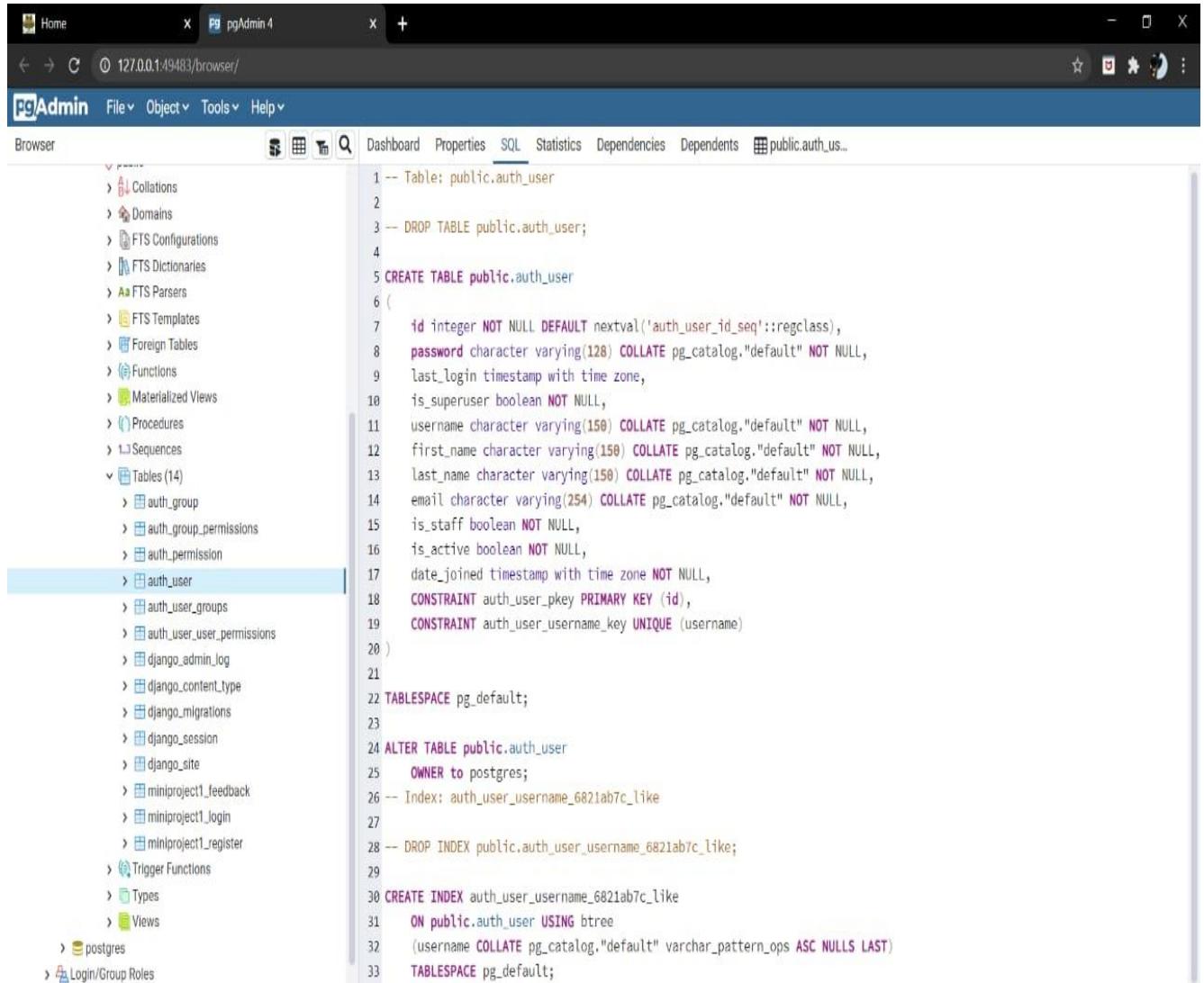
The screenshot shows the pgAdmin 4 interface with the SQL tab selected. The left sidebar displays a tree view of database objects under the 'Tables' category. A specific table, 'miniproject1\_feedback', is highlighted in blue. The main pane shows the SQL code for creating this table:

```
1 -- Table: public.miniproject1_feedback
2
3 -- DROP TABLE public.miniproject1_feedback;
4
5 CREATE TABLE public.miniproject1_feedback
6 (
7     id integer NOT NULL DEFAULT nextval('miniproject1_feedback_id_seq'::regclass),
8     name character varying(120) COLLATE pg_catalog."default" NOT NULL,
9     email character varying(254) COLLATE pg_catalog."default" NOT NULL,
10    message text COLLATE pg_catalog."default" NOT NULL,
11    date date NOT NULL,
12    CONSTRAINT miniproject1_feedback_pkey PRIMARY KEY (id)
13 )
14
15 TABLESPACE pg_default;
16
17 ALTER TABLE public.miniproject1_feedback
18     OWNER to postgres;
```

# INTERNAL CONFLICT MANAGEMENT SYSTEM



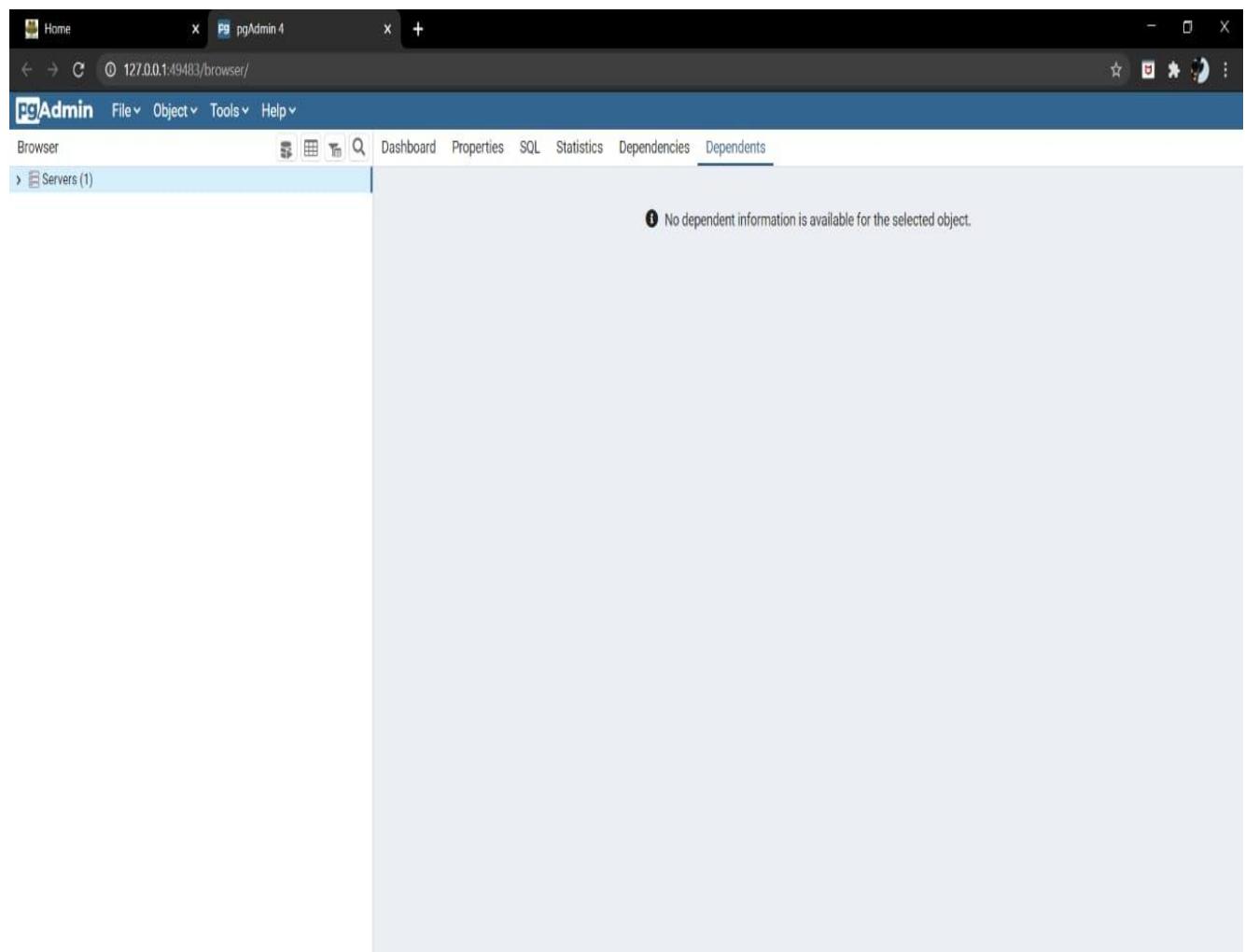
# INTERNAL CONFLICT MANAGEMENT SYSTEM



The screenshot shows the pgAdmin 4 interface with the SQL tab selected. The left sidebar displays a tree view of database objects under the 'public' schema, with 'auth\_user' highlighted. The main pane shows the SQL code for the 'auth\_user' table:

```
1 -- Table: public.auth_user
2
3 -- DROP TABLE public.auth_user;
4
5 CREATE TABLE public.auth_user
6 (
7     id integer NOT NULL DEFAULT nextval('auth_user_id_seq'::regclass),
8     password character varying(128) COLLATE pg_catalog."default" NOT NULL,
9     last_login timestamp with time zone,
10    is_superuser boolean NOT NULL,
11    username character varying(158) COLLATE pg_catalog."default" NOT NULL,
12    first_name character varying(158) COLLATE pg_catalog."default" NOT NULL,
13    last_name character varying(158) COLLATE pg_catalog."default" NOT NULL,
14    email character varying(254) COLLATE pg_catalog."default" NOT NULL,
15    is_staff boolean NOT NULL,
16    is_active boolean NOT NULL,
17    date_joined timestamp with time zone NOT NULL,
18    CONSTRAINT auth_user_pkey PRIMARY KEY (id),
19    CONSTRAINT auth_user_username_key UNIQUE (username)
20 )
21
22 TABLESPACE pg_default;
23
24 ALTER TABLE public.auth_user
25     OWNER to postgres;
26 -- Index: auth_user_username_6821ab7c_like
27
28 -- DROP INDEX public.auth_user_username_6821ab7c_like;
29
30 CREATE INDEX auth_user_username_6821ab7c_like
31     ON public.auth_user USING btree
32     (username COLLATE pg_catalog."default" varchar_pattern_ops ASC NULLS LAST)
33 TABLESPACE pg_default;
```

# INTERNAL CONFLICT MANAGEMENT SYSTEM



# INTERNAL CONFLICT MANAGEMENT SYSTEM

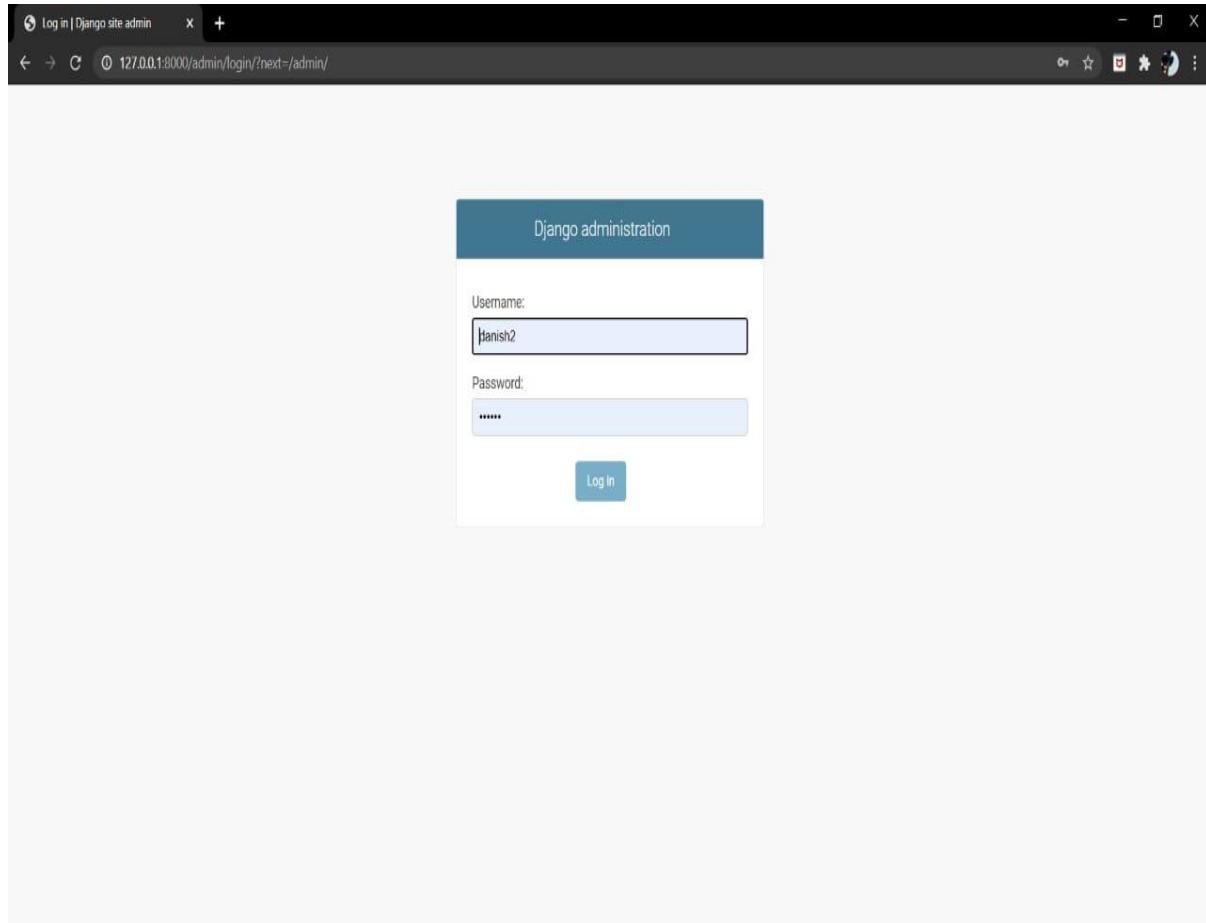
## ➤ Django Administration page :

The Django admin application can use your models to automatically build a site area that you can use to create, view, update, and delete records.

The screenshot shows the Django Admin interface for the 'Users' model. The left sidebar has 'AUTHENTICATION AND AUTHORIZATION' selected, with 'Groups' and 'Users' listed. The main area title is 'Select user to change'. It features a search bar and a 'FILTER' sidebar on the right with sections for 'By staff status' (All, Yes, No), 'By superuser status' (All, Yes, No), and 'By active' (All, Yes, No). The user list table has columns: USERNAME, EMAIL ADDRESS, FIRST NAME, LAST NAME, and STAFF STATUS. Two users are listed: 'danish2' (staff status green checkmark) and 'sahil11' (staff status red circle).

Action:	USERNAME	EMAIL ADDRESS	FIRST NAME	LAST NAME	STAFF STATUS
<input type="checkbox"/>	danhish2	danhish2@gmail.com			
<input type="checkbox"/>	sahil11	sahilali.ali789456@gmail.com			

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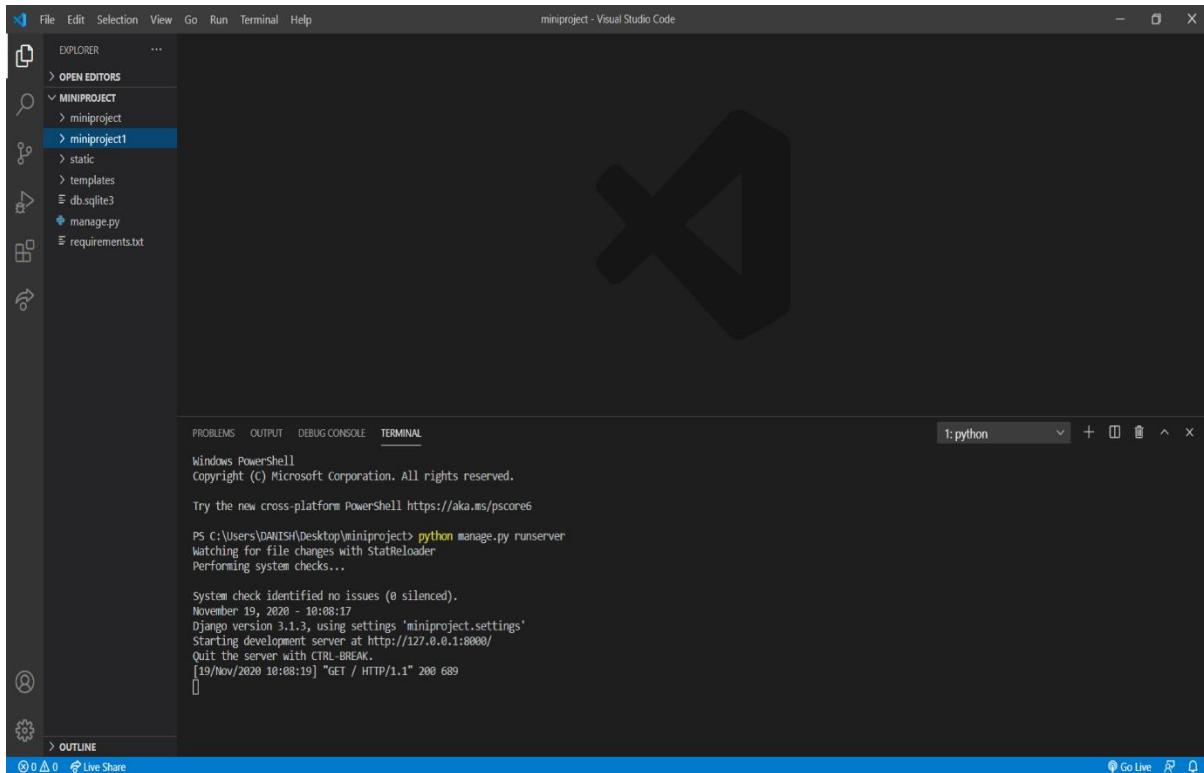
The screenshot shows the Django administration interface at [127.0.0.1:8000/admin/](http://127.0.0.1:8000/admin/). The top navigation bar includes links for Site administration, Django site, and a plus sign icon. The title bar says "Django administration". The top right corner shows a welcome message for "DANISH2" and links to View site / Change password / Log out.

The main content area is divided into sections:

- AUTHENTICATION AND AUTHORIZATION**: Lists "Groups" and "Users" with "Add" and "Change" buttons.
- MINIPROJECT1**: Lists "Feedbacks", "Log ins", and "Registers" with "Add" and "Change" buttons.
- Recent actions**: A sidebar listing recent user actions:
  - ✗ Danishali User
  - ✗ danishali User
  - ✗ Danish User
  - ✗ danish User

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➤ Project link page :



The screenshot shows the Visual Studio Code interface with the title bar "miniproject - Visual Studio Code". The Explorer sidebar on the left lists a "MINIPROJECT" folder containing "miniproject" and "miniproject1", which is expanded to show "static", "templates", "db.sqlite3", "manage.py", and "requirements.txt". The terminal at the bottom shows the following output:

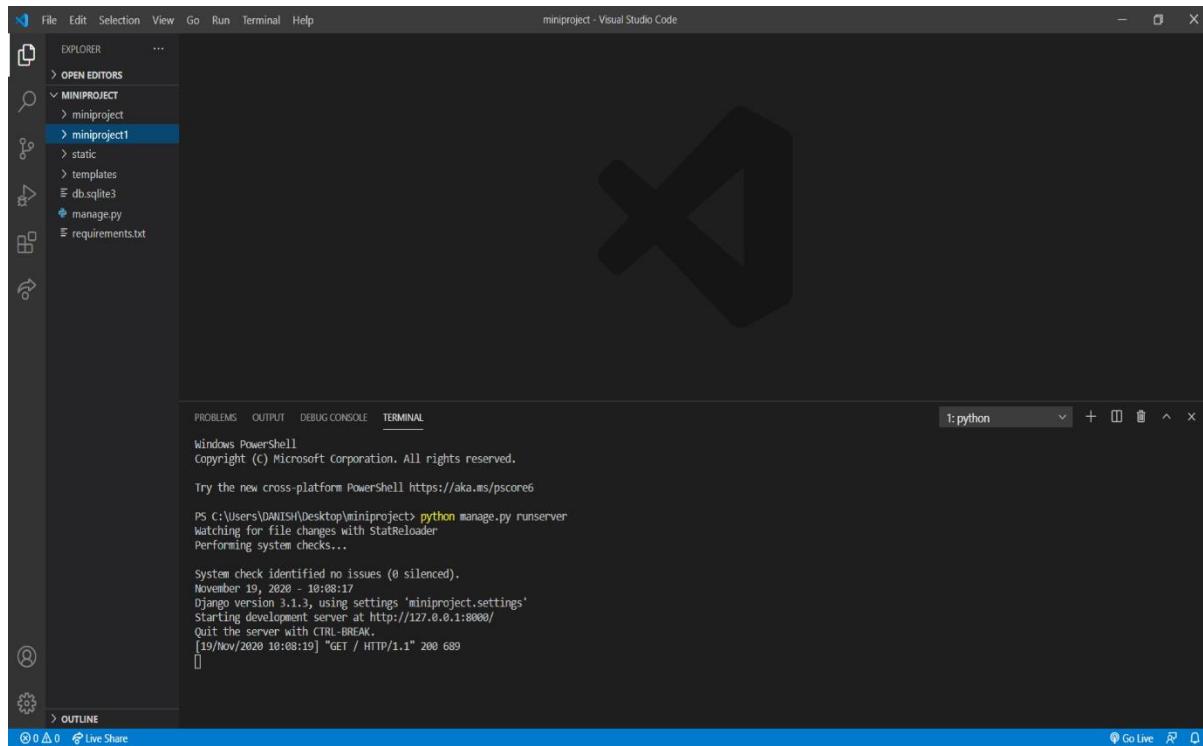
```
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/pscore6

PS C:\Users\Danish\Desktop\miniproject> python manage.py runserver
Watching for file changes with StatReloader
Performing system checks...

System check identified no issues (0 silenced).
November 19, 2020 - 10:08:17
Django version 3.1.3, using settings 'miniproject.settings'
Starting development server at http://127.0.0.1:8000/
Quit the server with CTRL-BREAK.
[19/Nov/2020 10:08:19] "GET / HTTP/1.1" 200 689
```

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### ➤ Complaint Page:

The screenshot shows a web browser window with the title bar "Feedback" and the URL "127.0.0.1:8000/complainform1". The main content area is titled "Complaint" and contains the following fields:

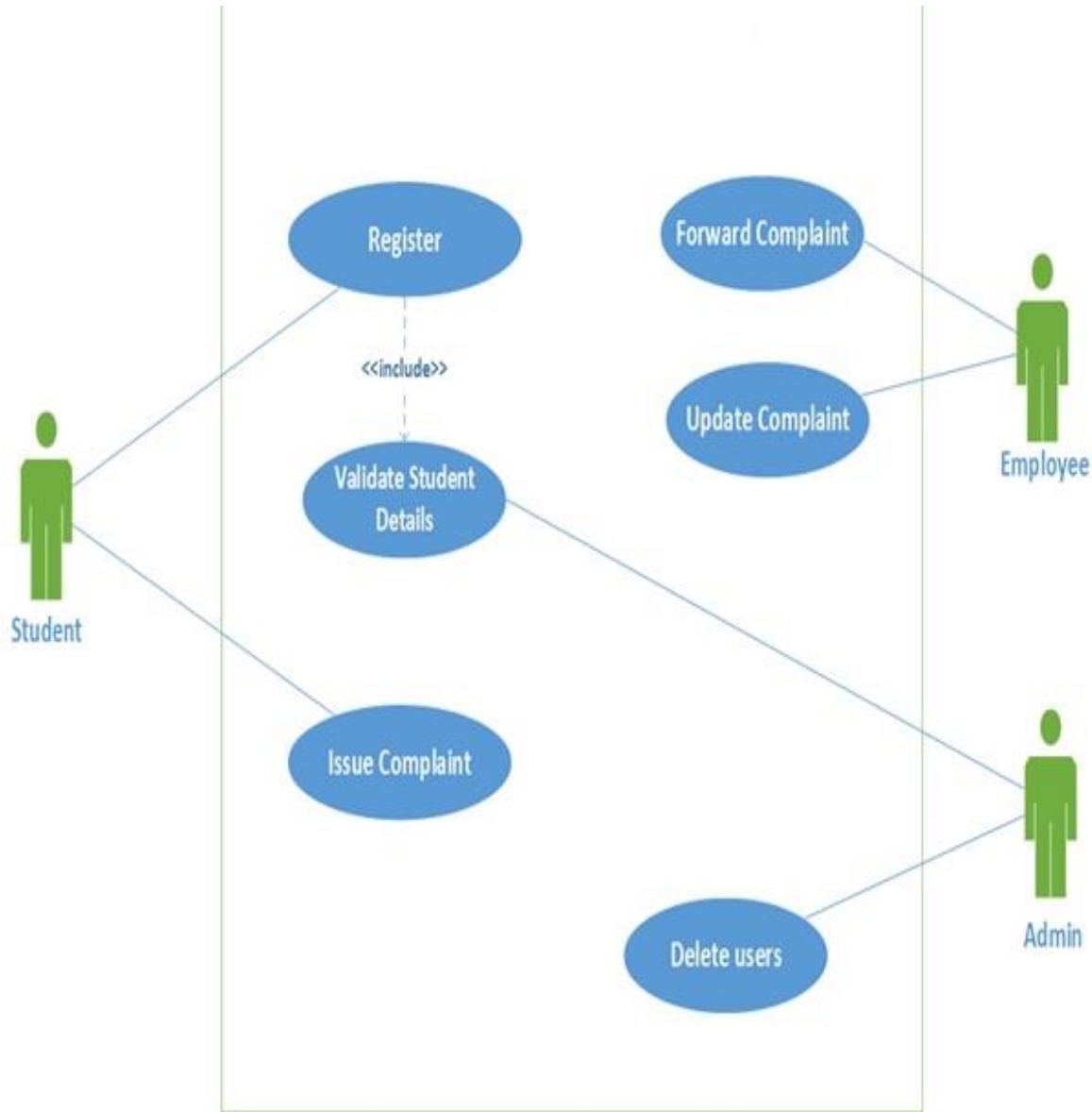
- Name: A text input field.
- Email\*: A text input field.
- Complaint name: A text input field.
- Message\*: A large text area with the placeholder text "Complaint".

At the bottom is a blue button labeled "Send Complaint".

A complaint page is a way to discover possible areas of improvements .while letting your site visitors feel heard by gathering important feedback directly on your website.

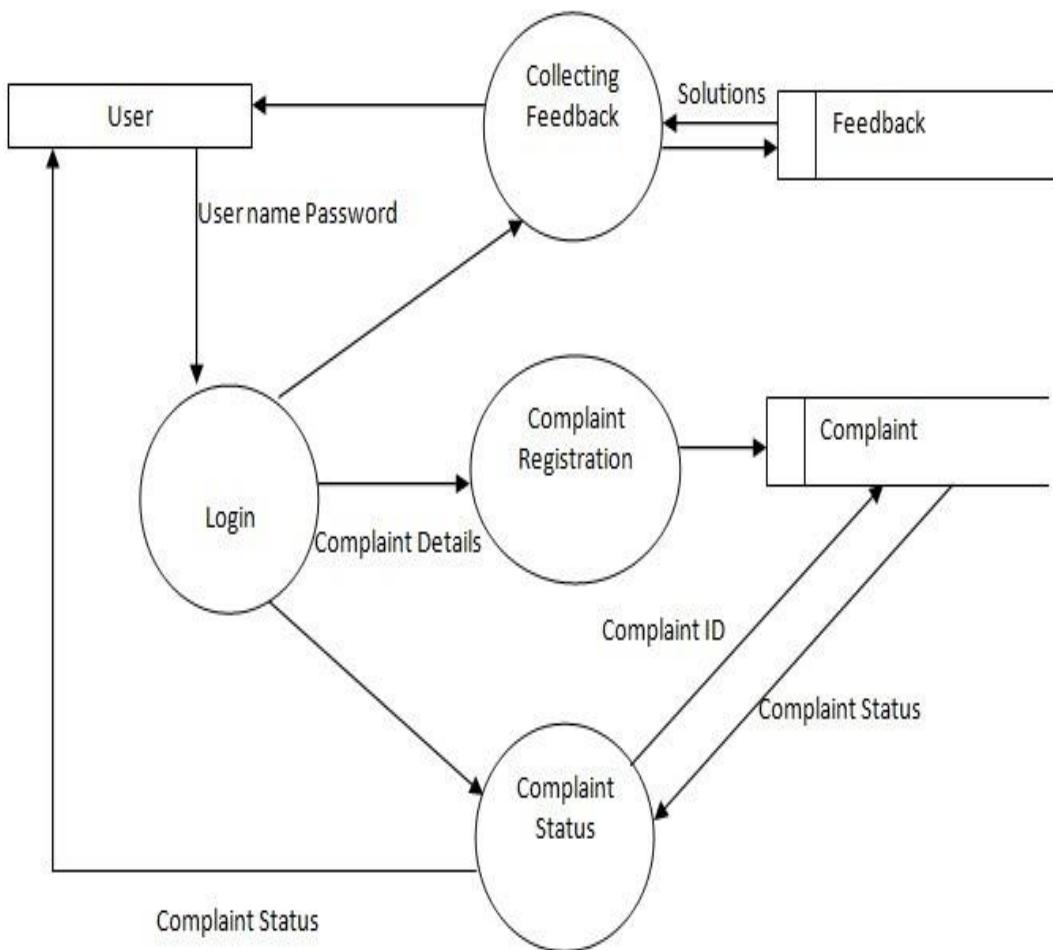
## INTERNAL CONFLICT MANAGEMENT SYSTEM

➤ Use Case Diagram For Conflict Management System :



## INTERNAL CONFLICT MANAGEMENT SYSTEM

### ➤ DFD- Conflict Management System :



## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

### **FUTURE SCOPE**

This project has a very vast scope in future and can be easily implemented under various situations. Project can be updated in near future as and when requirement for the same arises, as it is very flexible in terms of expansion. We can add new features as and when we require.

The following are the future scope for the project.

1. Receiving student complaints and provides them their complaint status.
2. Higher speed of receiving complaints.
3. Distribution of related complaints among different departments, etc.

## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

### **Progress till Date & The Remaining work**

65% of the work is completed up to date and for the further work history the above screenshots are shown.

Framing work, administration building work and hostel work are still left which will take probably 2 weeks to be fully and functionally completed.

## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

# **References**

<https://www.w3schools.com/html/>

<https://www.w3schools.com/css/>

[https://en.wikipedia.org/wiki/Django\\_\(web\\_framework\)](https://en.wikipedia.org/wiki/Django_(web_framework))

Department of Computer Engineering & Applications