

**MINI PROJECT – I**  
**(2020-21)**

**Internal Conflict Management System**  
**SYNOPSIS**



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# **INTRODUCTION**

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) 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.

## **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

## **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. It also provides an online way 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.

## **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.

## **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

# **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.