

# **INTERNAL CONFLICT MANAGEMENT SYSTEM**

**MINI PROJECT**

**(2020-2021)**

## **Internal Conflict Management System**

**REPORT**



**Institute of Engineering & Technology**

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**Mr. Amir khan**

**Technical Trainer**

**Department of Computer Engineering & Applications**

# **INTERNAL CONFLICT MANAGEMENT SYSTEM**

## **Contents**

<b>1.Certificate</b>	<b>2</b>
<b>2.Abstract</b>	<b>3</b>
<b>2.Introduction</b>	<b>4</b>
<b>3.Hardware and Software Requirements</b>	<b>6</b>
<b>4. Objectives</b>	<b>8</b>
<b>5.Fuctional Specification</b>	<b>10</b>
<b>6.Existing System</b>	<b>11</b>
<b>7.Use of Project</b>	<b>12</b>
<b>8. Implementation Details with Screenshots</b>	<b>14</b>
<b>9. Mess Webpage with Screenshots</b>	<b>15</b>
<b>10.Students Login Page with Screenshots</b>	<b>22</b>
<b>11.Students /User Registration</b>	<b>24</b>
<b>12.Forgot password page with Screenshot</b>	<b>27</b>
<b>13.Dashboard page</b>	<b>28</b>
<b>14. Academic page</b>	<b>29</b>
<b>15. Feedback page</b>	<b>31</b>
<b>16.Mess Menu page</b>	<b>32</b>
<b>17.Hostel page</b>	<b>35</b>
<b>18.Database page</b>	<b>36</b>
<b>19.Django Administration page</b>	<b>43</b>

## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

<b>20.Project link page</b>	<b>47</b>
<b>21.Complaint page</b>	<b>49</b>
<b>22.Use case diagram for conflict Management System</b>	<b>50</b>
<b>23.DFD-conflict Management System</b>	<b>51</b>
<b>24.Future Scope</b>	<b>52</b>
<b>25.Progress till Date &amp; The Remaining work</b>	<b>53</b>
<b>26.References</b>	<b>54</b>

# 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.)**

Shraddha Gupta (181500686)

Danish Ali (181500200)

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Ritika Singh (181500584)

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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.

# INTERNAL CONFLICT MANAGEMENT SYSTEM

## 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.

## **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:**

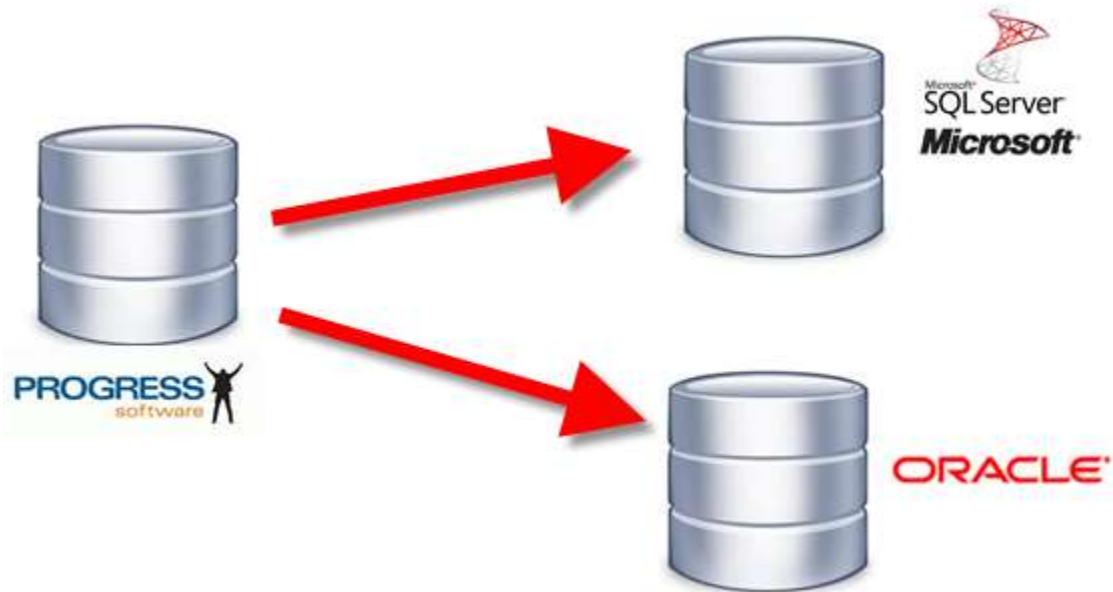
- Processor : 64-bit, four-core, 2.5 GHz minimum per core
- Operating System : Windows 10,
- RAM : 8GB
- Hard disk : 1024 GB
- Display : 1280 x 768 screen resolution



# 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.

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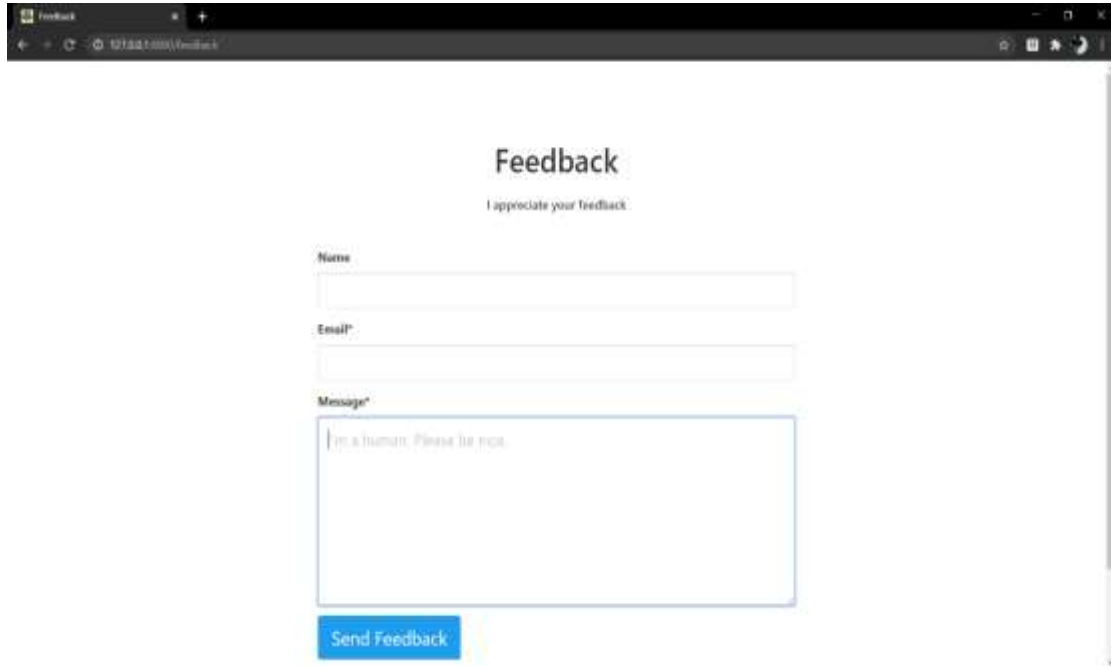
## **INTERNAL CONFLICT MANAGEMENT SYSTEM**

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

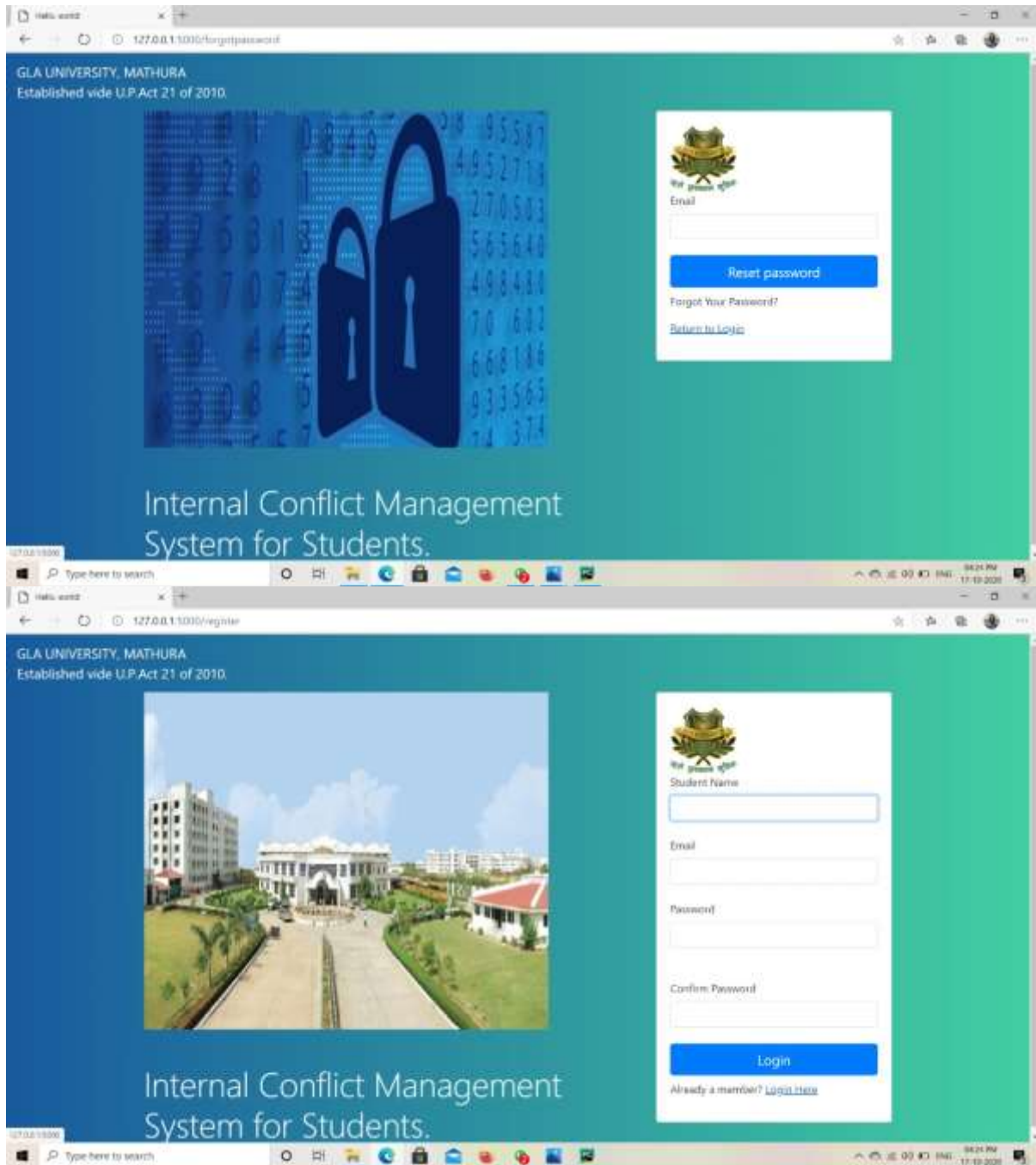
### Feedback form Screenshot



The screenshot displays a web browser window with a single tab titled 'Feedback'. The address bar shows the URL '127.0.0.1:5000/Feedback'. The page content features a heading 'Feedback' followed by the text 'I appreciate your feedback'. Below this, there are three input fields: 'Name', 'Email\*', and 'Message\*'. The 'Message\*' field is a large text area containing the placeholder text 'I'm a human. Please be too.' At the bottom of the form is a blue button labeled 'Send Feedback'.

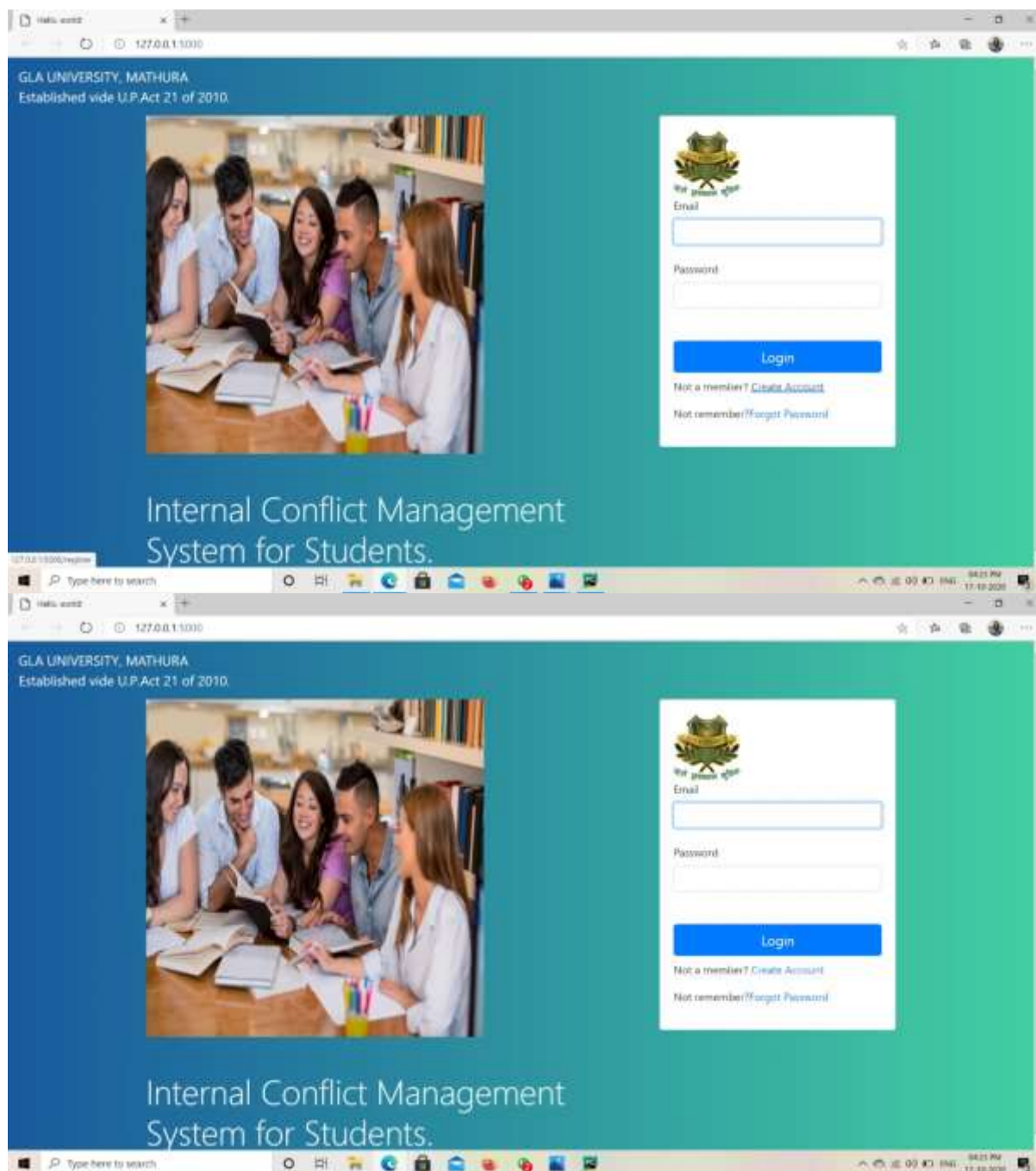
# INTERNAL CONFLICT MANAGEMENT SYSTEM

## Mess Web Page Screenshots

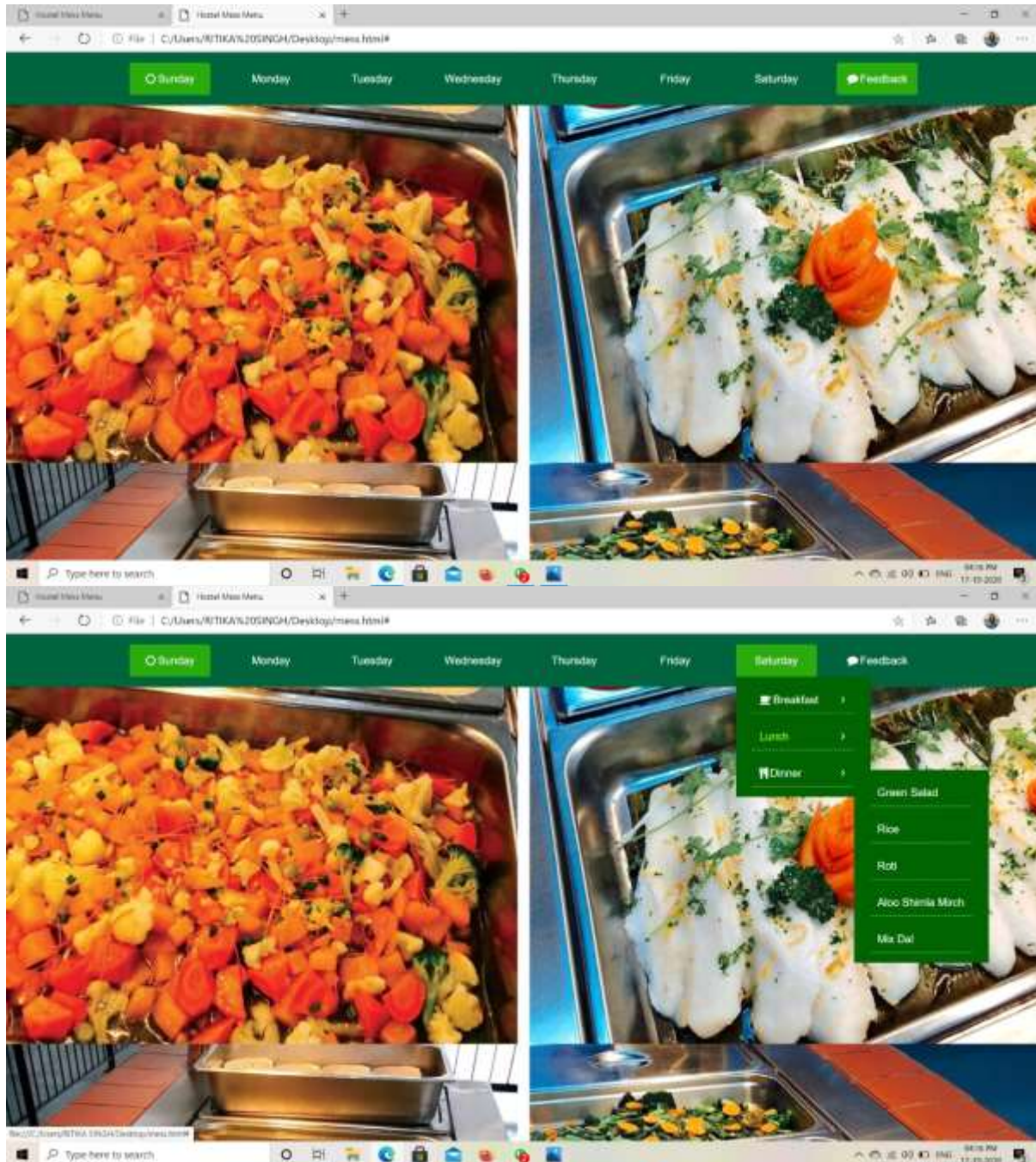




# INTERNAL CONFLICT MANAGEMENT SYSTEM

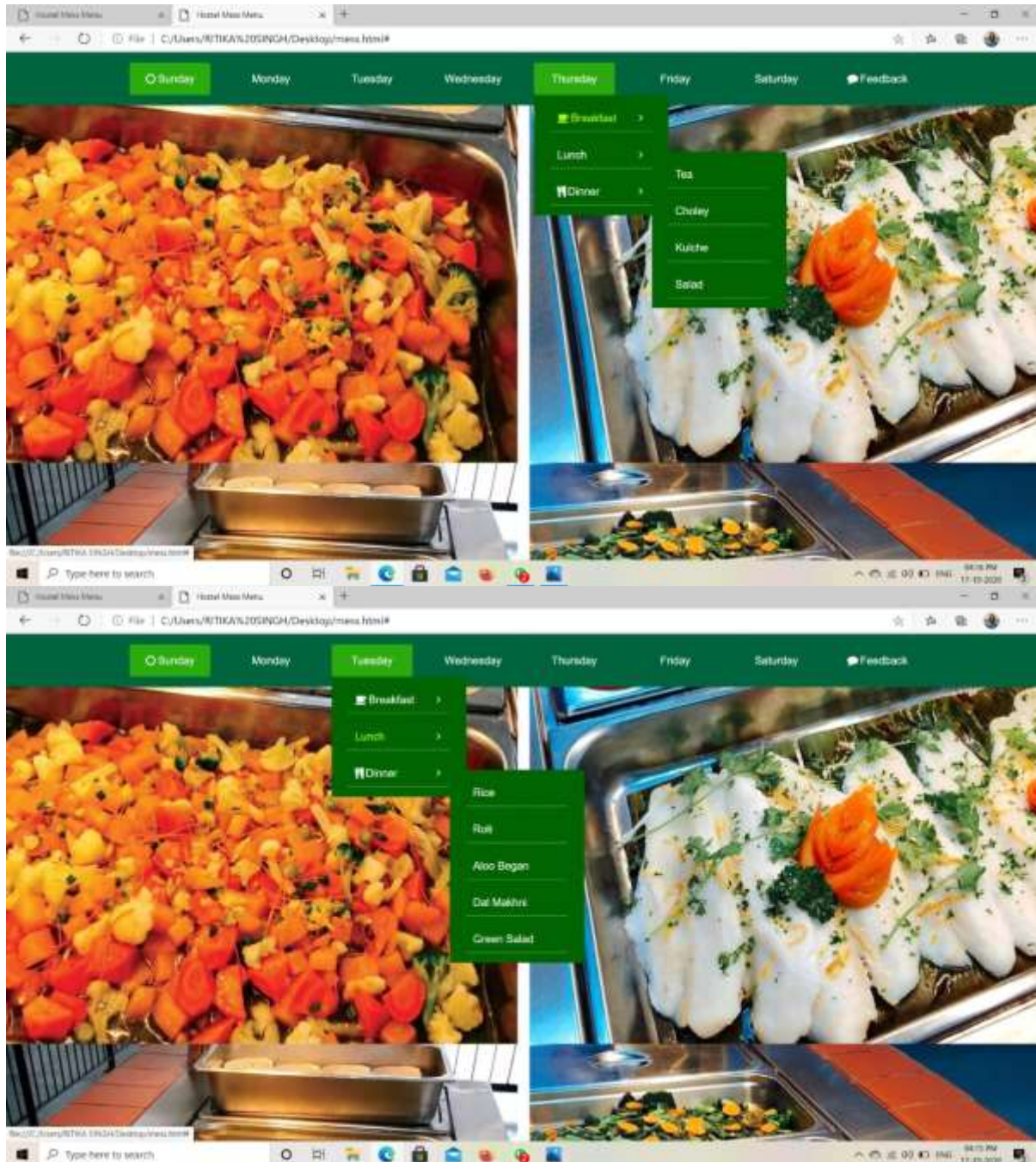


# INTERNAL CONFLICT MANAGEMENT SYSTEM

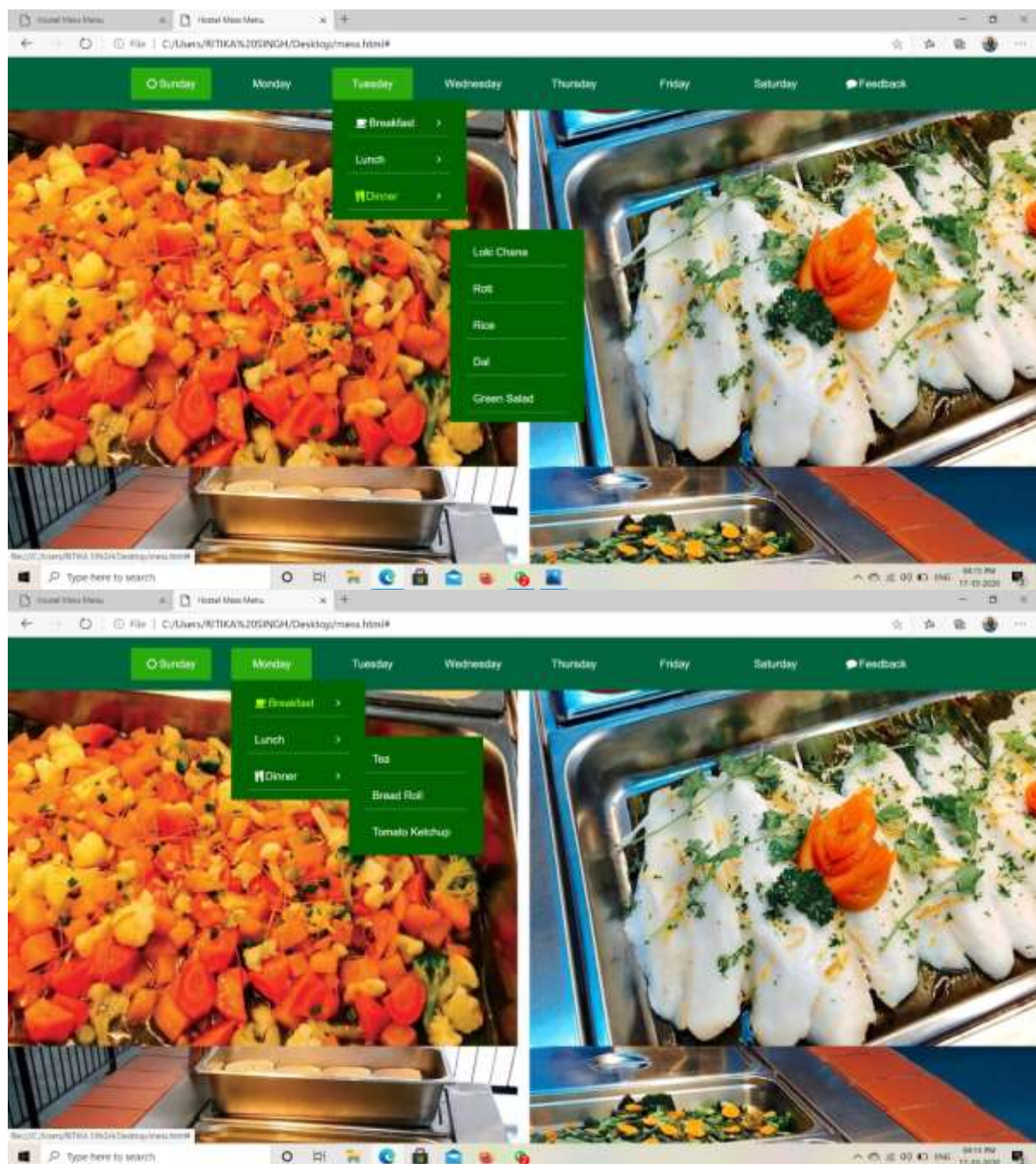




# INTERNAL CONFLICT MANAGEMENT SYSTEM

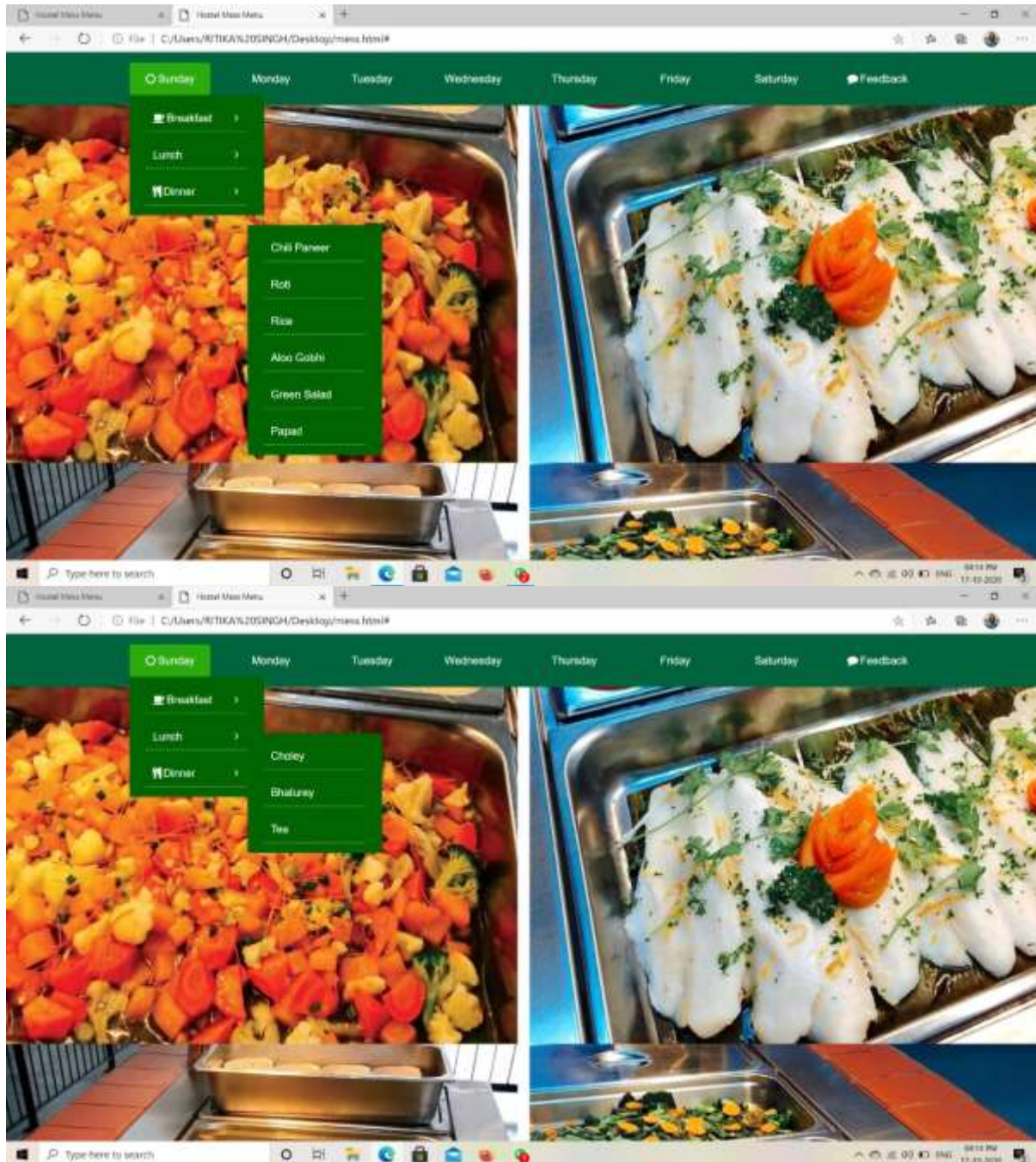


# INTERNAL CONFLICT MANAGEMENT SYSTEM





# INTERNAL CONFLICT MANAGEMENT SYSTEM



# 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.



The screenshot shows a web browser window displaying the login page for the Internal Conflict Management System for Students at GLA University, Mathura. The page has a teal background. On the left, there is a header with the text "GLA UNIVERSITY, MATHURA" and "Established vide U.P. Act 21 of 2010." Below this is a photograph of five students (three women and two men) sitting around a table, looking at a tablet. At the bottom of the left section, the text "Internal Conflict Management System for Students." is displayed. On the right side, there is a white login form. The form includes the GLA University logo at the top, followed by "Username:" and a text input field containing "dhanish". Below that is "Password:" and a password input field with masked characters. A blue "Login" button is positioned below the password field. At the bottom of the form, there are two links: "Not a member? Create Account" and "Not remember? Forget Password".

# INTERNAL CONFLICT MANAGEMENT SYSTEM

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



Internal Conflict Management  
System for Students.

  
Username:

Password:

Login

[Not a member? Create Account](#)

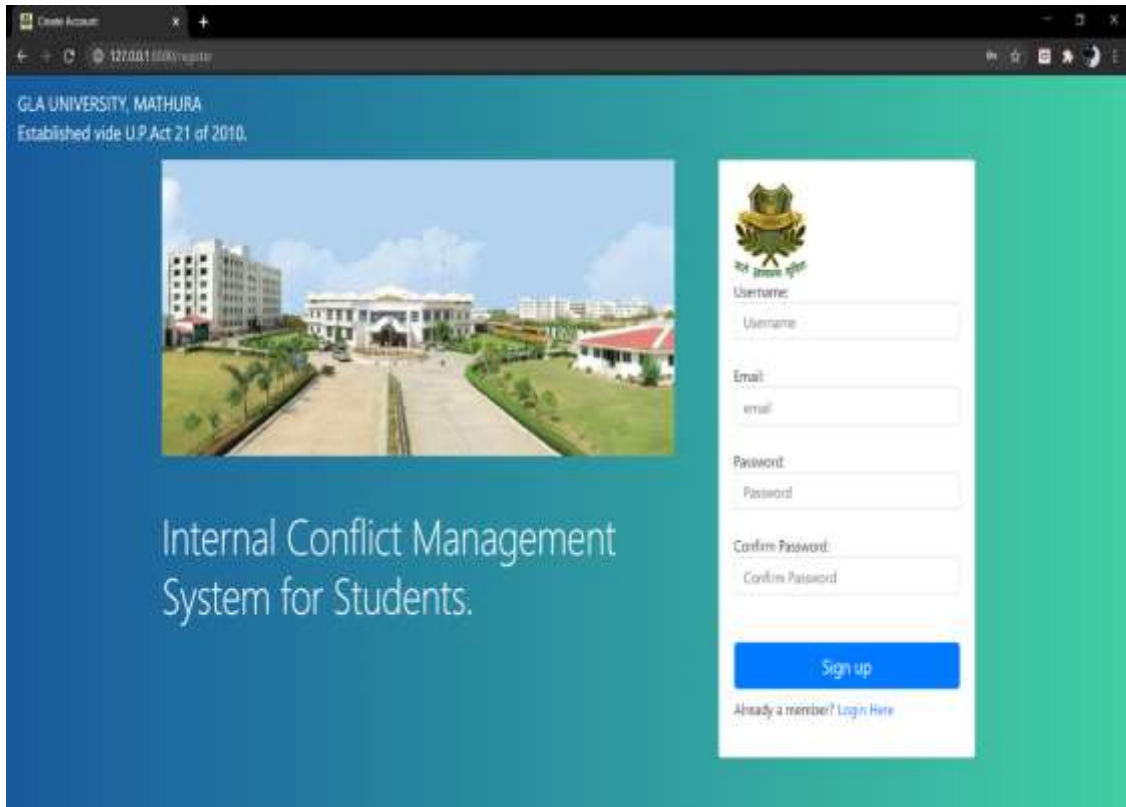
[Not remember? Forget Password](#)



## 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.




The screenshot shows a web browser window with the address bar displaying "127.0.0.1:8080/register". The page header includes "GLA UNIVERSITY, MATHURA" and "Established vide U.P. Act 21 of 2010.". A large image of the university campus is featured. The main heading is "Internal Conflict Management System for Students.". On the right, there is a registration form with the following fields: "Username:" (with a placeholder "Username"), "Email:" (with a placeholder "email"), "Password:" (with a placeholder "Password"), and "Confirm Password:" (with a placeholder "Confirm Password"). Below these fields is a blue "Sign up" button. At the bottom of the form, there is a link that says "Already a member? Login Here".

# INTERNAL CONFLICT MANAGEMENT SYSTEM


Chrome Account

127.0.0.1:8000/register

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



Internal Conflict Management  
System for Students.



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.

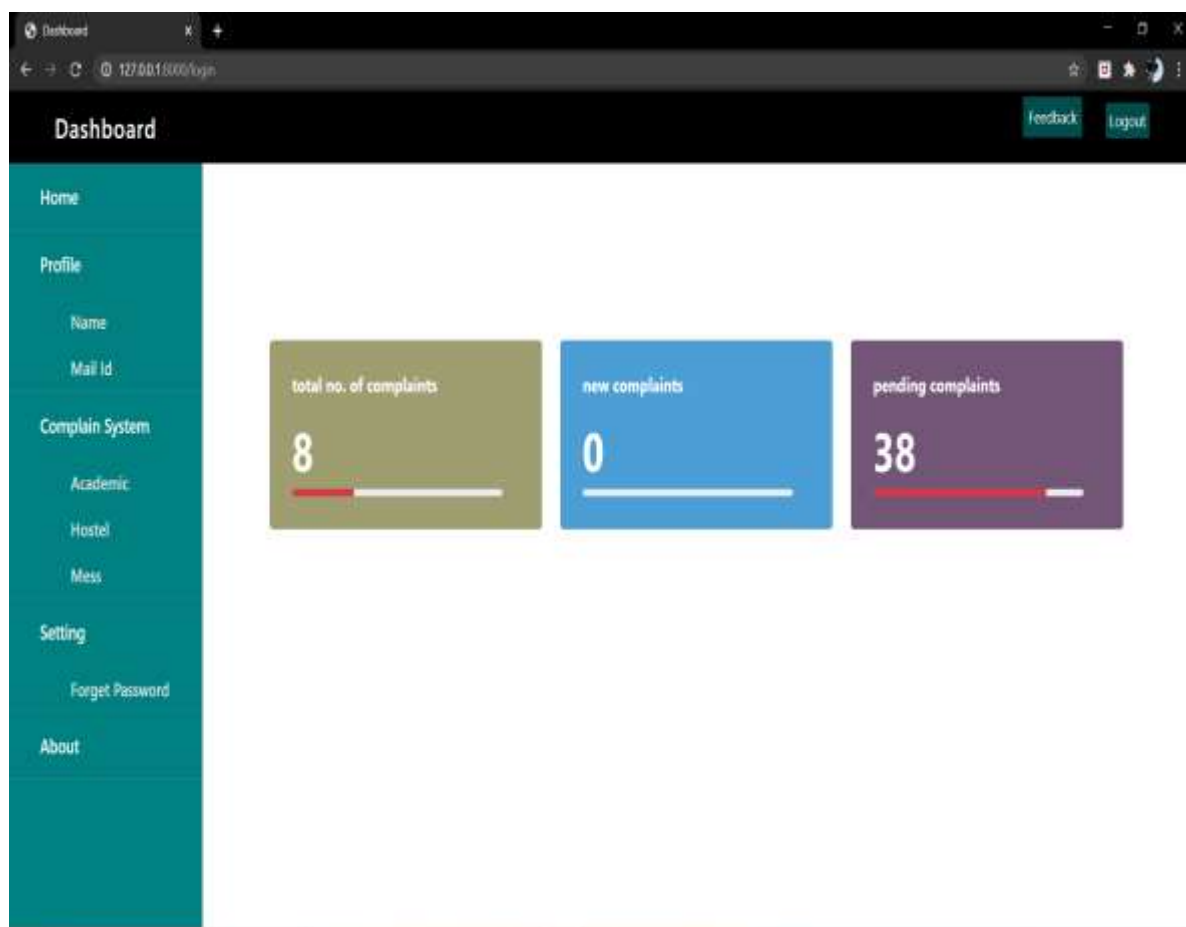


The screenshot shows a web browser window with the title 'Forgotpassword' and the URL '127.0.0.1:8000/forgotpassword'. The page header identifies the institution as 'GLA UNIVERSITY, MATHURA' and mentions it was 'Established vide U.P.Act 21 of 2010.'. The main content area features a blue background with a grid of numbers and two padlock icons. The text 'Internal Conflict Management System for Students.' is displayed in white. On the right side, there is a white box containing the university's crest, an 'Email' label, an input field, a blue 'Reset password' button, and links for 'Forgot Your Password?' and 'Return to Login'.

## INTERNAL CONFLICT MANAGEMENT SYSTEM

### ➤ Dashboard page :

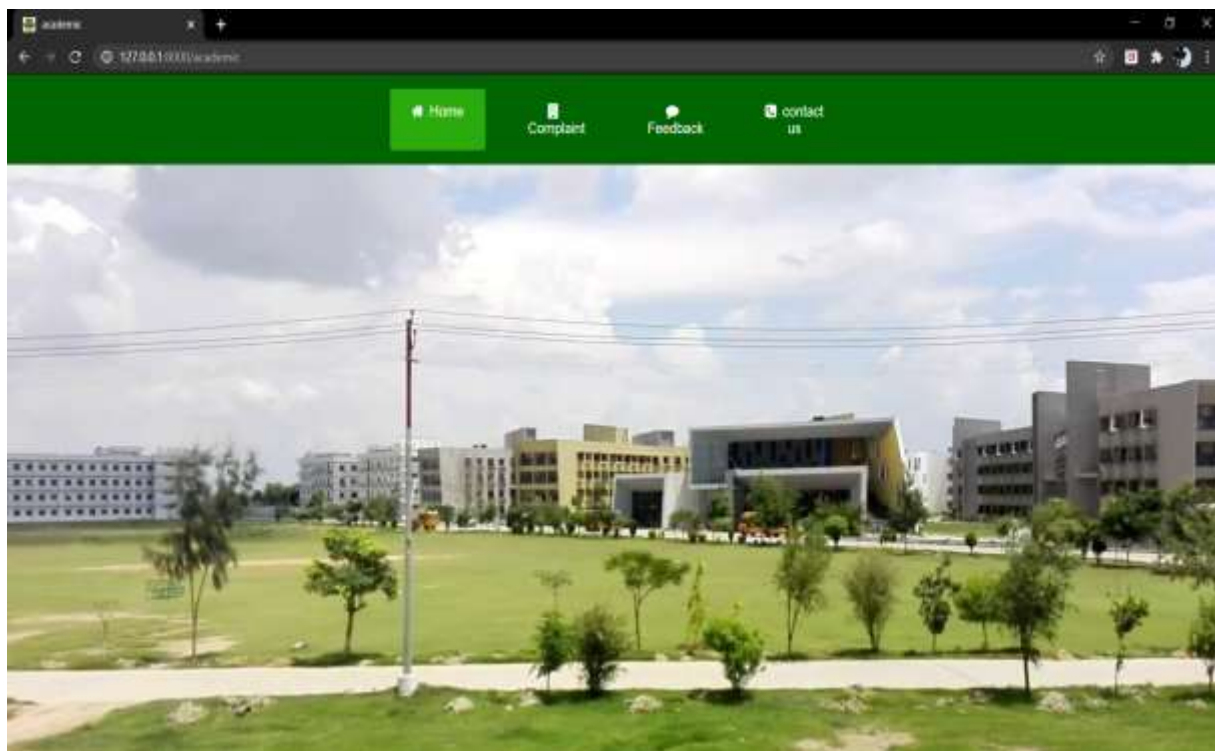
The complaints dashboard is a web-based application that shows the complaints trend analysis results.



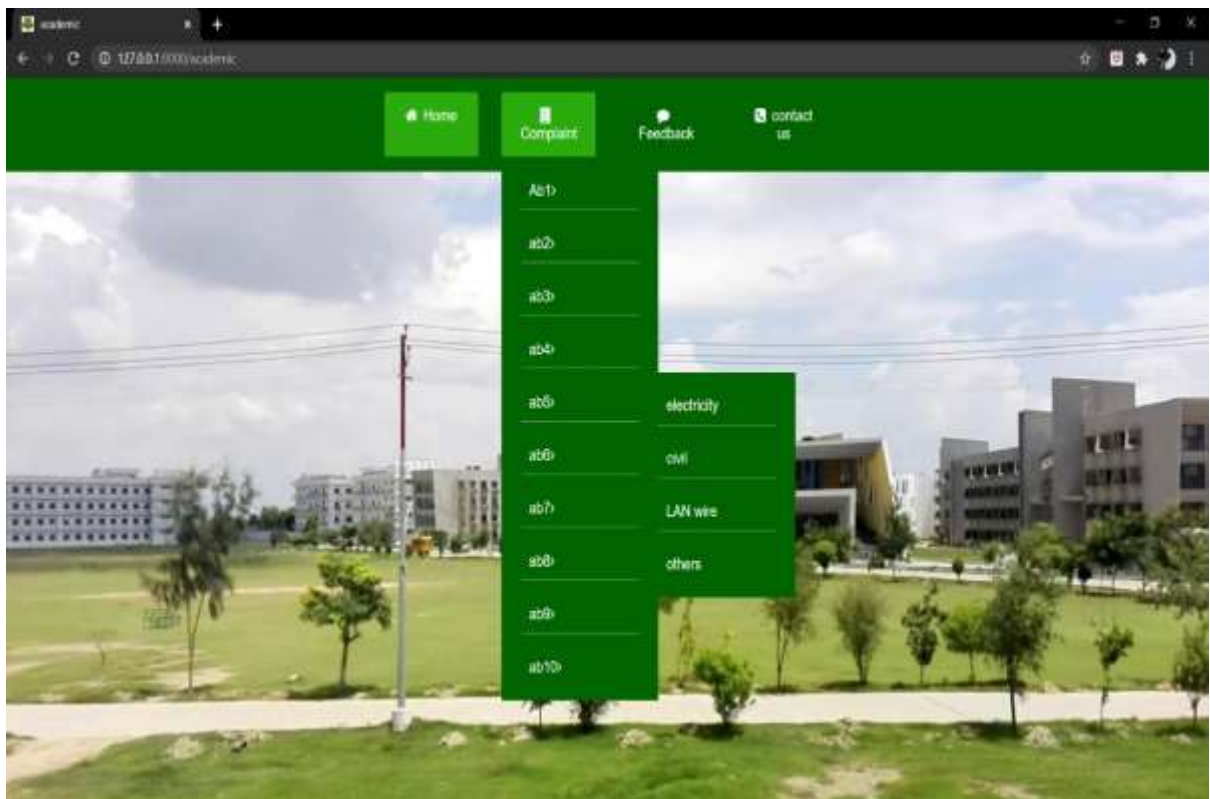
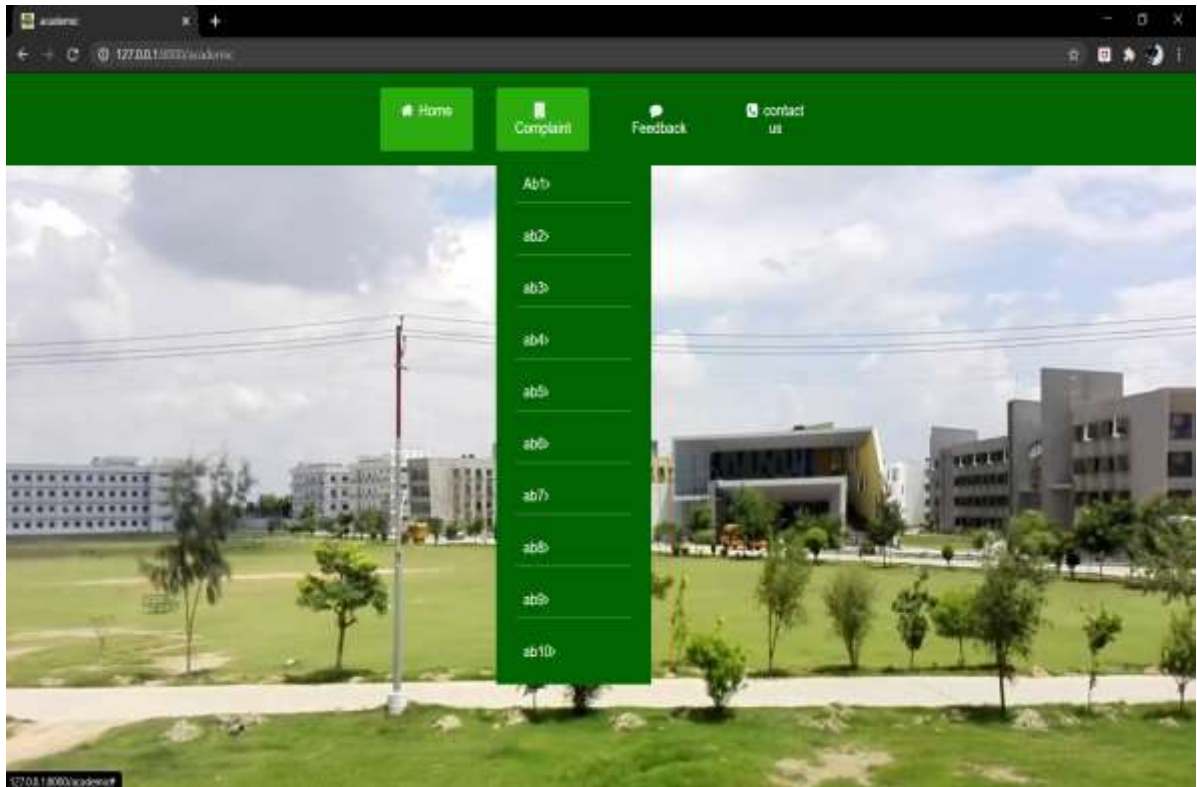
# INTERNAL CONFLICT MANAGEMENT SYSTEM

## ➤ Academic page :

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



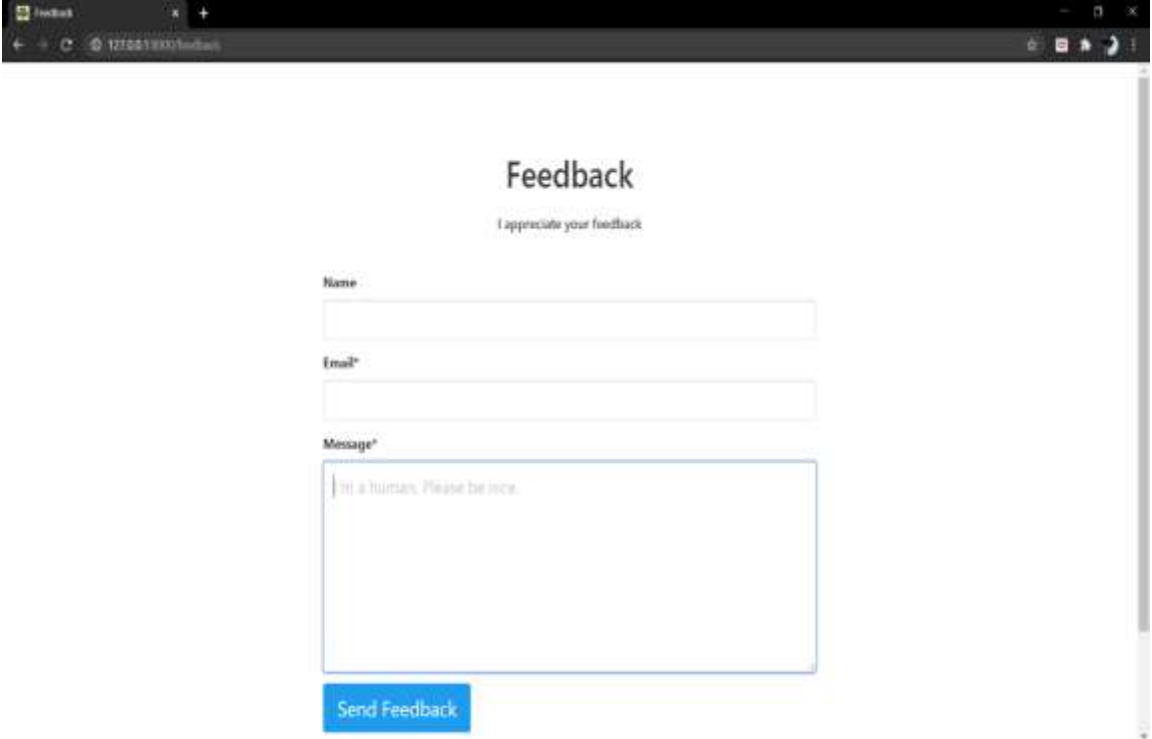
# INTERNAL CONFLICT MANAGEMENT SYSTEM



## 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.



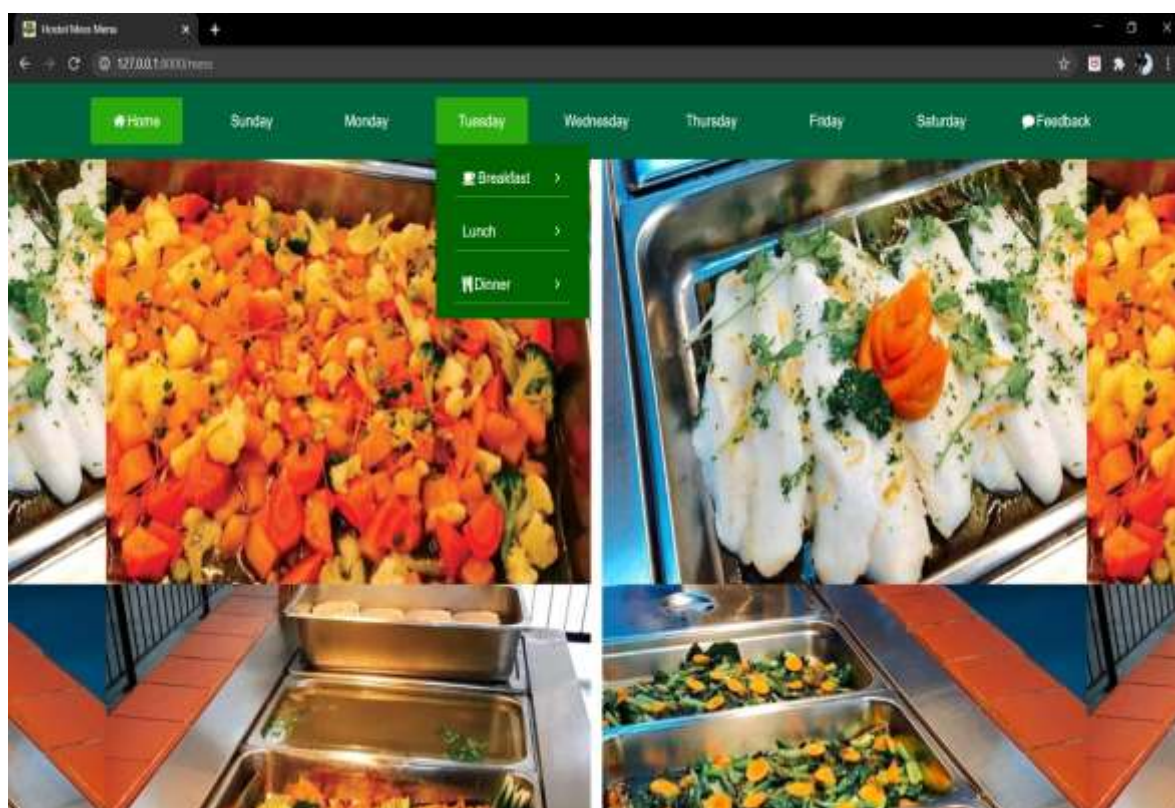
The screenshot shows a web browser window with a single tab titled 'Feedback'. The address bar displays '127.0.0.1:8000/feedback/'. The page content includes the title 'Feedback' and the subtitle 'I appreciate your feedback'. Below this, there are three input fields: 'Name', 'Email\*', and 'Message\*'. The 'Message\*' field is a large text area with a placeholder text 'Hi a human, Please be nice.'. At the bottom of the form is a blue button labeled 'Send Feedback'.



## INTERNAL CONFLICT MANAGEMENT SYSTEM

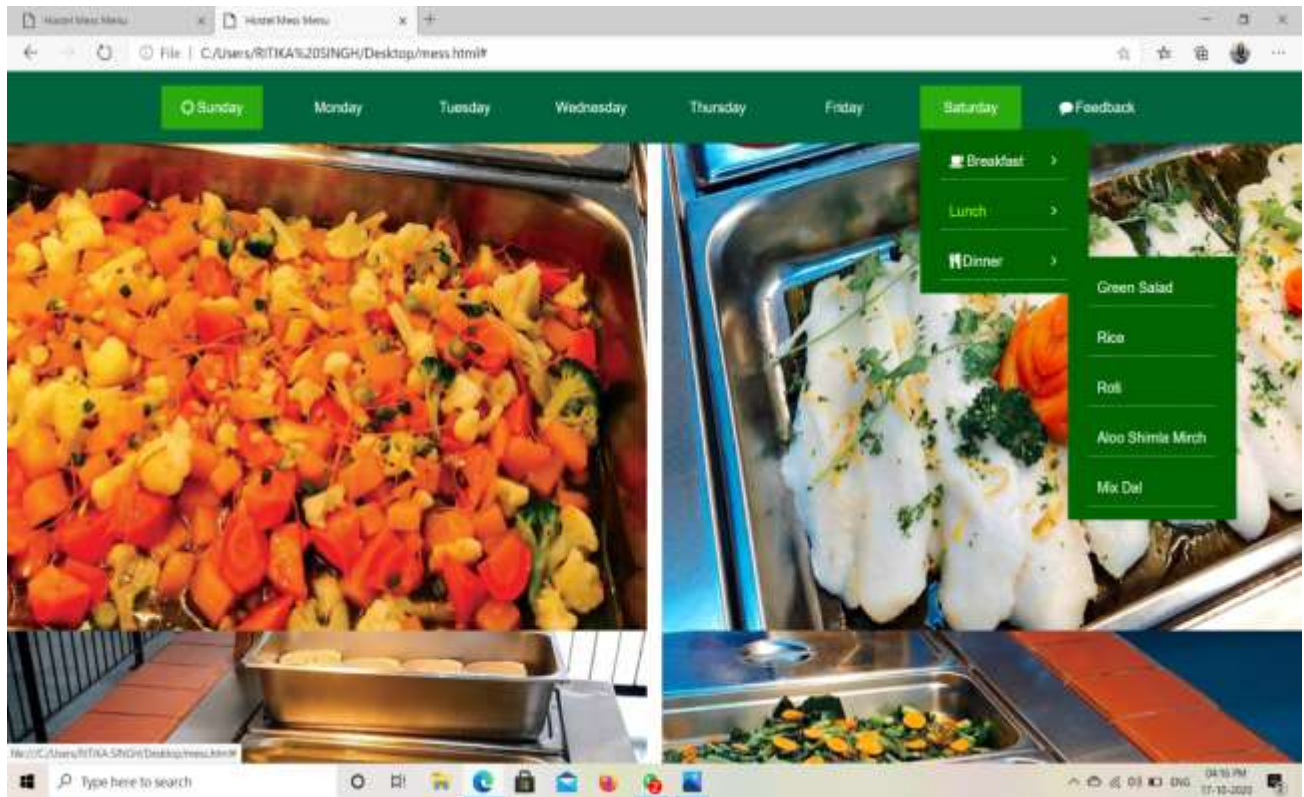
### ➤ Mess Menu Page :

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

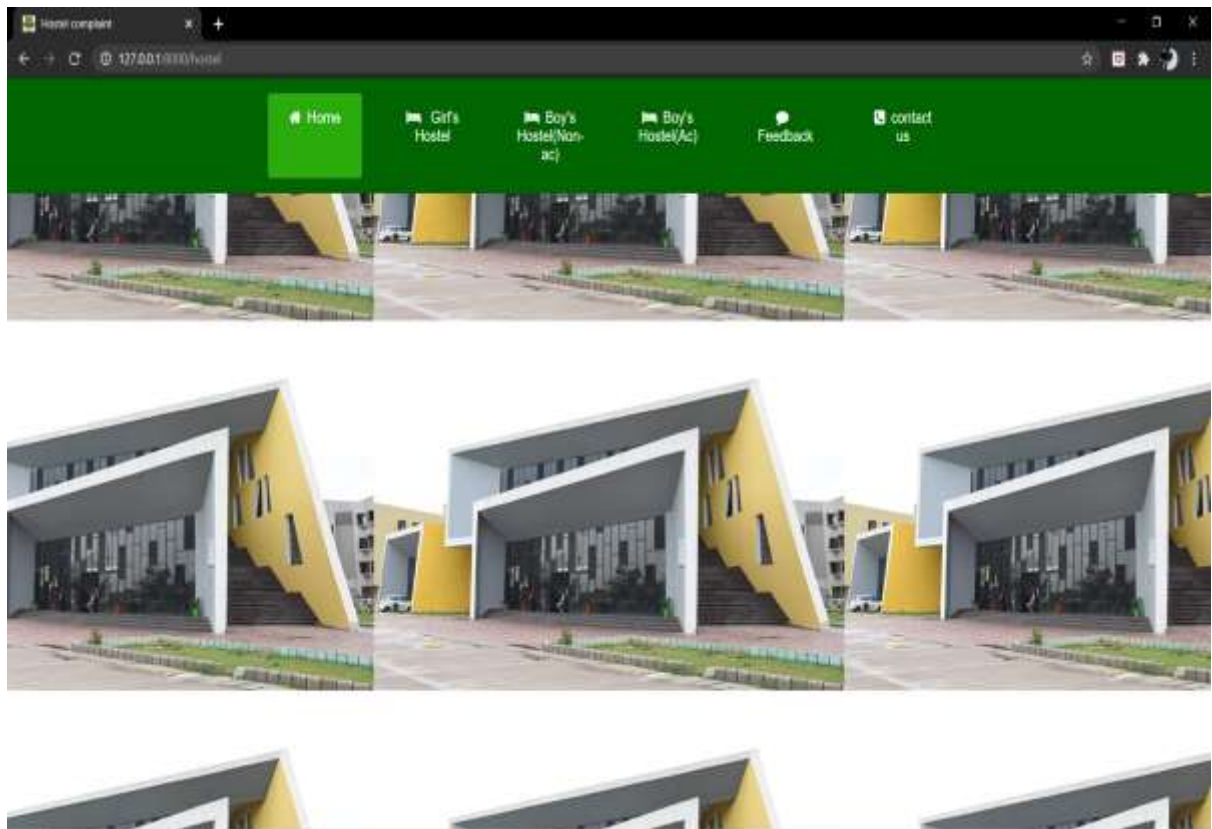


## INTERNAL CONFLICT MANAGEMENT SYSTEM

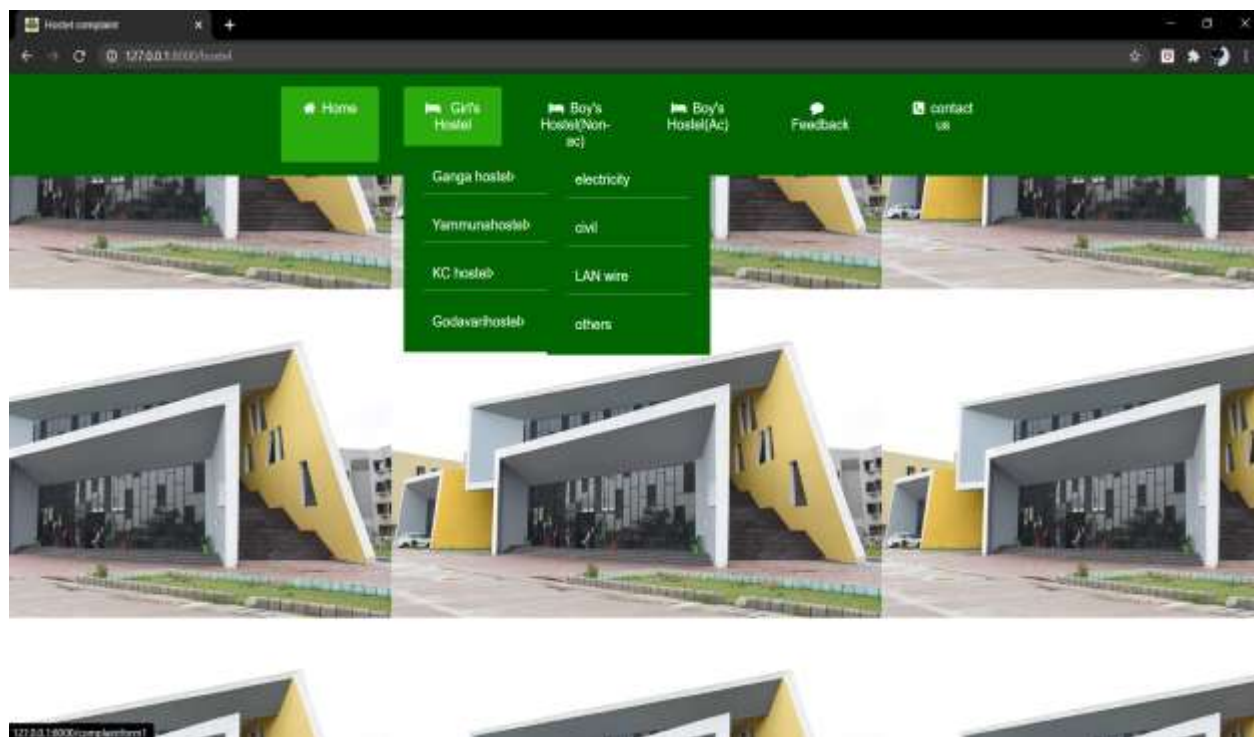
### ➤ Hostel page :

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



➤ **Database page :**

[illegible]

# INTERNAL CONFLICT MANAGEMENT SYSTEM

The screenshot displays the pgAdmin 4 web interface in a browser window. The left sidebar shows a tree view of the database schema, with the 'miniproject1\_feedback' table selected. The main pane shows the 'Query Editor' with the following SQL query:

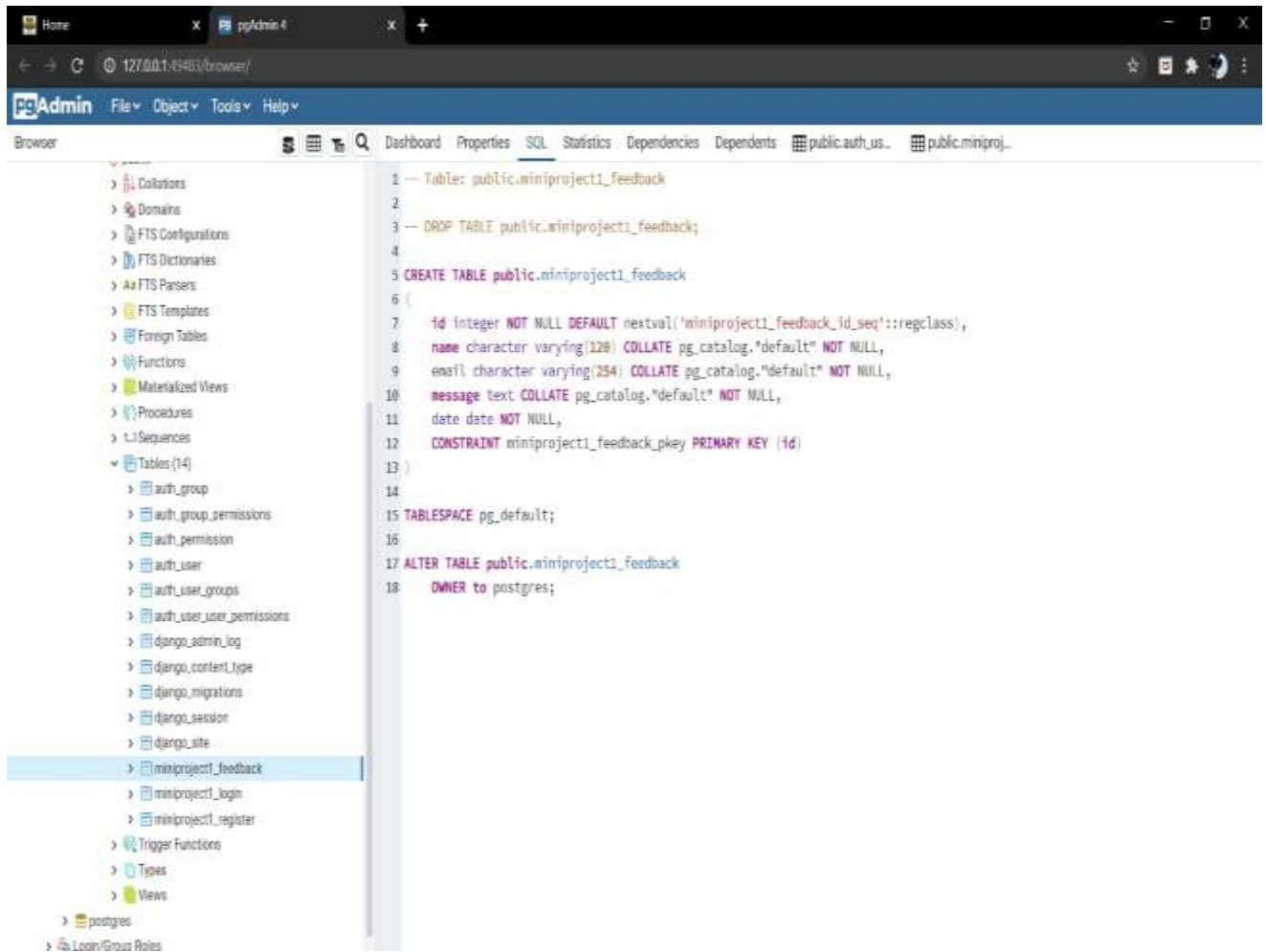
```
1 SELECT * FROM public.miniproject1_feedback
2 ORDER BY id ASC
```

Below the query editor, the 'Data Output' tab is active, showing a single row of data:

id	name	email	message	date
1	7 Kuntelkar Dhruv Keshav	dkuntelkar123@gmail.com	sookshmadad...	2020-11...

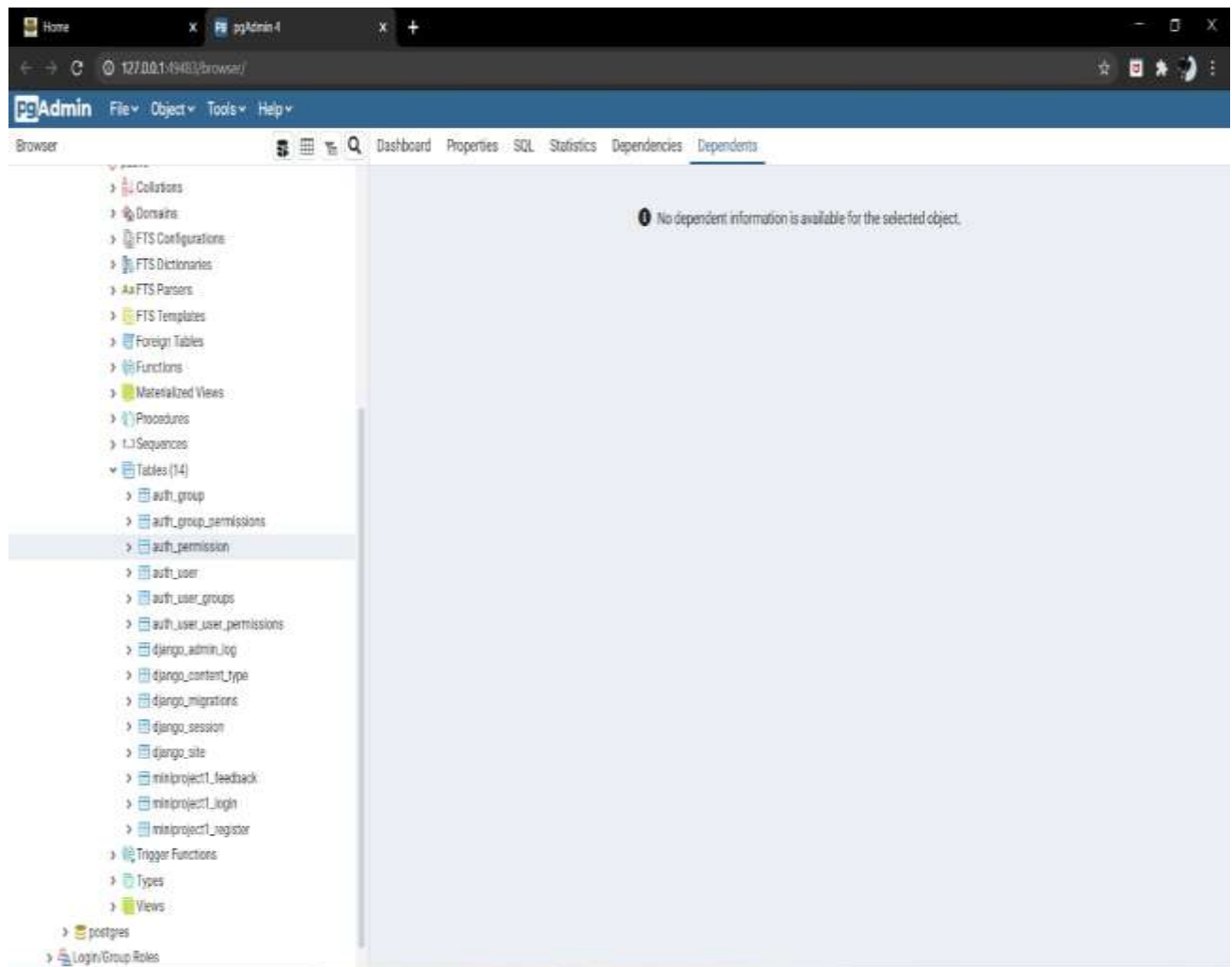
A green status bar at the bottom right indicates: 'Successfully ran. Total query runtime: 108 msec. 1 rows affected.'

# INTERNAL CONFLICT MANAGEMENT SYSTEM

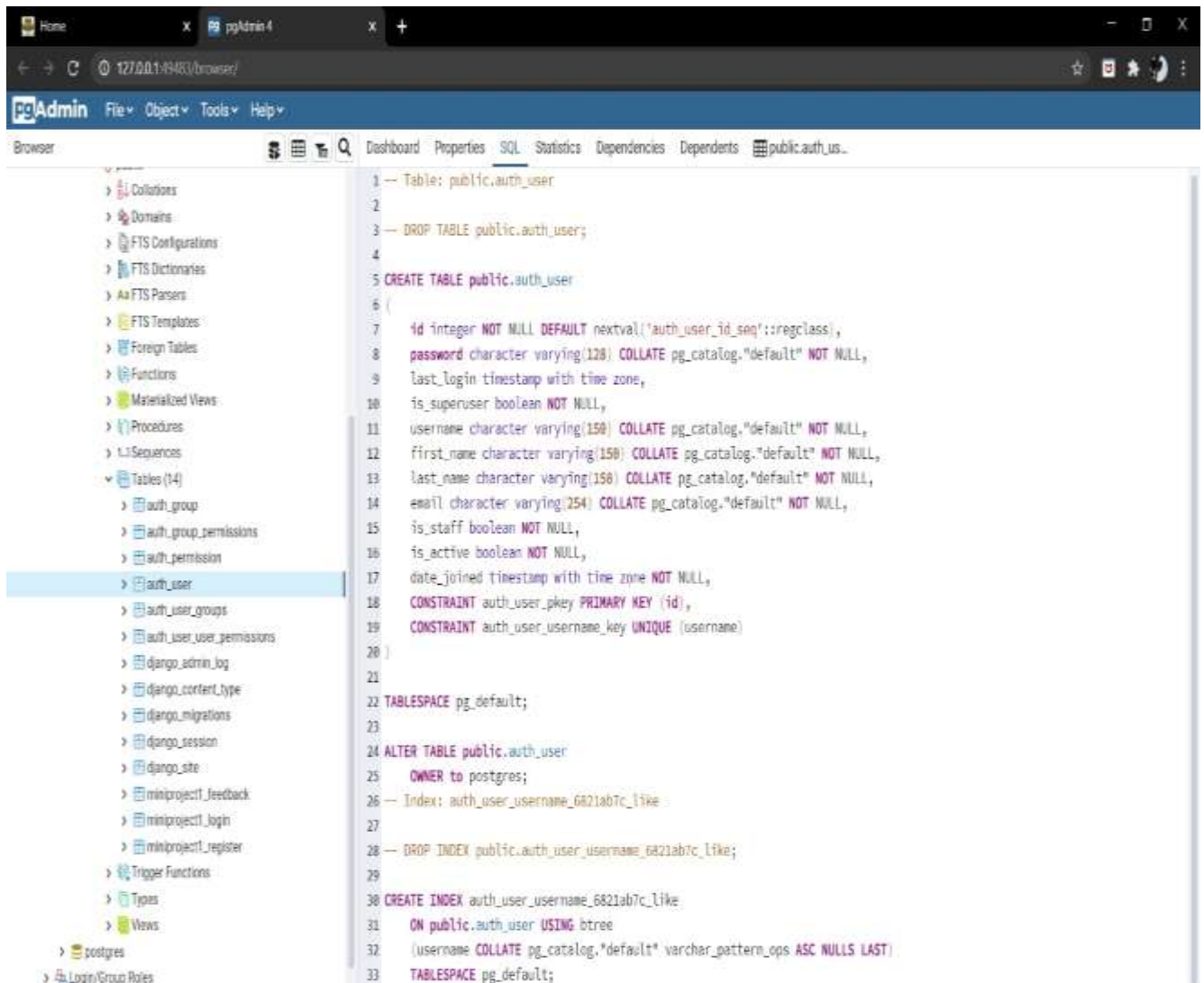




# INTERNAL CONFLICT MANAGEMENT SYSTEM

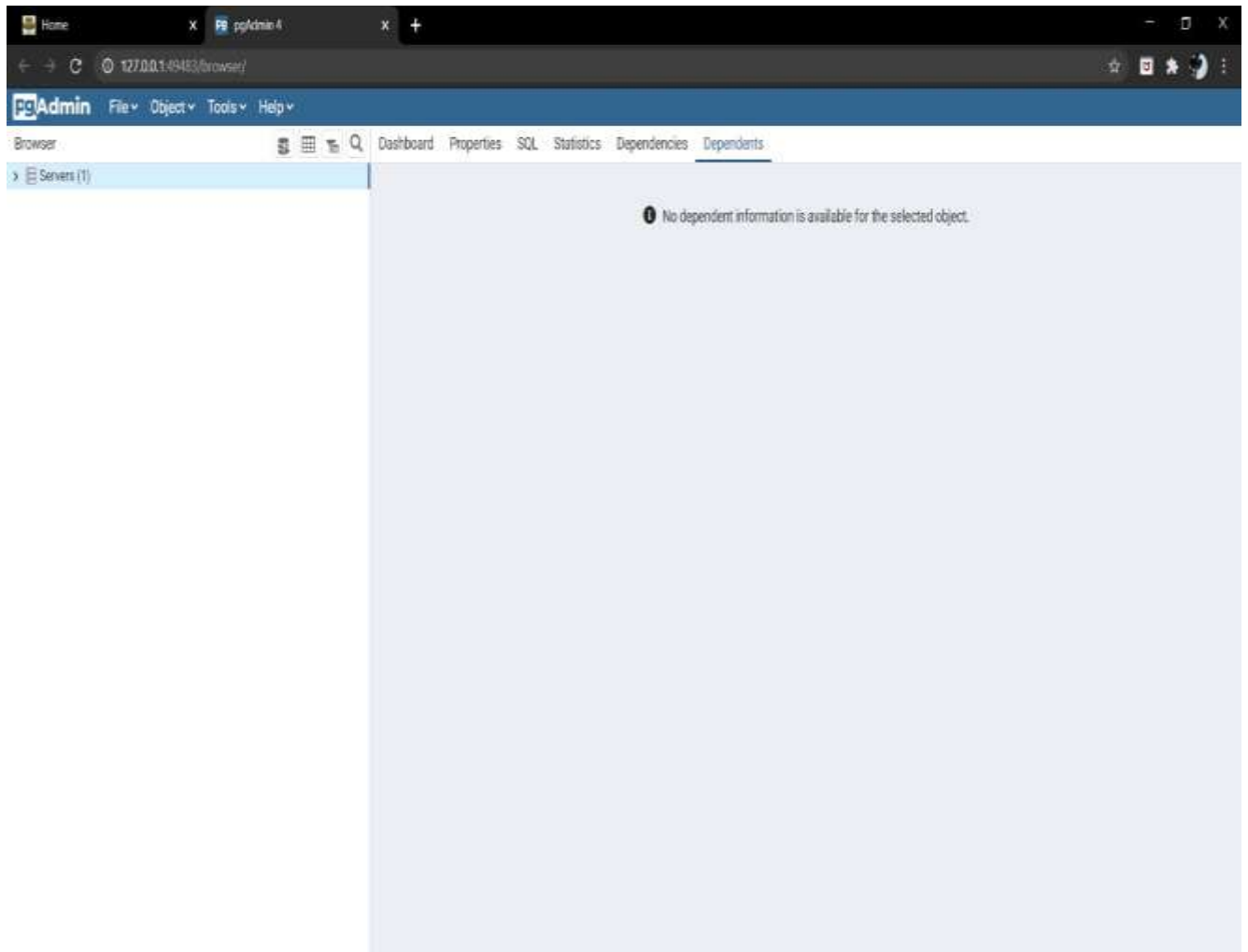


# INTERNAL CONFLICT MANAGEMENT SYSTEM





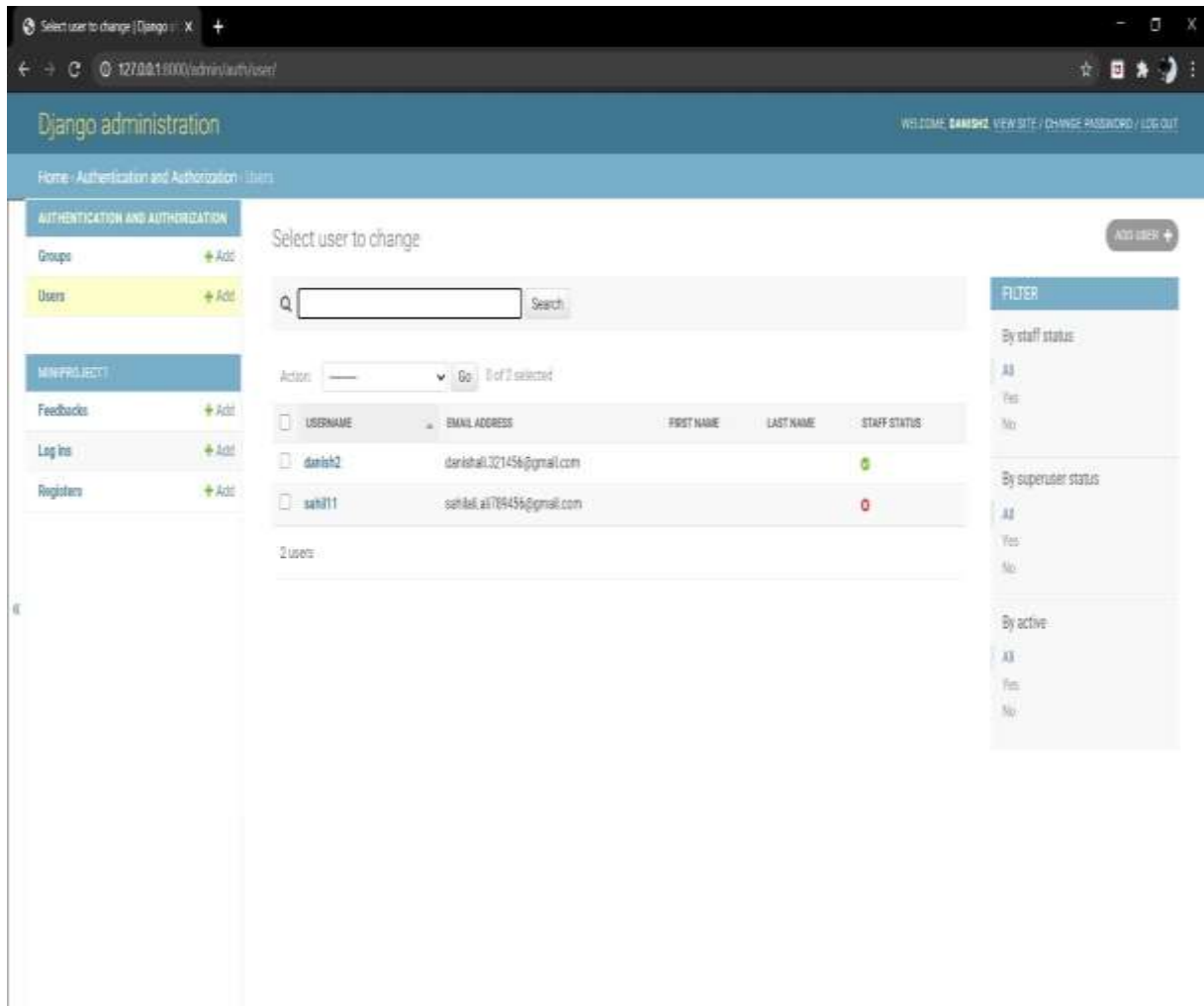
# INTERNAL CONFLICT MANAGEMENT SYSTEM



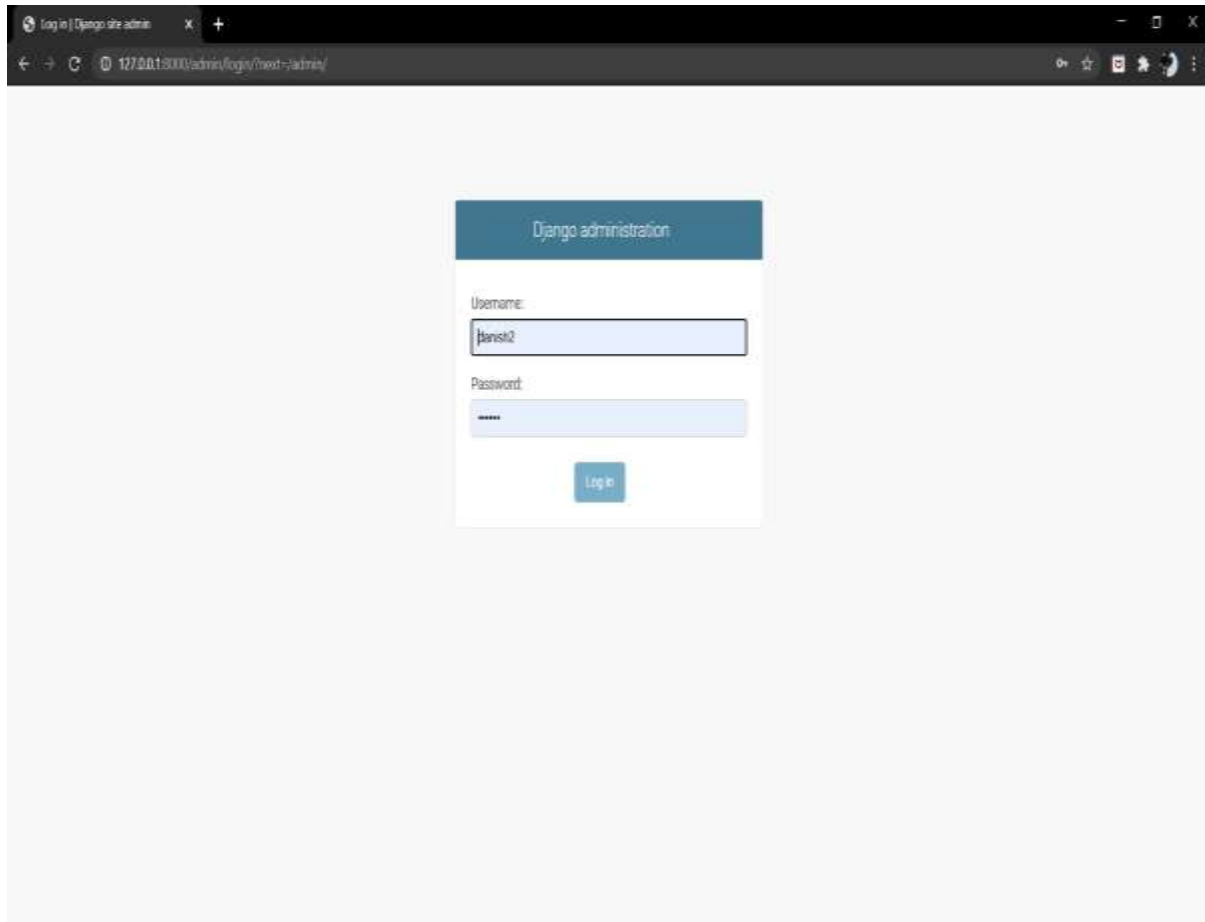
# INTERNAL CONFLICT MANAGEMENT SYSTEM

## ➤ 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.



# INTERNAL CONFLICT MANAGEMENT SYSTEM

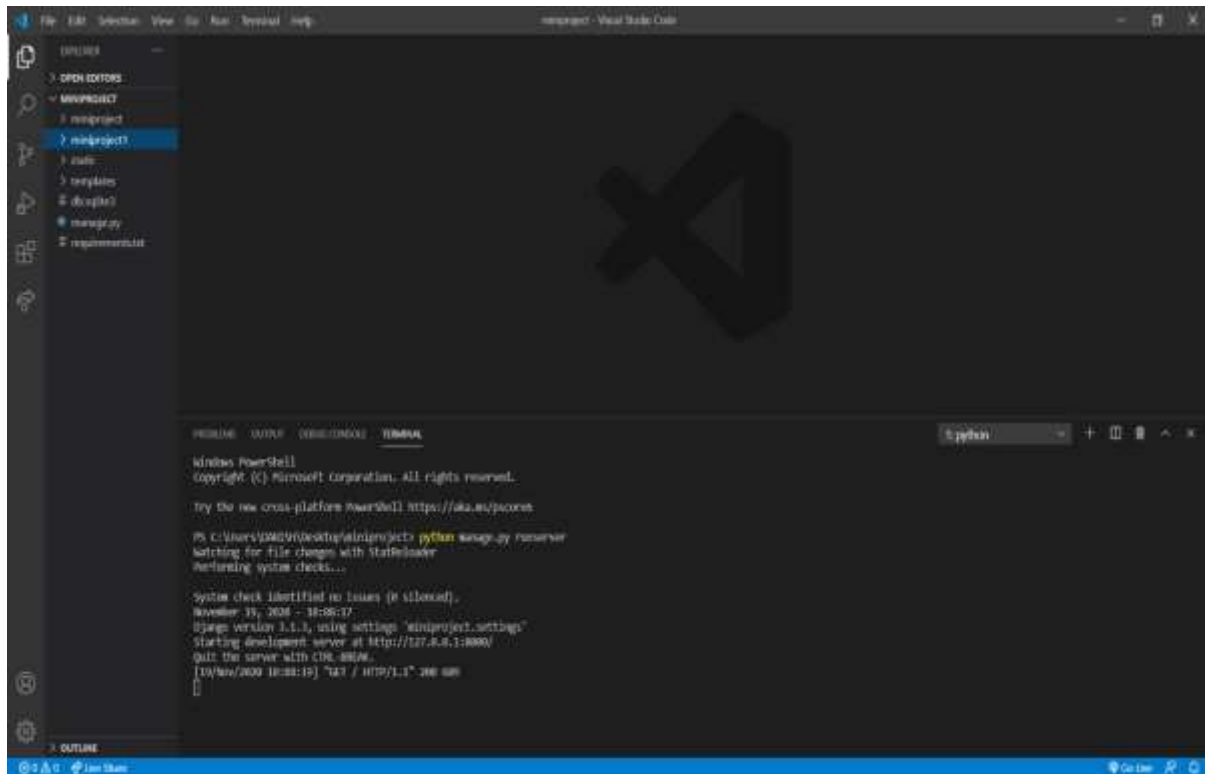


# INTERNAL CONFLICT MANAGEMENT SYSTEM



# INTERNAL CONFLICT MANAGEMENT SYSTEM

➤ Project link page :



The screenshot shows the Visual Studio Code interface. The Explorer sidebar on the left displays a file tree for a project named 'miniproject'. The tree structure is as follows:

- miniproject
  - static
  - templates
  - debug.txt
  - manage.py
  - requirements.txt

The main editor area is currently empty, showing the Visual Studio Code logo. At the bottom, a terminal window is open, displaying the output of a command executed in a Windows PowerShell environment:

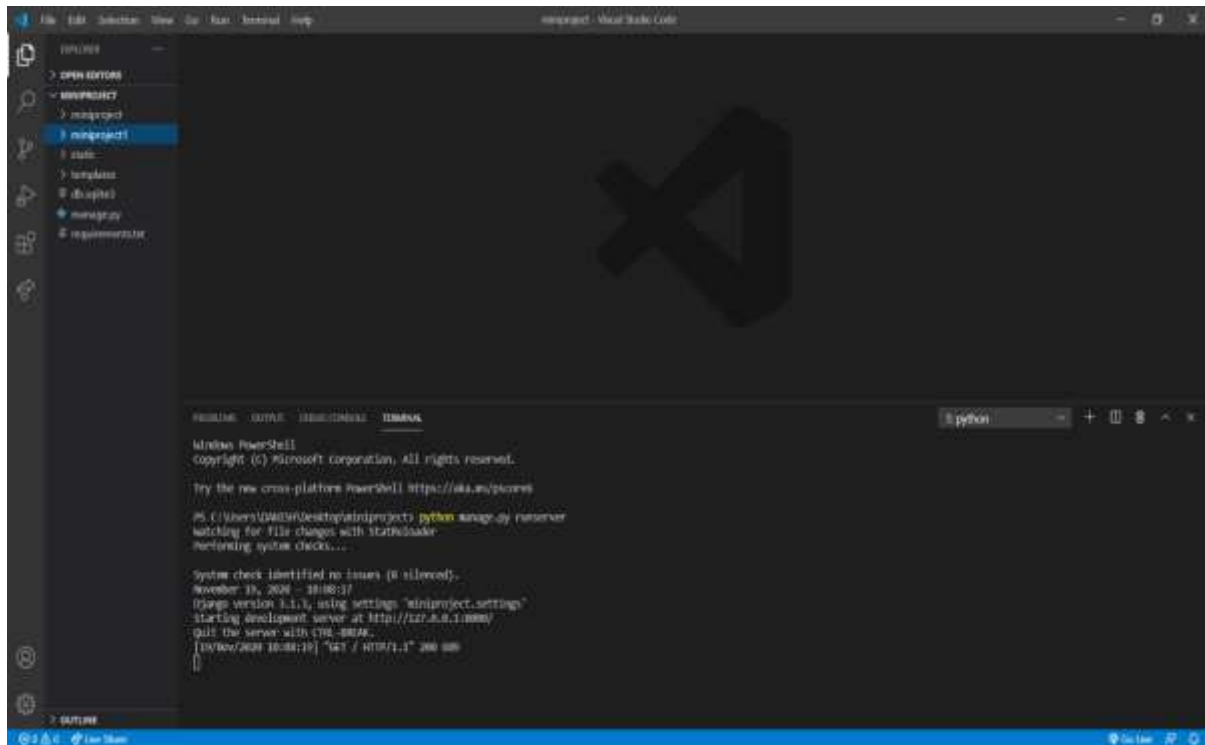
```
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

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

PS C:\Users\PM29\Documents\miniproject> python manage.py runserver
Watching for file changes with StatReloader
Performing system checks...

System check identified no issues (0 silenced).
November 15, 2024 - 18:55:17
Django version 3.1.1, using settings 'miniproject.settings'
Starting development server at http://127.0.0.1:8000/
Quit the server with Ctrl-C.
[10/Nov/2024 18:55:19] "GET / HTTP/1.1" 200 OK
```

# INTERNAL CONFLICT MANAGEMENT SYSTEM



The image shows a screenshot of the Visual Studio Code editor interface. The left sidebar displays the Explorer view with a file tree containing folders like 'miniproject' and files like 'main.py' and 'requirements.txt'. The main editor area is dark and shows a large, faint VS Code logo. At the bottom, a terminal window is open, displaying the output of a PowerShell command. The terminal text indicates that a Python server named 'python manage.py runserver' is running on 'http://127.0.0.1:8000/'. The terminal output includes copyright information for Microsoft PowerShell, a link to the cross-platform PowerShell, and system check results.

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

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

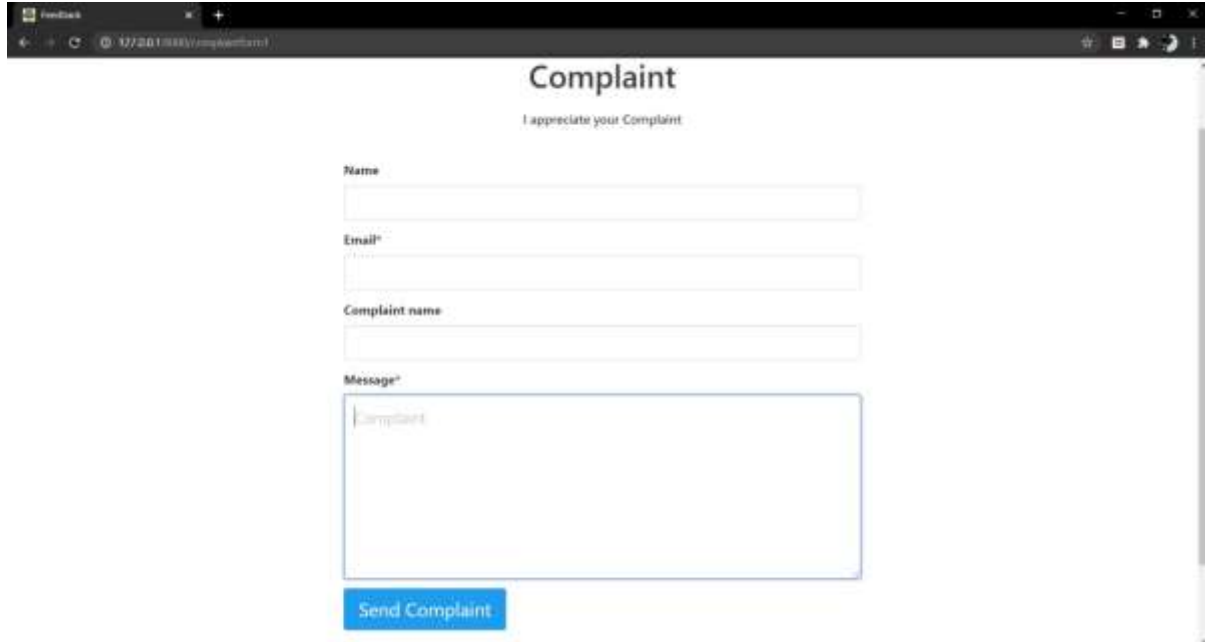
PS C:\Users\U40294\Desktop\miniproject> python manage.py runserver
Watching for file changes with StatisticServer
Performing system checks...

System check identified no issues (0 silenced).
November 18, 2024 - 18:08:17
Django version 3.1.1, using settings 'miniproject.settings'
Starting development server at http://127.0.0.1:8000/
Quit the server with Ctrl-C.
[11/18/2024 18:08:18] "GET / HTTP/1.1" 200 OK
```



## INTERNAL CONFLICT MANAGEMENT SYSTEM

### ➤ Complaint Page:

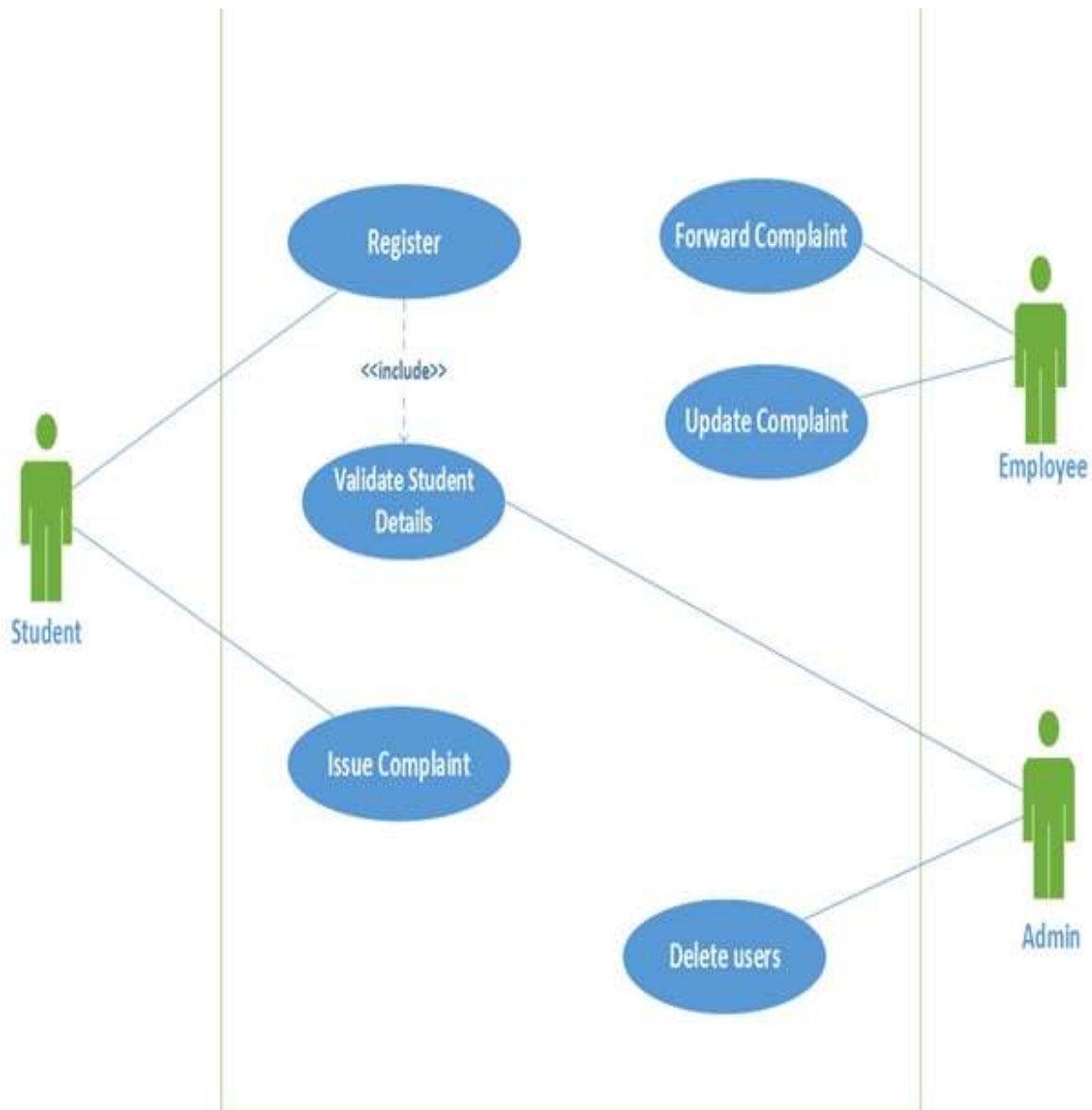


The screenshot shows a web browser window with the title 'Complaint'. Below the title is a subtitle 'I appreciate your Complaint'. The form contains four input fields: 'Name', 'Email\*', 'Complaint name', and 'Message\*'. The 'Message\*' field is a larger text area with the word 'Complaint' entered. Below the fields 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.

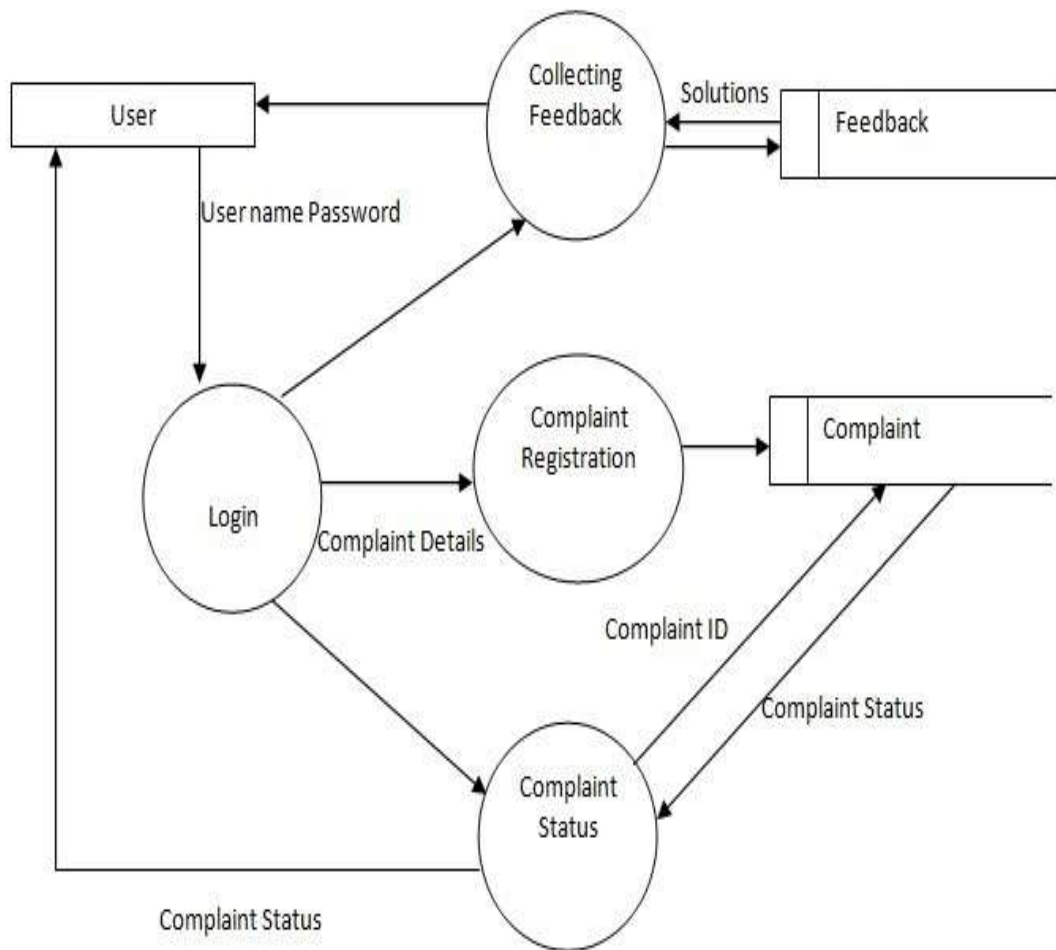
## INTERNAL CONFLICT MANAGEMENT SYSTEM

### ➤ 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**

100% 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 completed.

# 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))

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