**DESIGN AND IMPLEMENTATION OF ONLINE PETITION MANAGEMENT SYSTEM IN THARAKA UNIVERSITY**

By

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A Final project report submitted to the Faculty of Physical Sciences, Engineering and Technology in Partial Fulfillment of the Requirements for the award of Diploma in Computer Science of Tharaka University

**July,2024**

# DECLARATION

I hereby declare that this project is based on my original work except for citations and quotations which have been duly acknowledged. I also declare that that it has not been previously and concurrently submitted for a degree or any other award in any other educational institution

Student Name:

………………………………………….

Signature:

………………………………………….

Date:

………………………………………….

**APPROVAL**

This project was conducted under our supervision and is submitted with our approval as university supervisor.

Supervisor Name: ………………..

Signature: …………………

Date: ……………………

# DEDICATION

This project is dedicated to my loving family, whose unwavering support and encouragement have been my strength throughout this journey. To my parents, whose sacrifices and belief in my abilities have always inspired me to strive for excellence.

I also dedicate this work to my lecture, Francis and other lectures, for their patience, understanding, and motivation during the challenging times of this project. Their love has been my anchor, keeping me grounded and focused.

## ACKNOWLEDGEMENTS

I would like to express my deepest appreciation to all those who provided me the possibility to complete this project. A special gratitude I give to our final year project manager, **Mr Francis** who contribution in stimulating suggestions and encouragement helped me to coordinate my project especially in writing this report.

Also, I would like to thank my parents for their undying love and support, my friends and classmates for their encouragement and support, and above all, I thank Almighty God for giving me the strength to complete this project

# ABSTRACT

In the age of digital connectivity, the need for efficient and transparent governance mechanisms has become increasingly evident. This project focuses on the development and implementation of an Online Petition Management System (OPMS) aimed at enhancing citizen engagement and facilitating the democratic process. The OPMS allows users to create, sign, and manage petitions online, providing a platform for individuals to voice their concerns and advocate for change effectively.

Key features of the OPMS include a user-friendly interface for petition creation, secure authentication mechanisms, and real-time tracking of petition status. The system incorporates robust security measures to protect user data and ensure the integrity of petitions. Additionally, administrators are equipped with tools for managing petitions, analyzing trends, and generating reports to aid decision-making processes.

Through the implementation of this system, stakeholders, including citizens, government officials, and advocacy groups, can collaborate more efficiently to address societal issues and promote civic participation. The OPMS serves as a bridge between the public and decision-makers, fostering transparency, accountability, and responsiveness in governance.

This abstract summarizes the goals, features, and anticipated impact of the Online Petition Management System, highlighting its role in advancing democratic practices and empowering citizens in the digital era.

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# CHAPTER ONE: INTRODUCTION

# Introduction

In today's digital age, technological advancements have reshaped the landscape of governance and public engagement. The rise of online platforms has provided unprecedented opportunities for citizens to participate in democratic processes and voice their concerns effectively. Recognizing the need for more accessible and transparent avenues for civic engagement, this project focuses on the development and implementation of an Online Petition Management System

# Background Information

in recent years, the advent of digital technologies has profoundly influenced the dynamics of citizen engagement and governance worldwide. Traditional methods of petitioning, which historically involved collecting signatures on paper and presenting them to decision-makers, have faced numerous challenges in terms of accessibility, efficiency, and transparency. These challenges often resulted in delays in processing petitions, limited reach beyond local communities, and difficulties in verifying signatures.

The shift towards online platforms has emerged as a viable solution to address these shortcomings. Online petitioning systems have gained popularity due to their ability to democratize access to public participation, streamline administrative processes, and enhance the transparency of decision-making. Platforms like Change.org, Avaaz, and others have demonstrated the potential of digital petitions to mobilize large-scale public support and influence policy outcomes on a global scale.

The need for an Online Petition Management System (OPMS) stems from the recognition that traditional methods no longer suffice in today's interconnected world. The OPMS aims to leverage digital innovations to empower citizens by providing them with a secure and user-friendly platform to create, sign, and manage petitions online. By facilitating direct communication between petitioners and decision-makers, the OPMS seeks to bridge the gap between public sentiment and policy implementation.

Furthermore, the implementation of the OPMS is grounded in principles of open governance, accountability, and inclusivity. It is designed to ensure data security and privacy, protect the integrity of petitions, and enable transparent tracking of petition status and outcomes. By embracing digital transformation, governments and organizations can foster a more responsive and participatory democracy where citizens play a more active role in shaping their communities and influencing public policies.

## Problem Statement

These challenges underscore the need for a more streamlined and accessible approach to petition management. The current landscape lacks a unified, digital platform that empowers citizens to create, sign, and monitor petitions in a transparent and efficient manner. Existing online petition platforms, while beneficial, often operate independently and may not integrate seamlessly with governmental or organizational decision-making processes.

The absence of a comprehensive Online Petition Management System (OPMS) hampers the ability of citizens to engage meaningfully with decision-makers and influence policy outcomes effectively. There is a critical need for a secure and user-friendly platform that not only facilitates the creation and signing of petitions but also ensures the integrity and transparency of the petitioning process.

# Objectives

# General objectives

* To develop a secure and user-friendly platform: Create an Online Petition Management System (OPMS) that allows citizens to easily create, sign, and manage petitions from any device with internet access, ensuring accessibility for all users.
* To enhance transparency and accountability: Implement features within the OPMS that provide real-time tracking of petition status, promote open communication between petitioners and administrators, and ensure clear reporting on petition outcomes.
* To streamline petition management processes: Automate administrative tasks related to petition processing, verification of signatures, and management of petition data to reduce processing times and improve efficiency.
* To ensure data security and privacy: Incorporate robust security measures to protect user information and ensure the integrity of petition data, adhering to best practices in data protection and privacy regulations.

# Specific objectives

* Develop a user registration and authentication system: Implement secure user authentication mechanisms to verify petition signatories and protect against fraudulent activities.
* Create a user-friendly petition creation interface: Design an intuitive interface that allows users to easily draft petitions, add supporting documents or media, and specify petition goals and target recipients.
* Enable petition signing and endorsement: Implement functionalities for users to sign petitions digitally and endorse existing petitions, ensuring each signature is verified and counted accurately.
* Facilitate real-time petition tracking: Provide petitioners with the ability to monitor the status of their petitions (e.g., pending, under review, approved, rejected) and receive notifications on updates.

# Scope

Design and develop an online petition management system tailored to the needs of Tharaka University, enhancing stakeholder engagement, transparency, and administrative efficiency.

Implement system functionalities for petition creation, submission, review, and resolution

# CHAPTER TWO: LITERATURE REVIEW

## Introduction Overview

In this chapter, the literature relevant to the design and implementation of online petition management systems in the context of higher education institutions, specifically focusing on Tharaka University, is comprehensively reviewed. Online petition systems have emerged as crucial tools in enhancing stakeholder engagement, fostering transparency, and streamlining decision-making processes within academic environments. Understanding the theoretical foundations, technological advancements, and practical implications of these systems is essential for developing a robust and effective platform tailored to the unique needs of Tharaka University.

## Review of Related Works

Trace the evolution of online petition systems in higher education institutions globally. Discuss key milestones and factors that have contributed to their adoption.

Present case studies of universities that have successfully implemented online petition systems. Analyze their experiences, challenges encountered, and lessons learned.

Summarize documented benefits of online petition systems in higher education, such as increased student engagement, enhanced transparency, and improved decision-making processes.

### Comparative Analysis of Existing Systems

Compare different technological platforms used for online petition systems (e.g., web-based, mobile applications). Evaluate their strengths and weaknesses in the context of higher education.

### Ethical and Legal Considerations

# Conclusion

In conclusion, the literature reviewed underscores the importance of thoughtful planning and strategic implementation of online petition management systems in higher education institutions like Tharaka University. By leveraging insights from successful implementations and addressing inherent challenges, Tharaka University can effectively enhance stakeholder engagement, transparency, and overall administrative efficiency through its online petition management system.

Identified gaps;

There is a lack of longitudinal studies that track the long-term impact and sustainability of online petition systems over extended periods within educational settings.

More research is needed on developing standardized metrics to measure the effectiveness and impact of online petition systems on governance, student satisfaction, and institutional decision-making processes.

There is a gap in comparative studies that systematically evaluate different approaches to designing and implementing online petition systems across diverse universities, including their respective strengths and weaknesses.

Further research is needed to delve deeper into user experience (UX) aspects, particularly how design choices impact us

# Conceptual Framework

**Online Petition Management System:** The central component of the framework, encompassing the technological infrastructure and functionalities designed to facilitate the creation, submission, management, and resolution of petitions within Tharaka University.

**Technological Infrastructure:** The quality and robustness of the technological platform supporting the online petition system, including hardware, software, and connectivity.

**Transparency and Accountability:** The degree to which the online petition system enhances transparency in decision-making processes and promotes accountability among university administrators.

# CHAPTER THREE

# Introduction

In this chapter, the methodology employed for designing and implementing the online petition management system at Tharaka University is detailed. Methodological choices are crucial in ensuring the systematic development and successful deployment of the system, aligning with the specific objectives and contextual needs identified in earlier chapters. This introduction provides an overview of the approach taken to address the research questions and achieve the project goals effectively.

# Research Design

Adopt a mixed-methods approach combining qualitative and quantitative methods to provide a comprehensive understanding of the needs assessment, system requirements, and evaluation of the online petition management system.

Conduct interviews, surveys, and focus groups with stakeholders (students, faculty, administrators) to identify their needs, expectations, and challenges related to petition management at Tharaka University.

Utilize iterative prototyping and user-centered design principles to develop a preliminary design of the online petition management system.

# Target Population

**Students**: Undergraduate and graduate students across various disciplines and academic levels within Tharaka University.

**Faculty Members:** Academic staff, instructors, and professors involved in teaching, research, and administrative roles.

**Administrative Staff**: Personnel responsible for administrative functions, including student affairs, registrar's office, and departmental administration.

**University Management**: Senior leadership and decision-makers responsible for governance, policy-making, and strategic planning within Tharaka University.

# System Design And Development Tools

Programming Language: PHP is widely used for web development, particularly for its compatibility with databases and web servers, making it suitable for backend logic and server-side scripting.

MySQL is selected for its reliability, scalability, and compatibility with PHP and Laravel framework. It provides robust support for handling relational databases, crucial for managing petition data, user profiles, and system logs efficiently.