

UReporter: Smart Management of Problem Reporting and Responses

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1. Background

- The main obstacles of national development in third-world countries are corruption [1] crime [2], violence [3], abuses against women [4], etc.
 - Such problems are not often considered with utmost significance
- One of the most prominent reasons behind failure to solve these social problems is under-reporting
 - 68% of occurrences of violence against women go unreported in a developing country of South Asia namely Bangladesh [7].
 - Sexual violence and rape are the most under-reported crimes [6]

2. Motivation and Objectives

- Some context-specific online reporting systems have been developed to tackle the social problems in an isolated manner
 - I Paid A Bribe* [4] focuses on bribery only
 - Ushahidi* [5] allows to report violence only
- In order to facilitate minimizing the extent of under-reporting, an anonymous and one-stop online reporting system needs to be developed for general people of third-world countries, which is yet to be developed to the best of our knowledge

3. Proposed Methodology

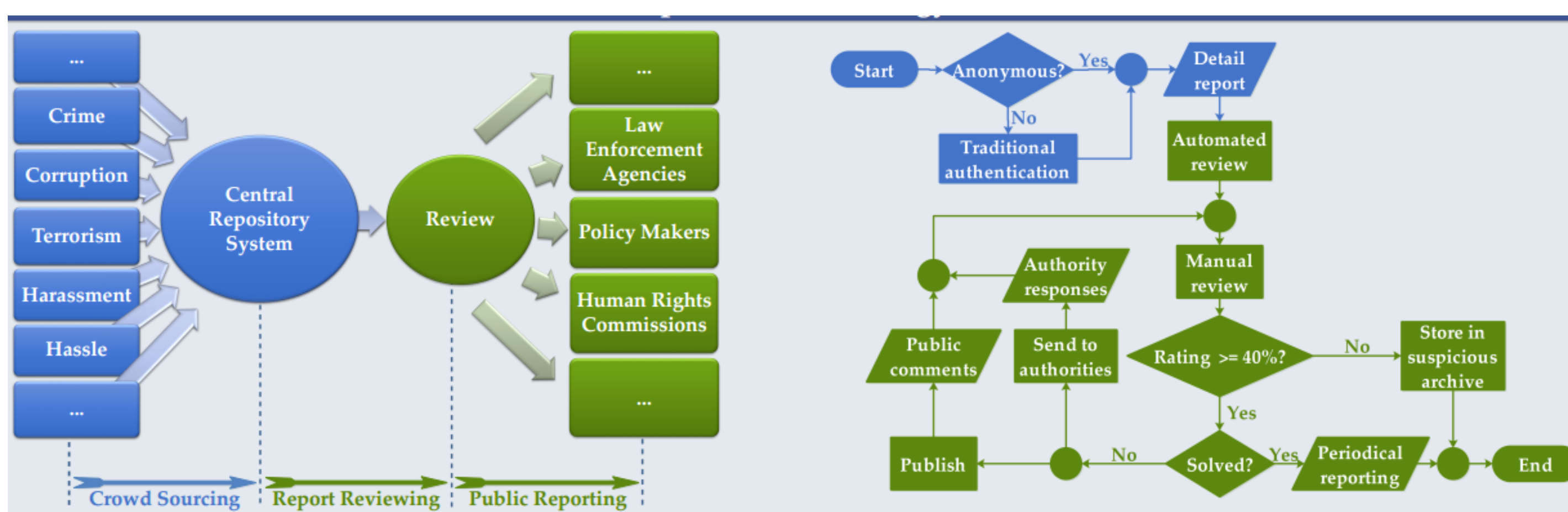


Figure 1: a) Block diagram of our proposed reporting system b) Process flow of our proposed reporting system

We have run some surveys to motivate people to reporting. We have got better results during surveys, and we have implemented those in our work. In the later section, we have added a study related survey result run on university students'.

4. System Implementation

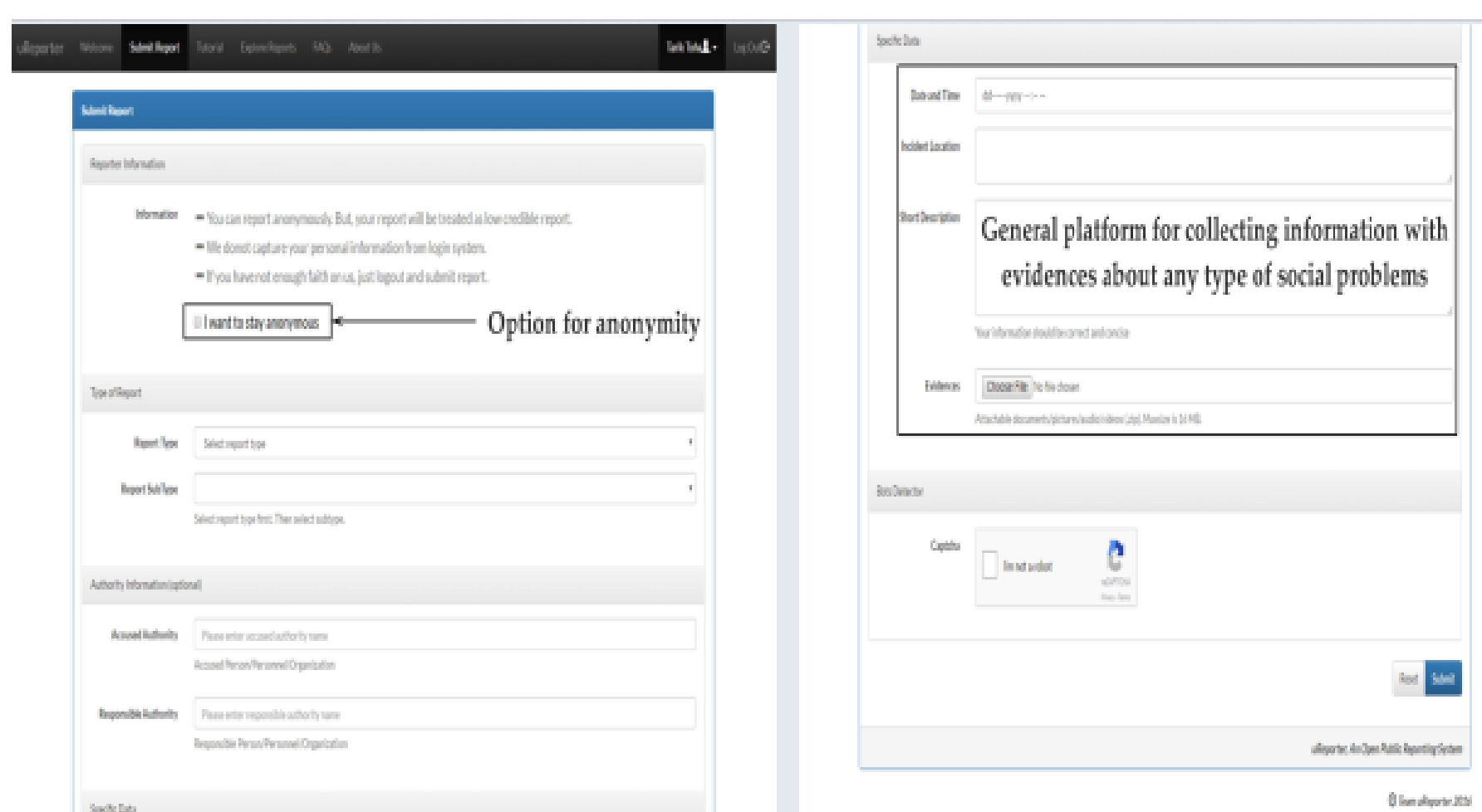


Figure: Our crowd sourcing subsystem providing a general anonymous reporting platform (<http://cse.buet.ac.bd/ureporter/public/index.php/report/create>)

- Summary: Total submitted reports = 14 (unnamed = 5, named = 9)

Figure 2: Our crowd sourcing subsystem providing a general anonymous reporting platform (<http://cse.buet.ac.bd/ureporter/public/index.php/report/create>)

Public Reporting Form

Note: Evidences without email address will lose credibility

* Required

Email Address (optional)

Your answer

Short Description *

Your answer

Evidences (optional)

To upload files, write down your email address and click this link:
<https://goo.gl/forms/Lg0Ew38Qh3778sE2>

Your answer

SUBMIT

Figure 3: Generic Reporting Survey

What type of problems are you facing in your institution for study? *

Long answer text

Do you feel any discrepancies in the course-curriculum of your subject? *

☐ Yes

☐ No

☐ Other...

If yes, provide descriptions of the problems. *

Figure 4: Study Related Survey

5. Result Analysis

1. More interaction needed from all parties.
2. Point of application must be clearly made. Courses need to be more based on solving 'new instances'.
3. Psychological aid needs to be ensured.
4. Collection of Course materials must be centrally handled.
5. Term final question pattern must change. It needs to be more critical thinking based, rather than being lengthy.
1. More Lab classes
2. Less marks in the Term Finals
More innovative steps
Having a less stressful course schedule, and also individuals should be allowed to select among courses which are less necessary in their respective fields.
To distribute CGPA based on only term final, no continuous assessment.

Figure 5: Some Problems Reported by Some Students During Study Related Survey

Feedback:
We are actively working on how to employ the review system of teachers for the betterment of the students. On a personal level, I myself have tried to improve myself based on the feedback. We have discussed this in the meetings and requested the teachers to do that. Since this system is very new and not practised that much in our culture we need some more time. Suppose we have got a very negative review on someone. If it is about him/her being late in the class, the Head can instruct him/her to take care of this. But if it is about his style of teaching, then, it is not just a matter of instructing him/her to change it. We need to provide the required training for him/her to change. We do not have that at this point but we have already asked the competent authority to provide us support in that regard. There is another unfortunate aspect of the review system. There are many comments that are contradictory which sometimes indicates that the feedback may not be objective. Again, most likely this is because the students are NOT familiar with this culture as well. Overall, we believe with some more time things will improve and be effective.
Evidences: N/A Submission Time: 2017-08-13 23:41:47

Figure 6: Feedback of Study Related Problems

This is a portion of the study related feedback given by proper authority. we believe that in this way, we can solve many social problems.

6. Future Work

- Running Surveys:** During running surveys, we get some reports by people and in future, we will run more survey to encourage people to reporting.
- Android app:** We have decided to make an android app to ease the work for reporting. People consider giving reports using app can save time.

7. Conclusion

- We develop a one-stop online reporting platform with an option for anonymity that can empower the general mass, especially living in third-world countries, with a powerful tool to achieve their rights more comfortably
 - It can also help the respective authorities to address various problems in a more systematic manner
- We plan to analyze whether anonymity decreases credibility
 - Our goal is to devise a method to provide anonymity without compromising credibility
- Running survey is one of the best methods to collect reports from people as they do not show so much interest to report on websites or similar systems.

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