

# UNIVERSITY OF DAR ES SALAAM



## COLLEGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES

### DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

#### IS335 / CS498: Final Year Project Report – Mid of Semester One

Project Title: DARUSO COMPLAINTS MANAGEMENT  
SYSTEM

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## **LIST OF ABBREVIATION**

### **ABBREVIATION LONG FORM**

UDSM	University Of Dar es salaam
COICT	College Of Information and Communication Technology
IT	Information Technology
FDG	Focus Group Discussion
BIT	Business Information Technology
DARUSO	Dar es salaam University student organization
PDS	Parish Data System

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1. General Introduction**

The University reporting system for students involves following protocols and principles of reporting, it starts from reporting to the student government (DARUSO) with a patron dean of student of respective university to the University management as whole. The major actors in the Daruso complaints management system are all ministries available in the student government since from each ministry is where we obtain a representative of students to various university board meetings. In daruso executive is where all the ministries that is aimed to be managed come from and the system will allow the interaction between the students who own the government together with the all member of the cabinet who are direct involved with the day to day activities of the government.

The system will have modules like chatting box for the member of the cabinet with a prime minister as a admin, also forum where students will be allowed to post their complaints direct to the respective minister and track if there is any related concern were posted before and the forum will allow the minister to answer direct. Also the page for only posting announcement and all daruso updates from all pillars

#### **1.2. Statement of the Problem**

The project aims at solving various problems faces in managing the student government. The problems to be solved includes central communication problems among students and leadership, problem of lack of central point for posting and tracking last posted announcements and other. The problem of organizing and accessibility of daruso information and document such as student bylaws, daruso constitution and other laws on time.

#### **1.3. Objective**

##### **1.3.1. Main Objectives**

The objective of the Daruso complaints management system is to make complaints easier to coordinate, monitor, track and resolve, and to provide daruso with an effective tool to identify and target problem areas, monitor complaints handling performance and make governing improvements.

### **1.3.2. Specific Objectives**

- i) To make complaints easier to coordinate, monitor, track and resolve using IT tools
- ii) Enhance the accessibility and communication of the information concerning various students complaints.
- iii) Simplify the organization and management of the student organization.

### **1.4. Significance of the Project**

The project will be of huge importance as it will ensure provide a reliable system for the daruso that easier communication among daruso members, ensure enhanced accessibility of data, well managed complaint system that is traceable, monitor and coordinated. And ensuring availability of a specific well known platform for availability of daruso important documents info, updates, documentaries and other. This will lead to great transition of management of daruso activities from native ways to more developed and reliable IT systems.

### **1.5. Project Scope**

The project covers the management of Dar es Salaam University Student Government specifically on the day to day activities that ministers, deputy minister and secretaries of the ministries do to accomplish the manifesto of their Government together with ensuring the satisfaction of the students to their government.

### **1.6. Organization of the report**

The report has three chapters, chapter one having the introduction of report including statement of the problem, objectives; main and specific objectives, significance of the study and lastly project scope. Chapter two contains literature review and the last is chapter three that has methodologies of the report.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### ***2.1. I-Sight Case Management Software Solutions***

I-Sight's powerful software helps you efficiently track, investigate, and resolve complaints to provide consistent customer service and maintain a reputation for excellence

An efficient and responsive complaint management program shows customers that you value them, ensures timely responses, and provides valuable data that helps you improve your products and processes to prevent issues before they arise.

I-Sight ensures you capture every complaint using smart web forms, email-to-case, or integration with existing systems or hotlines so you can resolve issues faster. Every customer complaint is tracked in a centralized case file, creating a clear, searchable record. For complaints that involve regulatory misconduct, I-Sight ensures you record all the information you need for timely reporting.

Customer complaints may include personally identifiable information or financial data. They may also involve a sensitive issue, such as harassment or fraud. I-Sight helps you keep this information private to protect both customers and your organization. The secure, password-protected platform is safer than storing data in spreadsheets or on paper. Role-based access lets you choose who can see and work on each complaint to maintain confidentiality. (Peter B.

Senior Consumer Service Officer (SCSO))

#### **2.2. SAP CUSTOMER EXPERIENCE**

SAP Customer Experience is a cloud-based customer relationship management solution that helps small and mid-size businesses manage communication and interactions with existing and potential customers. It helps businesses to manage the sales pipeline, customers and marketing operations.

SAP Customer Experience features built-in sales automation, marketing automation, customer support, help desk and channel management capabilities. The solution can also be deployed on premise. The sales module helps organizations acquire and retain new business by effectively managing the sales pipeline. The marketing module is designed to develop, execute and manage effective marketing campaigns, and to score and nurture leads.

The service module aids organizations in improving client satisfaction and retention rates by providing superior levels of customer support. Other modules include channel management,

interaction center, web channel, and business communications management. SAP Customer Experience offers support through an online knowledge base, support portal and via phone

### **2.3. Related Works**

In managing students compliance especially in Daruso different ways are used like having google form customized to be used in collecting the compliance of specific ministry or for collecting compliant covering the whole ministries, boxes available around campus where students have to write his or her complain the places in the boxes.

### **2.4. Project Gap**

The project gap is that the daruso compliant management will automate the process of collecting the compliance from using suggestion boxes up to using system. Also it will provide students the simple way for tracking a response.

Also there is the gap from using google links to this system since there will be no expire date of the system as links expire, also the system will provide a forum for the students and the ministries for asking questions and having response of them.

## **CHAPTER THREE**

### **METHODOLOGY**

#### **3.1. Observation**

The very first method used on development of this project as we will observe the basic functionality and operations of the ministries. This will involve walking around various colleges and schools of university of Dar es salaam to get more functional information that would help to create a better system for management of all complaints arising as will gather and know a lot more about the existing student government processes.

#### **3.2. Interviews**

A good number of interview will be conducted with various people that seem to be the expected users of the system to be developed, this includes; Cabinet leaders such as chair and her deputy, prime minister, ministers, deputy ministers and the secretaries of the ministries that perform various functions of the Daruso but also the student at large is to be expected that this people will have more on what they want the system to be like. So conducting interviews with them will be as crucial as the process of creating a better system

#### **3.3. Focus group discussion FGD**

This will be panel group discussion aiming to gather more functional knowledge of the daruso compliant system. This discussions will be conducted with student government organization and other stakeholder who affect daruso in any way. The discussion will be more of a study of domain operation, it will involve understanding and primary documentation of the user needs on the system to be developed. This will be more of a chat talk

#### **3.4. Questionnaires**

This will be paper work issued to various groups of people of the university that aims of gathering information, perspective, and thinking on various things about how they want the system to be developed. They are more of short answers on either closed or open questionnaires.