Online Survey & Feedback Web Based System

1.0 Purpose

a. To develop an online survey & give feedback system to gain Employees Satisfaction Index Result.

b. 2 system requires:

1. e-Friend **Online Survey** System – Web Based KIOSK mode

2. e-Friend **Managemen**t System – Web Based System

1.1 Platform

a) Web Based KIOSK Mode (IE 11.0 Only)

b) Office PC -web based system (IE 11.0 Only, Google Chrome & Microsoft Edge or other browser are not allow)
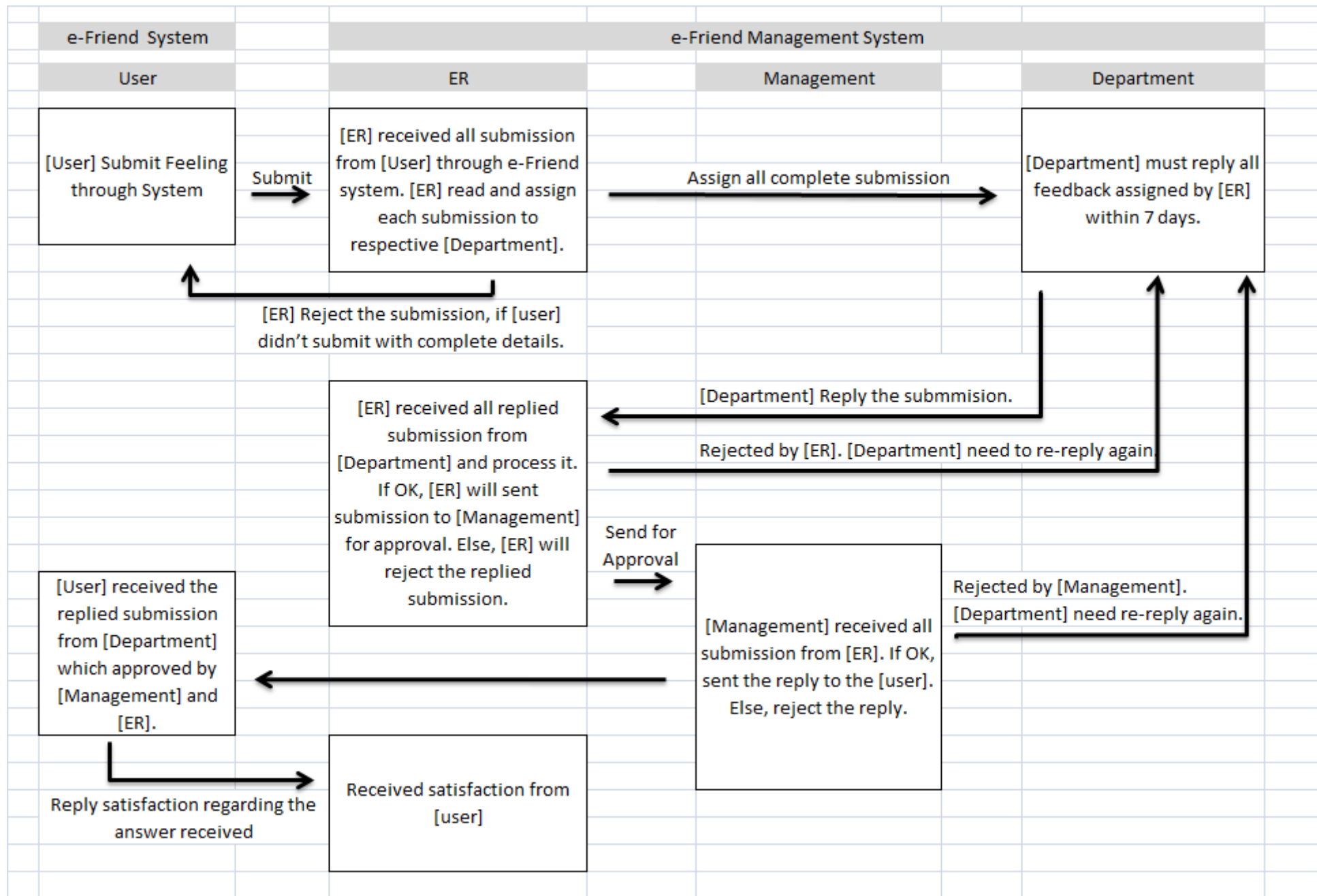
1.2 Programming Language

a. Asp.net MVC & or any other programming language can be proposed by programmer but must be able to support Kiosk Mode.

1.3 Browser
a. Limited to IE version 11 only. (Google Chrome & Microsoft Edge is not allowed)

1.4. Database

a. Microsoft SQL 2017

e-Friend System	e-Friend Management System		
User	ER	Management	Department

[User] Submit Feeling through System

→ Submit →

[ER] received all submission from [User] through e-Friend system. [ER] read and assign each submission to respective [Department].

→ Assign all complete submission →

[Department] must reply all feedback assigned by [ER] within 7 days.

[ER] Reject the submission, if [user] didn't submit with complete details.

[ER] received all replied submission from [Department] and process it. If OK, [ER] will sent submission to [Management] for approval. Else, [ER] will reject the replied submission.

[Department] Reply the submmision.

Rejected by [ER]. [Department] need to re-reply again.

→ Send for Approval →

Rejected by [Management]. [Department] need re-reply again.

[User] received the replied submission from [Department] which approved by [Management] and [ER].

[Management] received all submission from [ER]. If OK, sent the reply to the [user]. Else, reject the reply.

Reply satisfaction regarding the answer received

Received satisfaction from [user]

Overall System Architecture for e-Friend Project

e-Friend System	e-Friend Management System

Normal User | ER | Department | Management | System Admin

Normal User
- * Login — L1
- * Submit Feeling — M1
- * New Message — S1
- * History — S2

ER
- * My Task
  - Received From User — E1
  - Received From Department — E2
  - Pending Reply — E3
- * My Report
  - Assigned / Cancelled — E4
  - Sent For Approval / Rejected — E5

Department
- * My Task
  - Received Submission — D1
  - Rejected Reply — D2
  - Pending Reply — D3
- * My Report
  - Replied Submission — D4

Management
- * My Task
  - Received Submission — M1
- * My Report
  - Approved Submission — M2

System Admin
- * User Profile
  - Assign User Role — S1
  - Profile Maintanance — S2
- * Setup & Setting
  - Category List — S3
  - Location List — S4
  - Department List — S5
  - Good Feeling List — S6
  - Pending Day Trigger — S7
- * My Report
  - Reset Password History — S8

- * Reporting
  - Mood Report — R1
  - User Contribution Report — R2
  - Submission Report — R3
- * Dashboard — D1
  - Mood (Happy, Sad)
  - Category
  - By Location
  - Department
  - Overall Status (Open, Close)
  - Assign Status (Assigned, Not Assign)
  - Reply Status (Replied, Not Reply)
  - Approval Status (Approved, Not Approve)
  - Satisfy Status (Satisfy, Not Satisfy, No Comment)
- * Log Out

User Role Relation

- All employees are normal user
- A normal user can be assigned to any User Role: ER, Management, Department, System Admin
- A normal user can be assigned to multiple User Role.
  * [ER], [Management] and [System Admin] might be from a same [User].
- If a normal user login into e-friend VOC Management system but he is not assigned to any User Role, he will not able to login into e-friend VOC Management System.
- A user only able to view the page which assign to him (User Role).
- [Reporting] and [Dashboard] module is viewable by all type of User Role.

Submission

- Each submission have its own unique track ID (YYMMDDxxxx). Eg: 2103230012 - xxxx is a serial no start with 00001 and reset everyday.
- Each submission is able to keep track its status by [Submission Status]

Submission Status	Description
Open	[User] submit / create submission.
Cancelled	[ER] cancelled the submission due to incomplete details.
Assigned	[ER] assign submission to [Department]
Replied	[Department] replied the submission to [ER]
ER Rejected	[ER] rejected the submission replied from [Department]
Sent For Approval	[ER] sent submission to [Management] for approval
Mgmt. Rejected	[Management] rejected the submission from [ER]. Submission back to [Department]
Closed	[Management] approved the submission. Submission circle end.

* Replied from [user] after received submission feedback from [Management] do not keep track in Submission Status, but with its own status column.

System Page Description

e-Friend System

L1	Standard login page with create account and forgot password function. User will request to reset password through system if they forgot password. [System Admin] will reset the password.
M1	Main page. Please refer to the proposed system flow in subsequence page.
S1	List down all submission replied from [Management], but not read yet. [User] need to select [Satisfy], [Not Satisfy] or [No Comment] after read. Submission will remove from this page after [User] replied the satisfaction.
S2	List down all the submission. Click to view details.

e-Friend Management System

E1	List down all received submission from [User] but not process yet. Click in to show Submission Details. In Details page, [ER] have 2 options: [Assign Submission]: Select respective [Department] then proceed. All user under respective [Department] will receive this submission. [Cancel Submission]: Fill in Cancel Reason and proceed. This submission will return to [User] and appear at the [New Message] page.
E2	List down all received submission replied from [Department] but not process yet. Click in to show Submission Details (With replied message from [Department]). In Details page, [ER] have 2 options: [Reject Reply]: Fill in reject reason and proceed. This submission will return back to [Department] for re-reply again. [Sent For Approval]: Click button [Send For Approval] and proceed. This submission will sent to [Management] for approval.
E3	List down all submission which already assigned to [Department] but not reply yet after 7 Days (Configurable by System Admin).
E4	Search by Date Range (Assigned Date / Cancelled Date or Submission Date). Display all submission which already assigned, or cancelled by [ER]. Respective [ER] user only able to saw the list of submission which assigned or cancelled by themselves. Eg: [ER] user A not able to saw the submission assigned by [ER] user B in this report.
E5	Search by Date Range (Sent For Approval Date / Rejected Date or Submission Date). Display all submission which already sent for approval, or Rejected by [ER]. Respective [ER] only able to saw the list of submission which sent for approval or rejected by themselves.
D1	List down all received submission from [ER] but not replied yet. Click in to show Submission Details. In Details page, [Department] need to insert the reply answer and proceed.
D2	List down all the rejected submission from [ER] or [Management]. Proceed to Re-reply the submission.
D3	List down all received submission from [ER] but not replied yet, and already more than 7 days (configurable by system admin). Click in Details page, and proceed as function in Page D1.
D4	Search by Date Range (Replied Date or Submission Date). Display all submission which already replied by [Department]. Respective [Department] only able to saw the list of submission which assigned or cancelled by themselves.

M1	List down all received submission from [ER] but not process yet. Click in to show Submission Details. In Details page, [Management] have 2 options: [Approved]: Click [Approved] button and proceed. [User] will received the answer replied from [Department]. [Rejected]: Insert rejected reason (optional) and proceed. [Department] will received the submission rejected by [Management] and they need to re-reply again.
M2	Search by Date Range (Approved Date / Rejected Date or Submission Date). Display all submission which already approved by [Management]. Respective [Management] only able to saw the list of submission which assigned or cancelled by themselves.
S1	Assign and remove user's User Role. List down all current [User] with the User Role
S2	Create user, Delete user and reset user password.
S3	Add or delete Category List.
S4	Add or delete Location List.
S5	Add or delete Department List.
S6	Add or delete Good Feeling List.
S7	Edit Pending Triggering Days (duration between Assigned Date and Replied Date)
S8	Search by Date Range (Reset Password Date). All the reset password action able to keep track from this report.
R1	Reporting. Search By Date Range (Submission Date). Display data in Day, Total Happy and Total Sad.
R2	Reporting. Search by Date Range (Submission Date). Group by respective user. Display the total submission of each user within the searching date range.
R3	Reporting. Search by Date Range (Submission Date). Display all the submission within the searching date range. Click in for viewing the Submission Details.
DB	Dashboard. Search by Date Range (Submission Date). Display in Chart / Graphic.

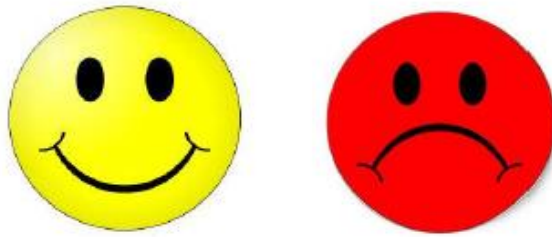**Sample Propose Screen (e-Friend Online Survey System)**

1. Main Page - Login

2. Multiple Language selection. (3 languages are required. English, Malay and Korean)

3. Express your feeling

HOW WAS YOUR DAY?

Please choose the image to express your satisfaction feeling

next

4. If Happy Face is selected. Prompt user to select, user is allowed to select more than 1 answer. The answer is configurable by the system Admin in the Master Setup.

What makes you feel Happy today?

■ Good Dominant friends and family
■ Good working environment
■ Good facility & services
❑ Good management

[tick more than 1 answer is allowed]

click

5. After submit, prompt thank you and End.

Thank you

END

6. If SAD FACE is selected.

7. Request user to fill in the details after dissatisfaction selection.

Category:		*Configurable by System Admin
Location:		*Configurable by System Admin
Date Happened:		
Time Happened:		
Problem:		
Suggestion:		

Submit