**WEB-BASED STUDENT EXAMINATION RESULT DISPUTE RESOLUTION SYSTEM**

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**(CST21HND0103)**

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**NOVEMBER 2023**

**1.1 BACKGROUND OF THE STUDY**

An examination is defined as the assessment of a person's understanding of their knowledge. A formal test may be used to conduct the evaluation. The exam is taken to evaluate a student's proficiency in a particular subject. Examinations can take many forms, including written tests, oral exams, practical demonstrations, or a combination of these methods. The purpose of an examination is to determine a person's level of knowledge or skill in a particular area and to provide an objective measure of their abilities. As a student in higher institutions, the importance of exam preparation cannot be overemphasized because it helps you to gain a better understanding of the material you have been studying. (teachmint, 2022).

Surbhi (2018) defines management as the practice of managing and regulating the affairs of an organization, regardless of its nature, kind, structure, or size. It is the act of building and sustaining an atmosphere in which people of a company may collaborate and achieve business objectives in an efficient and effective manner. We may define Complaint Management as the process of regulating concerns of discontent or displeasure voiced by complainants. Complaint management allows for the effective processing and control of concerns raised by complainants. Management serves as a guide for a collection of individuals working in an organization, directing their efforts toward a single goal (Surbhi, 2018).

According to Advocacy Research (2021), it is critical to file concerns before they can be managed. When you have a complaint, it is critical to gather information and offer evidence when possible.

A good Complaint Management System is essential for offering good complaint service. It aids in the measurement of complaint satisfaction and serves as a valuable source of information and feedback for service improvement. Complainants are frequently the first to notice when something isn't operating properly (Ombudsman, 2020).

**1.2 STATEMENT OF THE PROBLEM**

Examination results are an important aspect of a student's academic career, as they reflect the student's knowledge and understanding of the subject matter. However, there may be instances where a student believes that their examination results are not an accurate reflection of their abilities, or that there has been some kind of error or mistake in the grading process. In such cases, it is important that students have a way to voice their concerns and seek resolution. The system should provide an interface for students to enter their complaint and any supporting evidence, and should also allow them to track the status of their complaint as it is being processed.

**1.3 AIM AND OBJECTIVES**

**The aim of this research work is to develop a web-based student examination result dispute resolution system.**

**Objectives**

The objectives of this research work are as follows:

1. To design a working platform where **that allows students to easily and securely submit complaints about their examination results**.
2. Unit and integration testing will be performed to validate the design's effectiveness and efficiency, as well as to guarantee that the functionalities are error-free
3. To evaluate the existing paper-based information management system.

**1.4 SCOPE OF THE STUDY**

The study will not address issues related to the validity of examination results or the handling of complaints by the relevant authorities. The focus of the study is solely on the development of a web-based student examination result complaint system that allows students to submit complaints about their examination results, and track the status of their complaint as it is being processed.

**1.5 SIGNIFICANCE OF THE STUDY**

The development of a **web-based student examination result dispute resolution system** will provide a valuable resource for students to voice their concerns and seek resolution in cases where they believe their examination results are not accurate. The system will also provide a more efficient and streamlined process for the relevant authorities to handle student complaints which could potentially improve the speed and fairness of the complaint process, as well as increase the accountability of the educational institution.

**2.1 LITERATURE REVIEW**

**Saranya, M., Ambhiha, K., & Thevahi, B. (2020). Online Complaint Management.**

Online complaint management system is one of the most recent productivity enhancement tools that is extensively employed by all of them wherever there is a requirement for booking complaints through operator and analysis of complaints that have been filed or are waiting. Our website is an online complaint management system where people's complaints may be filed online and handled by different levels of authority. People can also quickly settle their difficulties by talking with higher authorities via the internet. Our websites serve as a link between citizens and government officials, allowing citizens to immediately lodge their complaints with government officials over the internet. The absence of paper movements allows complaint management activities to move at a rate never before imagined in manual mode. People may file complaints on the website, which automatically schedules and prompts operators to route complaints to the appropriate departments.

**S.Anjali, M.Dharshna, K.Gowthami, Mrs.Deviselvam. (2017). Complaint Management System**.

The Complaint Management system is a web-based application that is meant to keep track of complaints filed by college department/lab personnel, hence this system requires a distributed platform independent web application. Administrator executives' tasks include controlling all system operations, such as establishing issues via call registration, assigning them to service engineers, and monitoring their performance. It should be open and assigned to service in call registration, and the engineer can change the call status to closed. This system may provide data such as department-specific pending closed calls, open calls, daily call registration, and engineer performance reports.

**Singh Bhadouria, L., Kumar Abdul Faisal, N., & Devi, S. (2021). Online Complaint Management System.**

A Complaint Management System is a modern productivity increase tool that is widely used by all businesses and management. It offers an online solution to the public's concerns, saving time and eradicating corruption. The goal of the complaint management system is to make it simpler to coordinate, monitor, track, and handle complaints by recording the status of complaints made by the public to the department. In this portal, separate departments will be designated for complaints, and the administrator of each department will handle the applicant's problem. The system will be able to provide reports such as pending complaints by department, closed complaints, open complaints, and Administrator performance reports. Administrators will be recognized for their efforts if their performance reports are outstanding. There will be a distinct part of this webpage that will feature the government's amenities for poor individuals, which many people are unaware of. The method will save the public a lot of time and money.

**Anusiuba, I., Usman, K., & Ekwealor, O. (2021). Design and Implementation of a Tertiary Institution Web-Based Student Complaint Management System.**

The goal of this project is to develop and construct a Web-based Student Complaint Management System for a tertiary institution. It goes without saying that many students experience several obstacles in tertiary institutions owing to the difficulty in filing complaints. When registering a complaint is not difficult, answers to complaints are usually rather sluggish. However, we contemplated developing a system that will allow students to file complaints in a much more convenient manner while still keeping an accurate record of complaints made. A computerized complaint management system allows pupils to voice their concerns without fear of repercussions. The Waterfall Approach was used for this study's research methodology.

**3.1 METHODOLOGY**

The research approach is a rigorous investigation like this to uncover new facts or information about the existing system. This study’s research employed the primary and secondary sources of data collection.

**Primary Source of Information**

This comprises information that is collected directly or indirectly from target users without any alterations or ideas from other authors. The information from this primary source is deemed more accurate and reliable. Hence, the aim is to assimilate the information gathered from this source into the project in order to meet requirements. The chosen fact-finding techniques for the primary source data gathering are: interview and observation

**Secondary Source of Information**

This basically comprises the totality of information someone is able to obtain from existing sources such as books, the internet, case study, articles, newsletter, and other valuable publications. The resources gathered from the internet specifically have been very relevant, various search engines especially Google made information finding very easy.

**3.4 CHOICE OF PROGRAMMING LANGUAGE**

This research work will be a mobile-based application and will be implemented on a relational database system (SQLite). HTML, CSS, and JavaScript will be employed in the front end while Django (python) will be employed for the backend programming. The above are the modern languages used in implementing this system.

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