**CHAPTER ONE**

**Introduction**

This chapter describes the project and provides some background information. Furthermore, this chapter follows the project's problem statements to provide a clear understanding of the project's scope and objectives. This chapter will serve as a roadmap for all subsequent stages of development.

**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 efficiently and effectively. 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).

This system would aid in reducing the problems that students face when filing complaints about their examination results. There are various advantages to filing complaints. They assist the administrator in identifying critical areas for service development, keeping top management aware, improving service, and, most importantly, improving complaint communication.

The development and implementation of a web-based student examination result complaint system will aid in the maintenance of an effective, fast, and equitable complaint-handling system that is easily accessible and free of charge to students.

**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, students must 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 Aims and Objectives of the Study**

To develop a web-based student examination result complaint system for the department of computer science at Kaduna polytechnic.

**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 complaint 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 Limitations of the Study**

This study's scope has been constrained by several core issues, including:

**Time** - The researcher's everyday busy academic pursuits limited the time allotted for research for this study.

**Access to literature** – Access to some material was restricted, although the available material was optimized.

**1.6 Significance of Study**

The development of a web-based student examination result complaint 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.

**1.7 Project Organization**

The project is divided into five chapters. The outlines are presented below:

**Chapter One: Introduction**

Chapter one introduces this project work, the study's background, the problem statement, the purpose and objectives, the scope of the study, the constraints of the study, the relevance of the study, the project organization, and the definition of terms.

**Chapter Two: Literature review**

This chapter focuses on the literature review, and the contributions of other scholars on the subject matter being discussed.

**Chapter Three: Methodology and Design**

This chapter is concerned with the presentation of the results of system analysis and design. It presents the research methodology used in the development of the system to facilitate an understanding and effective future implementation of the system.

**Chapter Four: System Implementation Evaluation**

This chapter describes the system implementation and documentation, analysis of modules, and system requirements for implementation.

**Chapter Five: Summary, Conclusion, and Recommendation**

The chapter provides a summary of major findings, conclusions, and recommendations based on the study conducted.

**1.8 Definition of Terms**

1. **Web-based**: This term refers to a system that is accessed and operated through a web browser, rather than through a standalone program or application.
2. **Student**: In this context, a student is someone who is enrolled in a school or educational institution and is taking classes or exams.
3. **Examination**: An examination is a formal test or assessment of a student's knowledge or skills in a particular subject or course.
4. **Result**: The outcome or score of an examination, indicating how well a student performed.
5. **Complaint**: In this context, a complaint refers to an expression of dissatisfaction or disappointment with the results of an examination.
6. **System**: A system is a set of interconnected components or elements that work together to achieve a specific goal or function. In this case, the system is a web-based platform that allows students to file complaints about their examination results
7. **User interface** **(UI)**: The part of a software application that the user interacts with, including the layout, buttons, and other elements