
**NAGONGERA STUDENTS' COMPLAINT MANAGEMENT
SYSTEM
(CASE STUDY: Busitema University Nagongera Campus)**

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**A RESEARCH REPORT SUBMITTED TO THE FACULTY
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DECLARATION


I KATO ROGERS Declare that the work presented in this project is mine

Signature:  Date : 14th/08/2024:

APPROVAL

This project report has been submitted for examination with the approval of the supervisor.

DR. LUKYAMUZI ANDREW

SIGNED:.......... DATE: 14th / 08 / 2024.....

DEDICATION

I thank the Almighty God who has enabled me to successfully complete this entire course. I dedicate this project report to my mum, Mrs. Nakodde Teddy Mulabbi, my dad Mr. Mulabbi Kiirya David, My Aunt Basirika Malita Consistence for overwhelming support you have rendered to me throughout my academic journey. Dedicate this work to my lovely sisters Babirye Martha, Nakato Mary Namubiru Dorcus you have really inspired me a lot to push it the end not to get my brothers Wasswa Isaac and Mukata Jonathan you're not only my brothers but also friends. I dedicate this work to my cousin sister, Awori Mercy Elizabeth and the entire classmates you have guided me throughout this course. Am so grateful to my supervisor Dr. Lukyamuzi Andrew for your entire less effort towards achieving my degree may God bless you.

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TABLE OF CONTENTS

DECLARATION	i
APPROVAL	ii
DEDICATION	iii
ACKNOWLEDGMENT	iv
ABSTRACT	viii
CHAPTER ONE: INTRODUCTION	1
1.0 Introduction	1
1.1 BACKGROUND OF THE STUDY	2
1.2 PROBLEM STATEMENT	3
1.3 OBJECTIVES OF THE STUDY.....	3
1.3.1 Main objectives.....	3
1.3.2 Specific objectives.....	4
1.4 SCOPE OF THE STUDY.....	4
1.5 SIGNIFICANCE	4
CHAPTER TWO: LITERATURE REVIEW	5
2.1 INTRODUCTION.....	5
2.2 Historical Background of Complaint Management System.	6
2.3 Complaints raised by students	6
2.3.1 Academic complaints	6
2.3.2 Non- academic Complaints	7
2.4 The need for a Students’ Complaint Management System.....	7
2.5 Steps to Effective Complaint Management	8
2.6 Advantages of a Nagongera Students’ Complaint Management System	9
CHAPTER THREE: RESEACRH METHODOLOGY	12
3.1 INTRODUCTION.....	12
3.2 Study Area	12
3.3 Population and Sampling	12
3.3.1 Study population.	12
3.3.2 Sampling technique.....	13
3.4 Rapid Application Development (RAD) Method.....	13

3.4.1 Data Collection tools	14
3.4.2 Data analysis and presentation	15
3.5 System Design	15
3.5.1 Data modelling	15
3.6 System Implementation	17
3.6.1 HTML and CSS	17
3.6.2 PHP (Hypertext Preprocessor)	17
3.6.3 MySQL	17
3.6.4 JavaScript	17
3.7 Testing	17
3.7.1 Unit testing	17
3.7.2 Module testing	18
3.8 Validation	18
3.9 Ethical Considerations	18
CHAPTER FOUR: SYSTEM DESIGN AND IMPLEMENTATION	19
4.1 Introduction	19
4.2 Current system study	19
4.3 Strength of the current System	20
4.4 Weakness of the Current System	20
4.5 System Requirements	21
4.5.1 Functional Requirements	21
4.5.2 Non-Functional Requirements	22
4.6 System Design	22
4.6.1 System Context Diagram	23
4.6.2 Data Flow Diagram	23
4.6.3 System Entity Relationships Diagram (ERD)	24
4.6.4 System Flowchart	25
4.6.5 Use Case Diagram	26
CHAPTER FIVE: PRESENTATION OF RESULTS	27
5.1 Introduction	27

5.2 login Interface Design for the Administrator	27
5.3 Admin-user management.	28
5.3.1 Manage Complaint Interface	28
5.4 New student Registration interface	29
5.5 System Summary for user interface.....	29
5.6 Account Setting.....	30
5.6.1 Setting the profile interface.....	30
5.6.2 Change Password	31
5.7 Launch complaint interface.	31
5.8 Complaint History interface	32
CHAPTER SIX: DISCUSSION, CONCLUSSIONS, RECOMMENDATIONS	
AND FUTURE WORK	33
6.1 Introduction	33
6.2 Discussion of Results.....	33
6.2.1 Determination of System Requirements	33
6.2.2 System Design	33
6.2.3 System Implementation	33
6.2.4 System Testing	33
6.3 CONCLUSSION	33
6.4 RECOMMENDATION	34
6.5 Limitations	34
6.5.1 Financial Constraints.....	34
6.5.2 Time Constraint	34
6.5.3 Busy Schedules.....	34
6.6 Future Work	34
References	35
APPENDICES	36
INTERVIEW GUIDE QUESTIONS FOR A RESIDENT STUDENT	36

ABSTRACT

This project led to the development of a computerized Nagongera Students' Complaint Management System for Busitema University Nagongera Campus which Provides a digital platform where students at the campus can raise their concerns and have them be able to get feedback from the administration. The complaints of the students are grounded into various categories and sub categories to enable the administration to easily analyze and address their issues

This research aimed at developing a Nagongera Students' complaint management system to eliminate the manual way of raising the students' concerns to the administration which is tiring, time consuming and in most cases ineffective. Here the student, first registers on the system so he can be able to login and access the system at any moment he/she wishes to access it, the admin has all the authority on the system has he/she can view the complaint of students, their login activities, their number and also provides feedback to the complaint raised.

The system was developed using the Unifying Modeling Language with fronted and back-end interface with a database system. The developing software tools included PHP, HTML, JavaScript, Visual Studio, Xampp and finally with MYSQL. The database store records of Students at Nagongera campus and related information. The data collection methods used included; sampling observation, interviewing, focused group Discussion and finally questioner.

With the development of this system the issues affecting Students at Nagongera Campus will always reach the concerned departments very quickly the response will be generated.

CHAPTER ONE: INTRODUCTION

1.0 Introduction

Complaint Management System refer to a system that provides a platform for people in an organization such a school, University, company or any other institution to raise their grievances about anything that could not be not going on well in that organization to their masters. Therefore, on that note it is very important for each and every Company/institution to have a system where issues can be brought on board and be solved.

In any firm, mistakes and failures are inevitable and frequent (Kim et al.2010). Therefore, finding the sources of the problem and resolving them requires a proper system that one should employe

Busitema University is a multi-campus University located in the Eastern Region comprising of six campuses and each campus has its faculty forexample Mbale campus for Health Sciences, Namasagali Campus for Natural Resources and Environmental Sciences, Arapai for agriculture and Animal Sciences, Pallisa campus for Management sciences, Main Campus for engineering and finally Nagongera Campus for Science and Education where the study was based.

This research was conducted specifically for Nagongera campus which enrolls about 2000 students in every intake during different Programs of study for Bachelors in Science and Education, BIT, Bachelors in Computer Science, High Access Education (HEAC) and others. Due to the high number of students enrolled each intake, they face a lot of challenges during at campus such as busy compound, limited light which leads to a dark environment, missing marks, and many more. This has necessitated for the development of a computerized system which can enable those students to raise their complaint to the concerned staff leading to the development a Students' Complaint Management System.

Complaints is seen as a pointer for the evaluation of the performance of an organization, it could enable people to air out some faults in internal operations that requires rapid revitalization so as to prevent loss of beneficial customers (Sharma et al,2017). So, it is too crucial for Nagongera campus to have Student Complaint Management System if it is to progress from one level to another.

Complaints are often indicative of problem in an organization that may never otherwise be realized. It originates from issues across an entire organization and it is important to generate robust reports that reveal partners over time and demonstrate

to inquiring minds that all complaints are responsibly responded to (Oguruo et al, 2018).

On the Students' Complaint Management System, Student must have registered first on the system such that he/she can be able to login and use the system, he/she can launch a complaint, view his/her login activity and also be able to know whether the complaint is closed or closed.

1.1 BACKGROUND OF THE STUDY

The study was carried out at Nagongera Campus Faculty of Science and Education, which is one of the campuses of Busitema University since the University is one of its kind with variety of Campuses and each campus offering a different program locate in the Easter region of Uganda.

Nagongera started as National Teachers' College (NTC) later in 2007 it was added as one of the campuses of Busitema University and given to be the faculty of Science and Education and nowadays it enrolls over 2000 students in each intake which necessitated the need for a computerized system which help student to raise their complaints to the administration in case of any need.

The Complaint Management System is one of the systems that have been developed in various organisations such as Universities, schools, Companies and many more where people in those organizations are given a platform where they can use to raise their dissatisfaction in various affairs in an organization.

Traditionally, complaint handling has been a decentralized process with varying levels of formality and effectiveness. However, with the growing complexity of student issues and the increasing emphasis on student-centered approaches, there is a recognized need for a structured and efficient complaint management system

Many students in universities such as Busitema university Nagongera campus face many challenges but they have been using the manual way of raising their concerns to the administration. (Anusiuba, 2010)

Student Nagongera Campus have been using their smart phones to raise their complaints using the study WhatsApp groups which makes complaints to take months to reach on the tables the students intended. On top of that there has been limited privacy as a student complaining can easily be identified hence making student fear to complain about things really affecting them negatively.

Suggestion Boxes is one of the manual systems which have been used in Nagongera campus where a student has to improvise and get a sheet of paper an write his or her

concern and he/she drops it in the suggestion box which can take days to be delivered to the administration and implementation be done. This current system is not private and the response to the problem raised can take months to be even seen by the administration.

Therefore, a robust complaint management system is necessary for a competitive environment to keep customers for a longer period of time (Stauss & Seidel, 2019). In relation to the educational world, a Students' Complaint Management system should be implemented in order to retain and get more students at the campus

1.2 PROBLEM STATEMENT

The Students at Nagongera campus face challenges in raising their complaints to the administration since the current system is manual which has necessitated the need for computerized complaint management system to provide a platform for students to air out the dissatisfaction with a lot of ease and expect quick feedback.

The increasing competition among organisations such as schools and universities highly increase the need for a complaint Management System so as to fix the complaints from the clients (students) earlier

The currently manual complaint management system lacks automation, database to keep the records of the previous complaints, limited personal privacy for student complaints which contribute to inefficiency, time consuming and tiring making the system ineffective to students.

The above challenges lead to inaccuracies in the feedback, strikes, reduction in trust of the administration, spoiling the name of the Campus to the community and many more side effects.

Therefore, it is crucial for Nagongera Campus to develop and implement a Nagongera Students' CMS will help in solving majority of those problems that are facing student at the Faculty of Science and Education Nagongera campus.

1.3 OBJECTIVES OF THE STUDY

The objective of the study are the goals the system should achieve on its final completion and design.

1.3.1 Main objectives

To develop a Nagongera Students' Complaint Management System for Busitema University Nagongera Campus.

1.3.2 Specific objectives

1. To review the literature and establish requirements for developing a Nagongera Students' CMS
2. To design a Nagongera Students' CMS
3. To implement a Nagongera Students' CMS.
4. To test and Validate the Nagongera Students' CMS

1.4 SCOPE OF THE STUDY

This study focuses on how the students at Nagongera Campus Can be able to raise their complaints with a lot of ease to the administration and be able to obtain the feedback hence the development of a Nagongera Students' Complaint Management System

It also focuses on the kinds of complaints that would be managed with this system and they are classified into two that is to say Academic complaints and non-academic complaints include: issues of missing marks, Collection of bribes from lecturers, and absence of proper infrastructure for effective learning, bullying and many more.

The study also aims at improving on the performance of different functionalities such a student launching a complaint, registering on the system, logging in onto the system, taking action by the admin and other functionalities

1.5 SIGNIFICANCE

The Nagongera Students' CMS gives students at Nagongera Campus a platform where they can air out their problems directly to the administration and be able to access immediate feedback about their complaints.

The system also provide provides a database where all the complaints raised by the students are kept safely for further references by the administration

Cost saving and cost avoidance is another significance of this system since it reduces on the cost of buying pens and papers for a student to write a complaint. It also saves time of students which they can resort in doing other constructive work since time to look for a person where the complaint must be submitted to.

CHAPTER TWO: LITERATURE REVIEW

2.1 INTRODUCTION

Generally, a literature review is both a summary and explanation of the complete and current state of knowledge on a limited topic as found in academic books and journal articles. However, a Student Complaint Management System is not a new idea in web-based complaint management, many experiences are implemented in many universities, companies and other organizations all over the world.

According to the American Heritage dictionary of English language, complaint is an expression of pain, dissatisfaction, or resentment. Also, complaint may be considered as a customers' attempt to correct a problem encountered during service rendered by a company or to change a treatment perceived as unsatisfaction (Wissem, 2012).

According to (Surbhi, 2018), Management can be defined as the process of administering and controlling the affairs of the organization, irrespective of its nature, type, structure and size. It is an act of creating and maintaining such an environment wherein the members of the organization can work together, and achieve business objectives effectively and efficiently. By defining the words, we can say that complaint management is the process of controlling the issues of dissatisfaction or unhappiness expressed by the complainants.

According to Collins dictionary, a complaint is a statement in which you express your dissatisfaction with a particular situation. Therefore, a complaint management system is a procedure used in organizations to address complaints and resolve disputes (Welsonia, 2014)

Complaint Management enables an efficient handling and controlling of issues laid by complainants in organizations such; schools, universities, companies, factories and other entities.

Management acts as a guide to a group of people working in the organization and coordinating their efforts towards the attainment of the common objective (Surbhi, 2018).

Many Organizations have got a complaint management System but majority of these organizations use a manual system which involves a complainer writing a complaint letter to the administration which has to pass through various entities before reaching to the final destination (Manuhutu, & Uktolseja, 2018).

2.2 Historical Background of Complaint Management System.

The concept of complaint handling emerged in the 1920s and 1930s with companies like General Electric and Ford establishing customer complaint departments (Barnett, 1974)

The 1950s and 1960s saw an increase in consumer awareness and the establishment of consumer protection agencies, leading to a greater focus on complaint handling (Hurst 1969)

In 1970s, the US Federal Trade Commission (FTC) introduced guidelines for effective complaint handling, emphasizing the importance of prompt responses and resolution (FTC, 1975)

In 1980s, the introduction of total quality management (TQM) and customer relationship Management (CRM) emphasized the importance of complaint Management in improving customer satisfaction and loyalty (Deming, 1982, Parasuraman et., 1985).

The digital age led to the widespread adoption of internet and social media in 200, transformed complaint management, enabling customers to voice their concerns to companies to respond to their concerns promptly (Hanson, 2000)

2.3 Complaints raised by students

Dissatisfaction and potential complaints emerge since the customers' expectations and experiences differs (Ngai et al., 2007).

The complaints raise by the students are generally categorized into two that's is to say academics complaints and non-academic complaints.

2.3.1 Academic complaints

Academic complaint refers to those issues that concerns academic-relate activities of student. It deals with issues relating to academic activities such as results, lectures, timetable etc. grounds for academic's complaints include:

1. Incorrect assignment of grades
2. Improper conduct by students or lecturers towards lectures or examinations
3. Biasness of lecturers towards a student
4. Assignment of inadequate time during an examination
5. Timetable clashing
6. Examination malpractice

2.3.2 Non- academic Complaints

These are complaints regarding policies and procedures as well as the behavior of a person or affiliated with an organization such as a student, staff, etc. such complaints include:

1. Bullying among fellow students
2. Stealing/ loss of valuables
3. Equipment malfunction
4. Unavailability of water/power
5. Possible violation of the university policies
6. Unethical practices by lecturers
7. Violation of student rights

Advocacy Research, (2021) opined that it is important that complaints are registered before they can be managed. When you have a complaint, it is important to get the details, and to provide evidence when you can.

2.4 The need for a Students' Complaint Management System.

The way an organization handles her complaints determines her customer base (Oru and Madumere, 2022). This show how significant it is to get an effective system that can enable the organization receive complaints from their customers (students).

Many organizations such as schools, companies have collapsed since they have failed to get a better system through which their clients can raise their complaints to those organisations. This necessitates the need for a complaint management system.

For an organisation to develop, to develop, it has utilized complaints from the clients in case the students so as to make necessary improvements so as the organisation to develop from one level to another.

13% of the complainants will spread and share their complaints with more than 15 people (Kolysky, 2015). This will end up tarnishing the good reputation of an organisation hence the need for a complaint Management System.

Inconclusion, a complaint Management System is highly need in any organisation, especially for Nagongera Student to them a platform where the can raise their concerns to the administration.

2.5 Steps to Effective Complaint Management

It's important to note that (Salemme, 2020) identifies ten steps to effective complaint management, these ten steps include the following:

1. Listen and emphasize. When you start a complaint management process by simply hearing the complainant, you will establish a tone of empathy that will help the complainant trust you.
2. Become an advocate. Empathy is only the first step, complainants also want to know that you will fix the problem and make them satisfied again, and otherwise they would not take the time to reach out.
3. Learn more. You need to know as much about the circumstances as possible.
4. Reiterate the core issues. When you listen to understand instead of listening to respond, you communicate a genuine interest in what the person has to say. It is called "active listening", and one of its core tenets is clarifying what you heard before you respond.
5. Identifying the cause. Once you know the complaint, you can identify why it happened. Sometimes it will be the company's fault, in which case you will need to move towards rectifying the issue.
6. Ask the complainant to suggest a solution. Many complainants will already have an idea of what would "make it right", so ask them what they think should be done
7. Explain next steps. Whether you execute the solution yourself or not, your first job is to tell the complainant what happens next. Keeping them informed is another way to show you care.
8. Make it happen. Make sure you know what's happening and when, so if a complainant contacts you to ask about progress you will be able to update them very well.
9. Report back. When the problem has been fixed, contact the complainant to let them know.
10. Offer something extra. Post-resolution is an extremely effective time for companies to go the extra mile.

According to Tax and Brown (1998), there are three stages to an e-based complaint management system procedure which are as follows;

- I. Self-service Portal. A portal should be designed for the customers where they can make their complaints online instead of coming down to the company. This puts less pressure on the staff as they would not have to be confronted by Customers; it also saves time and cost for the customer

- II. Customer Relationship Center. The complaint received by the employee should be responded to immediately. Also, at this stage, the customer should be informed about the progress of the complaint resolution.
- III. Transfer complaints. Customer complaints should be transferred to the appropriate unit for resolution after which the complaint is closed. At this stage, the customer should be followed up to know if the resolution is satisfactory.

An effective complaint and report management approach involves carrying out three key procedures which include; promote and accept complaints, take decision on complaints and return the response to the complaint (Suaharh,2017). Achieving these goals require the deployment of computerized system that can efficiently handle these processes, ensuring that delay and bias are prevented in the process.

2.6 Advantages of a Nagongera Students' Complaint Management System

The importance of complaints in any organization cannot be overemphasized because the performance of any organization can be determined through complaints and feedbacks made by customers (Ogonu et al., 2019).

Complaints help assess the performance of employees and the quality of service rendered. No business can exist without customers. Therefore, every organization has to be very conscious of the quality of service rendered to their customers (Alzaydi et al, 2018)

Complaints can benefit universities in several ways by; creating a second chance to provide quality services and satisfaction to students, identifying areas of risks, identifying areas of need of improvement, providing opportunities to strengthen student, staff and public support for the University and assisting in planning and allocation of resources (Barbour, 2006).

The recent research has shown that deficiencies in university complaint management system and their operation can have massive costs in time, money and can cause damage to their individual careers and institutional reputations (Mirzoev and Kane, 2018).

According to Kolysky (2015), 13% of unhappy complainants will share their complaints with 15 or more people. Furthermore, only 1 in 25 unhappy complainants complain directly to the administrative head. According to these statistics by Kolsky, most complainants tend to either keep dissatisfied issues bottled down, or discuss the issue with other people who might become discouraged.

Registration of the complaint not only gives you the power to lay criticisms, but it also gives room for rapid feedback.

It is very difficult to know what a person thinks. It could be that majority of the people are satisfied with your services, yet some of them have problems with it which makes it a necessity for each organisation to have a clear complaint management system such as proposed in this study. This is why it is important to establish a functioning complaint management system, one that ensures good rapport with the people. In complaint Management, strategies must be developed and it must be determined where complaints should be received, how one should react to feedback and which department or individuals the criticism should be forwarded to (IONOS, 2019)

Although there are other methods of handling complaints such as building a complaint center in the university and having hot lines for handling complaints, the online complaint management system is considered to in this study because of its ease and convenient (Pauloet al, 2019)

An effective Complaint Management System is integral to providing quality complaint handling services. It helps to measure complaint satisfaction and is useful source of information and feedback for improving services. Complainants are often the first to identify when things are not working properly. (Ombudsman, 2020)

Furthermore, worthy to note that Complaint Management Systems are extremely, important in organizations where complainants are put first because, it helps the firm to understand what complainants are thinking, it helps to establish more fiendish between administrator and complainants, and above all, it ensures maximum complainant satisfaction. Complaint Management Systems have a database that keep and keep track of complainant record and complainants. This can serve as a source of establishing a better connection between the complainant and administrators

Complaints are a normal thing with organizations that have customers; in this case the customers are the students. According to Stones (2019), poor service organizations are a pain to do business with.

The way an organization handles complaints determines the customer base of the organization (Oru and Madumere, 2022). So, relating this to an educational institution, Nagongera campus, Busitema University should be careful with the way she handles complaints from her students since they are their customers will determine to a large extent, how conducive the environment will be for learning. For instance, if a student is un happy about power supply, or the fact that she/he is being bullied by a fellow student is not likely to concentrate adequately on his or her

studies and also, he/she is likely to speak negatively about the campus to someone else.

Therefore, it is important to put in place adequate measures that will enable the campus hear from their students, resolve complaints and also check the causes of these complaints to prevent them from recurring (Tremblay et al, 2012; Margareth et al, 2018). This will create a harmonious and conducive environment for pursuing excellence.

CHAPTER THREE: RESEACRH METHODOLOGY

3.1 INTRODUCTION

Research methodology is a systematic way to solve a problem. It is a science of studying how research is to be carried out. Essentially, the procedures by which researchers go about their work of describing, explaining and predicting phenomena are called research methodology. It is also defined as the study of methods by which knowledge is gained. Its aim is to give the work plan of the research (Rajasekar et. Al. (2006))

3.2 Study Area

This study was conducted at Busitema University, Nagongera Campus, located in Tororo District, Eastern part of Uganda. Nagongera Campus is one of the six Campuses that make up Busitema University. It is a faculty Of Bachelors of Science and Education which offers a variety of programs, such as; Bachelors of Computer Science, Bachelors of Information Technology (BIT), Bachelors of Science and Education, Higer Education Access (HEAC) and many more.

Nagongera Campus enrolls over 2000 students in each intake which has necessitated the need for a students' Compliant Management System to enable the students raise their dissatisfaction to the administration easily.

3.3 Population and Sampling

3.3.1 Study population.

Population refers to the set or group of all the units on which the findings of the research are to be applied.

Referring to the definition of population, we can say that is consists of all the units on which the findings of the research can be applied. In other words, population is a set of all the units which possess variable characteristic under study and for which findings of research can be generalized. The study involved data collection from 100 respondents which included 30 BIT students, 20 HEAC students, 20 Computer science students and 30students on Bachelor of science and Education

This population was assumed to have adequate knowledge of the subject to be investigated and the research variables for investigation.

3.3.2 Sampling technique

Any sub set of population which represents all the types of elements of population is called sample.

Different sampling methods are categorized mainly in two groups as;

- (i) Probability Sampling Method.
- (ii) Non-Probability Sampling Method.

There are various sampling techniques that one can use depending on the situation in this project. The researcher used probability sampling to select students at Nagongera Campus, Busitema University to tell the research how they make complaints in case they incur some challenges. The one of the boys from Makhola said that one must write a letter to the RRC, who then forwards it to secretary up to the Dean. some three girls from Mary Kens said that they post their concerns in the wants up groups, but it takes time to get the feedback.

Four boys from sky hostel told the research that they write their grievances on a sheet of paper and drop them in the suggestion box near the notice board.

3.4 Rapid Application Development (RAD) Method.

In systems development, a prototype is a rudimentary working model of a system usually built for demonstration purposes or as part of the system development process.

In this particular study, a prototype was developed which the primary object was having the salient features of the complex system that was in consideration to be eventually developed. It was tested and reworked until an acceptable system was achieved, developed, and implemented.

I used the prototyping because of the following reasons;

- i. To encourage client feedback as a client interacts with various prototypes.
- ii. To decrease costly mistakes in the early stages.
- iii. To decrease development time by collecting mistakes early when they are still inexpensive.
- iv. To extend product lifetime by adding necessary features and eliminating redundant features early in the design.

However, this method has some drawbacks such as requiring a lot of user involvement at each stage and it is suitable for the projects with shorter development time.

3.4.1 Data Collection tools.

Data collection is very crucial in determining the success or failure of any research. There are two types of data that is, *primary data* & *secondary data*. *Primary data* is the first-hand data extracted by the researcher from its original source and in its original form, whereas *Secondary data* is the data that the researcher accesses and uses but which was collected and analysed by other people or researchers. Different elicitation techniques were used to get primary data and secondary data.

3.4.1.1 Interviews

The researcher conducted face-to-face interviews to get primary data from both the selected sample. This tool was powerful in getting first-hand information which is more accurate than other techniques as well as saving time. Appointments were made on specified days to conduct interviews with the selected sample, the interviews included open-ended that gave the interviewee freedom to explain their views in details and closed-ended questions with restricted responses.

For example in an open ended the researcher asked Kabuye Allan a second-year student of the procedures he has to pass through so as to raise a complaint to the administration where he gave me a very long procedure, he has to pass through to ensure that his complaint reaches the administration. Find samples of interviews in appendices.

The interview technique has got some advantages such as;

- i. Clarity can be made on the questions.
- ii. Good relationship with the client can be developed.
- iii. Can suit both the literates and the illiterates.

However, there are also some disadvantages of this techniques, and they include;

- i. Can be time consuming when interviewing large population.
- ii. Interviewee may give false information unlike observation.
- iii. Interviewing large population may be costly in terms of training and hiring interviewers.
- iv. Relies heavily on interviewer's knowledge to draw conclusion which may be wrong at times.

3.4.1.2 Observation

This method was used to get first-hand information by observing the current system operations. The researcher observed how the student could take a lot of time while others had even forgotten the format of writing a letter of complaint

to the administration. This could be tiresome and time consuming to students at Nagongera Campus hence increasing the need for a Nagongera Student's CMS to ease raising complaint to the administration.

The method was very helpful in understanding the operations of the current manual system so as to guide the development of the improved system.

3.4.1.3 Focused group Discussion

The researcher used this method so as to get the more in-depth information about the existing file system as well as discussing the depth and features of the new proposed system. I discussed with the Resident Campus Commissioner (RCC) 2024-2025 of Nagongera Campus that is Kongo Lameka how students currently raise their complaints to the administration and he said students in most cases first tell him their complaints who letter again takes such complaints to the administration. He said that the current system is tiring, inefficient and also time consuming on the side of the students. He added that feedback to the complaints always take long or even not coming back so he ended up supporting the Nagongera Students' CMS which will provide a platform for all students to raise their complaints with ease an they obtain the relevant feedback from the administration.

The research also interacted with the class coordinators of various years that is to say first year up to third year about how the complaint management system helps students they said many students' complaint to them about missing course work marks then they have to write letters to the heads of department which is a long process hence time consuming and tiresome

3.4.2 Data analysis and presentation

Collected data from interviews, observation, and focused group discussions were analysed by consensus, and the reported or presented descriptively verbally. Users, system, data, functionl and non-functional requirements were identified and defined. The system's strength snd limitations were noted and then the opreraters of the new system were being defined.

3.5 System Design

The researcher studied the system requirements that were gathered during the analysis stage and based on the knowledge acquired to design the system that addressed those requirements.

3.5.1 Data modelling

In the database design, data are represented using a certain data model. The data model is a collection of concepts or notations for describing data, data

relationship, data semantics and data constraints. Most data models also include a set of basic operations for manipulating data in the database. Data modelling, in simple terms, is the process of diagramming data flow.

3.5.1.1 Data Flow Diagrams (DFD)

The context diagram shows an over view of the entire system and how it relates with the external entities such as the Dean, Students, Head of Department and others. The details of the major processes of the system are described in the level one DFD.

A Data Flow Diagram (DFD) is a visual representation of the information flows within the system. It is a graphical representation of the movement of data between the external entities and the data processes, and stored within the system. The DFD aided in offering more in detail and depth on how the system works in terms of inputs, outputs and the processes.

3.5.1.2 Entity Relationship Model.

Entity Relationship Model is a high-level conceptual data model diagram. This model represents real-world entities and the relationships between them; therefore, it helps the researcher to systematically analyze data requirements to produce a well-designed database. In this study, the Entity-Relationship-Diagram was used to show the relations that exists among various processes and also how different entities are related in the system. The entity Relationship Diagram was used to design the back-end database.

3.5.1.3 The Conceptual Data Model

This data model defines what the system contains. It is an organized view of database concepts and their relationships. This data model was used to determine the entities, their attributes and the relations among them

3.5.1.4 The Logical Model

The Logical data Model is used to define the structure of data elements and to set relationships between them. The model defines how the system should be implemented regardless of the Database Management System (DBMS). The purpose of using this model was to develop technical map of rules and data structures.

3.5.1.5 The Physical Model

This data model describes how the system will be implemented using a specific Database Management System. A physical database model shows all table structures, including column name, column data type, column constraints, primary key, foreign key, and relationships between tables. This model aided in representing

the actual structure of a database-tables and columns, or the messages sent between the processes in the system.

3.6 System Implementation.

While implementing the Students' Complaint Management System, various tools were used as follows.

3.6.1 HTML and CSS

The Hypertext Markup Language and Cascading Stylesheets were used to design the interface of the system. HTML was used for front-end development of the web pages as it helps to build structure of a web site and is a widely used markup Language, it was preferred because it is easy to learn, every browser supports it and is light weighted and fast to load. CSS defines how the content of the website is displayed in the browser, adding beauty, and it also saves time since one file can be linked to many HTML documents.

3.6.2 PHP (Hypertext Preprocessor)

PHP is a server scripting language, and a powerful tool for making dynamic and interactive web pages.

PHP is widely used, free, cross-platform, efficient tool for web development and it has excellent combinability with HTML. It is highly compatible with MySQL database and it can also connect the user to the Apache server and database.

3.6.3 MySQL

MySQL is a widely used relational Database Management System (RDBMS). It is free and open-source and it is ideal for both small and large applications. It was used to create the database system that manages the student's details and complaints that allows updates and deletions of records.

3.6.4 JavaScript

In implementing the system, the JavaScript was used as a validation tool to check and report error whenever data is collected into the form starting from login to entering data, creating dynamic pages as well adding functionalities to the system.

3.7 Testing

The system was tested using two techniques;

3.7.1 Unit testing

Unit tests are a set of tests which are written by a developer at the time of the software development process. Unit testing involves the testing of units in isolation.

This test was performed during the system development process and ensure no bugs in the system at every stage.

3.7.2 Module testing

Module testing is defined as a software testing type, which checks individual sub-programs, sub-routines, classes, or procedures in the program that is today the small building block of the program instead of testing whole software program at once. Different modules of the system were tested individually to ensure there are no bugs.

Each component was tested and the overall system was also tested, then the client was taken through the system and their views (opinion) checked using questionnaire as a method of verification

3.8 Validation.

Real data of the students' complaints were entered in the system in the validation system to ensure that it was meeting the client's needs, and it did so

3.9 Ethical Considerations

Ethical considerations in research are a set of principles that guide your research designs and practices. These principles make sure that participation in studies is voluntary, informed, and safe for research subjects.

This study adhered to the following ethical issues;

The researcher got permission from the Dean of Students Nagongera Campus and the 15th Guild council through the RCC who admitted him to carry out research on the complaint management System which the students were using by then at the campus. There was no bias in the way of selection of respondents and also asking questions and the researcher avoided making final decisions on irrelevant grounds such as sex, age, religion, tribe and others which ensure equity in the research.

Potential of harm, the researcher considered all the possible sources of harm to the participants that would be psychological, social, physical, or legal.

Public perspicuity was observed in which the researcher was open to the participants concerning research procedures, their purpose and their results and they were fully aware of what was taking place. The researcher also ensured respect for intellectual property that is honoring patents, copyrights and other forms of intellectual property. The researcher honestly reported the data, methods, procedures and results involved in the research. There was a high level of confidentiality where by no information about the students was disclosed to the outside environment

CHAPTER FOUR: SYSTEM DESIGN AND IMPLEMENTATION

4.1 Introduction

This chapter describes the study of the current system, strength of the current system, weakness of the current system, system requirements (Functional and Non-functional Requirements), System Design (Context Diagram, Data Flow Diagram, ERD, Use Case Diagram).

4.2 Current system study

The current Complaint management system in Nagongera Campus Faculty of Science and Education is manual

In the existing system the student must go to the office for any kind of help. The users (students) can post their concerns on WhatsApp groups but still the administration cannot get the details of the problems and some other services. This system doesn't have much popularity and is not user friendly.

The current system records and manages complaints manually. The steps in managing different complaints in the current system differs. In case of issue of missing marks.

In case of above problem, the following are the steps that are currently gone through to resolve the problem of missing marks

- The complainant (student) writes a formal letter to the Head of Department, stating in details the issues being faced.
- The Head of Department forwards the letter to the lecturer of that particular course unit
- The lecture in charge of results forwards the letter and results to the ICT personnel in charge of uploading the results.
- The ICT officer in charge the checks to know why the result was missing, and tries to correct it if it was a mistake

In the case of issues of collection of bribes from lecturers, a formal letter is written to the Head of Department.

In the current manual system, there is use of the suggestion boxes around the campus, where students have to write his/her complaint on a sheet of paper and dispose it into the box, latter the complaints are collected after a long period of time by one of the administrators who has to sort the complaints the directs them where they must go, then getting the feedback is also another story.

The current system is not only stressful and time consuming, it is also leads to delay in passing of complaints, especially the complaints which needs to be attended to urgently. Therefore, this research work aims at bridging the gap by implementing and designing a Nagongera Students' Complaint Management System that allows students of Nagongera campus lay their complaints and receive rapid feedback in a much easier manner than the existing system. It tries to satisfy students' needs and simplify the work of the administrators and lecturers.

4.3 Strength of the current System

The current complaint management System at Nagongera Campus gives students chance to socialize with each other before raising the complaints in other words, students get time to interact with each other in the process of raising a complaint.

It gives students a chance interacts with the University administrators such as the Dean of Students, Heads of Departments and lecturers physically.

The current system does not require specific skills and knowledge in the field of ICT to raise a complaint.

4.4 Weakness of the Current System

The following are some of the weaknesses of the complaint Management System used in Nagongera Campus;

Difficulty in easily retrieving complaints of the students

The existing System lacks automation, integration, and user support, leading to inefficiencies in handling complaints of students

Book-based records tend to fade with time hence information loss.

The process of recording manually consumes a lot of time thus making the system slow.

The system is prone to errors due to the fact that it is manual throughout. The priest has to manually capture data from Students and all humans a prone to mistakes. The following are the problems associated with the manual system according to Manuhutu and Uktolsleja (2021).

Lack of database. There is no database set up to screen transfer of complaints submitted on paper or as verbal representation. Therefore, there is no accurate record of students and their complaints, as a result, the use of manual systems is ineffective and unreliable.

Low performance. Poor performance of the manual system may lead to the missing of the complaint by the staff or any other member of the administration.

Absence of fitting security. There is lack of fitting security and un keep of the complaint record in the system that makes an avenue for disappointment and control of information. Suppose there is a little problem, all the documents of students' complaints could be lost unlike with a computerized system.

According to a journal published by Siripen Pongpaichet, proposed that the following are problems associated with a manual complaint management System as follows;

- Customers (students) do not know the channel for complaint and how to file complaints.
- Customers (students) a lot of time on complaint
- Customers (students)do not have channel for tracking complaint
- The redundancy of complaints from organizations
- The details of complaints are not clear and insufficient
- The organization do not have channel for asking further information about complaint and providing feedback
- Complaints are not related to the responsible departments

4.5 System Requirements

A number of tools were used to analyze the data collected from the Busitema University Nagongera Campus such as interview, observation, sampling. Questionnaire and others from which useful information was extracted, identifying and listing of the Functional and Non-Functional Requirements in an orderly and organized way.

4.5.1 Functional Requirements

The Functional Requirements describes the functionalities or services that the system is going to render to its end users and it includes the following.

The system should be able to capture all the relevant information about the Nagongera Campus

The system should be able to update and keep track of the complaints which were complained by the students.

The system should effectively allow storage of the information of the students who could have registered on the system.

The system users especially the Dean of Students, Heads of Department should be able to access the system as the administrators of the system

The system should be able to allow the registered student on the system to access and use the system by launching a complaint, changing the password, change their profile and others.

4.5.2 Non-Functional Requirements

The Non-Functional Requirements are not directly concerned with the specific functions rendered by the system, but increases on the accuracy, reliability, performance of the system and they include the following:

User friendly. The system should give support to the users in terms of using with ease.

Backup recovery. There should be a backup of records incase of any disaster.

The System should ensure high security to prevent unauthorized users from accessing or corrupting the database and to ensure that students' profiles are only access by authorized users.

Readily stand by power source such as generator, solar in addition to power failure

Fundamental computer skills are required among the students to ensure proper use of the system.

Ensure proper maintenance and constant update of the system for smooth running of the system.

4.6 System Design

System Design is the process of designing the interfaces, and modules for the system to realize functionality of the requirements. This was through the use of system design tools such as Context Diagram, DFD, ERD, and Use Case modeling diagram to help to know how different processes interact with each other and their relationships.

4.6.1 System Context Diagram

This is the highest level of Data Flow Diagram that defines the scope of the system and provides an “outward” looking view from the system, shows system boundaries and interaction with external entities. The context Diagram also shows other Sub systems or groups students that interact with the systems and the main flows of data. It has data flows and processes as shown below:

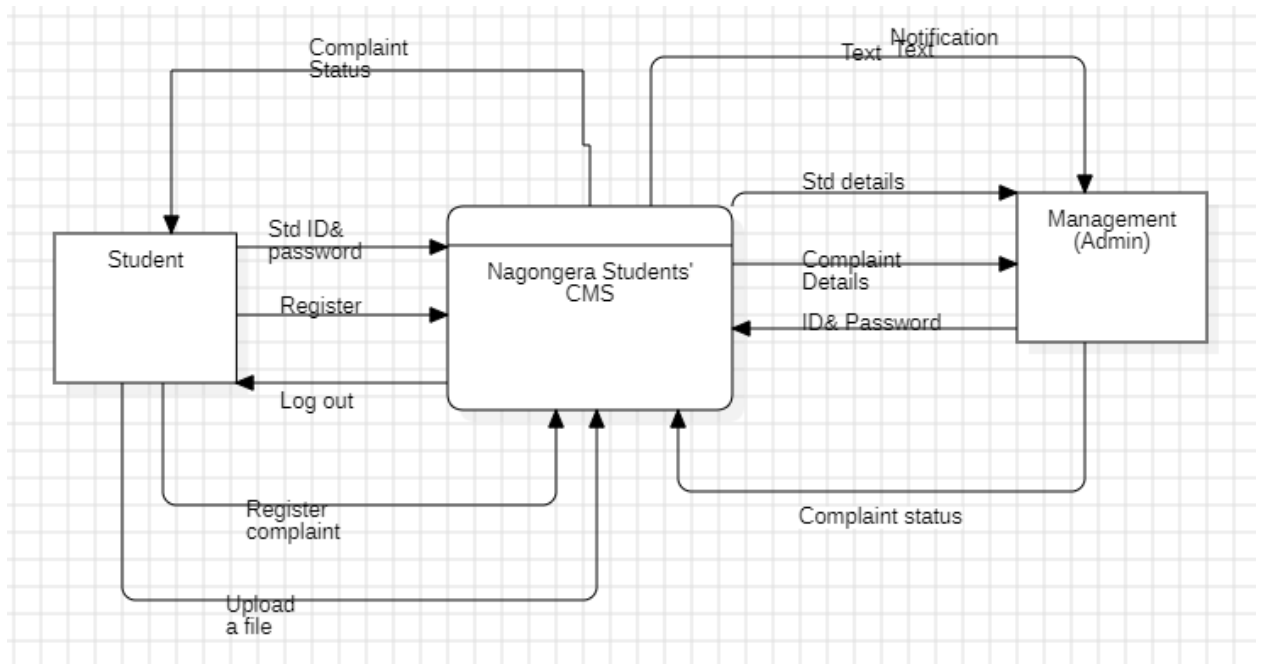


Figure 1: System Context Diagram

4.6.2 Data Flow Diagram

Data Flow Diagram (DFD) shows how data moves or changes through a specified sequence as shown below in the graphical top-down fashion that describes the system components, processes and interfaces. It helps to examine the Inputs, Outputs, and Processes of the Nagongera Students' Complaint Management System, as illustrated below.

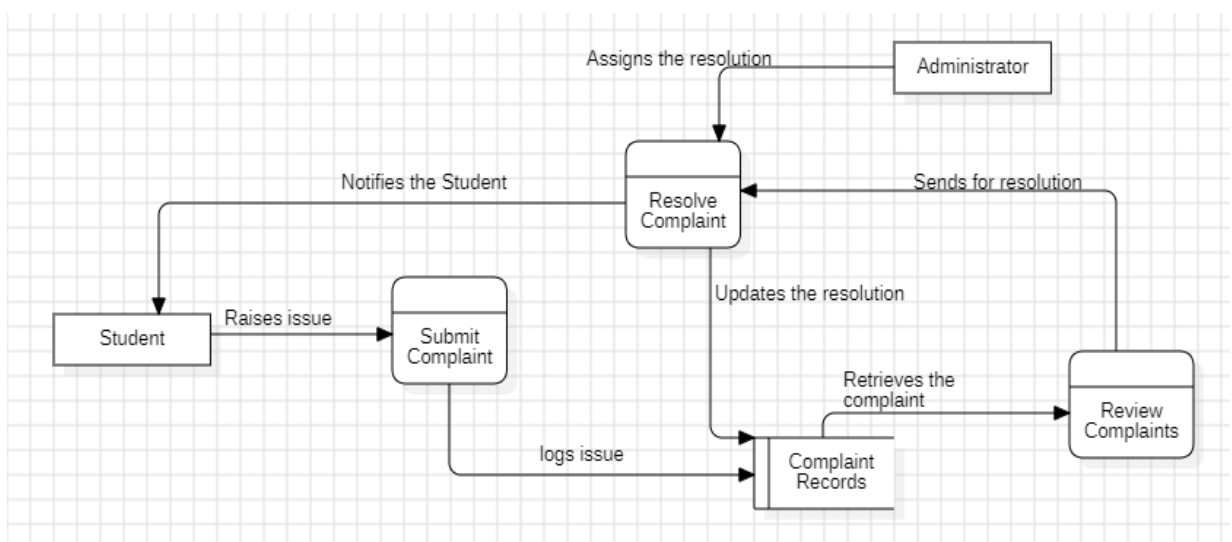


Figure 2: Data Flow Diagram (DFD)

4.63 System Entity Relationships Diagram (ERD)

The System Entity Relationships Diagram is a graphical representation between the entities and attributes within a proposed database of the system.

The entities about the data includes; User (students), Admin, complaints, Category and other entities

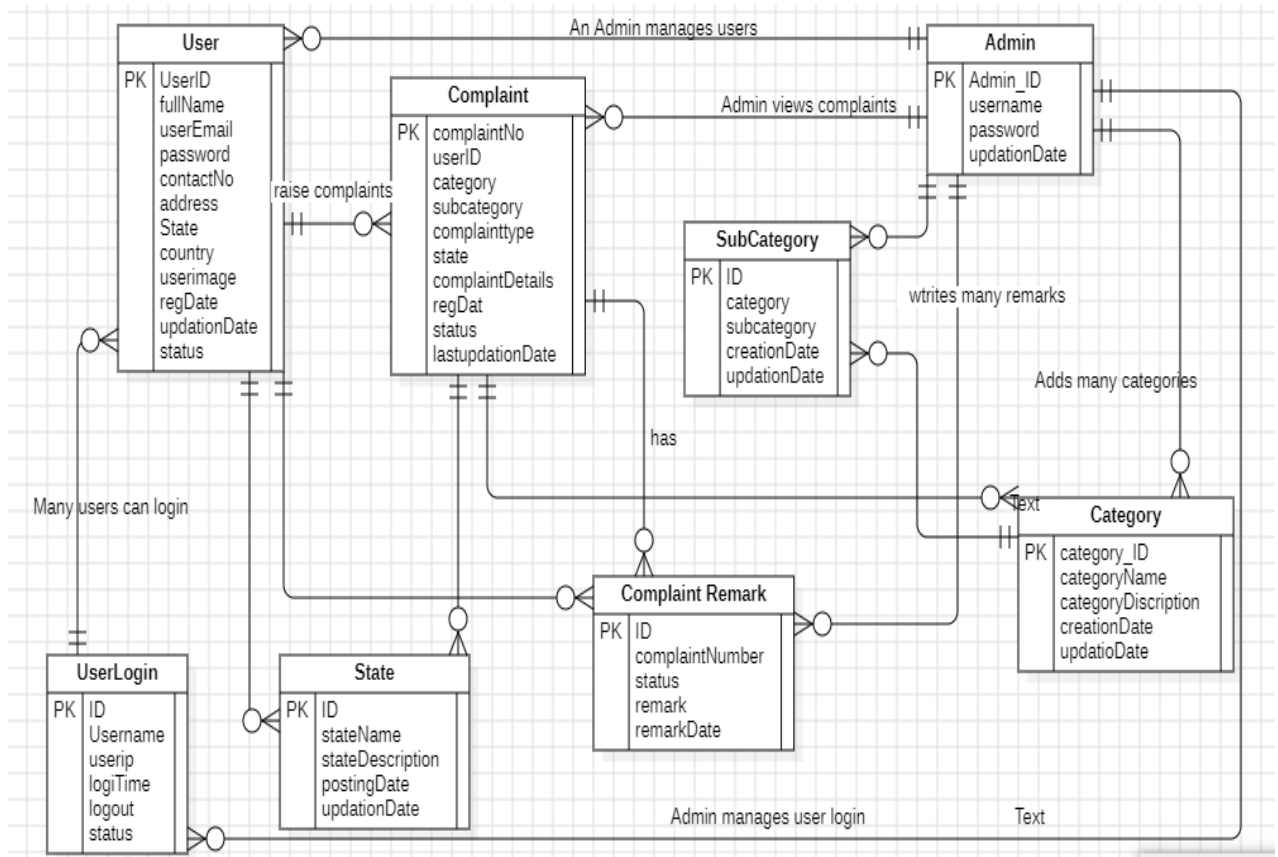


Figure 3: System Entity Relationship Diagram

4.6.4 System Flowchart

System flow s is a way of displaying how data flows in a system and how decisions are made to control events. Symbols are used to make illustrations as illustrated below

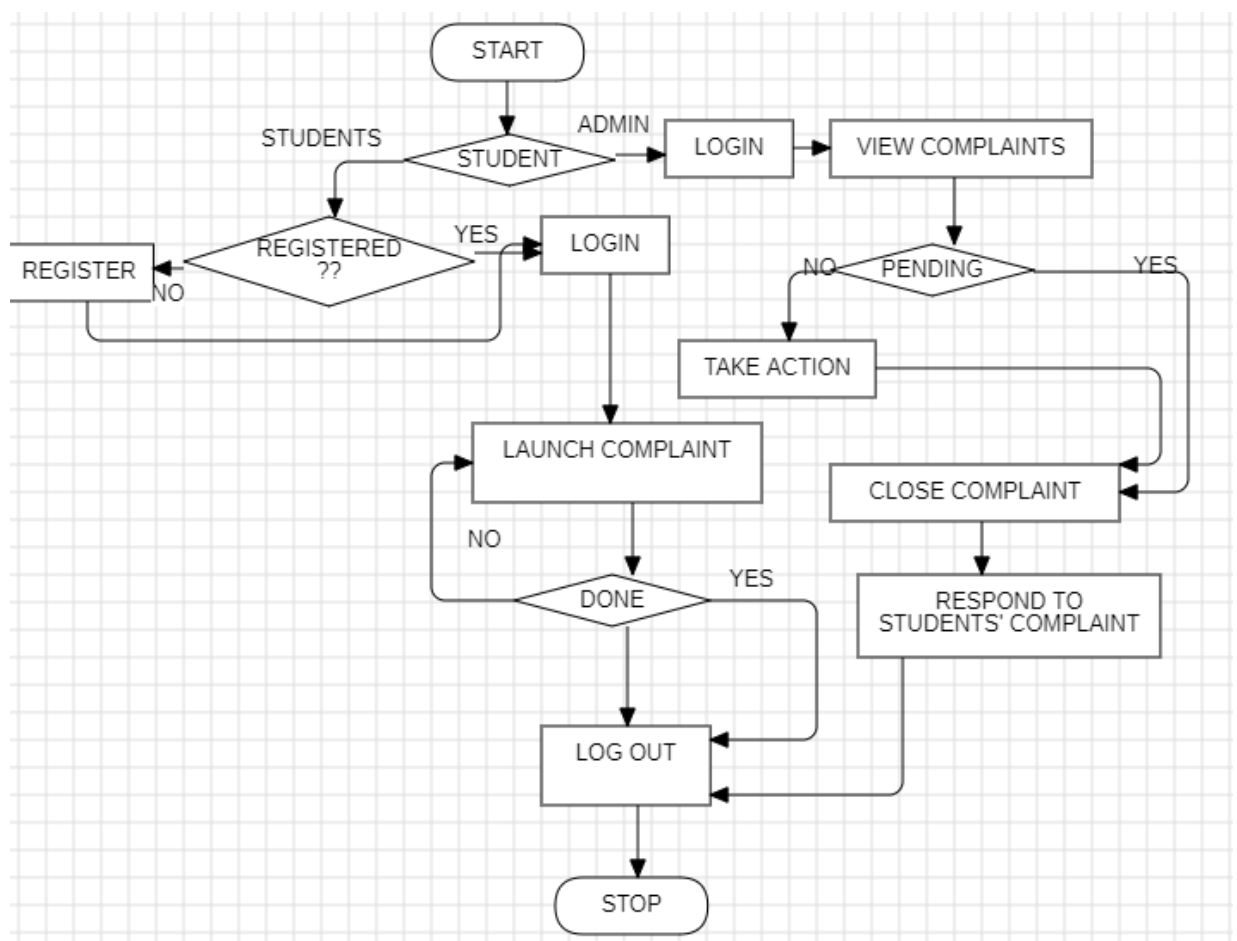


Figure 4: System flowchart

4.6.5 Use Case Diagram

A Use Case Diagram represents software using actors and use cases Zaman et al (2020). Actors in a system represent the various users of the system, the use cases represent what functions the actors can perform on the system (Nasution and Harahap, 2022)

The Use Case Diagram represents the activities of the users with special functionalities of the system Use Case Diagram model is what the system is expected to do and to view externally the use of the system from the users' perspective rather than internally. For example in Nagongera Student CMS the actors include students and admin. Some of the cases include: sign up, complain, create account, view complaint history and others.

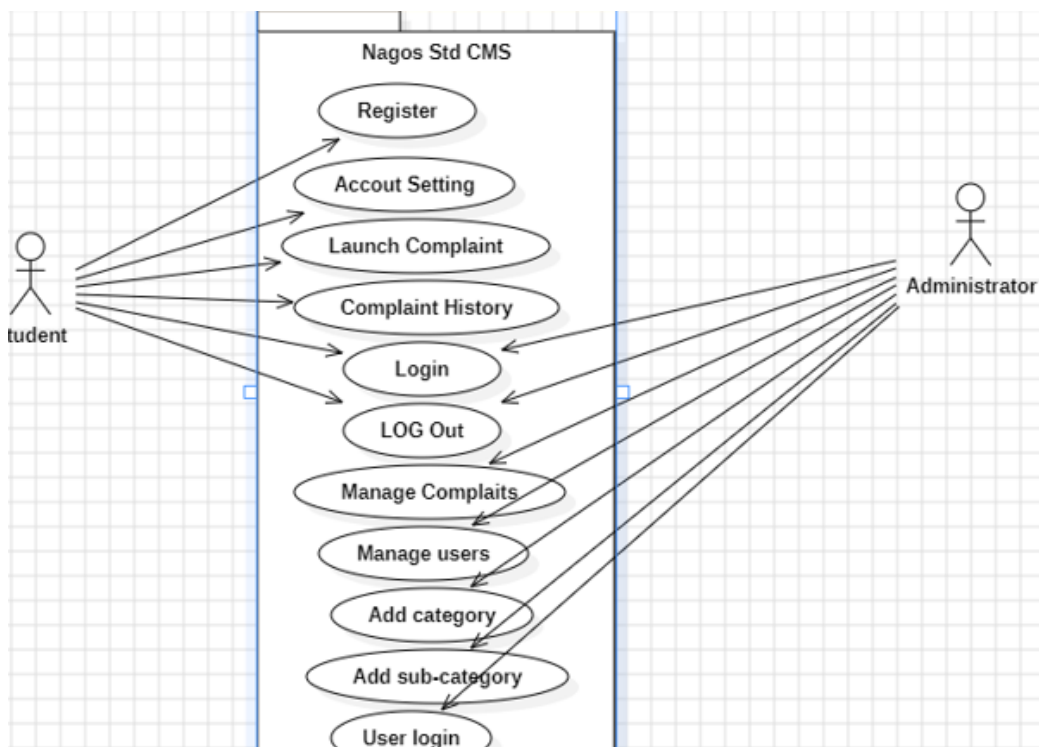


Figure 5: Use Case Diagram

CHAPTER FIVE: PRESENTATION OF RESULTS

5.1 Introduction

This chapter presents the implementation and testing of the system and it shows login interface which gives an authentication of users in order to provide security to unauthorized users, allows registration of new users, and testing of the system.

Implementation involves testing an idea from concept to reality. According to the system design described early on the Nagongera Students' Complaint Management System, consisting of two major parts that is the back-end and the front end was successfully implemented. At the developing stage, where enough research and experiments were done amongst the programs and databases the major software that were used include PHP, MySQL, Xampp and JavaScript that were so important in the development of the entire system with its databases.

5.2 login Interface Design for the Administrator

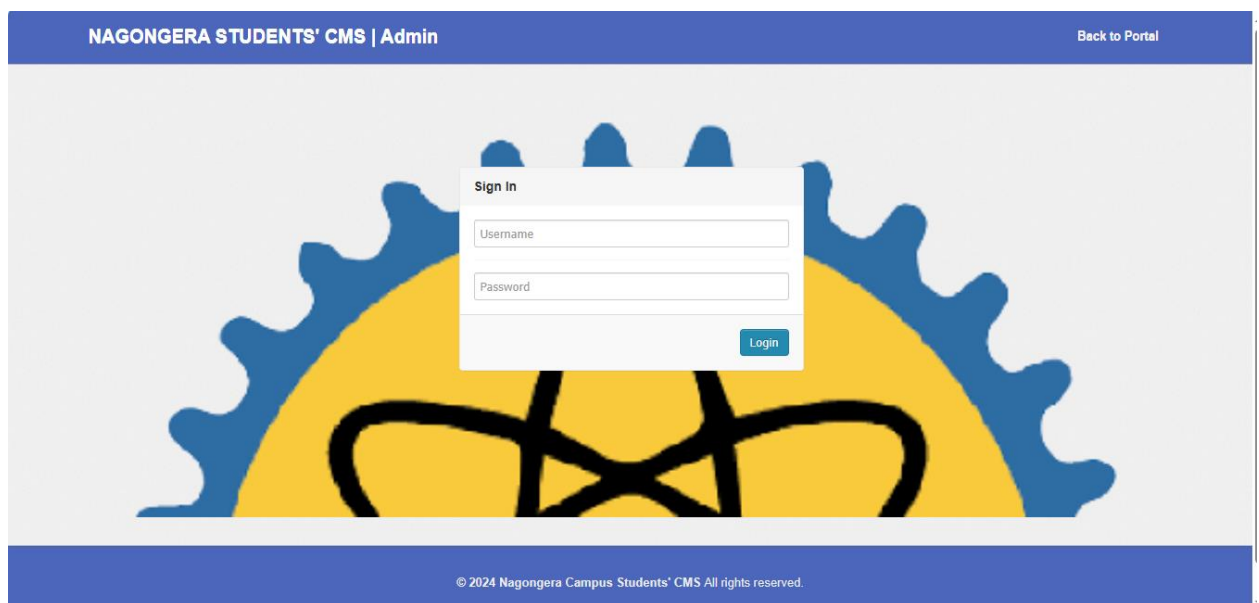


Figure 6: Login Interface

Login interface for administrator as shown in the figure 5 above gives a clear distinction with other users. Given the fact that the admin has the overall access to the new users where login credentials are entered for example the username and the activities carried out by the users.

5.3 Admin-user management.

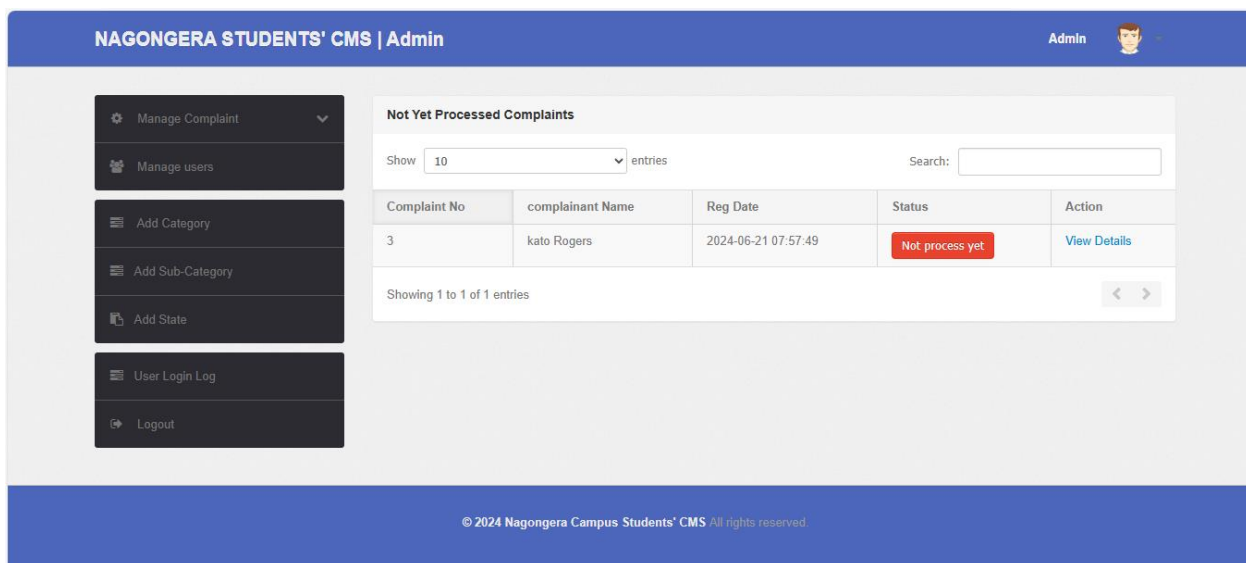


Figure 7: Admin User management interface

Admin user management interface shows in the figure 6 above gives a clear way of managing the students' complaints as the interface enables the admin to manage the complaints, add category, sub category and view the user login since he has the overall access to the system.

5.3.1 Manage Complaint Interface

The manage complaint interface allows the admin to give a response to the complaint being raised by the client (student) by clicking on "Take Action" option.

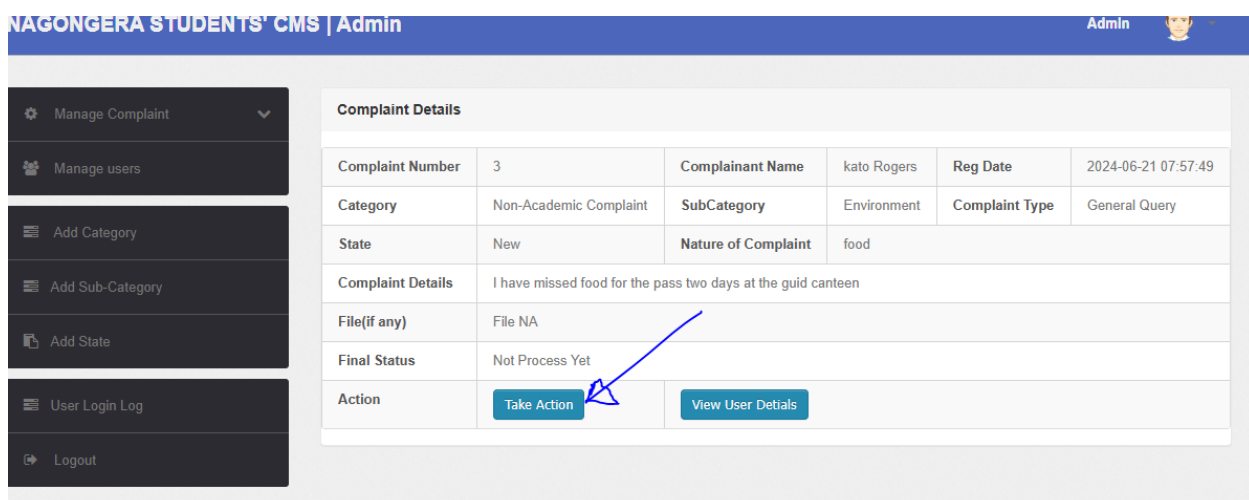


Figure 8: Manage Complaint Interface

5.4 New student Registration interface

The interface shown in the figure 6 below enables the Students at Nagongera Campus to Register on the system so as to access it.

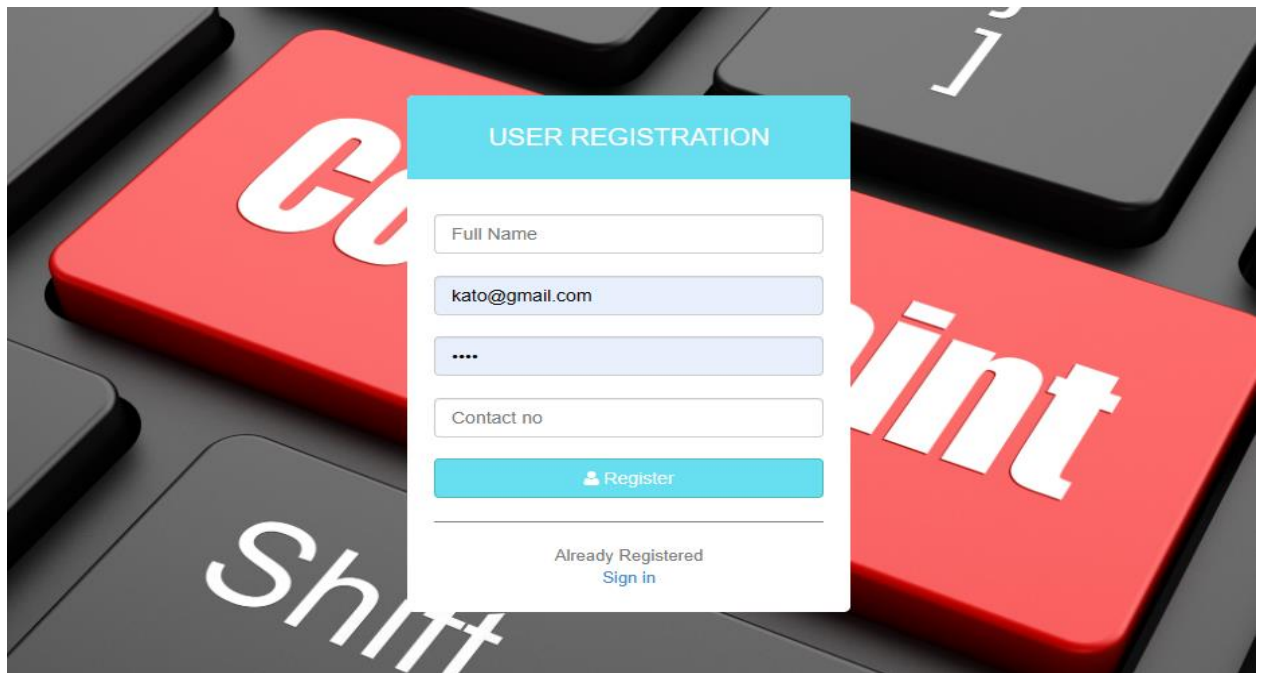


Figure: 9 New Student Registration.

The interface above in figure 7 enables the student to register onto the system and upon registering he/she is given full access to use the system as a user. No student can access a use the system before registering on the system.

5.5 System Summary for user interface.

The upon registering on the system he/she is given full access on the system as the user. When the user registration is successful, he/she can login onto the system using his/her email and password and can perform tasks such as launching a complaint, manage the account where he/she can change the profile and the password, views the login history and many more.

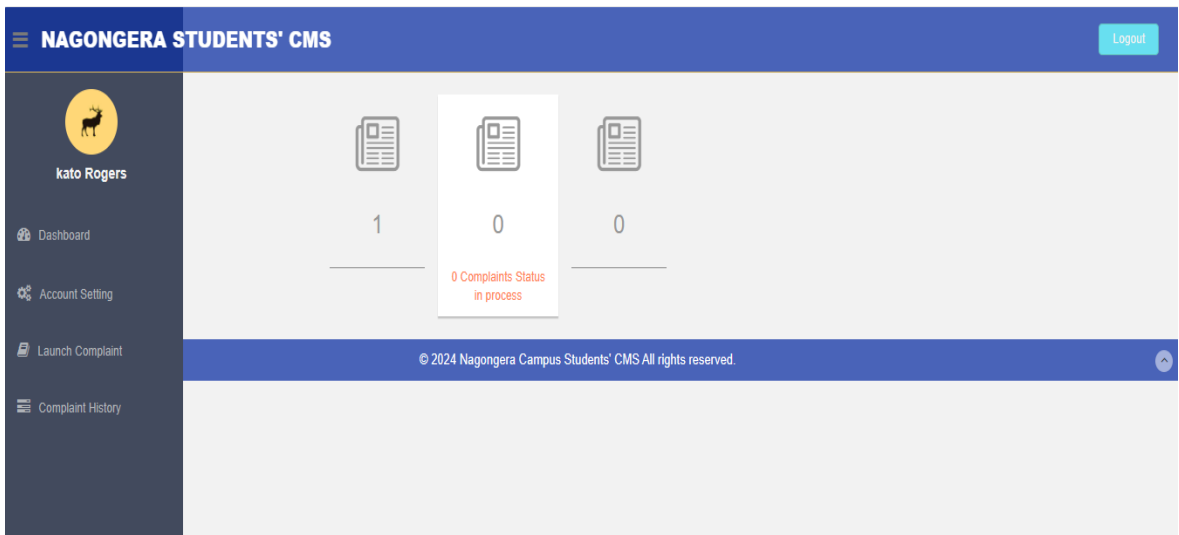


Figure 10: System User Interface.

5.6 Account Setting

This interface allows the user to edit his/ her profile and also is given the opportunity to change the password of his/her account

5.6.1 Setting the profile interface.

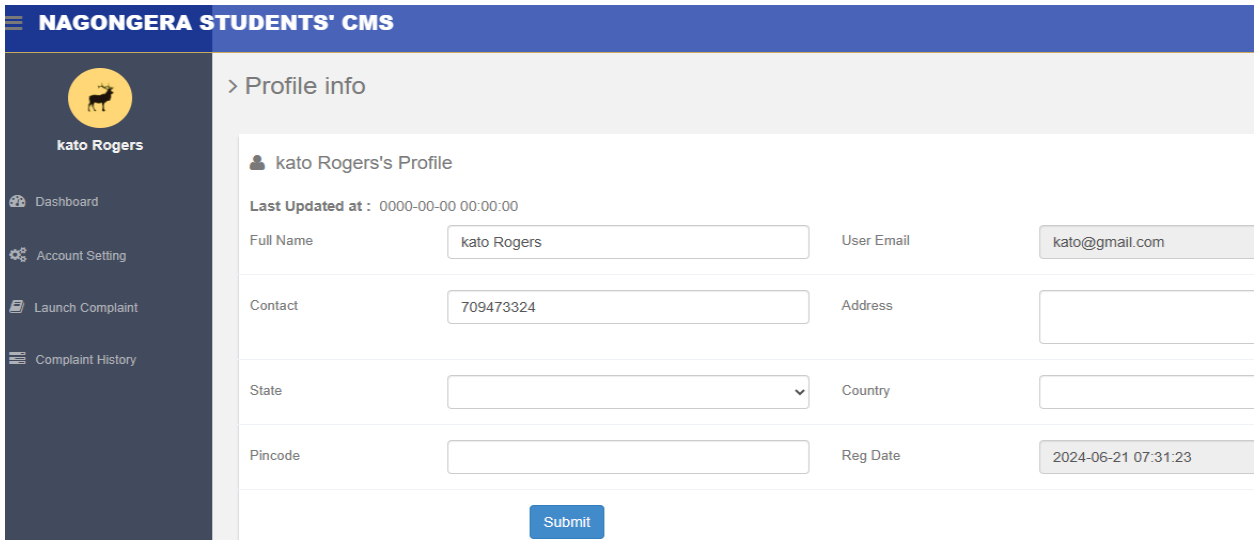
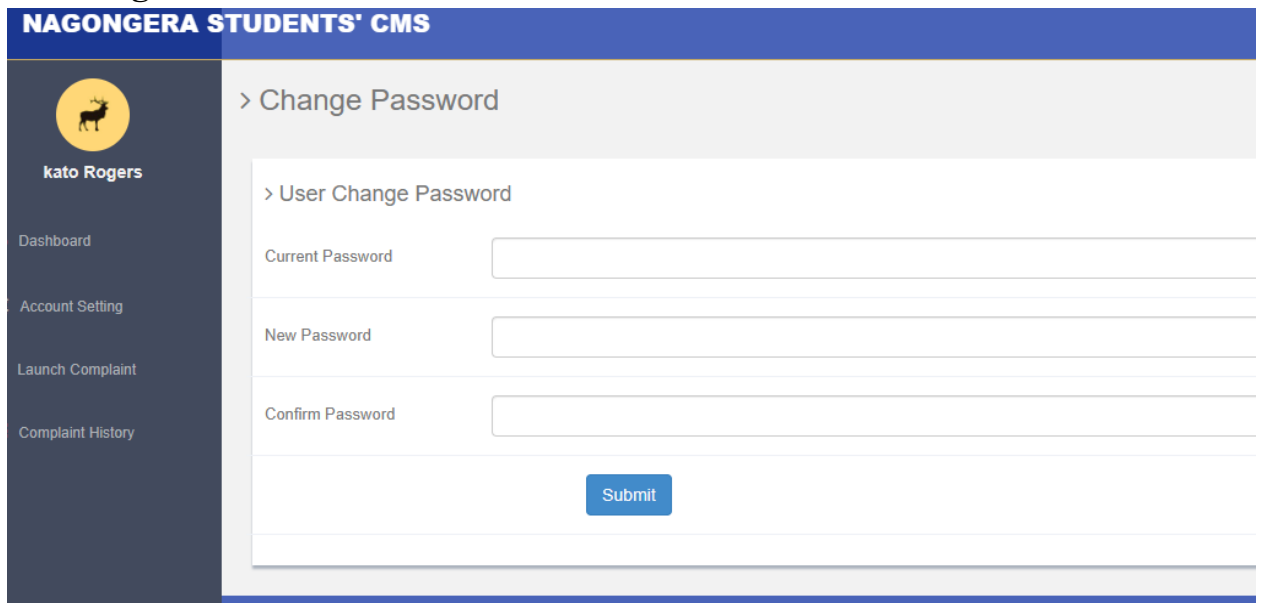


Figure 11: profile setting

5.6.2 Change Password

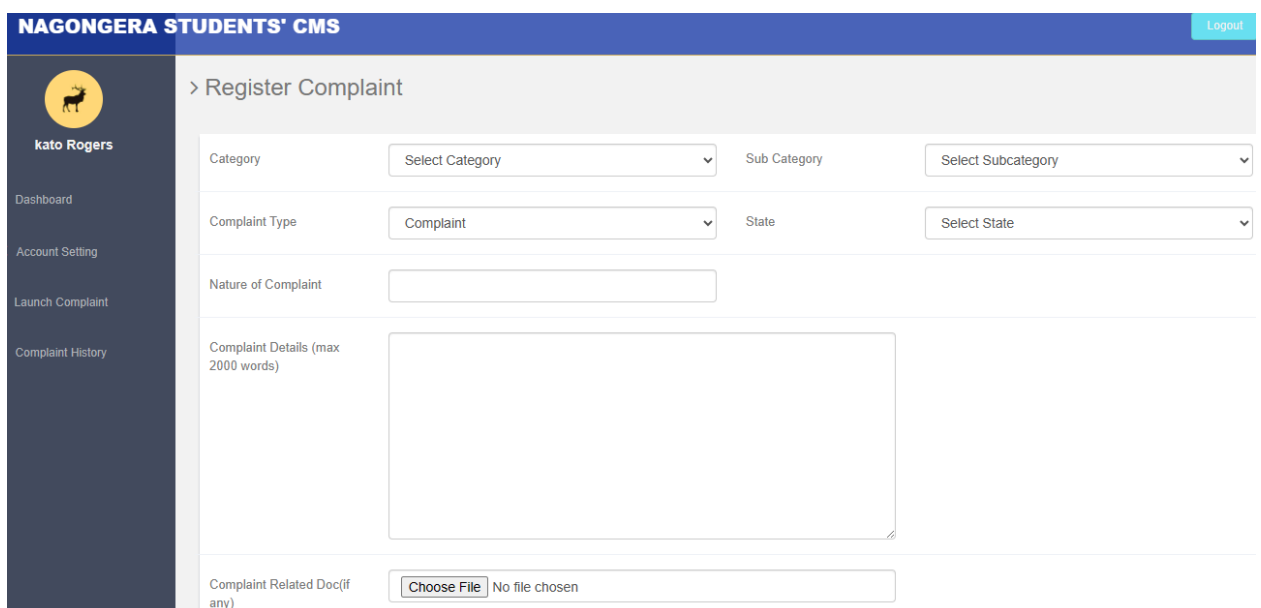


The screenshot displays the 'Change Password' interface. On the left is a dark sidebar with a yellow circular profile picture of a deer and the name 'kato Rogers'. Below the name are menu items: 'Dashboard', 'Account Setting', 'Launch Complaint', and 'Complaint History'. The main content area has a blue header with 'NAGONGERA STUDENTS' CMS' and a 'Logout' button. Below the header is a breadcrumb '> Change Password'. The main form area is titled '> User Change Password' and contains three input fields: 'Current Password', 'New Password', and 'Confirm Password'. A blue 'Submit' button is positioned below the 'Confirm Password' field.

Figure 12: Change Password interface

This interface allows the registered students an option of changing the password if interested

5.7 Launch complaint interface.



The screenshot displays the 'Register Complaint' interface. On the left is a dark sidebar with a yellow circular profile picture of a deer and the name 'kato Rogers'. Below the name are menu items: 'Dashboard', 'Account Setting', 'Launch Complaint', and 'Complaint History'. The main content area has a blue header with 'NAGONGERA STUDENTS' CMS' and a 'Logout' button. Below the header is a breadcrumb '> Register Complaint'. The main form area contains several fields: 'Category' (dropdown menu with 'Select Category'), 'Sub Category' (dropdown menu with 'Select Subcategory'), 'Complaint Type' (dropdown menu with 'Complaint'), 'State' (dropdown menu with 'Select State'), 'Nature of Complaint' (text input field), 'Complaint Details (max 2000 words)' (text area), and 'Complaint Related Doc(if any)' (file upload field with 'Choose File' button and 'No file chosen' text).

Figure 13: launch complaint interface

5.8 Complaint History interface

The screenshot displays the 'NAGONGERA STUDENTS' CMS' interface. At the top right, there is a 'Logout' button. The main header area contains '>Your Complaint Hstory'. Below this is a table with the following data:

Complaint Number	Reg Date	last Updation date	Status	Action
3	2024-06-21 07:57:49	0000-00-00 00:00:00	Not Process Yet	View Details

At the bottom of the page, there is a copyright notice: '© 2024 Nagongera Campus Students' CMS All rights reserved.' The left sidebar shows the user profile 'kato Rogers' and navigation options: Dashboard, Account Setting, Launch Complaint, and Complaint History.

Figure 14: Complaint history interface.

CHAPTER SIX: DISCUSSION, CONCLUSIONS, RECOMMENDATIONS AND FUTURE WORK

6.1 Introduction

This chapter summarizes the project, identifying what was achieved in the set objectives. It also recommends the areas that need further attention and draws conclusions for the project findings.

6.2 Discussion of Results.

The study managed to achieve the four main objectives of the project that generated the themes that is; requirement determination, system design, implementation and system testing. The study resulted into the development of Nagongera Students' Complaint Management System through the following;

6.2.1 Determination of System Requirements

The study was successful and achieved its objectives of literature review in order to determine the requirements that would suit project development.

6.2.2 System Design

The system was successfully designed through defining the design tools forexample context Diagram, Data Flow Diagram (DFD), ERD and were used in order to realize the functionality of the requirements.

6.2.3 System Implementation

The design of Nagongera CMS which is a web-based system with two parts that is front-end and back-end was successfully implemented through the use of different implementation software tools such as PHP, HTML, JavaScript, Xampp server with its database linked by MySQL that provides an efficient storage of financial records.

6.2.4 System Testing

All components of the system were tested to ensure the proper functionality of the system. System testing was done to discover the strength and the weakness of the system. Unit testing was also carried out to ensure the that each component on the system is functioning as programed.

6.3 Conclusion

At any point of time, a complaint Management system such as the one proposed in this project, can help in always knowing what students at Nagongera campus think of the campus way of doing things. The Students' Complaint Management

System can instantly allow a student to launch a complaint, view their complaints status, and also still receive feedback from the administrators.

Detailed complaints store in database makes it easier to retrieve respective complaints at any point of time. The administrator(s) might think they know exactly what student want, until complaint Management System is used

6.4 Recommendation

The following are recommended in order to effectively use the new designed Students' Complaint Management System for Nagongera Campus;

- a) The hardware and software requirements should be as specified.
- b) Administrator(s) should be trained on how to manage complaints using the system.

6.5 Limitations

The researcher encountered a variety of problems which to some extent slowed the success of the study. These included the following;

6.5.1 Financial Constraints

There was a problem of financial support since the study was self-sponsored. This made some of the activities to delay in the study. However, through the hard work and commitment it has come to a successfully.

6.5.2 Time Constraint

The time that was allocated for the study was not enough, given that there were lectures, coursework, tests, exams, and school practice to carry out alongside the study.

6.5.3 Busy Schedules

The students to unto which to carry out interviews were very busy since the exams were nearing so they were busy saving semester.

6.6 Future Work

The future improvements to the system project are to make it accessible to even students with small phones since it has currently been accessed by smart phones hence ignoring the students with "button phones"

The system project study also requires expansion so that it can be used by the entire Busitema University that is to say all the six campuses.

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APPENDICES

This section of the report gives a presentation of the sample questionnaire or interview guide

INTERVIEW GUIDE QUESTIONS

Self-introduction (This involves the interviewer telling the interviewee, who you are, where you come from etc.). forexample;

My name is Kato Rogers pursuing a Bachelors Degree in Science and Education, Eco and Cos, a researcher from Busitema University, am here today to learn your experience with the current system of student complaint management system.

The brief over view of why the interview is being carried out forexample one can say that am developing a Nagongera Students' Complaint Management system that will provide an effective platform for students to air out their grievances to the administration and be able to get a response.

I am therefore out sourcing for the information regarding the limitations and an over view of the current traditional system. This information is to be kept confidential and for the purpose of this project only.

INTERVIEW GUIDE QUESTIONS FOR A RESIDENT STUDENT

NAME OF THE STUDENT:

DATE OF THE INTERVIEW:

1. How do you raise your issues to the administration?
2. How long does it take you to raise a complaint to reach the admiration?

3. How long does it take a student's complaint to be responded to by the administration?
4. What benefits do you enjoy while using the current tradition system?
5. What challenges have you faced while using the current system?
6. Do you think there is a need for a better system?
7. What do you think a new system am developing should do?
8. Do you prefer a database management system of the current file system?

****END****