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Stakeholders Feedback System

S. Jessica, A. Sai Lakshmi,
P. Bhargava Sai, Shaik Rahamthulla, K. Sunny Subhakar
Student,
Department of AIM,
Sri Vasavi Engineering College,
Tadepalligudem.

Dr. Loshma Gunisetti
Professor,
Department of AIM.
Sri Vasavi Engineering College,
Tadepalligudem.

ABSTRACT

An online feedback system is a web-based feedback collecting system from the stakeholders. Consolidated feedback details should be accessible to the administrators so that appropriate actions can be taken to better the working of the institution. The website allows stakeholders to enter their feedback to the questions regarding the institution and to share their opinions on the institution's curriculum.

Our college does have a feedback system which is based on Google form which is limited in some areas. Implementing a web-based feedback system for stakeholders would provide a better understanding of the curriculum. Having a platform for the stakeholders to share their feedback helps enrich the quality of the said curriculum.

KEYWORDS:

PYTHON_FLASK, STAKEHOLDER FEEDBACK SYSTEM, EDUCATION SECTOR.

1. Introduction:

The purpose of feedback in the assessment and learning process is to provide a better understanding. Obtaining feedback manually is a time-consuming and difficult task. For an institution to run successfully feedback plays a crucial role. Nowadays feedback is used to understand the working of an institution in a more efficient way.

In today's world mankind is moving towards automation to increase efficiency and reduce time.The most effective feedback is focused, clear, and considers motivation and learning, not justifying a grade or copy editing.

Feedback is an essential component of the educational system. It can be incorporated to enhance teaching and learning techniques since it has an immediate impact on the process of acquiring knowledge.

The Key Objectives of Our Project Are as Follows:

User-Friendly Interface: User Interface: We create a user-friendly web interface using HTML, CSS, and JavaScript. This makes it easy for stakeholders like students and faculty to provide feedback.

Back-End System: Building a backend system with Python and the Flask framework to securely manage feedback is a strategic endeavor. Flask's lightweight and flexible nature simplifies the development process, enabling a laser focus on feedback-related functionality

Data Visualizations: The system uses Chart.js Java Script Library to turn feedback data into clear and easy-to-understand graphs. These help administrators quickly spot trends and areas that need attention.

R4eal-Time Chat: We recognize the significance of real-time communication. Our platform incorporates a multi-user chat interface, allowing stakeholders to engage in conversations, share insights, and foster collaboration on academic matters.

Disturbance-Free Communication: One of the primary goals of our project is to create an environment that encourages respectful and focused communication. We are implementing various features to ensure a disturbance-freeexperience for all users, including content moderation tools and reporting mechanisms.

Secure and Privacy: Authentication mechanisms ensure that only authorized users, with valid credentials, can access and submit feedback, preventing unauthorized access and misuse of the system.

Our project represents a significant step toward enhancing the Feedback from stakeholders. Feedback is a corner of the assessment and learning process, and its primary purpose is to enrich comprehension. Traditionally, gathering feedback manually has been a labor-intensive and challenging task, often hampering the efficiency of educational institutions.

These institutions rely on feedback as a critical tool for their successful operation. In the contemporary world, where the pursuit of efficiency and time- saving solutions is paramount, feedback is taking on new significance.

This impact has led to the incorporation of feedback into teaching and learning techniques, making it a dynamic force for both personal growth and the advancement of educational institutions in today's ever-evolving world. Feedback, once viewed as an asdsministrative necessity, is now seen as a catalyst for progress and excellence in education.

2. Literature Survey:

The literature survey for the 'STAKEHOLDER FEEDBACK SYSTEM' project explores existing systems and technologies, informing our development of a Feedback System through stakeholders. It involves an in-depth exploration of existing systems and technologies related to stakeholder feedback mechanisms.

i. **Pedrini, Matteo, and Laura Maria Ferri:** "Stakeholder management: a systematic literature review." Corporate Governance: The International Journal of Business in Society in 2019, provides an extensive and insightful analysis of the existing body of research and literature pertaining to stakeholder management. This literature review is a valuable resource for anyone interested in understanding and navigating the complex world of stakeholder management.

ii. **Freeman, R. Edward, and John McVea:** "A stakeholder approach to strategic management." The Blackwell handbook of Strategic Management (2005) is a seminal work that has had a profound impact on the field of strategic management. In this article, the authors present and elaborate on the stakeholder theory and its application to strategic management.

iii. **Kujala, Johanna, Sybille Sachs, Heta Leinonen, Anna Heikkinen, and Daniel Laude:** "Stakeholder engagement: Past, present, and future." Business & Society 61, no. 5 (2022): 1136-1196. The authors take a holistic approach to the subject, delving into its historical development, its current state, and the potential future trends in this crucial aspect of business and corporate social responsibility.

iv. **Clarkson Centre for Business Ethics:** Principles of stakeholder management. Clarkson Centre for Business Ethics, Joseph L. Rotman School of Management, University of Toronto, represents a significant contribution to the field of business ethics and stakeholder management. This document outlines a set of principles and guidelines for organizations to effectively engage with their stakeholders and manage their relationships.

3. Existing System:

3.1 No Permanent Database to store the result of the feedback:

The absence of a permanent database to store stakeholder feedback results poses a critical challenge for any organization. Without a centralized repository, valuable insights from stakeholders, including clients, employees, and partners, may be lost, leading to missed opportunities for improvement and growth. Implementing a secure and enduring database system is essential.

3.2 Retrieval of data is difficult:

The retrieval of data can be challenging when there is no proper database system in place. Without a structured and organized database, finding specific information or feedback can be time-consuming and inefficient. Proper database management is essential for easy and quick retrieval of data, enabling businesses to analyze feedback, identify patterns, and make informed decisions based on the available information.

3.3 The absence of pictorial representation:

The absence of visual representations significantly hampers the comprehension of feedback outcomes. Visual data, such as graphs, charts, or diagrams, plays a pivotal role in conveying complex information in a digestible format. Without these visual aids, understanding the nuances of feedback, especially concerning trends, patterns, and comparisons, becomes challenging.

3.4 No final document that is generated:

The limitation in sharing final feedback results from the absence of a comprehensive document incorporating appropriate suggestions and graphical representations. Without a finalized document, the dissemination of feedback insights becomes fragmented and less impactful. Creating a structured final document is crucial for effective communication. Such a document would consolidate feedback data, providing a detailed analysis of suggestions and visual representations like graphs and charts.

4. Proposed System:

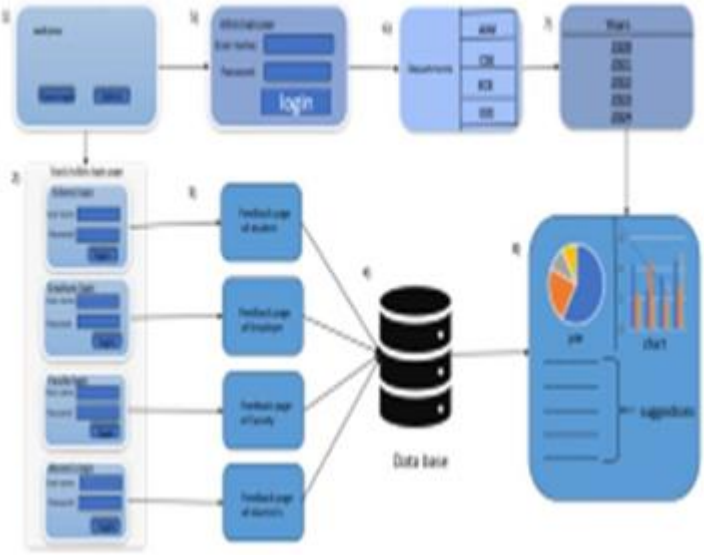
The proposed system is the Stakeholder's Feedback System. Using a website-based feedback system, the stakeholders can share feedback via the website regarding the questions provided in the feedback form. The results of the feedback provided by the res pective stakeholders can be used to mitigate the existing curriculum of the institution and enhance the quality of the said curriculum.

User Authentication: User authentication in feedback systems is vital to ensure the authenticity and integrity of the feedback received. It establishes the identity of users, preventing malicious or unauthorized entities from

manipulating the feedback data. Authentication guarantees that feedback comes from legitimate stakeholders, enhancing the reliability of the collected information.

Admin Capabilities: In a feedback system, the administrator plays a pivotal role, endowed with comprehensive capabilities aimed at fostering effective communication and informed decision- making. Crucially, administrators wield the power of data analysis, delving into graphical representations and trends derived from stakeholder feedback. Within this dashboard, administrators have the authority to take all necessary actions, ensuring a seamless feedback process. Here, administrators can engage in real-time chat with stakeholders, facilitating immediate responses to concerns and queries.

Interactive Chat Interface: A central feature of the system is the interactive chat interface, allowing multiple users to engage in real-time conversations. Students, faculty, and administrators can interact, collaborate, ask questions, and participate in discussions, promoting a vibrant academic community. Through this, we can easily interact with the admin of the stakeholder feedback system. We can ask any doubts or any questions or to implement anything all about this we can interact easily. And even here there is another option delete. It is used to delete a message what we have sent. Finally, through this, we can message about anything regrading the academics.



Fig[1].SYSTEM ARCHITECTURE

4.1 PROPOSED FRAMEWORK: Flask and SQL

Flask Framework: Flask is a micro web framework written in Python. It is known for its simplicity and flexibility, making it an ideal choice for web application development. Flask offers a lightweight structure, allowing developers to add or remove components as needed, making it a superb choice for projects of varying sizes.

Routing: Flask uses routes to map URLs to specific functions. For example, in our project, we can use Flask routes to handle login,, and chat functionalities.

Template Rendering: Flask integrates easily with Jinja2, a template engine, to render dynamic HTML templates. This is essential for creating the user interface of our web application.

HTTP Methods: It supports standard HTTP methods like GET and POST, which are crucial for user interactions in our project.

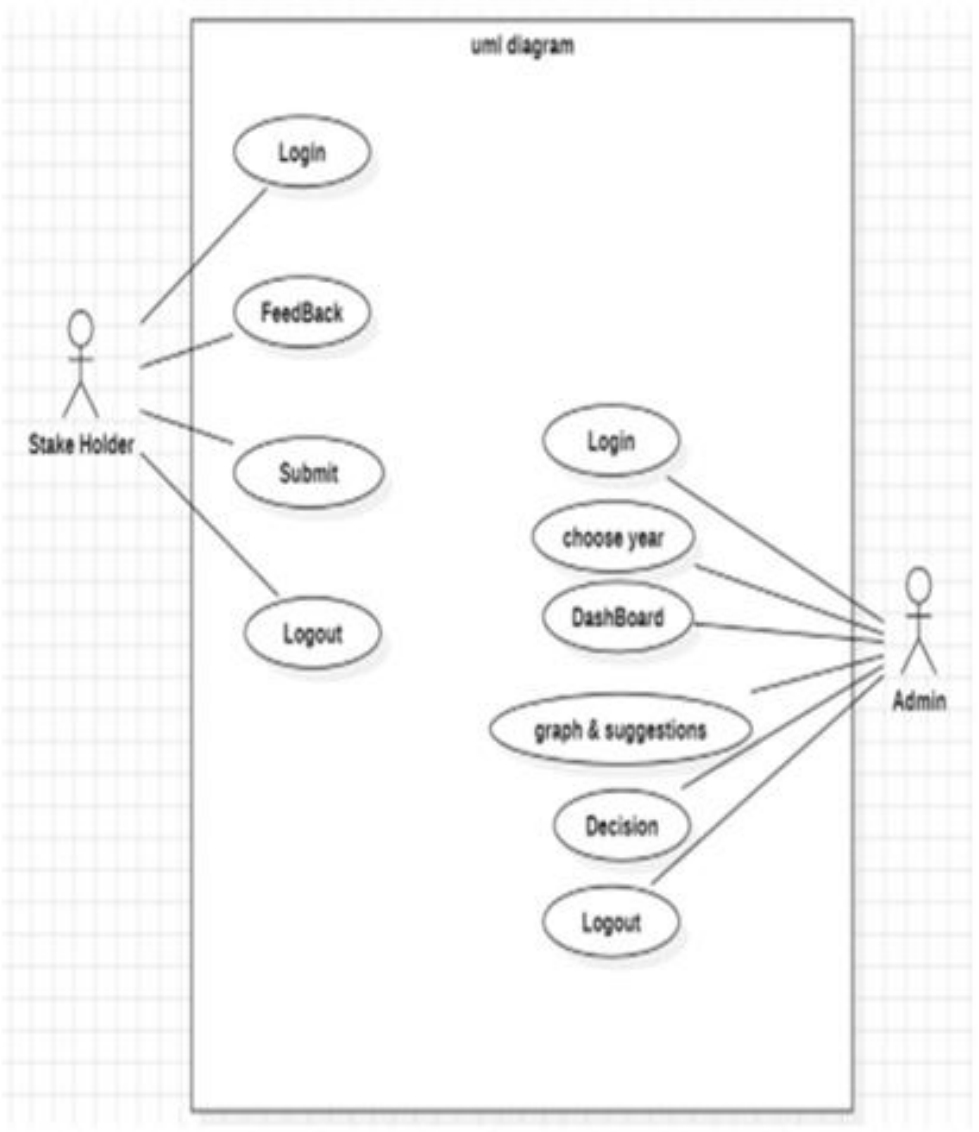
Session Management: Flask provides session management, enabling us to manage user sessions,which fis vital for login and user-specific features.

SQL (Structured Query Language): SQL is a domain-specific language used for managing and querying relational databases. In the "STAKEHOLDERS FEEDBACK" project, SQL plays a pivotal rolein managing data related to students, posts, chat messages, and more.Data Retrieval: SQL is used to retrieve specific data from the database. For example, we can use SQL queries to fetch the feedback provided by the stakeholders and to retrieve yearly feedback and suggestions.

Data Manipulation: SQL is essential for adding, updating, and deleting records in the database. It's used for functionalities such as user authentication, feedback management and storage.

Data Integrity: SQL databases enforce data integrity rules, ensuring that the data stored in thedatabase is accurate and consistent.

Functionality Diagram:



Fig[2]. USE CASE DIAGRAM

Components Of Functionality Diagram :

Admin Registration:

Admin registers to access the system.

Login:

Both Admin and stakeholders login with their respective credentials.

Manage feedback: Admin manages the stakeholder's data which includes fetching data to draw conclusions as a part of their role and to circulate documentation of the said feedback within the institution. Stakeholders as students, employers, alumni, and faculty login to the feedback and provide their feedback regarding the provided questions.

Solve Queries: Admin addresses queries from students or other users by providing solutions or responses.

Communication through Chat Interface: Both Admin and Stakeholders engage in real-time communication using a chat interface for discussion, support, and collaboration.

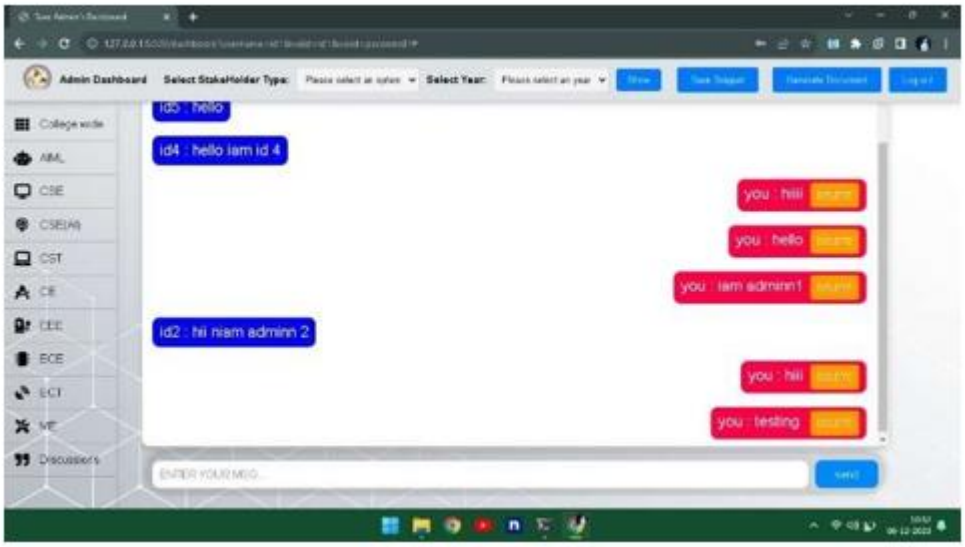
Log Out: Both Admin and Stakeholders can log out from the system when they are done with their activities.

5. Outcomes :

5.1 StakeHolder Logins : The homepage prominently features stakeholder login and admin login options. Students and administrators can securely log in to access their accounts using their respective credentials.

Fig[3].LOGIN INTERFACE

5.2 Dashboard: The dashboard is designed with a user-friendly interface, making it easy for users to navigate between sections and access relevant information. It prioritizes accessibility and efficient interaction, ensuring that users can quickly find the content they need.



Fig[4].DASHBOARD

5.3 Chat Interface: Through this, we can easily interact with the admin of the stakeholder feedback system. We can ask any doubts or any questions or to implement anything all about this we can interact easily. And even here there is another option delete. It is used to delete a message that we have sent.

Fig[5].CHAT INTERFACE

5.4 Stakeholders Feedback:

The feedback module consists of questions based on the stakeholder. The user can provide their feedback for the respective questions and can even provide some suggestions based on the questions provided. The user must provide feedback on all the given questions based on the options provided to them. The feedback forms consist of Student Feedback, Alumni Feedback, Employer Feedback, and Faculty Feedback.

Fig[6]. STAKEHOLDERS FEEDBACK

6. Conclusion:

Implementing a web-based feedback system for stakeholders is essential for enhancing the feedback collection process. Unlike the limited Google Form-based system, this approach provides a comprehensive platform for stakeholders to express their opinions about the institution and its curriculum.

The availability of consolidated feedback data to administrators will empower them to make well-informed decisions and take appropriate actions to enhance the institution's overall functioning. This system offers a valuable tool for continuous improvement and quality enhancement.

Enabling stakeholders to share their feedback not only benefits the institution but also contributes to the enrichment of the curriculum. By actively involving the relevant parties in the feedback process, the curriculum can be tailored to better meet the needs and expectations of those it serves.

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