

**TRUST SERVICE: A WEB BASED SERVICING SYSTEM**

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This Report Presented in Partial Fulfillment of the Requirements for the Degree  
of Bachelor of Science in Computer Science and Engineering

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**MAY 2020**

## APPROVAL

This Project titled “**TRUST SERVICE: A WEB BASED SERVICING SYSTEM**”, submitted by **Sanjida Yesmin Liza Id: 162-15-7949, Rasel Ahmed Id: 162-15-8086** and **Md. Rakib Hassan Id: 162-15-8123** to the Department of Computer Science and Engineering, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 8 July 2020.

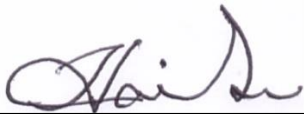
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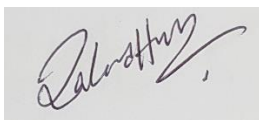
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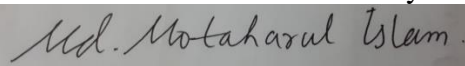
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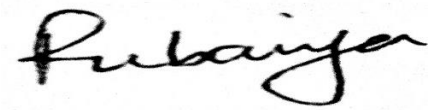
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## DECLARATION

We hereby declare that, this project has been done by us under the supervision of **Rubaiya Hafiz, Senior Lecturer, Department of CSE** Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

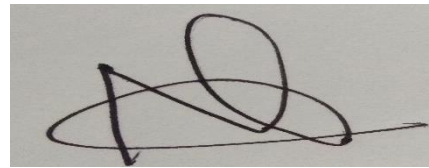
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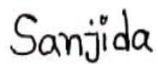
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## ACKNOWLEDGEMENT

First we express our heartiest thanks and gratefulness to almighty God for His divine blessing makes us possible to complete the final year project/internship successfully.

We really grateful and wish our profound our indebtedness to **Rubaiya Hafiz, Senior Lecturer**, Department of CSE Daffodil International University, Dhaka. Deep Knowledge & keen interest of our supervisor in the field of web development influenced us to carry out this project. His endless patience ,scholarly guidance ,continual encouragement , constant and energetic supervision, constructive criticism , valuable advice ,reading many inferior draft and correcting them at all stage have made it possible to complete this project.

We would like to express our heartiest gratitude to **Dr. Syed Akhter Hossain, Professor and Head**, Department of CSE, for his kind help to finish our project and also to other faculty member and the staff of CSE department of Daffodil International University.

We would like to thank our entire course mate in Daffodil International University, who took part in this discuss while completing the course work.

Finally, we must acknowledge with due respect the constant support and patients of our parents.

## **ABSTRACT**

This report is “Trust Service” in an online servicing application. It is a kind of web application which helps customer to find out different services (babysitter, tutor, nurse). From this web application, customer can find out employees sitting in home with their own choice. In this online era we have made a web application which will help service holder, single old people, less educated people to find out employee. To develop this project, we have use HTML, CSS for the front end design and Laravel and PHP for back end and for database we use SQL Server. After the implementation of all functions application is explored in specific degree and it works successfully as an illustration.

# TABLE OF CONTENTS

## CONTENT

	<b>PAGE</b>
Acknowledgements	iv
Abstract	v

## CHAPTER

### **CHAPTER 1: INTRODUCTION** **1-2**

1.1 Introduction	1
1.2 Motivation	1
1.3 Purpose	1
1.4 Expected outcome	1
1.5 Layout of the Report	2

### **CHAPTER 2: BACKGROUND STUDIES** **3-5**

2.1 Introduction	3
2.2 Related Work	4
2.3 Correlative Studies	5
2.4 Possibility of problems	5
2.5 Challenges	5

### **CHAPTER 3: REQUERMENT SPECIFICATION** **6-12**

3.1 Use of Application	6
------------------------	---

3.1.1 Customer	6
3.1.2 Administrator	6
3.2 Requirement Collection Analysis	7
3.3 Business Process Modeling (BPM)	8
3.4 Use Case Diagram	9
3.5 Flow Chart	10
3.6 ER Diagram	11
<b>CHAPTER 4: DESIGN SPECIFICATION AND TESTING</b>	<b>13-24</b>
4.1 Design Speciation	13
4.2 Customer Satisfaction	13
4.3 Front-end Design of Project	13
4.4 Back-end Design of Project	13
4.5 Implementation of Requirement	14
4.6 Testing Implementation	14
4.7 Database Implementation	15
4.8 Project Interaction	16
4.9 Display	20
<b>CHAPTER 5: CONCLUSION AND SCOPE OF FUTURE WORK</b>	<b>25-26</b>
5.1 Conclusion	25
5.2 Scope for Future Development	25
5.3 Limitation of Project	26

**REFERENCES**

**27**

**APPENDIX**

**28**



## LIST OF FIGURES

<b>FIGURES</b>	<b>PAGE</b>
2.2.1 Deshtutor	4
3.3.1 Business Process Model (BPM)	7
3.4.1 Use Case Diagram	8
3.5.1.1 Customer Flow Chart	9
3.5.2.1 Admin Flow Chart	10
3.6.2.1 Customer ER Diagram	11
3.6.2.2 Employee ER Diagram	12
4.7.1 Database	15
4.8.1 Admin Login	16
4.8.2 Admin Dashboard	17
4.8.3 Create a Person	18
4.8.4 Update a Person Details	19
4.9.1 Home Page	20
4.9.2 Contact Page	21
4.9.3 about Us	22
4.9.4 Registration	23
4.9.5 Log-in	23
4.9.6 All Person	24
4.9.7 Person Details	24



# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

In this servicing system you can find different services (babysitter, teacher and nurse) and chose an employee with your own preference. There is no need of physical presence of customers to find an employee. This web application show all employees details and all details are verified. This service is secure and we also check employee's criminal record and verified national id card. By this application people can chose employee.

### 1.2 Motivation

We have made an online web application names Trust service for our final project. It's a peerless servicing application. By which customers can find different services sitting home. Depending on their preference what kind of services (babysitter, teacher and nurse) they need. Here we have focused on how to give a secure employee according to personal preference without wasting time. We have planned to do many remunerative work in future through this application.

### 1.3 Purpose

The main objective of our system is to online servicing and display of customized services (babysitter, teacher and nurse) details to customers.

### 1.4 Expected Outcome

Managing different services (babysitter, teacher and nurse) and their valid details is admittedly one of the most daunting tasks than others services. To make more secure and trustable we check all details of an employee. So a customer can easily chose their preferred choice of employee by comparing Price, place and experience. Process of services will increase as well as the customer satisfaction level.

Price, place and experience. Process of services will increase as well as the customer satisfaction level.

To convention out pre-defined objectives our system will provide the following feature for customers as well as services (babysitter, teacher and nurse).

- Customer can find different services and see their details.
- Customized and secure employee's service.
- Employee's salary based on their qualification and experience.
- To store all database along with the processing of propaganda.

## **1.5 Layout of the Report**

In chapter 1, we display about motivation, objective and its expected outcome.

In chapter 2, we will show this project's "Background" and challenges. We will discuss about the scope and challenges of the project and also compare with different servicing system.

In chapter 3, we will display Requirement Specification.

In chapter 4, we will display Design Specification, Implementation, and Testing. Show front-end and back-end design.

In chapter 5, we exhibited about future development of the project.

We give the related reference, at the last of the project

## **CHAPTER 2**

### **BACKGROUND STUDIES**

#### **2.1 Introduction**

In this part, we will discuss about other similar application which already exist in the web world. Why we made this application? We found that services like providing babysitters and nurses are rare in web world. We add secure and easy

Web application. In this sector, we have planned many things to do in future. We can see the rapid change of the world with internet so we have thought we can something taking help of internet. We hopeful about this website that it will beneficial and efficient for job holder people, old people and those parents who have little knowledge about education.

Programming tools are following:-

1. Html
2. CSS
3. JQuery
4. Laravel
5. Bootstrap
6. JavaScript

## 2.2 Related Work

<https://deshtutor.com/> is a website where we can find tutor



Fig: 2.2.1 <https://deshtutor.com/> DeshTutor

But other providing services like babysitter and nurse website are rare in market. So this website will useful for all customer.

## **2.3 Correlative Studies**

Before making this website we consult with the nurse and some people who wanted to take care child. We collect their information and check it. We also collect their national id card information and their past life information, their experience, educational status and also criminal record. We display valid information to customer. Trust issue is important for a service. Now a days to trust someone is very hard. So we try our best to make a secure service for both customers and employees.

If the customer have some issue with an employee, they can email us or contact directly with us.

## **2.4 Possibility of problems**

We mention area, salary and category of an employee. If a customer chose based on salary but employee is far from customer address, it will make a problem for employee. That time employee cannot provide services. We also check customer's details. If later, their behavior is not good for employee it will impact on this website. All our services mainly depend on trusting. If a customer and an employee show their confidence in our website we can overcome from many critical situation.

## **2.5 Challenges**

Challenges is an important part of our daily life. We have faced many difficult situation for this project. We need to add many details about an employee, which is extremely hard to compute. Additional difficult problem was collecting valid information of an employee.

Making an ordinary web app was the most challenging part. Customer satisfaction and trust issue is most important challenge.

Sometimes customer can forgot their username or password and sometimes they want to change their data. To make it easier for customer is also a challenge.

## **CHAPTER 3**

### **REQUERMENT SPECIFICATION**

#### **3.1 User of Application**

##### **3.1.1 Customer**

Customer will able to see the website's homepage, person category, people's picture, name, salary and gender. But customer will able to see full details and confirm person to register them self's in website using name, email. After login through the email and password a customer will able to add a person into list.

##### **3.1.2 Administrator**

Administrator will handle the whole program. Admin must login into website and then an admin will get excess of a dashboard. When a customer add a person to the list admin will get notification. Admin can delete, update and add a person in this website. Admin get mail from customer and contact with customer via phone.

#### **3.2 Requirement Collection and Analysis**

Collecting data and analysis this data are the first step of a process. Some requirement collection are given bellow:-

- Create Babysitter and details information.
- Create Tutor and details information.
- Create Nurse and details information.



### 3.3 Business Process Modeling (BPM)

This process is an important part of our project and we display all our activity through this process. It is the analytical representation of a project. In this process we create a workflow of a system. Give all details and make a project easier and understandable.

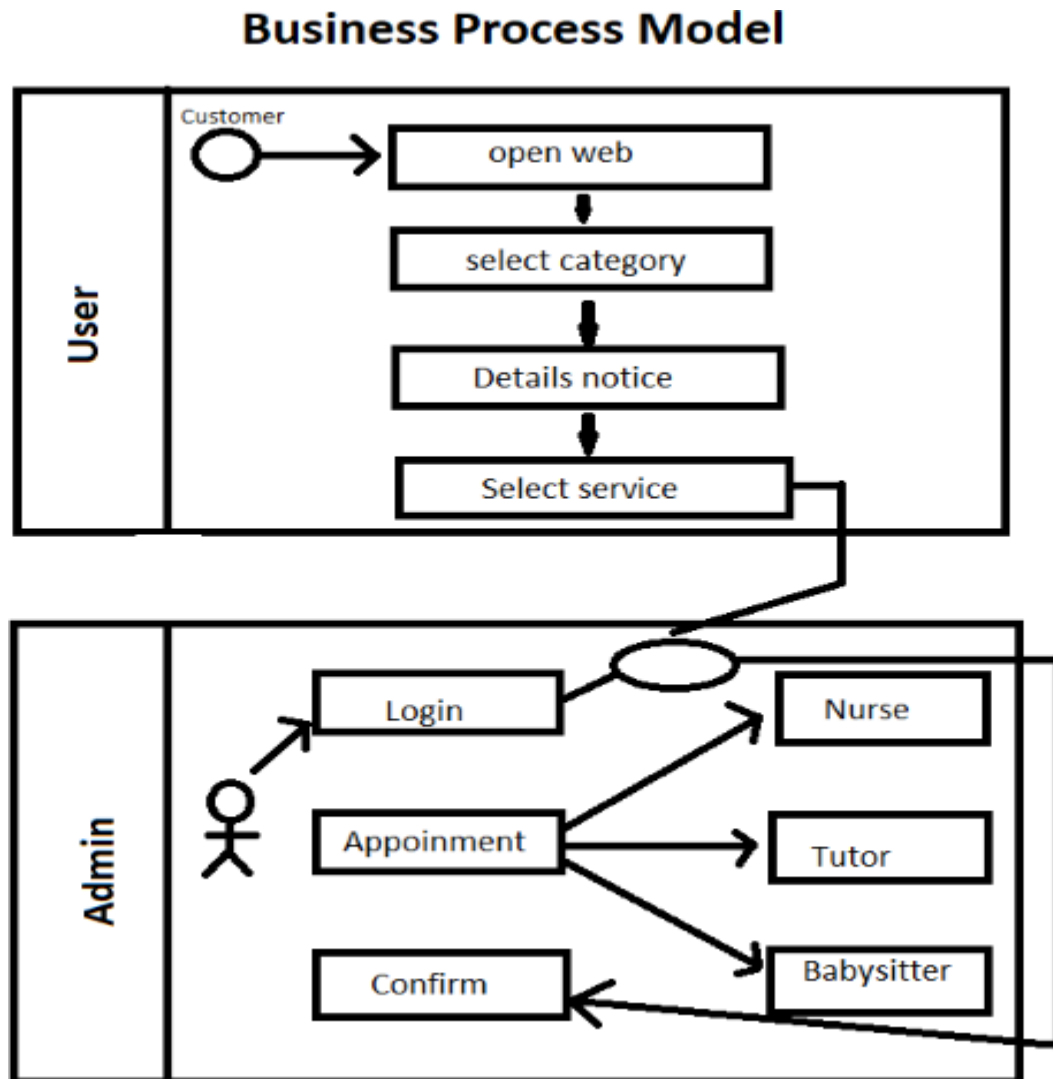


Figure 3.3.1 Business Process Model (BPM)

### 3.4 Use Case diagram

Before making a project, we need to create a use case diagram. In this case, we display our project functionality. We also discussed about our project system, customer and website.

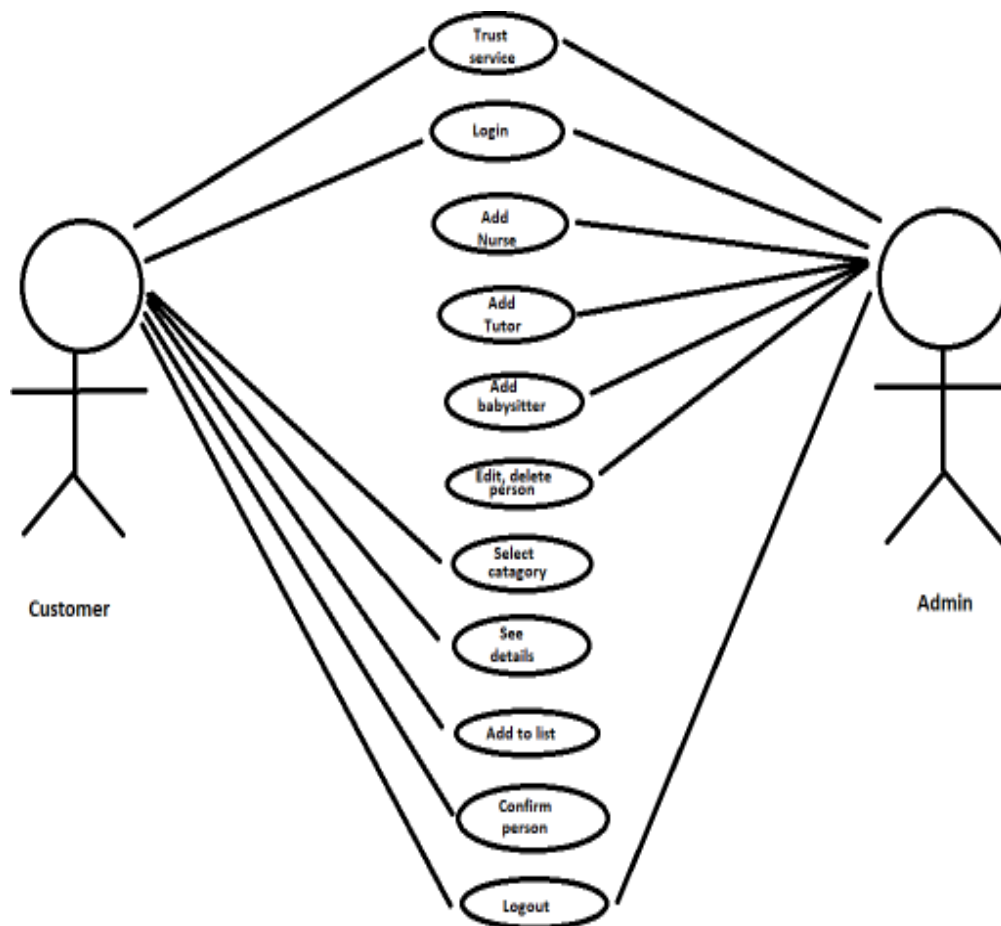


Figure 3.4.1 Use Case Diagram

### 3.5 Flow Chart

This flow chart help us to create specified diagram of user, system and website.

#### 3.5.1 Customer flow chart

In this case we discuss about customer functionality. For select an employee a customer must need to complete registration.

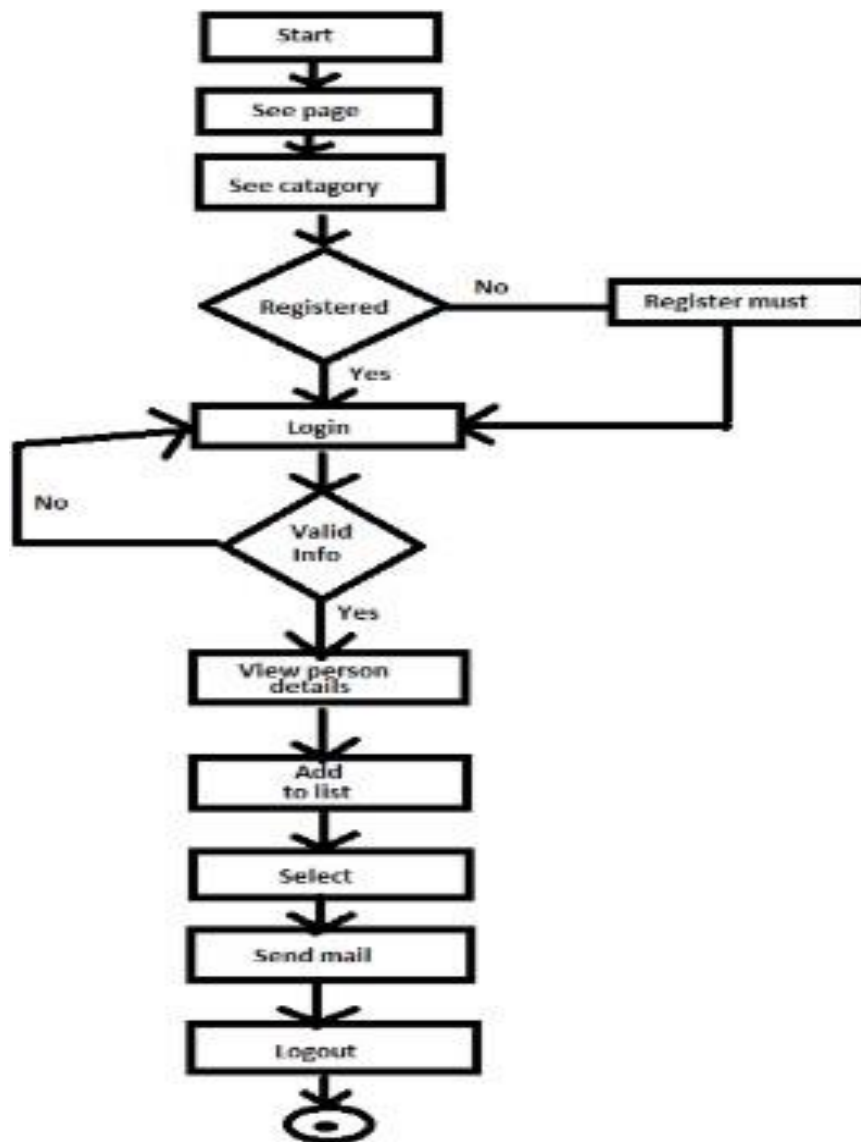


Figure 3.5.1.1 Flow Chart

### 3.5.2 Admin flow chart

In this flow chart we discuss about admin functionality. After login an admin can check all activities in dashboard and change them.

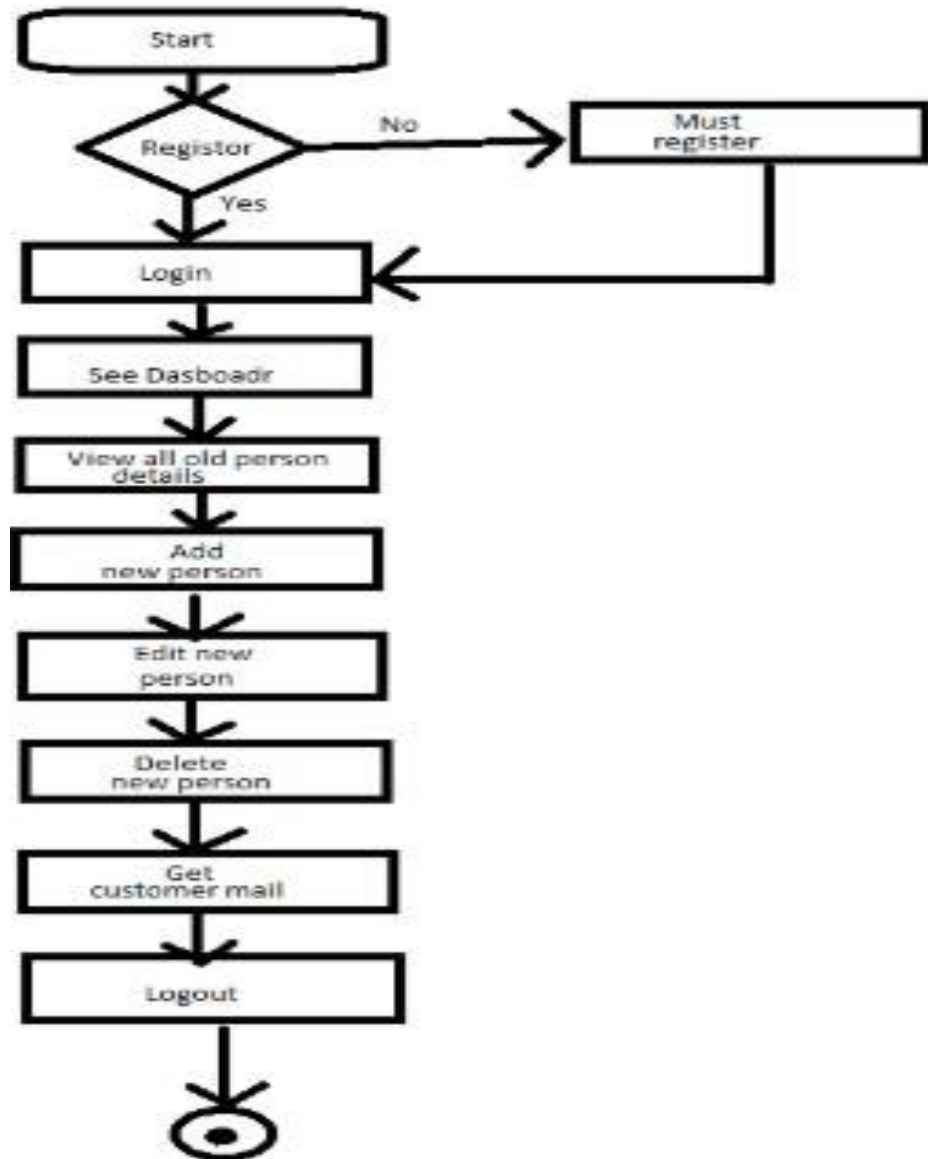


Figure 3.5.2.1 Flow Chart

### 3.6 ER Diagram

ER diagram is an important part and before starting a project we need to create an ER diagram. It helps to describe a structure of database and relationship of entity.

#### 3.6.1 Customer ER Diagram

Here we display customer's all relation and process of select a person.

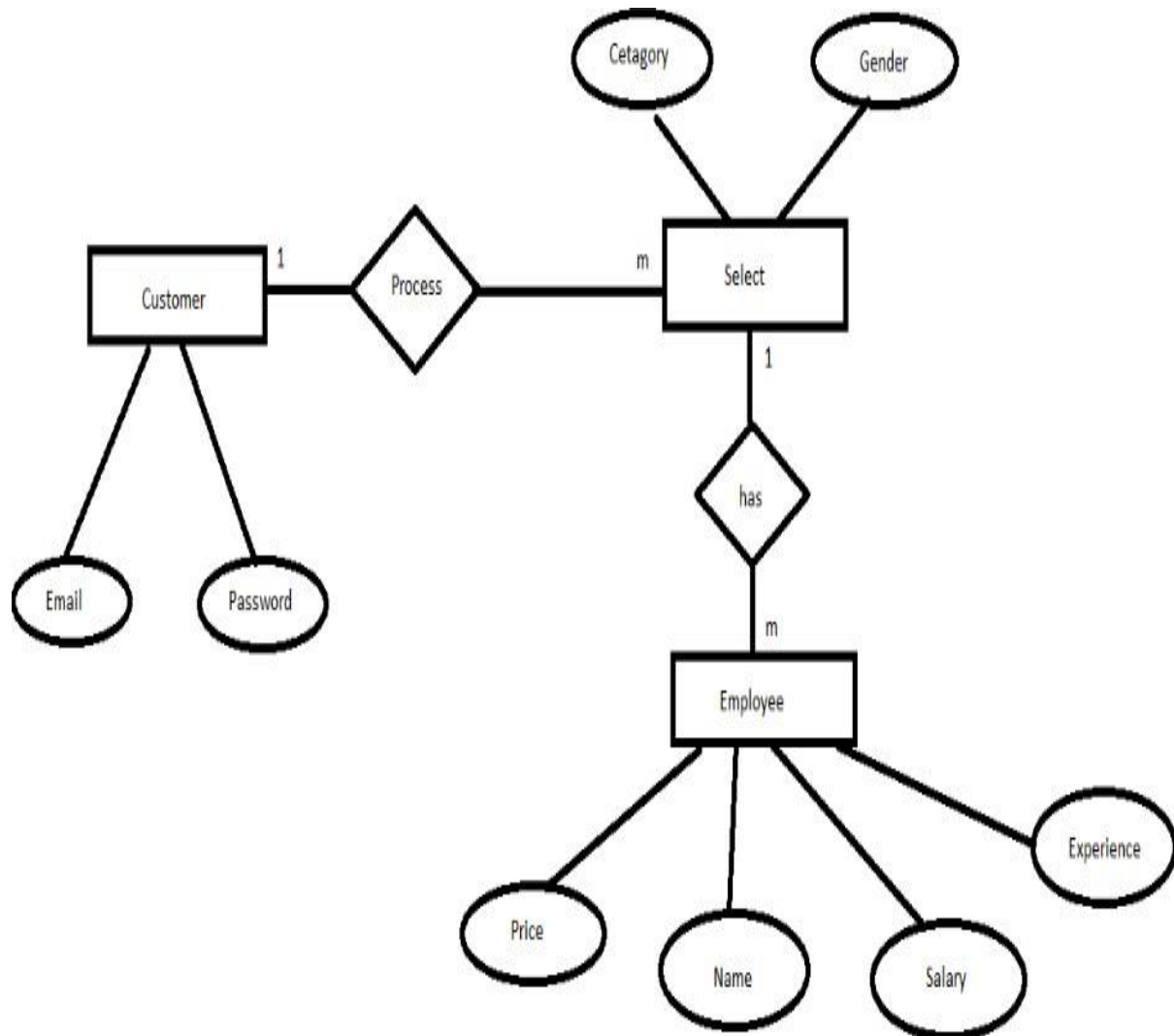


Figure 3.6.2.1 Customer ER Diagram

### 3.6.2 Employee ER Diagram

In this ER Diagram we display an employee's all relation and all needed information.

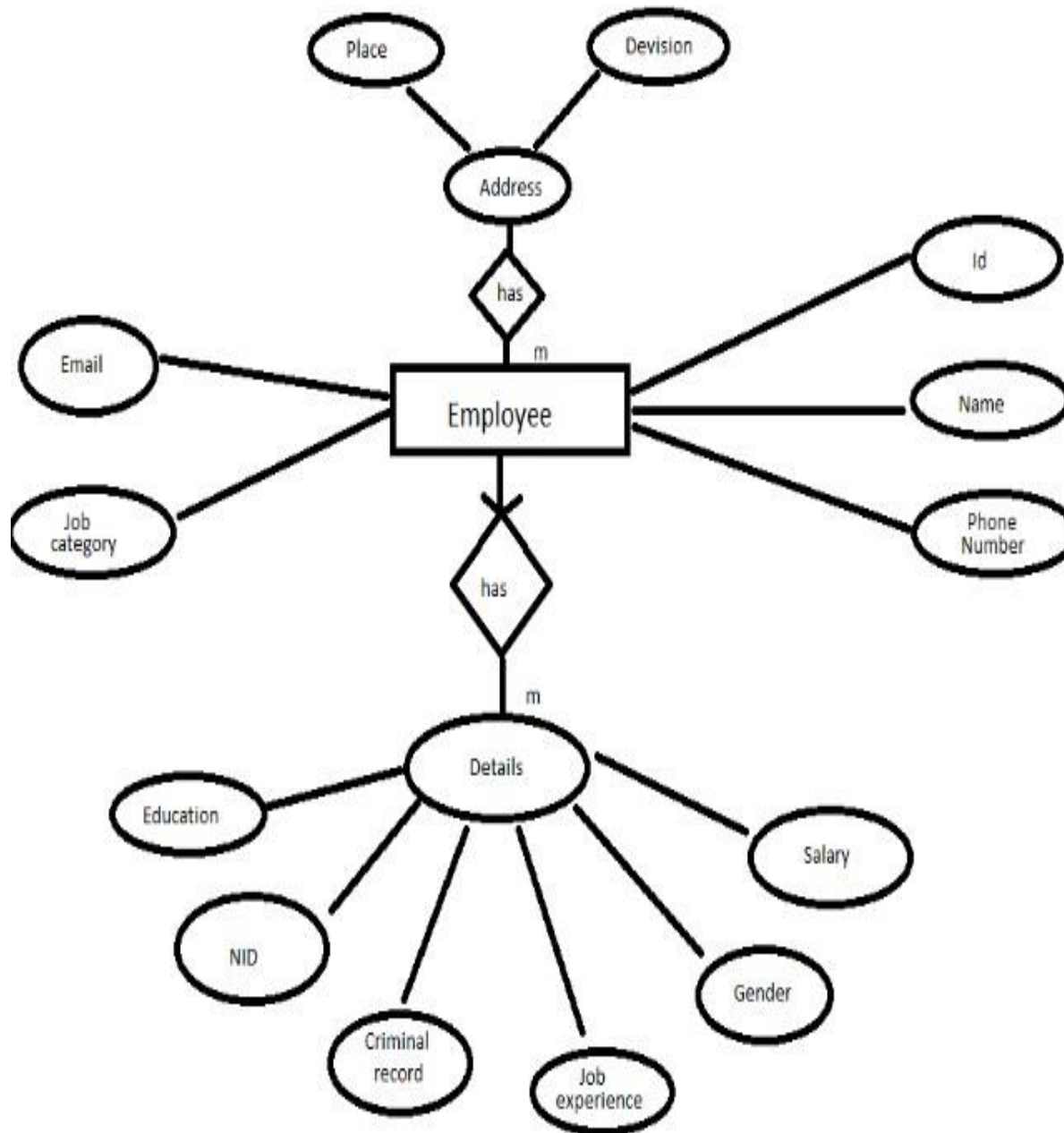


Figure 3.6.2.2 Employee ER Diagram

## CHAPTER 4

### DESIGN SPECIFICATION AND TESTING

#### 4.1 Design Specification

A design is a display a project's model and process. A design consist of all points drawing, important factors, protection that will be needed. In this part, we display the front-end and back-end format of our web application.

#### 4.2 Customer Satisfaction

- A customer can visit our website and see our person category and picture.
- After login customer can see the full details of a person and if a customer like a person then she/he can add that person to the list.
- Allow customer to create his/her account through valid information.

#### 4.3 Front-end Design of Project

Front-end or client side development is a graphical interface. It is display is website. Our frond-end develop with Html, CSS and JavaScript. In this process user can see data and interact with this. We make a simple and user friendly front-end because we want all kind of user can understand this website and easily use it. For design this project, we mostly use Html and CSS langue. Sublime Text is an easy platform for create a website. We can interact with user only use front-end.

#### 4.4 Back-end Design of Project

Back-end design is the process of behind the project. All logical experiment of a project occur in back-end. Back-end work through PHP and Laravel framework. Back-end work all activities that is happen in the back of application. There are many this in back-end we need to give importance like database, security, validity and backup. In our application, we use PHP, Laravel framework, SQL Service to create the back-end part.

## 4.5 Implementation of Requirement

To implement this project, we use several type of functions, tools and equipment that help us to develop our project peacefully. In this part we display about all components and function that we use to complete our application.

- To create the back-end we use PHP and Laravel.
- For real-time database we use SQL Service.
- We use JavaScript for validation.
- Invalid input show an error message.
- Use font-awesome for icon design

## 4.6 Testing Implementation

Testing implementation is process of testing all process of a system, where tester or system device will discuss about cases and specification, is it compliable or have burg. Implementation testing requires following process

- Background Purpose: HTML, CSS, images save, etc.
- Project type: website.
- Project's Language: English.



## 4.7 Database Implementation

We store all information in database.

### Database

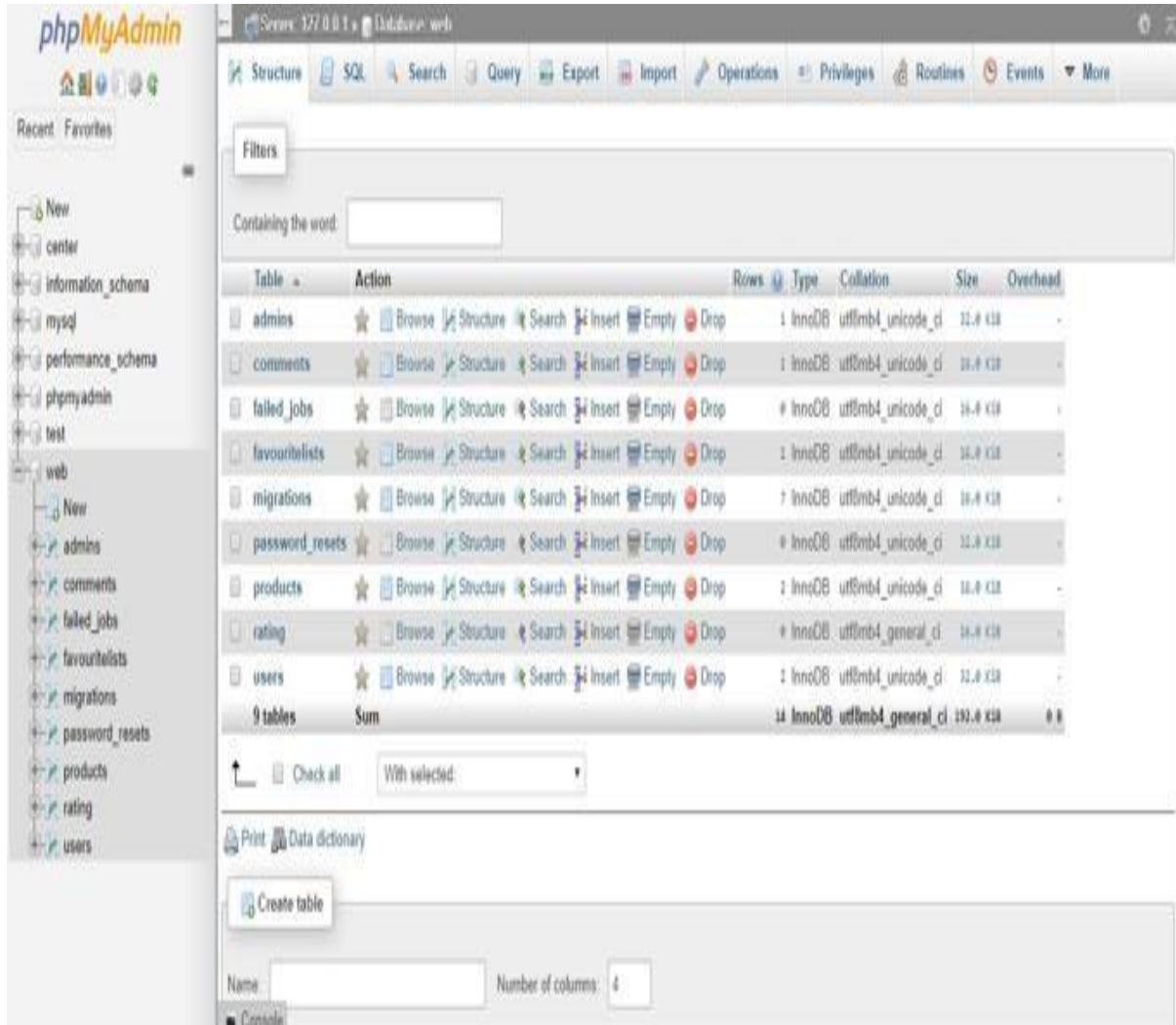


Figure 4.7.1: Database

## 4.8 Project Interaction

### Admin Login

It is admin panel. After login an admin can see all activities and can work in project.

# Admin Login

E-Mail Address

Password

Remember Me

[Forgot Your Password?](#)

Figure 4.8.1 Admin Login

# Admin Dashboard

The screenshot displays an Admin Dashboard interface. On the left is a dark sidebar with a logo that says 'ADMIN' and a menu with 'Dashboard' and 'Person' (the latter is highlighted in blue). The main content area has a dark top bar with 'Create New' and a search icon. Below this is a 'Static Table' with an 'Add New Person' button. The table contains five rows of person data, each with an image, name, job, salary, gender, and action icons (add, edit, delete).





















Image	Name	Job	Salary	Gender	Action
	arafat	nurse	12000	Male	  
	odity	Babysitter	12000	Female	  
	limi	nurse	12000	Female	  
	shipu	Teacher	8000	Male	  
	liza	Teacher	5000	Female	  

Figure 4.8.2 Admin Dashboard

## Create a Person

All data must be fill for create a person data. Admin fill it and create a person in dashboard.

Personal Info






Name	<input type="text" value="Enter Name Here"/>
Job Type	<input type="text" value="Select Job Type"/>
Gender	<input type="text" value="Select Gender"/>
Salary	<input type="text" value="Enter Salary Here"/>
Phone Number	<input type="text" value="Enter Phone Number Here"/>
Email Address	<input type="text" value="Enter Email Address Here"/>
Age	<input type="text" value="Enter Age Here"/>
Qualification	<input type="text" value="Enter Qualification Here"/>
Address	<input type="text" value="Enter Address Here"/>
Job Experience	<input type="text" value="Enter Job Experience Here"/>
NID Number	<input type="text" value="Enter NID Number Here"/>
Image	<input type="button" value="Choose File"/> No file chosen
Crime Record	<input type="text" value="Enter Crime Record Here"/>
Description	<p>Normal <b>B</b> <b>I</b> <u>U</u>    </p> <input type="text"/>

Figure 4.8.3 Create a Person

## Update Info of a Person

Admin can update data. After update admin get a success message.

Person Update

Name	<input type="text" value="arafat"/>
Phone	<input type="text" value="1870032564"/>
Email	<input type="text" value="aaa@gmail.com"/>
Age	<input type="text" value="27"/>
Qualification	<input type="text" value="B.Sc in Nursing"/>
Address	<input type="text" value="Dhanmondi,Dhaka"/>
Job	<input type="text" value="nurse"/>
Job experience	<input type="text" value="2y"/>
thum Image	<input type="button" value="Choose File"/> No file chosen
	
Gender	<input type="text" value="Male"/>
Take salary	<input type="text" value="12000"/>
NID Number	<input type="text" value="oijdlsalauhllsyt"/>
Crime record	<input type="text" value="nooo"/>
Short description	<input type="text" value="hi"/>

Success!This info update successfully

Figure 4.8.4 Update a Person details

## 4.9 Display

Here user can see our website. It is a demo of our Project.





Figure 4.9.1 Home Page


## Contact Us

If a customer want to hired an employee than they can contact with us. We provide email address of this employee or if they want us directly meet with them than we provide that service too. Customer cannot hire an employee directly. First they select an employee than contact with us and we will provide the employee.

### Mail Us

 **ADDRESS**  
868 1ST AVENUE NYC.

 **EMAIL**  
TRUSTSERVICE@GMAIL.COM

 **CALL TO US**  
(+088) 12345678901

Name*	Telephone*
Email*	Subject*
Message...	

SUBMITCLEAR

Figure 4.9.2 Contact Page

## About Us

Here, we describe about the importance of all employees that we provide and our details.

### About Us

Tutoring can help strengthen subject comprehension, boost confidence, and build important learning skills. Tutoring gives students individualized attention that they don't get in a crowded classroom. This helps children who struggle to keep up, as well as those who aren't challenged enough.

If you love helping kids then Babysitting can be a rewarding experience. Many sitters become life-long friends with the parents and children they work with. Strong connections between local families are the foundation of a healthy community and that's something needed more than ever in today's age of social media

Help with Daily Tasks – For those residents that need help with daily tasks, nursing homes are great for this because they help immensely. These daily tasks include bathing, dressing, eating, drinking, running errands, and much more. With old age, daily tasks can become much more difficult.



#### Tutor

1. Opportunities for pre-learning
2. Detailed productive feedback
3. Get personalised attention
4. Scope for improvement in student's performance
5. Scope for better learning
6. Positive environment



#### Babysitter

1. Childcare In A Familiar Environment
2. Less Housework For You
3. Gives Other Family Members A Break
4. Exposes Your Child To Diversity
5. More Flexibility
6. Lets You Grow Your Relationship With Your Spouse



#### Nurse for old

1. Home care supports activities of daily living
2. Access to skilled nursing care at home
3. Support with diet and nutrition
4. Medication management
5. Home care helps with light household chores
6. One-on-one focus and support



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Supervisor



**RASEL AHMED**

Student



**SANJIDA LIZA**

Student



**RAKIB HASAN**

Student



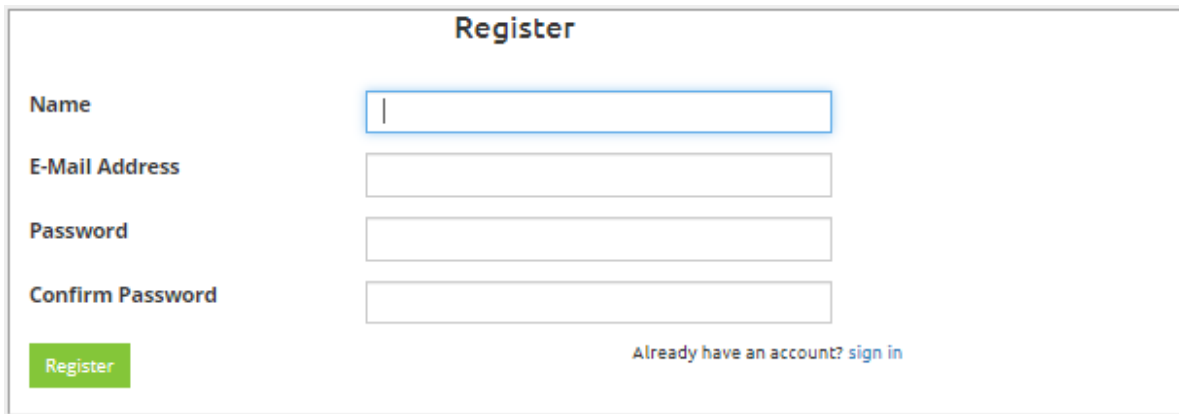
Figure 4.9.3 about Us



## Customer Log-in Page

### Registration

If a customer have no account in this webpage, she/he need to register first.

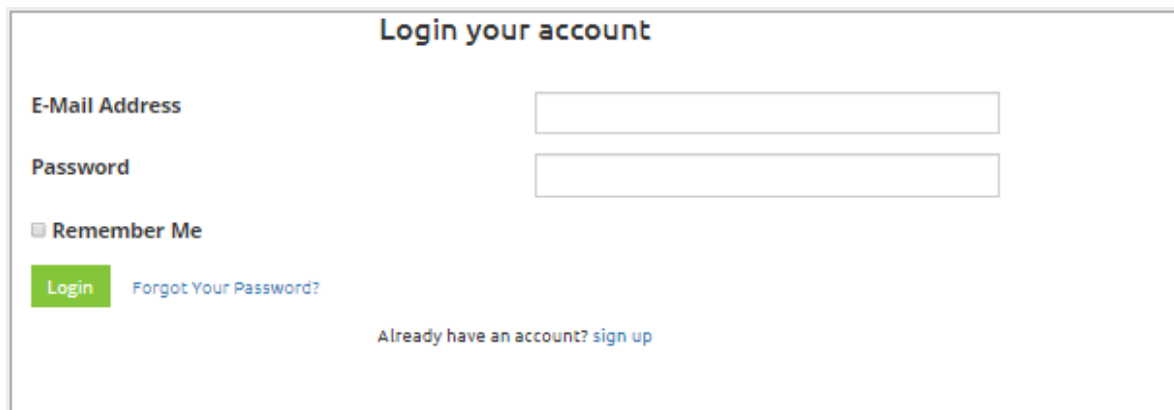


The registration form is titled "Register" and is enclosed in a light gray border. It contains four input fields: "Name", "E-Mail Address", "Password", and "Confirm Password". The "Name" field is currently active, indicated by a blue border and a vertical cursor. Below the input fields is a green "Register" button. To the right of the button, there is a link that says "Already have an account? sign in".

Figure 4.9.4 Registration

### Log-in

After complete registration, customer can log-in this page any time.



The log-in form is titled "Login your account" and is enclosed in a light gray border. It contains two input fields: "E-Mail Address" and "Password". Below the input fields is a checkbox labeled "Remember Me". To the left of the checkbox is a green "Login" button. To the right of the "Login" button is a link that says "Forgot Your Password?". Below the input fields and checkbox, there is a link that says "Already have an account? sign up".

Figure 4.9.5 Log-in

## All Person Page & Details

After log-in a customer can see the person details and comment on a person details.

The screenshot displays a web interface for an 'All Person' page. At the top, there is a green navigation bar with 'Home' and 'All Person' links. Below the navigation bar, the title 'All Person' is centered. The main content area shows a grid of four person cards. Each card features a cartoon avatar, a name, a profession, and a salary, with a 'View details' button at the bottom.

Name	Profession	Salary
Arafat	nurse	12000
Odity	Babysitter	12000
Limi	nurse	12000
Shipu	Teacher	8000

Below the grid, the detailed profile for Sanjida Bushra is shown. It includes a cartoon avatar of a woman with glasses, a 5-star rating, and the following details:

- Name:** Sanjida Bushra
- Job:** Babysitter
- Job Experience:** 2 Years
- Age:** 17 Years
- Qualification:** SSC Passed
- Address:** Motijheel, Dhaka
- Gender:** Female
- Nid Number:** 1234567000
- Crime Record:** No

An 'ADD TO FAVOURITE' button is located below the details. The 'Description' section states: 'Sanjida Bushra is overall good babysitter. She cares for the baby well. There is no crime record about her. She is very careful about the mental growth of the babies. She also has a proper time of experience.'

The 'Comments (2)' section shows two comments:

- Rasel Ahmed:** Sanjida Bushra is a best Babysitter. We got very good service from her.
- Ronok:** Sanjida Bushra is my favourite. ❤️❤️

Below the comments is a 'Leave your comment' section with a text input field and a 'Comment' button.

Figure 4.9.7 Person's Details

## **CHAPTER 5**

### **CONCLUSION AND SCOPE OF FUTURE WORK**

#### **5.1 Conclusion**

The project Trust Service is for those people who are busy at their job sector, old people who are unable to work along and who they want to make their child a better student.

There are many unemployed person who need a part time job or full time job for money. Our service also help them. If they have degree and they want to give service we try to help them to get a job through this website.

We maintain both a customer and employee's information secure. The framework is secure, employees adjust the data simply after the best possible verification.

#### **5.2 Scope for Future Development**

There are many flashpoint in our project. We will try to overcome from this problem. Every website has many pros and cons, it depends on the creation of a project. This project made by Html, CSS, PHP and Laravel framework. In future, we will develop it with user demand. It is a web based website. In future, we will try to develop it in android version. We will make it more secure and more user friendly.

Future purpose plane are following

- Allow a customer chose employee base on their location.
- Website convert into app.
- Create an office.

### **5.3 Limitation of Project**

- Our application can only see by browsing.
- Deficiency of privacy.
- Deficiency of authentication.
- Lack of data maintain properly.

## REFERENCES

- [1] Learn about “Design and Development” available at <<Student id: 152-15-5941, 141-15-3129, department of CSE in DIU>> [Last access at 20 May 2019]
- [2] Learn about Tutor, available at <<<https://deshtutor.com/>>> [Last access at 30 April 2020]
- [3] Learn about Babysitter, available at <<<https://en.wikipedia.org/wiki/Babysitting/>>> [Last access at 30 April 2020]

## **APPENDICES**

### **Shadow of our Project**

We started our journey from spring 2019. This platform make our journey easy and helpful. We are that this website help not only customer but also the employee. We try our best to accomplish this project.

Our aim is to make a user friendly project. This website will help all kinds of people. We are hopeful that it will a beneficial project for us and people will appreciate it.

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