Funeral Home Management System for Ilagan Tarlac

A Capstone Project

Presented to the Faculty of the

Information and Communications Technology Program

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In Partial Fulfilment

of the Requirements for the Degree

Bachelor of Science in Information Technology

John Kenneth O. Agustin

Verneil D. Villegas

Ericson M. Diamzon

Kyle Baron C. Espino

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ENDORSEMENT FORM FOR ORAL DEFENSE

TITLE OF RESEARCH: Funeral Home Management System for Ilagan Tarlac

NAME OF PROPONENTS: John Kenneth O. Agustin

Verneil D. Villegas

Ericson M. Diamzon

Kyle Baron C. Espino

In Partial Fulfilment of the Requirements

for the degree Bachelor of Science in Information Technology

has been examined and is recommended for Oral Defense.

ENDORSED BY:

Mr. Alvin M. Ramilo

Capstone Project Adviser

APPROVED FOR ORAL DEFENSE:

Mr. Isagani F. Almeron

Capstone Project Coordinator

NOTED BY:

Ms. Nita L. Ventura

Program Head

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# Abstract

Title of research**: Ilagan Funeral Homes Management System**

Researchers: John Kenneth O. Agustin

Verneil D. Villegas

Ericson M. Diamzon

Kyle Baron C. Espino

Degree: Bachelor of Science in Information Technology

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This study develops a Funeral Home Management System for Ilagan Funeral Home in Tarlac to transition from manual to digital processes. Currently, operations rely on manual methods to manage client information, arrange services, and track inventory, which may result in errors and delayed service. The new system aims to make these tasks easier and faster, the staff can focus on providing compassionate support to families during difficult times. Featuring modules for organizing client records, handling payments, managing equipment, and generating reports, the system enhances efficiency and ensures important data remains well-organized and accessible. Overall, this system will help Ilagan Funeral Home meet clients' needs more smoothly, ensuring families receive thoughtful and reliable service when they need it most.

# APPROVAL SHEET

This capstone project titled:Funeral Home Management System for Ilagan Tarlacprepared and submitted by John Kenneth O. Agustin,Verneil D. Villegas,Ericson M. Diamzon, and Kyle Baron C. Espino , in partial fulfillment of the requirements for the degree of Bachelor of Science in Information Technology, has been examined and is recommended for acceptance and approval.

Mr. Alvin M. Ramilo

Capstone Project Adviser

Accepted and approved by the Capstone Project Review Panel

in partial fulfillment of the requirements for the degree of

Bachelor of Science in Information Technology

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|  |  |
| Panel Member | Panel Member |

Lead Panelist

Noted:

|  |  |
| --- | --- |
| Mr. Isagani F. Almeron | Ms. Nita L. Ventura |
| Capstone Project Coordinator | Program Head |

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# Introduction

## Project Context

**According to Stefan Calimanu (2023), technology significantly impacts every aspect of life, including economic development, by transforming work processes, production methods, and consumption patterns. Innovation is fostered, growth opportunities are created, and traditional economic models are challenged, while advancements in automation and digitalization reshape industries, disrupt established practices, and introduce challenges such as job displacement. In funeral home management, technology plays a crucial role in enhancing operational efficiency, improving customer service, and ensuring financial transparency. Management software simplifies tasks such as scheduling, document management, and inventory tracking, enabling a focus on compassionate care. Secure communication platforms and reliable payment systems are also provided. Additionally, technology ensures compliance with legal requirements and offers valuable insights to support continuous adaptation to the evolving needs of families in the digital age.**

**Information Technology (IT) involves the application of computer systems, networks, and software to manage, process, and distribute electronic data, serving as a fundamental aspect of contemporary business operations and communication. The field includes physical components such as servers and devices, along with software that ensures operational efficiency. IT emphasizes the application and administration of these technologies to optimize processes, ensure data security, and support strategic decision-making. This approach distinguishes IT from computer science, which primarily focuses on the creation and innovation of new technologies, as stated by Kinza Yasar (2024).**

**Adaptability is essential for businesses seeking long-term success, particularly in industries where societal norms and customer expectations are continuously evolving. The funeral home industry, once considered relatively stable, has been influenced by cultural shifts, technological advancements, and a growing demand for more personalized services. Funeral homes that address these changes, by offering customized funeral plans or specialized grief support, are better positioned to meet the unique needs of contemporary families. For instance, some funeral homes now provide virtual services, enabling family members, regardless of location, to participate in memorials. These innovations not only enhance the experience for those grieving but also help funeral homes maintain relevance and competitiveness in an evolving market.**

**Implementing a management system to computerize the processes of Ilagan Funeral Home in Tarlac will improve the business operations. According to (Anderson, 2005) a management system is function that involves consciously designed processes and procedures. The purpose is to ensure that an organization achieves the objective effectively. Managing a funeral home is not easy due to the variety of tasks such as inventory management, service transactions and payment transactions that must be tracked and handled. This saves time and allows the funeral home to focus on providing support to families during difficult times. Funeral homes help families during tough times, even though the work is sensitive. Funeral homes face numerous challenges from daily operations. These challenges often stem from outdated manual processes and a lack of technology integration. Funeral Homes handle things like arranging ceremonies, managing supplies, and handling payment. It is crucial to address these challenges carefully, as funeral homes play a vital role in assisting families during difficult times.**

**Funerals are a universal after-death ritual (Woodthorpe, 2007). Every one will be affected by the death of a loved one during this lifetime. For many people, it is a sad event, but for others, it is seen as a celebration of the person’s life. While people around** the world have different traditions. And can vary widely in form and function but have the collective goal of fare welling someone, a place where participation can express grief and share sorrow, remember the person who has died, mark the transition from living to dead, and act as a starting point recovery (Mitima-Verloop et al., 2019; O’Rourke et al., 2011; Walter & Bailey, 2020)According to (Jordan et al., 2021), The funeral ritual has been present for millennia across countries, cultures, and religions, most often accompanied by family presence during the dying period, followed by gathering together to say goodbye. These rituals play an essential role in the grieving process. However, in late 2019, the Coronavirus pandemic (referred to here as COVID-19) saw millions of deaths globally, and with it many restrictions on visitors to who are very ill in both hospitals and aged care facilities (Burrell & Selman, 2020; Parks & Howard, 2021). Since the start of the COVID-19 pandemic in late 2019, funeral homes have faced many challenges. Even with these challenges, funeral homes keep adapting to provide essential services, ensuring families get the support that the families need during difficult times.

**Christopher B. Ilagan, fifth generation, the current manager of the funeral home. ILAGAN, started the business in the 1930s (1932), with the founder being Don Pascacio Ilagan. The first branch was in Cabanatuan City. The family expanded to other branches over the years, with the Tarlac branch being built in 1954 located at 833 F.Tañedost. San Nicolas blk1 Tarlac.**

***Figure 1: Manager of Ilagan Memorial Homes***

***Figure 2: Ilagan Memorial Homes***

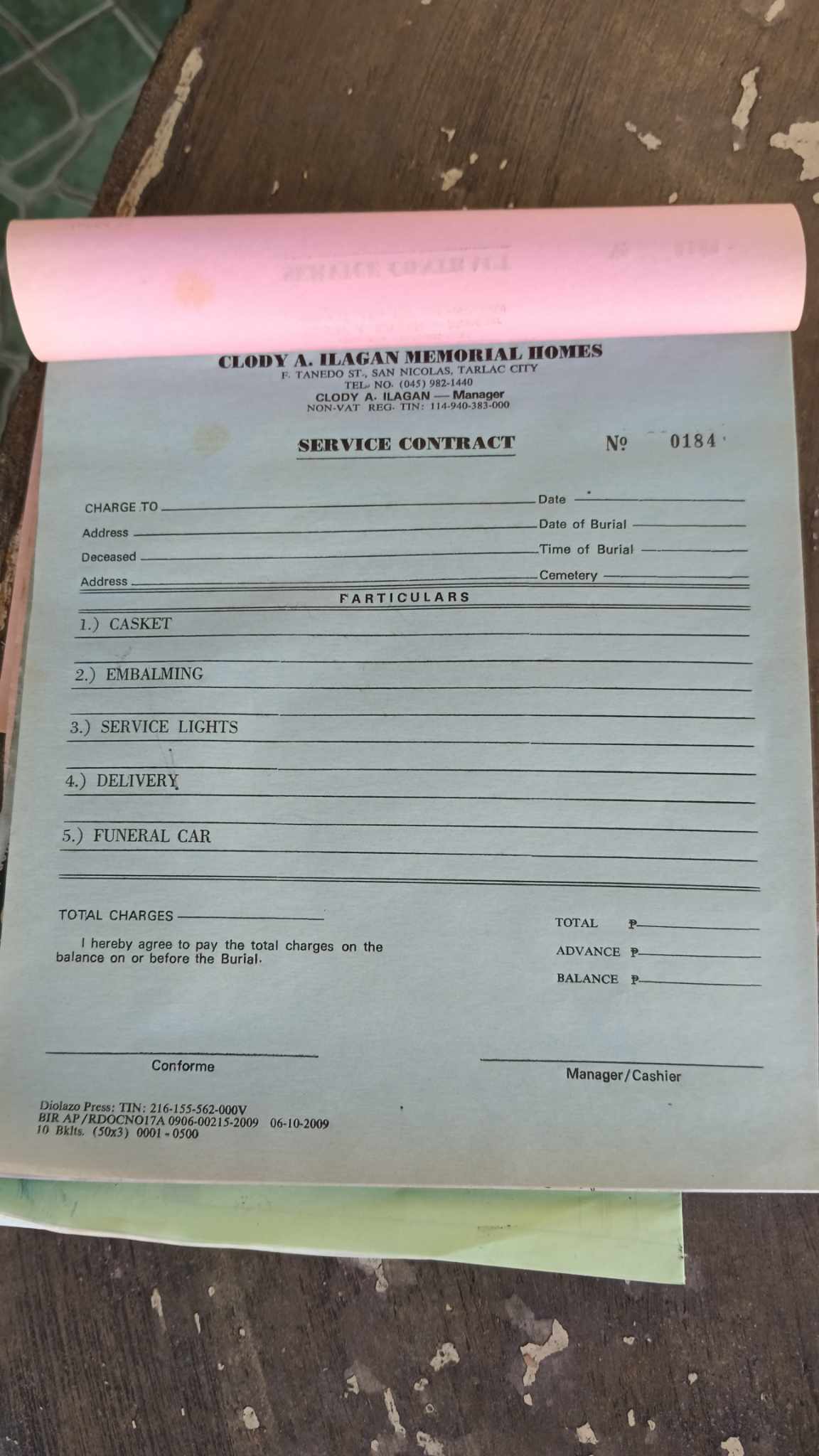
**Despite the longstanding presence and dedication of Ilagan Funeral Home in Tarlac to serving the customers, the funeral home still relies heavily on manual methods for various aspects of the Funeral Homes operations. These operations include inventory management, client transaction. When a client avail the service, first is to retrieve the deceased body, whether from the hospital or the house of the client. Once the body arrives the client first selects a casket. Then the client will decide how many days the embalming should last before proceeding to the service contract. In the service contract client information such as client name, address, deceased name,cemetery, and the date and time of burial among other details, is collected. The contract also includes particulars such as the choice of casket, embalming days, service light, and funeral car. Additionally, the service contract will detail the total charges for the service, including the advance payment made and the remaining balance. Payments**

**are handled only in cash. Ilagan also allow full payment and installment. But require an advance payment of a minimum of five thousand to ten thousand. The client can choose to pay the balance before or after the burial as the client prefer; this is not included in the service contract. Inventory equipment is managed manually, simply by counting items; with no records kept and checks are conducted on a monthly basis. For equipment shortage, items are rented from other branches.In case of damaged equipment, The client will purchase a new set. Ilagan Funeral Homes have 11 sets and each set contains:**

|  |
| --- |
| **EQUIPMENT SET** |
| **One Religion Stand Board** |
| **Four Lights** |
| **One Casket Stand** |
| **One Announcement Board** |
| **One Tarpaulin Holder** |
| **Two Mass Card Holders** |
| **One Carpet** |
| **Set of Curtains** |

***Table 1: Ilagan Memorial Homes: Equipment Set***

**Ilagan Funeral Home management system aims to simplify the business operations and will help Ilagan funeral home run smoothly and efficiently.. The computerize system for ilagan will simplify the processes and ensure it meets the changing needs of ithe clients while still providing the caring service it is known for.**



***Figure 3: Service Contract***

## Purpose and Description

The funeral home management system for Ilagan aims to simplify business operations and improve the service provided to grieving families through the use of a computerized system.The funeral home management system will help Ilagan have a smooth operation. The funeral home still relies on manual process. However, there is a need to modernize the process of Ilagan replacing the traditional method of manually writing transactions between the clients and **counting equipment**. Computerized system will optimize operations for smooth and efficient management, offering features for client service transactions, inventory management, and payment transactions. By transitioning to a computerize system, these tasks, it aims to simplify processes, prevent mistakes, improve service, and improve the organization of data. The system records client information and transactions ensuring accuracy, accessibility and safeguarding important records. The system will track the equipment used for funerals, ensuring nothing is missing. Overall developing a computerized system for Ilagan Funeral Home will lead to smoother operations, improve service, and manage data more efficiently.

**Owner.**This can help owner run the business better by making task easier and improving the service for families.

**Staff.** With this system staff members can do the jobs more easily, avoiding manually writing information and focusing more on helping families.

**Clients.** This will help families because it makes everything smoother and more organized, like what services and additions that the client want and also managing payments.

**For Future Researchers.** Studying how funeral home management systems affect operations and services can help researchers understand how to make thing better for families in the future.

**Objectives**

**General Objectives**

The goal of this research is to provide Ilagan Funeral Home with a simple management system that computerizes manual tasks, improving efficiency. This system aims to make transactions more organized and easier to manage by computerizing inventory management for equipment, payment transaction and client transaction. By transitioning from manual methods to a computerized system, this system will help improve Ilagan Funeral Home’s operations by reducing the need for manual equipment counting, and keeping record on paper.This system aims to make operations smoother for both the funeral home and clients. The list of the researcher's system's particular goals is provided below.

Specific Objectives

* **To develop a module that will managesystem user’s account.**

This module manages the user’s access level for Admin, Inventory Staff, and Service Staff. By achieving these objectives, the module will help Ilagan Funeral Home control user access. This will ensure security by allowing only authorized individuals with specific role can access the system and perform specific task. This will also track user activity related to login and logout within the system. This ensures accountability, as it provides record of the times the user login and logout. In the event of any incident during this time it becomes easy to identify the responsible user.

* **To develop a module that will record client information and package transaction.**

This module is for handling and storing client’s information and package transactions. The service staff can use this module to collect information about the client and the package the client chose, which are categorized by three categories, such as ordinary, first class, and semi-imported, making the process more organized, compared to doing things manually. The goal is to simplify the processes of Ilagan, improve organization of data, and ensure that all client information and package transaction are easily accessible. By achieving these objectives, the module will help Ilagan Funeral Home understand what clients want for the service.

* **To develop a module that will manage and monitor the inventory equipment.**

This module provides inventory management for a funeral home management system, focusing on monitoring the inventory item, particularly funeral equipment. It ensures that they have the necessary equipment on hand for the service. Additionally this module will help in tracking the availability and usage status of equipment. This module will provide information on when equipment is unavailable or in use and when the equipment has been returned for another use. Moreover, it enables the user to identifying who release the item and where is the current location. This objective will ensure effective inventory management to prevent shortage of stocks and allow the funeral home to efficiently manage the equipment

* **To develop a module that will handle the payment transaction.**

This module handles payment transactions of Ilagan Funeral Home including both upfront cash payments and installment. By achieving this objective, the module will record all payment transactions made by the client. This will help the Ilagan Funeral Home more easily track clients with outstanding balances and those who have already paid, ensuring accurate and efficient payment management.

* **To develop a module that will generate reports.**

This module will generate detailed reports to provide insights into various aspect of the Ilagan Funeral Homes operations. By achieving this objective, the module will help the business become more efficient and accurate in inventory management. This will assist in monitor service history, account receivable, inventory, sales report, narrative report and released equipment.

## Scope and Limitations

**Scope**

**User Account**– This module manages user accounts, including granting the admin access to create a new user. During the account creation process, users input important information such as name, email address, and password to create a unique identity within the system. Admin can set user access level for type admin or owner, Inventory staff, and Service Staff.

* **Change password** – This feature allows the admin to change the password of a staff/employee. User can also change their password .
* **Disable account** – This feature allows the admin to deactivate or reactivate a user account.

**User Logs –** This module allows the admin track the user login and log out time.This will record the timestamp when user login and logout to the system.

**Employee List** – This module allows the admin to manage employee effectively and ensures consistency.

* **Add New Employee** – This feature enables the admin to add a new employee to the system. The admin can input details such as the employees name, position, and contact information to the system.
* **Update/Remove Employee**–This feature enables the admin to modify existing employee details if needed and also remove the employee to prevent them from being selected.

**Service Request**–This module record client service transaction and manages the client’s selected services. User can create a service request for a client, collecting the information such as deceased name, cemetery and the client’s service preference.

* **Client Information** – This is for handling and storing the client’s information, such as client name, phonenumber and address.
* **Package Selection** – This will allow the user to select a package.
* **Package Customization –** This will allow the selected package to be customized based on the specific needs and preferences of the client.

**Payment** –This module allows the system to manage and track client payments for service request. This will also record details such as amount paid, payment option, status, discount etc. This includes the following features.

* **Discount** – This feature applies a discount to the total amount of service.
* **Payment option –** Provide an option for a full payment and installment.
* **Account receivable -**This will track and record the balance owed by clients.

**Inventory Management –**This module allows the system to track the Equipment in the inventory to see how many are in stock. This will also show how many equipment are in available to use and unavailable.

* **Add Equipment**– This will add an equipment to the system
* **Release Equipment**– This will release equipment from the inventory. The system will collect the name of the employee releasing the equipment, the date the equipment was released, and the destination of released equipment.
* **Equipment Release Log**– This will display the released equipment
* **Return Equipment –** This will return the item that was released.
* **Equipment Master List** – This displays the list of items, status and the quantity released including rented from other branches.

**Report**– This feature will generate reports.

* **Service History –**  This will display the record of all services that have been purchased by the client.
* **Account Receivable**– This report will display a summary of unpaid invoices and payments owed to the funeral home.
* **Equipment Release Log –**Displays the currently released equipment.
* **Inventory Master List** – The inventory report display the list of equipment that is in the funeral homes inventory
* **Sales Report –** This will display the profit and loss of the funeral home.
* **Equipment Narrative Report –** This will display a record of narrative reports detailing all the information about the damaged equipment including where it was damaged, when and how it happened, and future actions.

**Limitations**

* The system will only run in a Local Area Network.
* The system will not create the statement of account.
* For the payment, it will only accept cash.
* This system will be specifically for Ilagan Funeral Home in Tarlac.
* The system will focus only on equipment inventory and will not include consumables.
* The system will not cover the transfer of client record

## Related Literature/Studies

The funeral home plays an important role in supporting grieving families during difficult times. Managing a funeral home involves many tasks such as, inventory management, service planning, and client transaction. Traditionally these task is handled manually, leading to mistakes. According to (Tech Innovation Transforming the Funeral Industry: A Guide to Leveraging Technology in Funeral Planning, 2023)Technological innovations are transforming a wide array of industries, and the funeral sector is no exception. Among the most transformative technological advancements in the funeral industry are software platforms. Funeral homes are now utilizing these tools to mange their business more effectively. These platforms help funeral directors plan and organize funeral arrangements, including cremation services in Phoenix, AZ, with greater ease and efficiency. Integration of technology into a funeral home offers opportunities for streamlining operations and improving service.

**Related Studies and/or Systems**

**Foreign**

**Digitalization of Funeral Services(2021)**

This discusses how the funeral business, despite being traditional and resistant to change is now slowly embracing digitalization especially in countries like Russia. This aims to solve a number of problems in the funeral industry and, first of all, will increase the transparency of the industry, which is the main problem according to the society. This in turn will allow the introduction of market based methods of price formation in the industry and reduce the cost of services for population. In the future based on changes in the burial procedure it is planned to popularize cremation as a more environmentally friendly way of disposing of bodies.

The similarities of this research is that it both highlight the digitalization of the funeral industry. Both aiming to highlight adopting modern technologies in the funeral business. The difference is that our research describes an actual implementation of a funeral home management system at Ilagan Funeral Home at Tarlac. Where as for digitalization of funeral services it present a concept for digitalizing the funeral business based on modern technology

**A web-based funeral management system: Case study ABF funeral services (2023)**

The web-based funeral management system is a software solution designed to streamline and automate the funeral management process. It allows funeral homes to efficiently handle client records, including personal information, deceased details and family contacts. The system also procide tools for managing funeral arrangements, such as selecting caskets, arranging transportation and scheduling funeral services. It also offers features for automating admin tasks, including generating reports of the activities. Developed interactively and using agile methodology. The system employs HTML, CSS, javaScript for the user interface, PHP for backend, and MySQL for the database. The aim of this is to improve efficiency, customer service, and productivity for funeral homes, allowing staff to focus on delivering compassionate and personalize service.

The similarity between these system is that both aim to streamline and automate certain task of funeral. They both offer features like managing client records handling funeral arrangements, and generating reports. The difference is ours is an offline system while theirs is a web-base system.

**Information System in the Organization of Business Processes of funeral Companies Features of Efficiency Assessment (2023)**

This study discusses the importance of information system in optimizing business processes within funeral companies. The study delves into the necessity of automation and digitalization in modernizing governmental activities, highlighting the importance of these advancements in the context of funeral and ritual processes. This study identifies areas for automation analyze the requirements for process digitization and evaluate existing IT solutions. It provides an insight for improving workflow and management processes in funeral and ritual activities

The similarieties of this research is that both that focus on using information systems to enhance operational efficiency within funeral companies. Both emphasize the importance of automating and digitizing manual processes to modernize business operations and improve workflow. The different in this study our system Focuses on a specific funeral home's internal operations with practical, hands-on system applications. While the Information System in the Organization of Business Processes of funeral Companies Features of Efficiency Assessment Broadly explores digitalization needs across the funeral industry, focusing on theoretical efficiency improvements and evaluating existing IT frameworks on an industry-wide level.

**Tech Innovations Transforming the Funeral Industry: A Guide to Leveraging Technology in Funeral Planning (2023)**

This article provides an overview on how technology is revolutionizing the funeral industry by improving service and simplifying operations. It highlights various software platforms that funeral homes use to manage their businesses more efficiently.These platforms automate tasks such as client management, event scheduling, record keeping, and invoicing. Additionally, digital toolslike photo montages and virtual cemetery tours are helping families in mourning and commemorating their loved ones. These technological changes aim to complement, not replace traditional mourning practices. This article gives insight into how technology is changing the funeral industry through use of software.

The similarieties of this research is that both they share a focus on automating tasks, such as record-keeping, inventory management, and client information handling, to create a more streamlined and organized process that supports grieving families. The different is Tech Innovation transforming the funeral industry discusses broader innovations in the funeral industry, such as virtual cemetery tours and digital memorials, Our system focused on developing a management system specifically tailored to Ilagan Funeral Home in Tarlac, addressing its unique workflow and equipment management needs.

**Change and Innovation in the Funeral Industry: A Typology of Motivations (2015)**

This study by Beard and Burger explores the motivation behind the change and innovations in the funeral industry. The authors identify two general motivational themes Business Related Motivation and Consumer Related Motivation. Through meta analysis of relevant news articles spanning from 1987 to 2014, the study highlights the evolution of funeral rituals and changing cultural views toward death. This study gives insights into what’s driving changes in the funeral industry and how these change is important in the funeral industry.

The similarieties of this research is that both they recognize the need for adapting and modernizing funeral services in response the different in Ilagan funeral sysmen and change and innovation in the funeral industry is our system focus on operational efficiency through digitalization while the change and inoovation , including consumer expectations and business goals. Both share the idea that technology and process improvements can enhance funeral service delivery.

**Local**

**Crisme Funeral Home web-based reservation system (2013)**

This study aims to develop a web-based reservation system for Crisme Funeral Homes with the following objectives: Customize a funeral service so that it will meet the requirements and specification of the customer, create a booking schedule module to manage booking of funeral services, set up a billing and online payment module through online payment, add an inventory module for administration and have search module to retrieve item information. The proposed system is expected to bring more customers that can result to increased sales and expansion for Crisme Funeral Homes. The proposed Crisme Online Funeral Homes Web-based Reservation System provides good service and how it greatly benef the customers by rendering quality products and services that customers need through Online Reservation with less effort in choosing the desired products and services because of the concept of add-to-cart and payment through Paypal system. The system automatically updates the inventory after transaction was done so it lessens the time in data recording, and tracking of items. With the aid of this system, it will provide accurate updates of inventory and fast tracking of available items and a report that will be generated

The similarities of this system is that both systems aim to improve the funeral home operation by computerizing manual tasks and enhancing the service quality. The difference is that while our system operate offline the Crisme funeral home system is a web-based that offers online reservation and payment.

**Funeraria and Modern Funeral Homes: Change, Modernity, and Sustainability (2019)**

This discusses that since the 1950s, family owned funeral homes, known as “Funeraria”, have been an important part of Ilagan City, Philippines. But the rise of modern funeral homes owed by corporations has introduced competition and reshaped the industry. These modern facilities offer a new approach to funeral services, impacting the traditional practices and cultural dynamics surrounding death. The narratives of funeraria owner and works highlight challenges related to profitability, livelihood sustainability and cultural preservation. These challenges have broader implications for the city’s political landscape, economic development, and social cohesion, particularly within families. To preserve the legacy of funeraria, the local government of ilagan must provide support and protection against corporate competition and political interference. Additionally academia should engage in scholarly discussions to explore the intersection of family, culture, and modernity in the funeral industry.

The similarities of this is that both discusses the challenges that is faced by the family owned funeral homes in adapting to corporate competitions. The difference is that ours is aimed at developing a computerized system and improve efficiency and service quality while Funeraria and Modern Funeral Homes: Change, Modernity, and Sustainability (2019)focuses on the transition and challenges faced by traditional family owned funeral homes in Ilagan City, Philippines as they compete with modern funeral homes owned by corporations.

**Information System Development Plan For Sta. Teresa Funeral Home (2021)**

This discusses the importance of integrating IT infrastructure into the business operation for improved efficiency and competitiveness. They propose implementing two systems fist is the Production Monitoring System (PMS) responsible for controlling and stabilizing the production line to stop over production and to check business performance and operation. Second is Biometric Time and Attendance System (BTAS) once the employee entered to the firm is attendance. It would be a waste of time if manual system will be still applied and can greatly effect once performance. It gives high level of accuracy and efficiently maintains employee attendance records. These systems aim to eliminate errors, increase productivity and modernize traditional business routines.

The similarities of this is they both discuss the importance of integrating IT infrastructure into business to improve efficiency and competitiveness. Both plan on implementing a system to improve operation and service. The difference is the system that is proposed they proposes implementing Production Monitoring System(PMS) and a Biometric Time and Attendance System (BTAS), while ours is a Funeral home management system that focuses on inventory tracking, service transaction and client management.

**What’s On Your Mind? Deathscape of Filipino Postmortem Remembrance and Mourning Practices on Facebook (2022)**

This study explores the digital mourning practice of Filipinos on Facebook during the COVID-19 pandemic. It uses netnography to analyze 50 Facebook post from the timelines of ten deceased individuals and interview s with 31 digital mourners. Their Findings reveal that English is the dominant language used in memorial post. The key themes in digital mourning include remembering the deceased, expressing positive memories, supporting the grieving families, and offering prayers. This study shows how traditional mourning practices are moving into online space facebook and highlights the role of digital platform in communal mourning and healing

The similarities of this research both recognize the importance of remembrance and support for grieving families in Filipino culture. The different on this research What’s On Your Mind? Deathscape of Filipino Postmortem Remembrance and Mourning Practices on Facebook they study examines the social and cultural shift of mourning practices to online spaces, particularly Facebook, where mourners use digital platforms to express grief, support families, and share memories. It’s focused on the social behavior and emotional impact of digital mourning rather than on the technicalities of funeral management. While our research is a management tool for logistical and operational functions within a funeral home, focusing on client management, inventory, payment, and transaction processing.

**Catholic Funeral Traditions And Alterations Due To COVID-19 Pandemic: Implications To Compliance Of Health Protocols (2022)**

According to Boholano, H. B., &Bacus, R. C. (2022), technology plays a vital role in the funeral activities of Cebuano families. Virtual funeral services are a practical alternative to a traditional in-person funeral, allowing individuals to connect, grieve, and commemorate via digital technologies and applications. Inexpensive and reliable internet technology and communication gadgets have become widely available, like mobile phones, which have established real-time connections through voice and video technologies that are almost universally accessible to individuals of all ages and locations. Audio and images recorded during memorials or funerals are live-streamed via online platforms or applications. In some cases, the funeral provider may already have the ability to record and stream virtual services (Muturi, Freeman & Banner, 2020)

This highlights how technology helps Cebuano families during the COVID-19 pandemic. This shows how digital tools such as online platforms allow people to connect, grieve, and honor their loved ones remotely. This research highlights the role of technology in adapting funeral traditions and ensuring they follow health guidelines during Covid-19.

The similarities of this research is both empashize the use technology to improve funeral services and adapt to modern needs. Both recognize the role of digital tools in funeral services—whether for streamlining operations or enabling remote connections to honor loved ones. The different of this both Implications To Compliance Of Health Protocols focuses on the use of technology to allow remote participation in funeral services, emphasizing virtual funerals, live-streaming, and digital memorials to comply with health protocols. This approach is particularly geared toward enabling family members to participate in memorials remotely, accommodating COVID-19 health restrictions and providing flexibility in accessing services. While in our research is a management tool designed to improve operational efficiency within the funeral home. While it automates processes like inventory management, client transactions, and payment handling, it does not emphasize virtual or online memorial services. Our system is more focused on the internal operations of the funeral home rather than providing digital mourning spaces for remote access.

## Synthesis

The related studies and systems discussed highlight the importance of computerization and integrating technology into funeral homes to make the processes more efficient and improve their service quality. All of the related systemsfocus on improving the service quality of the funeral by streamlining tasks like record keeping, scheduling and payment processing. Additionally computerized system can save time and make fewer mistakes. These studies and systems also highlight the manual process in funeral home that it can cause mistakes, and its time consuming. As mentioned above using computerized systemcan improve the funeral home making it more convenient. With that the business will no longer count the inventory and do thing manually.

## TECHNICAL BACKGROUND

## Overview of Current Technologies to be Used in the System

This consist of most recent technology used to create a computerized system for funeral home management for ilagan

**Computer.** The computer is a machine/electronic device that enable the user to do various tasks such as manipulating data and information.

**C#.** The language will be used in developing the system is C#,an object-oriented language that enables a user to design classes and objects, for representing real life entities and interactions. C# is a cross-platform general purpose language that makes developers productive while writing highly performant code(Microsoft, 2024). The language will be used to ensure a consistent flow of the system’s functions and design as it is very scalable.

**Visual Studio.** The Visual Studio is a programming language that was developed by Microsoft. This programming language is used to develop computer programs including websites, web apps, web services and mobile apps. Also, it is a program that let the user edit, compile, debug and construct a code.

**Microsoft SQL (SSMS).** Microsoft SQL Server Management Studio is an advanced development environment that enables the user to configure, manage and administrate SQL Server database engines (SQLShack, 2020). This will store and save data from the system.

## Calendar of Activities

In February the group began brainstorming possible titles Out of the ten titles that created, three were potential titles. Ultimately Funeral Home Management System for Ilagan Tarlac was chosen as the topic. A client was quickly fount thanks to a member who had a connection. By the end of February drafting questions for the interview was under way. These questions were related to the system and served as the basis for this creation. After completing the questions the next step was interviewing our client, Christopher B Ilagan, to gather information about the business. With the important data obtained the documentation process began. The introduction of this document, included project context, purpose and description, followed by identifying the objective of the system being developed, and the scope and limitations of the study. Towards the end of March and into early April. Work on creating the wireframe began and continued until May. Concurrently, in early April research on related literature/system was conducted to understand the importance of computerized system in a business/funeral homes. Following the completion ofthe related literature/system. the technical background was started, discussing what programming language to use, what IDE to use and database application. After completing technical background the methodology was started choosing the agile scrum method and setting the steps of the process.

**Gantt Chart of Activities**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| MONTH | FEBRUARY | | | | MARCH | | | | APRIL | | | | MAY | | | | JUNE | | | | JULY | | | | AUGUST | | | | SEPTEMBER | | | | OCTOBER | | | | NOVEMBER | | | |
| ACTIVITY |
| Title brainstorming and selection |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Finding possible clients |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Creating interview questions |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Interview with the client |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Consultation with Adviser |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Project Context |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Create Objectives |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Purpose and Description |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Scope and limitation |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Wireframe |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Research RRL and RRS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Technical Background |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Methodology |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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## Resources

* Hardware

**Hardware for Developer**

**Processor**: Intel Core i3-2330M (2.20GHz)

**RAM**: 8GB

**Storage**: 100GB up to 200GB of available storage space

* Software

**Developer**

**Operating System:** Windows 10

**Integrated Development Environment:** Microsoft Visual Studio(2022)

**Programming Language:** C#version 6.0

**Database:** SQL Server Management Studio(SSMS) 20.1

## Methodology

## Agile Scrum Methodology

According to (Edeki, Charles, Ph.D, 2015) The agile development methodology has recently become one of the most commonly used software development techniques. Rather than long release cycle waterfall methodology, agile suggest short release cycle. This allows the stakeholders and customers to have more involvement within the software development process. It helps promote higher quality final product because its hard for customers to understand all requirements in the software project planning phases, but with their involvement, this can be overcome. This also allows the stakeholders to easily change the priority of task during software development process.

Developers choose agile development methodology that the client will be involved with the development of the system. And can respond to the changes we made to the system. This allows the system to meet the needs, and is all about communication, collaboration to ensure that the end result is what the client wants and needs.

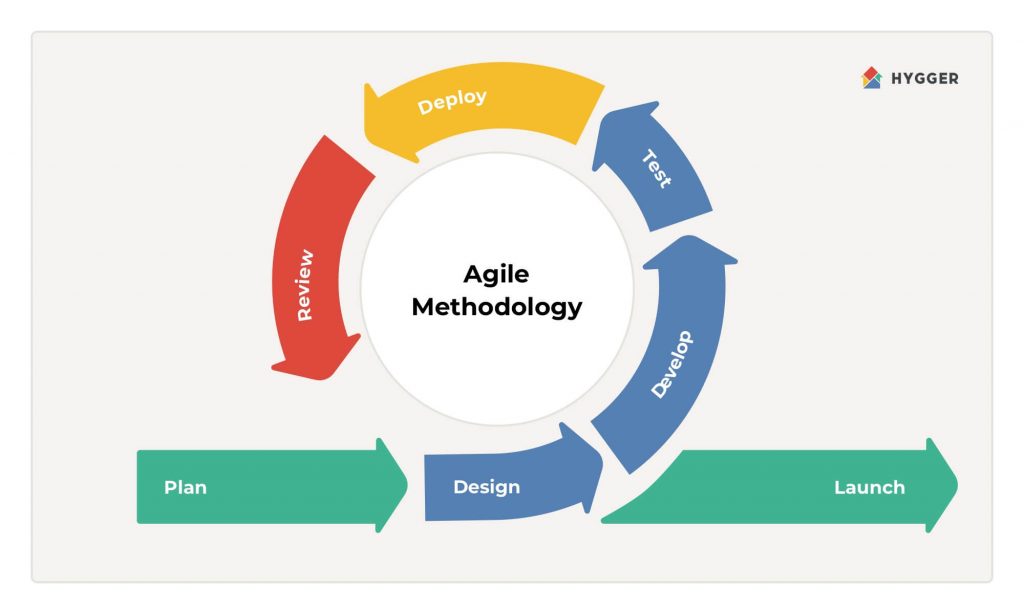


Figure 1: Agile Scrum Methodology

Requirement Gathering

The researchers gather requirements through interview to understand the needs and expectations of the client for the system. This will help to know what the client’s want the system to do. This will help to get all the necessary information to create the system according to the clien’ts preferences.

Design the requirement

In this phase, once the requirements are gathered, the next step is to design the system. These include the inventory management, service request, and other features. Here the researchers plan out on how to will create the user interface for the system. This involve creating a wireframe to visualize what will the system look like.

Develop/Iteration

With the requirement and design in place, the researchers proceed to development, where the researchers start coding the system for the functionalities, design, database and etc.. to work on small part and move to the next, ensuring each part work well. This way the researchers can fix any problem early on and ensure the system works smoothly.

Test

This phase is crucial in development process as it ensure that the system operates correctly and gather client feedback on the system. Checking this thoroughly to find any bugs or problems. Any bugs or issues that the researchers find will be fixed before deploying the system to Ilagan Funeral Home. This way, the researchers can ensure that the system works well and does what it is supposed to do.

Deployment

Once testing is complete and the researchers ensured that everything works properly, the system is ready to be deployed. The system will be set up correctly on the client’s computers, ensuring everything runs smoothly and there is no problem in the system.

Review/Feedback

In this phase, the researchers get the feedback after the system has been deployed. They will tell the research what they like and what they think could be better. This could help make any necessary changes.

Launch

The last phase is to launch the system to the users. If the client is happy with the system, the system will then be launched for to use. Support is provided to ensure that the system continues to run smoothly.

## Requirements Analysis

The people involve in the process are the admin/owner, inventory staff and service staff. Only these individualscan use the funeral home management system. The service staff is able to add a customer, create service request for the customers, and payments to pay for the service. Service staff is responsible for helping the customer with their preference in service they can also manage the client information update and remove a data. Inventory staffs is able to add a equipment, release an equipment to use for the funeral service and return an equipment once the service is over they can also manage equipment and release equipments update, remove a data.

The system will handle business activity, which include creating a service request, payment transaction, managing inventory specificallyequipments of the funeral home.It will be deployed at Ilagan Funeral Home in Tarlac and operate within the premises.The system will feature user-friendly interface, allowing the user to easily navigate through the system to perform task efficiently. The system will be used during operating hours to perform necessary task,such as record client information and transaction, service request processing, handling payment transaction, managing inventory it include release of equipment for the service and return.

## Requirements Documentation

The Funeral Home Management system aims to improve the operations of ilagan funeral home in Tarlac by providing a computerized system.The system serves both inventory and service. Service module can manage the client information update and add clients, create service request for client and handle payment transactions for the services provided. The inventory module can manage the equipments used in the service. It can add equipment and allows the employees to release equipment for use in a service.Once the service is finished, the employee can return the equipment and view the equipment available for release. The admin can manage all aspects of the system, add users to the system and track their login and logout times. Admin can view all the reports form the service user and inventory user.

## Design of Software, System, Product, and/or Processes

The developed system will be used by the admin/owner, inventory staff, and service staff. Only these individuals can access the system. The computerized system will help the client improve their operationsby allowing them to manage their service request, client information and payment transaction. For inventory manage their equipment, release equipment, return it and generate reports.

To access the system, users need to log in. The admin has the authority to create new users. The system has three access levels admin, inventory staff, and service staff. Once a user login, the home will appear.For service staff,client information allows the user to add client to the system and store their information. The system provides functions to add, remove, and update this information. Once the client is added to the system, the user can create a service request, entering details about the deceased such as the deceased name, date/time of burial, cemetery, etc., and package selection. User can customize the selected packaged package to fit the client’s preference. Once a service request is created, user can proceed to payment, where the service will be paid it will include details such as the paid amount, payment option, etc. Reports will be generated to display, purchase history and account receivable.

For inventory staff, when the user login with the inventory staff user role, the home module will appear. The user will be able to add equipment to the system, storing necessary information about the equipment. Once the user adds an equipment to the system, the users will be able to release equipment for use in a service, return it, and view the released equipment. The stored information about equipment can be updated and removed.Reports will be generated to display, and release equipment and inventory.For admin, when the user login with the admin user role, they will be able to manage all the aspect of the system. This includes the service staff user role, inventory staff user role and a module to add user and track user logs to monitor login and logout times. The home module will simply display a welcome message to the system with a short description of the system. Once the user is finished they log out of the system.

C# will be used in the creation of Funeral Home Management System for Ilagan Tarlac. It will be used for developing a user friendly interface allowing easy navigation through different part of the system. Using C# will improve the systems, performance ensuring smooth operation and efficient management of funeral home processes. For the database Microsoft SQL Server Management Studio (SSMS) will be used to efficiently manage and store data, ensuring smooth operation of the Funeral Home Management System for Ilagan Tarlac

# RESULTS AND DISCUSSION

## Testing

## Description of Prototype

This part includes the system requirements, the preliminary design, and how the system is being evaluated and tested.

## Implementation Plan

The Implementation Plan describes how the information system will be deployed, installed, and transitioned into an operational system. The plan contains an overview of the system, a brief description of the major tasks involved in the implementation, the overall resources needed to support the implementation effort (such as hardware, software, facilities, materials, and personnel), and any site-specific implementation requirements.

## Implementation Results

This part consists of the outputs during the implementation phase. These may include the generated outcomes as the ground for improving the project/system. This part is optional.

# Conclusion

The introduction of a computerized management system in Iliagan Funeral Home in Tarlac is expected to improve its operational performance. The current system of the funeral home relies heavily on manual processes. In this way, several essential functions like transactions with clients and providers, payments collecting or the inventory of the funeral home can be digitized and these operations can be easily performed and the data be more accurate, organized and available. This technology advancement will change the focus of the business away from the through operations towards helping and taking care of the bereaved families.

Our survey results of this study suggest that this system is likely to assist Ilagan Funeral Home streamline its operations in terms of service delivery. Each of the modules is specifically designed to address the user account management, client information recording, make package transactions, inventory taking and payment. The benefits about the use of the system will minimize the problems of manual data entry and its concurrent errors. Additionally, the system’s reporting capabilities will provide valuable insights into business operations, enabling management to make informed, data-driven decisions.

In conclusion, the adoption of a computerized management system is essential for Ilagan Funeral Home to enhance both the efficiency and reliability of its operations Not only will this system enhance the current’s processes, but also ensure that the funeral home can better meet the evolving needs of its clients while continuing to deliver the high standard of care and services for clients.

There are suggestions with regard to the use of future systems that they incorporate additional features including the capability of writing detailed statements of accounts and make provision for more than cash payment systems. On the other hand, the system is designed for local area networks only, so thoughtful consideration should be given for networks that employ internet connectivity for future development in order to access it across multiple sites and to enable the use of the system remotely. Finally, further research into the impact of similar management systems in other funeral homes could provide valuable insights into how technology can improve business operations in this sensitive and essential sector.

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Appendices

Appendix A. reSOURCE PERSONS

Appendix B. relevant source code

APPENDIX C. EVALUATION TOOL/TEST DOCUMENTS

APPENDIX D. SAMPLE INPUT/OUTPUT/REPORTS

APPENDIX E. USER’S GUIDE

APPENDIX F. PERSONAL TECHNICAL VITAE

Curriculum Vitae of



John Kenneth O. Agustin

Brg. Balite, Pura, Tarlac

johnkennth19@gmail.com

09278047067

EDUCATIONAL BACKGROUND

|  |  |  |
| --- | --- | --- |
| Level | Inclusive Dates | Name of school/ Institution |
| Tertiary | 2021 - Present | STI College Tarlac |
| High School | 2019 - 2021 | St Rose Catholic School |
|  | 2015 - 2019 | Paniqui Christian School. Inc |
| Elementary | 2012 - 2015 | Amazing Grace Christian Academy, |
|  | 2009 - 2012 | Guiteb Elementary School |

Curriculum Vitae of



Verneil D. Villegas

Don Bocobo Street Población 1, Gerona Tarlac

Verneilvillegas14@gmail.com

09212797491

EDUCATIONAL BACKGROUND

|  |  |  |
| --- | --- | --- |
| Level | Inclusive Dates | Name of school/ Institution |
| Tertiary | 2021- Present | STI Tarlac |
| High School | 2019-2021 | Angeles City National Trade School |
|  | 2013-2019 | Gerona Junior College |
| Elementary | 2008-2013 | Gerona North Elementary School |

Curriculum Vitae of



Ericson M. Diamzon

316, Kayumanggi St. Tinang, Concepcion, Tarlac

ercsndmzn21@gmail.com

09858795893

EDUCATIONAL BACKGROUND

|  |  |  |
| --- | --- | --- |
| Level | Inclusive Dates | Name of school/ Institution |
| Tertiary | 2021- Present | STI College Tarlac |
| High School | 2015-2021 | Concepcion Catholic School |
| Elementary | 2008-2015 | Tinang Elementary School |

Curriculum Vitae of



Kyle Baron C. Espino

Robertsville, Matatalaib, Tarlac City

Kyleespino14@gmail.com

09771957812

EDUCATIONAL BACKGROUND

|  |  |  |
| --- | --- | --- |
| Level | Inclusive Dates | Name of school/ Institution |
| Tertiary | 2021 - Present | STI College Tarlac |
| High School | 2019 - 2021 | St. Paul College of Tarlac |
|  | 2018 - 2019 | Osias Colleges Inc., Tarlac |
| Elementary | 2015 - 2018 | Don Bosco Technical Institute Tarlac |
|  | 2009 - 2015 | San Luis Educational Foundation |