Lab Exercise 1-1 System Thinking in Everyday Life

BUSINESS PROCESS IN PAYMENT OF GRANTS OF SOCIAL PENSION'S BENEFICIARIES

1. The local government provide profiling of senior citizen.
   a. Collecting information using intake sheets
   b. Verifying information and of the beneficiaries
2. The Social Pension Unit to receive the data
   a. The social pension unit to prepare notice of approved payroll action for payroll process
   b. Endorsement of approved payroll to central office for budgeting
3. The Social Pension unit to conduct a payout to the beneficiaries
   a. Coordinate with the local government for the schedule of the payout
   b. For the LGU to inform the beneficiaries of the schedule payout
4. The social pension unit to prepare liquidation and terminal report

STATEMENT OF THE PROBLEM:

There are possibilities that there are discrepancies in the information of the beneficiaries that would cause over or under entitlement to the beneficiary grants

POSSIBLE SYSTEM IMPROVEMENT:

1. Upon endorsement of the possible beneficiary to the social pension, the data should be endorsed to Information and communication technology services unit for duplicity check to avoid overpayments. The ICTMS to endorse the deduplication along with certification to socpen.
2. Conduct a periodic updating of beneficiary status. The beneficiary might already be deceased or moved-out in the area.
3. Create an automated information system that would automate the business process from identification of the possible beneficiaries, checking for possible discrepancies, feed backing mechanism, and liquidation.

ALDEN A. QUIÑONES