Chapter 5

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

This chapter presents the summary of the findings, conclusions delivered, and the corresponding recommendations based on the results of the evaluation, comments and suggestions.

Summary of Findings

The developed application which is Android-based Queuing System Using QR Code is aimed to improve the current queuing system in most establishments and to help lessen the waiting time of the customers. This was developed using applications such as Android Studio, JAVA and PHP programming languages, MySQL for database.

The Android-based Queuing System Using QR Code was developed according to the stated and planned design and specifications. The accuracy of the system was checked multiple times by running several actual testing was well as its consistency of the gathered data. The Android-based Queuing System Using QR Code allows companies to post configurable initial setup of transactions, generates QR code for customer's queue, provides real-time transaction, and provides notification for customer.

The system was evaluated by 50 respondents composed of 40 students in Technological University of the Philippines - Manila, and 10 IT professionals. The evaluation instrument was adopted from ISO 25010. Based on the data gathered during the project evaluation, the system got an average of 67.40% frequency rating for all criteria, this means that it has a rate of "Highly Acceptable"

Conclusion

Considering the objectives of the study, the evaluation, and testing results of the developed system; the following conclusions were derived:

1. The "Android-based Queuing System Using QR Code" was designed such that:

    a. It allows companies to post configurable initial setup of transactions.

    b. It generates QR code for customer's queue.

    c. It provides a real-time transaction.

    d. It provides notification for customers.

2. The system was successfully created using Android Studio 3.1, MySQL, PHP, Codeigniter 3, and Bootstrap 3.

3. The developed system passed the test cases conducted in terms of functionality, usability, and portability.

4. The developed system was acceptable in all terms of functionality, efficiency, compatibility, usability, reliability, security, maintainability, and portability.

Recommendations

The researchers highly recommend to do the following to improve the system:

1. Make a webpage that enables the walk-in customers to register an account, schedule transaction, and print their generated QR Code.

2. Improvement of Graphic Interface of the System.