**Integrated System for Sustained Community Engagement: Enhancing Collaborative Initiative Across Departments at Pamantasan ng Lungsod ng Pasig**

A Capstone Project presented to the

College of Computer Studies of

Pamantasan ng Lungsod ng Pasig

In partial fulfillment of the requirements for the degree of

Bachelor of Science in Information Technology

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**CHAPTER 1**

**INTRODUCTION**

**1.1 The Problem and It’s Background**

Garay et al. (2021) examines the sustainability of Arellano University's College of Arts and Sciences community extension activities in Barangay Masalipit, Bulacan. The study finds that programs in literacy, wellness, environment, and behavior have lasting positive impacts on the community, while initiatives like Legal Awareness and the History Society need improvement. The research emphasizes the importance of maintaining these activities for the community's dignity and self-sufficiency. For Pamantasan ng Lungsod ng Pasig, integrating a system to monitor and enhance these activities can ensure long-term community engagement and success across different departments.

Corpuz et al. (2022) explore the effects of extension services by the College of Teacher Education at Nueva Vizcaya State University. Using a descriptive survey and structured questionnaires, they highlight active community participation in Projects HELP and KKK, despite challenges like sporadic consultations and irregular monitoring. The study shows a generally positive impact on the community. Applying a similar structured approach at Pamantasan ng Lungsod ng Pasig can help address minor issues and improve the efficiency of extension programs, fostering better collaboration and community acceptance.

Maring et al. (2023) examine the development and importance of agricultural extension programs, which were designed in the 20th century to promote agricultural growth by educating farmers on new technologies, production techniques, input usage, and management strategies. The study emphasizes the crucial role of Monitoring and Evaluation (M&E) in assessing the effectiveness of these programs. M&E provides ongoing feedback and evaluates program impacts, aiding in decision-making, accountability, and policy adjustments. The three M&E methods discussed result or outcome driven, constructivist, and reflective approaches facilitate continuous improvement and problem identification for remedial actions. For Pamantasan ng Lungsod ng Pasig, implementing a robust M&E system can enhance the effectiveness and impact of community engagement initiatives, ensuring continuous improvement and successful collaboration across various departments.

Koekkoek et al. (2021) review the global trend of university-community engagement, identifying critical gaps in current research and practices. They advocate for filling these gaps through empirical evidence, theoretical debates, and specific research methods. For Pamantasan ng Lungsod ng Pasig, addressing these gaps can lead to a more comprehensive understanding and execution of community engagement strategies, fostering a holistic and effective system that benefits both the university and the local community.

Magnaye et al. (2021) evaluate the community extension programs of a Philippine university, finding that livelihood and entrepreneurship initiatives had the most significant impact. Other programs, such as environmental efforts, health services, and computer literacy, were less effective. The study suggests that enhancing these programs through targeted strategies can improve their impact. Implementing these findings at Pamantasan ng Lungsod ng Pasig can help optimize the effectiveness of various community engagement activities, ensuring sustained positive outcomes and fostering greater collaboration across different departments.

Pamantasan Lungsod ng Pasig (PLP) is a renowned educational institution dedicated to education and community development. Its Community Extension Service (CES) plays a critical role in various outreach programs connecting the university with local communities. However, CES faces significant data management challenges due to its reliance on Google Drive for document storage and sharing, which is inefficient for large volumes of data, and on Microsoft Excel for data entry and manual verification processes, leading to mistakes and inconsistencies. While Google Drive facilitates real-time collaboration and Excel aids in data analysis and reporting, a tailored platform for CES would be more advantageous, integrating these functions into a single, secure interface. Additionally, CES's general workstation is unsuitable, with staff members primarily communicating via Messenger, an informal and inconsistent platform for organized and effective teamwork. The absence of a well-organized communication system exacerbates coordination issues and lowers team morale and productivity. Therefore, this research aims to build an Integrated System for Sustained Community Engagement at PLP. This system will improve community engagement through a well-organized platform for planning and collaboration, enhance communication among faculty members, streamline project management, and ensure the sustainability of community efforts. It will enable PLP to track initiative progress and measure impact with real-time data, facilitate prompt adjustments, and provide students with practical learning opportunities and local participatory processes in their education.

**1.2 Review of Related Literature**

This chapter reviews relevant literature and studies, providing insights that will support the development of the Integrated System for Sustained Community Engagement at Pamantasan ng Lungsod ng Pasig.

**Community Extension Services**

The article by Corpuz et al. (2022), Community extension services encompass a range of activities and programs conducted by educational institutions, organizations, and government agencies to engage with local communities, deliver essential services, and promote sustainable development. These initiatives are designed to address local needs, improve quality of life, and foster meaningful partnerships between institutions and the community. The quality of these services is crucial as it directly impacts their effectiveness in meeting their objectives and achieving positive outcomes. High-quality extension services are characterized by thorough planning, active community involvement, and ongoing evaluation, all of which contribute to their success and sustainability in addressing community needs.

**Community Extension Program`**

A study conducted by Guiron et al. (2019). Education serves society by extending its expertise to individuals, groups, or communities. Universities often engage in activities known as extension services or outreach programs. Through these programs, universities, aided by their students and supervised by faculty or staff, apply their knowledge to meet the needs of specific communities within their various focus areas.

A Community Extension Program provides a unique learning experience, emphasizing practical application over theoretical knowledge. The meaning of the program can differ for each participant, often encouraging qualities like kindness and compassion towards those less fortunate. Working in groups and sharing ideas can be challenging for some students, but the program helps develop personal traits such as leadership skills, public speaking, and confidence.

**Community Outreach vs Community Services**

A study conducted by Decena et al. (2020) examines how higher educational institutions, such as Pangasinan State University (PSU), employ outreach initiatives and extension networks to positively influence society. PSU’s extension services cater to different groups, including fishermen, school dropouts, jobless persons, mothers, women organizations, and indigenous communities, as they advocate for socio-economic development and promote grassroots empowerment in terms of sustainable development. Broad-based initiatives that leverage university capacity are involved in community outreach, while specific-target group programs meant to address identified community gaps are called community services.

**Short-Term and Long-Term Community Program**

**Short-Term**

A study conducted by Asio et al. (2022). evaluates the immediate effectiveness of an institutional extension program by examining the current level of program outputs and their economic and social impacts within a local community. Using a descriptive-correlation design and SPSS for analysis, the study finds that the program outputs and impacts received "very satisfactory" ratings from respondents. The analysis also shows a moderate positive correlation between the program outputs and their economic and social effects. The investigators provided relevant recommendations for sustainability and support of the programs.

**Long-Term**

A study conducted by Magnaye et al. (2021). The university is dedicated to promoting a harmonious relationship with society as well as catering for the underprivileged members of the society. This includes, among other things, the Sotero H. Laurel Restoration Village in Barangay Sico, Batangas City which is an institutional project in partnership with Couples for Christ Family Life Foundation that hopes to give homes to indigent families. For many years, this institution has been improving the lives of people living in adopted communities. The aim of this community extension program is assisting poor people get over their challenges and start living meaningful lives independently. Hence, it should be efficient and sustainable so as to help more people benefit from it in future. Hence, it is important to assess how successful these community extension programs are towards achieving the goals set by the university. This study will endeavor to have a broader picture on how far reaching an influence this program has on those who are its beneficiaries enabling them to raise themselves on higher levels.

**Challenges of Community Extension Programs**

A study conducted by Santiago et al. (2024) In this project is how Higher Education Institutions (HEIs) can be used to enhance the development of societies through relevant extension activities. It investigated college teachers’ perspectives on why those are involved in conducting community service projects, their personal and professional motivations, challenges encountered, etc. The university has taken measures to facilitate delivery of extension services. One must therefore look for such an extension delivery system that makes possible for high technology transfer and management leading to increased profitability of the production sector. Therefore, understanding the reasons behind such practices and difficulties faced by the professors during conducting outreach programs within their locality becomes a critical tool to their success. This research was conducted in order to find out institutional, personal, and professional incentives, extent of involvement and some challenges from college teachers who were responsible for organizing local community activity.

**Sustainability**

A study conducted by Garay et al. (2021). As the outreach and extension arm of the university, Arellano University Community Extension & Development Office represents a strategy for reaching out to its surrounding communities. It primarily aims at making sure that in its chosen community, there are livelihood programs that are flourishing and able to support poor families effectively. Furthermore, this study seeks to evaluate how sustainable CAS programs can help improve the quality of life among residents in a way that they can live with dignity as well as participate in future development efforts. The research also indicates sustainability for many CAS programs such as Literacy, Wellness, Environmental and Behavioral initiatives. On the other hand, Legal Awareness and History Society need improvements or adjustments since they have been less effective than expected according to recent studies interrogated by this thesis.

**Government Extension**

A study by Mores et al. (2019) highlights the potential for collaboration between universities and local government units (LGUs) to achieve sustainable community development. However, the research often overlooks the preparedness of both sides, including factors like negotiation expectations, target setting, and problem anticipation. This study focuses on identifying the right environment, resource availability, and motivation for universities to engage in urban planning.

The University of the Philippines Los Baños has partnered with several LGUs throughout the region and the country. Local universities have the capability, resources, technology, and strategic location to facilitate local plan preparation more quickly and at a reduced cost. However, LGUs have yet to fully utilize this resource despite the rapid growth of public universities in terms of finance, enrollment, and resources. State universities are also mandated to provide extension services, which can include local plan preparation.

**Utilization of Budget**

The article of Mukaramoja et al. (2019) explores the impact of budget utilization on public expenditures in The County Government of Trans Nzoia, Kenya drawing from Budgeting Theory and Resource Allocation Theory. This study employed a descriptive survey design type and targeted 112 respondents such as internal auditors, accountants, economists, directors of departments, chief officers and finance officers. A sample size of 88 was obtained using Taro Yamane’s proportional sampling technique. Structured questionnaires were self-administered to collect data that was pilot tested for reliability and validity in Uasin Gishu county. SPSS version 24 was used to process the data while descriptive statistics were used for summarizing data through frequencies, percentages, means etc. Inferential statistics such as Pearson correlation coefficient used to determine relationships between variables include multiple regression analysis. The results are summarized in tables and show that knowing budget utilization can enable policy makers to have effective policies as well as help stakeholders achieve a proper budget execution with an aim of controlling extravagant expenditures among governments at counties levels.

**Participant's Engagement on Community Extension Program**

The study by Montebon et al. (2023). Aims to assess the impact of community extension programs implemented by a university, focusing on volunteerism and its effects on the community. The research seeks to determine the profile of volunteers, the programs and activities they want to be involved in, and the perceived changes in attitude, behavior, and lifestyle of the community. The study also evaluates the effectiveness of community extension programs and services provided by the university, including their impact on the adopted community. The quality of the extension services is a crucial factor in achieving sustainable outcomes. The research ultimately aims to present an approach to evaluating community outreach efforts and their influence on the community.

**Recommender System Machine Learning**

A study conducted by Salau et al. (2022). Recommender systems (RSs) have gained prominence as intelligent software designed to predict users’ preferences for specific items. Various RSs have been developed for different domains, such as e-commerce, e-government, e-resource services, e-business, e-library, e-tourism, and e-learning, to offer exceptional user recommendations. In the realm of e-learning technology, RSs aim to support and enhance the learning experiences of students and organizations. This survey examines numerous pieces of literature on RSs that support e-learning, categorizing and providing statistics of the reviewed articles based on their recommendation objectives, techniques employed, target users, and application platforms.

We form opinions about things we care for, like, or dislike daily. This is a common occurrence in our lives; for instance, we may decide to attend school in the morning, play soccer in the afternoon, and watch an action movie at night. Similarly, when purchasing an item from a store, one might choose a snack, an item from the dairy section, a book, or a beverage. However, making the right decision is one of the challenges people face in their daily activities. Therefore, there is a need for an intelligent system to help predict user preferences for new items. Recommender systems (RSs) emerged to address this problem by helping users find what is genuinely relevant to their needs. Such systems have significantly transformed how we discover articles, information, and even how we perceive others. The primary function of RSs is to predict user interest by analyzing the user’s history, information, profile, and queries used, searched, created, and expressed.

Recently, learning has drastically shifted from traditional classrooms to e-learning environments. In technology-enhanced learning, RSs are employed to find and suggest suitable learning objects to learners, with a learning object (e.g., a problem) having several categories indicating topics or fields. RSs are generally essential in education and any activity involving the access and sharing of resources among people or communities. They use various user and item characteristics, such as interests, educational backgrounds, levels of expertise, geographical locations, and more, to propose sequences or novel resources that might interest users. However, when providing recommendations for e-learning contexts, the system should consider users’ interests and learning goals.

**Collaborative Filtering (Algorithm)**

A study conducted by Koren et al. (2021). Collaborative filtering (CF) techniques generate recommendations by analyzing usage patterns without needing external information about items or users. CF algorithms have demonstrated excellent predictive performance in both academic research and industrial applications. This chapter reviews fundamental methods in the field, including matrix factorization techniques, which have become the preferred approach for CF implementation, alongside other innovations. We also discuss various extensions that enhance the accuracy of neighborhood methods, which previously dominated the field. The chapter illustrates how to use temporal models and implicit feedback to improve model accuracy, using the Netflix Prize competition as an example. Despite being proposed a decade ago, the CF methods covered in this chapter continue to exhibit state-of-the-art accuracy in recent studies. The modeling approaches discussed are relevant to a wide range of recommender system problems, such as item recommendation, rating prediction, cold start recommendation, and context-aware recommenders.

**1.3 Significant of the Study**

The result of this study will benefit the following:

**Pamantasan ng Lungsod ng Pasig (University)**

For Pamantasan ng Lungsod ng Pasig, the implementation of this integrated system will elevate the institution’s reputation as a leader in community engagement. It will enhance the university's ability to track and measure the impact of its outreach programs, demonstrating accountability and effectiveness to stakeholders, including students, faculty, alumni, and funding bodies. Improved collaboration across departments will foster a sense of unity and shared purpose within the university, contributing to a more vibrant academic environment.

**Community Extenstion Services Head Coordinator**

For the **Head** Coordinator, this study provides a strategic framework to streamline and enhance the coordination of community engagement activities. By implementing an integrated system, the Head Coordinator can achieve better oversight and management of projects, ensuring that resources are utilized efficiently and that initiatives align with the institution’s mission and community needs.

**Community Extenstion Services Colleges Coordinators**

The integration of an enhanced collaborative system will significantly benefit the Heads of Community Extension in the seven colleges. It ensures that projects are unique, and that each college can contribute uniquely to comprehensive, multidisciplinary community initiatives. The study will help these Heads identify effective strategies and tools to optimize their outreach efforts, leading to increased engagement and positive community outcomes. The system will also provide a platform for tracking progress and measuring the success of various initiatives, facilitating continuous improvement.

**Participant’s or Volunteers**

Participants will gain hands-on experience and practical skills through well-organized community projects, fostering personal growth and civic responsibility. External participants, including community members and partner organizations, will benefit from improved collaboration and communication with the university. This system ensures that community needs are effectively met, leading to stronger partnerships and more impactful projects that enhance local well-being and development.

**Researchers (Authors of the Study)**

For the researchers who conducted this study, the significance lies in contributing valuable knowledge and practical solutions to the field of community engagement. The research provides an opportunity to explore innovative approaches to collaboration and system integration, addressing existing challenges within PLP’s community extension framework.

**Future Researchers**

Future researchers will find this study to be a foundational resource that offers a comprehensive overview of integrated systems for community engagement. It provides a detailed analysis of the challenges and opportunities associated with collaborative initiatives, serving as a reference point for further studies. Additionally, the research methodology and findings can inspire subsequent investigations, fostering a culture of continuous improvement and innovation in community engagement strategies.

### 1.4 Statement of the Problem

This study aims to tackle the significant issues concerning the insufficient sustained community engagement and collaborative efforts across different departments at Pamantasan ng Lungsod ng Pasig (PLP). Specifically, it aims to answer the following questions:

* How to track and monitor each department at PLP ensure that their assigned budget, along with resources such as personnel and time, is effectively utilized to support and sustain their respective community engagement projects?
* How to enhance collaboration among departments at PLP by tracking each department’s progress on their programs and fostering effective coordination and communication?
* How to sustainably oversee community engagement activities, promising consistent resource allocation, progress tracking, and impact measurement to foster long-term and short-term positive effects on both the university and the community?
* How to effectively generate notifications and reminders for each department, guaranteeing they are sent before deadlines and at the end of each activity?

**1.5 Scope and Limitation of the Study**

This study aims to establish the Integrated System for Sustained Community Engagement at Pamantasan ng Lungsod ng Pasig (PLP). Its purpose is to improve coordination among different departments within PLP that promote better service delivery through a mixed approach.

**For Head Coordinator**

* **Loading Page:** This introduction page features an engaging background of the website along with its motto, setting the stage for users before they proceed to the login page.
* **About Us:** Under this page, you will find pages detailing our Mission and Vision, Goal and Objectives, CES Office, Organizational Structure, and University Extension Service Policy.
* **Mission and Vision:** it provides a clear overview of our organization's core purpose and long-term goals, summarizing what we aim to achieve and our strategic direction
* **Goal and Objectives:** This offers a detailed view of our website's strategic aims and specific targets.
* **Organizational Structure:** This provides a detailed view of all the people involved in community services, showcasing the hierarchy, roles, and departments within the organization.
* **University Extension Service Policy:** This provides a detailed overview of all relevant laws and policies that govern our extension services.
* **Major Operation of CES:** This provides detailed information about our two key operations: the Community Engagement Program and the Community Extension Program.
* **Programs:** The "Programs" page includes sections for university-wide initiatives and College/Department programs
* **University Wide:** The "University-Wide Programs" page offers comprehensive information about our institution-wide initiatives, encompassing diverse programs and activities that involve all facets of the university community.
* **College/Department:** The "College/Department Programs" page provides detailed information on the distinct programs assigned to each of the seven (7) colleges.
* **Linkages and Partners:** It features comprehensive details about our community programs' sponsors and partners, highlighting the collaborative relationships that support and enhance our initiatives.
* **Programs and Activities:** On this page, you will find a collection of photographs that document the various programs and activities undertaken.
* **Log In:** A secure login system that requires user credentials to access the platform. It ensures that only authorized personnel can use the system, protecting sensitive project and organizational data**.**
* **Overview Dashboard:** It is a centralized interface that offers updates on projects. This makes it easier for the head coordinator to know where things are and decide in time.
* **Project List:** This is an all-inclusive list view that shows names, the status, brief descriptions, and departments in charge of all public participation initiatives for efficient control across different divisions.
* **Resource Allocation:** At the Head Coordinator end, this process includes reviewing and confirming these requests after evaluating the project details. This approach ensures that resources are allocated effectively, and projects receive the necessary support.
* **Task Management:** This ensures role clarity, monitors progress, and facilitates timely task completion, notifying the head coordinator about which college coordinator has sent the deliverables.
* **Settings:** It provides usage options that are both personalized and secure. This feature allows for the management of system configurations and the implementation of security measures tailored to user and organizational needs
* **Profile:** On the profile page, you can view detailed information about the user, including their name, role, address, and email.
* **Edit Profile:** On the Edit Profile page, users can update their profile picture and modify their personal details, such as name, role, address, and email, by clicking the edit button on their profile page.

**For Colleges Coordinators**

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* **Log In:** A secure login system that requires user credentials to access the platform. It ensures that only authorized personnel can use the system, protecting sensitive project and organizational data**.**
* **Overview Dashboard:** It is a centralized interface that offers updates on present projects, upcoming activities; this makes it easier for department heads to know where things are and decide in time.
* **Resource Allocation:** In this process, each department submits a form, which is then reviewed by the Head Coordinator. Upon Head Coordinator approval, the request is marked as approved, ensuring the necessary budget and support for the projects.
* **Task Management:** this ensures role clarity, progress monitoring, and timely task completion, which notifies college coordinators of approaching deadlines and completed activities.
* **Settings:** It provides usage options that are both personalized and secure. This feature allows for the management of system configurations and the implementation of security measures tailored to user and organizational needs
* **Profile:** On the profile page, you can view detailed information about the user, including their name, role, address, and email.
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**Participants**

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* **Programs and Activities:** On this page, you will find a collection of photographs that document the various programs and activities undertaken.
* **Volunteering Form:** This form allows individuals to express their interest in volunteering for upcoming activities. It collects essential information such as contact details, availability, and areas of interest, helping organize and manage volunteer participation in community events.
* **Feedback Mechanism:** This feedback form is provided to participants at the end of each program. It gathers insights and opinions, which help inform and refine future community extension activities by providing valuable data for machine learning and program development.

The Integrated System for Sustained Community Engagement at Pamantasan ng Lungsod ng Pasig is to boost departments’ collaboration on community projects but with some restrictions. The system can only be accessed by department heads and lacks real-time data syncing, advanced resource forecasting and detailed impact analytics are not possible. These constraints include:

* **Accessibility Limitations:** The website is accessible exclusively to department heads, who can enter the dashboard and access all program details. This ensures departmental heads have controlled access, focused responsibility to facilitate faster decision making and accountability within each department.
* **Limited Access in Resource Allocation:** Finance manages the overall budget for each department, but direct access to financial data is restricted. The head coordinator solely approves proposed projects and forwards them to finance for final approval, ensuring that the projects receive the necessary budget.

**CHAPTER 2**

**METHODOLOGY**

This chapter examines the conceptual framework of Integrated System for Sustained Community Engagement: Enhancing Collaborative Initiative Across Departments at Pamantasan ng Lungsod ng Pasig and illuminates ways to enhance joint initiatives across faculties. The framework emphasizes technology incorporation into the communication process, cross-disciplinary collaboration, and allocation of resources. It is based on user-centered design and iterative development strategies with intention to improve project management and nurture a culture of partnership-making among university people as far as engagement is concerned.

**2.1 Methods and Frameworks**