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Title of the Research Study	Concessionaire Operations Monitoring System
Researcher/s	1. Estanislao, Mikee N.
	2. Garcia, John Cedrick M.
	3. Panelo, Rei Kristian A.
	4. Tugaoen, Roland Angelo B.
Contact Information of the Researcher/s	
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Background	<p>We, the researchers invite you to participate in evaluating our website application system, COMS – Concessionaire Operations Monitoring System. Individuals selected to participate are those involved in concessionaire operations, including owners and vendors. Participants are chosen based on their direct involvement in the concession area, ensuring their perspectives directly contribute to the study. The selection process includes direct engagement with participants, informing them about the research's purpose and its relevance to their businesses.</p> <p>Should you agree to participate, we will let you answer a survey questionnaire to assess the quality and viability of our system against various criteria for software products. The survey's main goal is to gather feedback about the experience in using the website system application. All collected data will be handled with confidentiality and only by the researchers. It will only be used for the study alone to discover points of improvement for the system. Your cooperation to participate in this study would be greatly appreciated.</p>
Purpose of the Study	<p>The purpose of this study is to help improve the existing Concessionaire Operations Monitoring System. Concessionaire Owners have a hard time monitoring operations in the concessionaire while clients have a hard time applying or communicating with the concessionaire owner. With the new system, concessionaire owner will only be viewing the system which reflects the entirety of essential operations in the concessionaire.</p> <p>COMS: Concessionaire Operations Monitoring System aims to address the problems in the existing outdated system. Our proposed website application system will play a crucial role in monitoring the operations provided by the concessionaire and boosting concessionaire owner and client communication.</p>



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	<p>Through COMS, the researchers hope to provide a more efficiently effective way for the concessionaire owner or admin to monitor operations and communicate with clients.</p> <p>Proponents of this research assure that the information you provide for the development of COMS shall be treated as confidential and for educational research purposes only for the requirement in Capstone 2 Project. This information, in its entirety, will not be used for marketing, advertisement or other purposes that defeat the privacy of your data. By participating, you will contribute to the development and improvement of the services.</p>
Procedures of the Study	<p>COMS is a tool that emulates 1.) application to concessionaire, 2.) payment of bills of the clients in the concessionaire, 3.) concessionaire owner's monitoring of clients remotely, 4.) getting automatically notified of client applications and changes like a client paid bills. To participate in this study survey, you must be 1.) a concessionaire owner, 2.) an individual or representative of an organization that upholds the Corporate Social Responsibility through giving business area opportunities for people.</p> <p>The following tests will then be conducted for COMS:</p> <p>a. Operating System Test – The website system will be tested on different types of Operating System, specifically Android OS, and Windows 10, as they are the most used operating systems.</p> <p>b. Browser Test – The website system will be tested on different browsers to properly identify the compatibility and identify the range of differences in UI/UX design. The test will include Edge, Chrome, and other Chromium based browsers.</p> <p>c. Database Test – The database will be filled with different types of information to assess how proper the database and the back end of the system works. Will it fail with loads of data engaged? Can it handle the process of the proposed system.</p> <p>d. Acceptance Test – This test will identify if all requirements stated in the paper are met and are properly functioning.</p> <p>e. End-to-End Test – This test will involve different devices such as mobiles or computers to simulate the real-time function of the website system.</p> <p>f. Function Test – This test would classify if the functions stated such as Input and Output of Data are working ideal and proper or needs more work.</p> <p>Participants are highly recommended to use COMS system first before answering the questionnaire. They are free to browse the site and use it according to their role in the system. In doing so, participants gain the necessary experiences which is essential to answer and evaluate the system.</p>



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	<p>To give potential participants an understanding of the study, participants will be involved in an information session at the concession area. The survey has been standardized based on established research practices, in our study we used ISO 9126-1 standards. It is certified that the questionnaire's relevance to the study's objectives is present. Survey forms will be distributed according to participants choice, such as in paper form or digitally. Participants will complete the surveys onsite, ensuring confidentiality. Once completed, the surveys will be collected immediately to maintain data integrity.</p> <p>Participants will not be identified in any publications or presentations resulting from the research. The collected data will be stored securely and accessible only to authorized personnel. Rest assured that the personal information of participants will be made anonymous and kept separate from the research data.</p>
Benefits	<p>On the bigger picture, this research will be able to contribute to the development of a much more effective system. Participants in this research can expect to learn more about the advantages of using a modern system. Their engagement ensures a better system developed to further satisfy their specific needs and address challenges encountered. This directly benefits concessionaire owners and their respective vendors, improving their business as well as management experience.</p> <p>Although the researchers cannot promise personal gains for the participants, the discoveries from the data in this study might eventually be useful to others in the future.</p>
Risks	<p>This section must state all the direct possible risks, discomforts and inconveniences to the participants. If there is any, the researcher/s must state how to mitigate the identified risks.</p> <p>The system will use personal information of the users, as well as their Documents. The system will have a proper security and an encrypted database, but there are still minimal chances of cyber-attacks. The developers will assure the users that these attacks cannot compromise any of their information.</p> <p>This system will also require constant feedback from the users, as there will be many phases of tests throughout the duration of the study and development of the website system.</p> <p>For the answering of survey, the concession area owners and vendors will be exposed to risks such as psychological distress such as anxiety etc. Confidentiality is also a risk for the concession vendors and the owner. The researchers will mitigate these risks by implementing procedures to monitor</p>



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	<p>participants throughout the study and provide appropriate support or intervention if risks escalate.</p> <p>Proponents also have the study reviewed by an ethics board or committee to assess its ethical purpose and address the potential risks.</p>
Cost of Participation	<p>Participating in this study is completely voluntary and will have no costs to you beside your precious time. At the very least, participants will need a device and connect to the Internet to be able to experience the website application system. Survey questionnaire to be answered can be given online or in-person which will consume a very minimal amount of data and time.</p>
Payment or Remuneration	<p>Participants of the study who have consented to join to participate in the study will be eligible for a chance to win Two-hundred fifty (200) pesos worth of electronic money via GCash. Three(3) winners will be chosen randomly from the participant pool. To qualify, these winners must have filled out the survey questionnaire fully and will confirm their winning through the communication channel/s they have provided in the survey form; otherwise, their entry will be voided, and another winner would be chosen.</p> <p>Researchers will also opt for incremental payments for participants that are very detailed in their participation on testing the deployed system. Participants receive cash payments upon their rigorous testing of the website application system. For their effort on participation in testing the system, Participants will receive a fixed set amount of money for every set of problem encountered and reported to the researchers.</p>
Confidentiality	<p>We greatly value your participation in our research study, which aims to enhance the Concessionaire Operations Monitoring System. Your trust and privacy are of paramount importance to us. The proponents of this study shall make sure that the information acquired from participants will remain confidential and protected from unauthorized disclosure or damage for the duration of the study. Authorized personnel who only have access to the said information include: the researchers, faculty-in-charge, research advisors, and members of the research panel. The said authorized people can handle the data in accordance with Data Privacy Act of 2012 in mind.</p> <p>All data collected during this study will be stored in a secure, password-protected electronic database. Physical copies, if any, will be stored in a locked cabinet within a secured research facility. Data will be retained for the duration of the</p>

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	<p>study. After this period, all data will be properly deleted or disposed. Any physical copies of data, such as questionnaires or consent forms, will be shredded and disposed of in a secure and confidential manner. Electronic data will be permanently deleted from our systems.</p> <p>We are committed to keeping you informed about the outcomes of the study. Participants are entitled to request for a copy of the study to be conducted. They are also allowed to request for a copy of the completed study in the future. No data or information shall be disclosed to anyone without authorization or consent from the participants. Depending on your preference, we can pass the copy to you digitally or hard copy where we will still ensure the security and confidentiality of the study with your data.</p> <p>In case that a participant wishes to withdraw their participation in the study. Any information linked to them will be disposed properly. Deletion will be made known to the participant who requested.</p>
Voluntary Participation	<p>Participation in this study is voluntary. Participants may choose to withdraw their participation in the study at any time. There are no underlying requirements or consequences with quitting the participation. If there are any, a participant's corresponding data will be removed as soon as possible if they express the intent to not be involved in the study.</p> <p>Your decision will not affect any existing or future relationship with the people or organization. If you have any concerns or questions regarding the confidentiality of your data, please do not hesitate to contact us. We are here to address any inquiries or uncertainties you may have.</p> <p>If you continue to participate in our study, thank you for your time which is an invaluable contribution to the research and the improvement of COMS - Concessionaire Operations Monitoring System. Your trust in us is greatly appreciated.</p>

Contact Information:

If you have questions about this research study, or you experience adverse effects as the result of participating in this study, you may contact the researcher/s whose contact information is provided on the first page.

The plan for this research study has been reviewed by the PUP Research Ethics Committee (PUP-REC). If you have questions regarding your rights as a research participant, or if problems arise which you do not feel you can discuss with the researcher/s, please call us at (02) 5335-1787 local 235.



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Consent Statement:

I have read read and understood the provided information and have had the opportunity to ask questions. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving a reason and without cost. I understand that I will be given a copy of this consent form. I voluntarily agree to take part in this study.

Signature over Printed Name of Participant

Date




Rei Kristian A. Pabelo
Signature over Printed Name of Researcher

October 20, 2023
Date



Mikee N. Estanislao
Signature over Printed Name of Researcher

October 20, 2023
Date



John Cedrick M. Garcia
Signature over Printed Name of Researcher

October 20, 2023
Date



Rolando Angelo B. Tugaoen
Signature over Printed Name of Researcher

October 20, 2023
Date

