Dear Respondent,

Thank you for using our Capstone Project titled **"Cemetery Management System."** This system allows customers to apply for burial or cremation services, choose available cemetery lots, verify existing lot ownership, and make online credit-card payments through either installment or full payment. It also includes an admin panel for authorized personnel to monitor customer information, reservations, and lot availability.

We kindly ask for your cooperation in completing this survey to help us evaluate the quality and acceptability of the application. Your feedback will be used to further enhance its features and overall functionality. All information gathered will be treated with the utmost confidentiality in accordance with **RA 10173**, or the **Data Privacy Act of 2012**.

Thank you for being part of this endeavor.

Questionnaire for IT Expert

PART 1: RESPONDENT'S PROFILE

Name: _____

Age: _____

Affiliated Institution: _____

Position/Designation:_____

PART 2: SOFTWARE QUALITY EVALUATION

A. Directions: Please evaluate the software quality of the **"Cemetery Management System"** based on three characteristics of the **ISO 25010 Software Product Quality Standards** for end users. Choose the appropriate box using the four-point scale, with **4 as the highest** and **1 as the lowest** rating.

Functional Stability—represents the degree to which a product or system provides functions that meet stated and implied needs when used under specified conditions

Questions	1 Poorly Functional	2 Moderately Functional	3 Functional	4 Very Functional
1. Functional Completeness *"Does the system provide all the necessary functions for standard cemetery service?"*				
2. Functional Correctness *"Does the system provide accurate and reliable functions ?"*				
3. Functional Appropriateness *"Do the system's features help users accomplish tasks efficiently and make the overall process (applications, lot selection, and payments) easier?"*				

Performance Efficiency—represents the performance relative to the amount of resources used under stated conditions.

Questions	1 Poorly Functional	2 Moderately Functional	3 Functional	4 Very Functional
1. Time Behaviour *"*Does the *system respond quickly and process tasks (such as loading pages, submitting applications, and checking lot availability) within an acceptable time."*				
2. Resource Utilization *"Does the system use resources efficiently and operate smoothly without causing slowdowns?"*				
3. Capacity *"Can the system handle multiple users, transactions, and data processes without performance issues or exceeding its limits?"*				

Compatibility-Degree to which the system or component can exchange with other products, systems, or components, and/or perform its required functions while sharing the same hardware or software environment.

Questions	1 Poorly Functional	2 Moderately Functional	3 Functional	4 Very Functional
1. Co-existence *"Does the system run smoothly when other applications are running at the same time? "*				
2. Interoperability *"Can the system be able to exchange*				

data with other platforms and receive information from other systems?"				

Interaction Capability-Degree to which a product or system can be interacted with by specified users to exchange information is the user interface to complete specific tasks in a variety of contexts.

Questions	1 Poorly Functional	2 Moderately Functional	3 Functional	4 Very Functional
1. Appropriateness Recognizability *"Does the system help you quickly understand what actions you can perform? "*				
2. Learnability *"Do new features become easy to understand without much training? "*				
3. Operability *"Does the system allow you to perform tasks easily? "*				
4. User Engagement *"Does the system maintain your interest while you interact with it?"*				
5. Inclusivity "*Does the system accommodate users with different backgrounds or abilities?"*				
6. User Assistance "*Does the system provide helpful guidance when you encounter difficulties?"*				
7. Self-descriptiveness *"Are the system's functions easy to understand without additional assistance?"*				

Reliability- Degree to which a system, product or component performs specified functions under specified conditions for a specified period of time.

Questions	1 Poorly Functional	2 Moderately Functional	3 Functional	4 Very Functional
1. Faultlessness *"Does the system perform its functions consistently without unexpected errors? "*				
2. Availability *"Does the system load and respond whenever you attempt to access it? "*				
3. Fault Tolerance *"Does the system handle errors without significantly affecting operations? "*				
4. Recoverability *"Does the system provide tools or features to help you recover from failures? "*				

Security-Degree to which a product or system protects information and data so that persons or other products or systems have the degree of data access appropriate to their types and levels of authorization.

Questions	1 Poorly Functional	2 Moderately Functional	3 Functional	4 Very Functional
1. Confidentiality "*How would you rate the system's security in protecting your personal or sensitive information?*"				
2. Integrity "*Does the system prevent unauthorized modification of information?* "				
3. **Non-Repudiation** *"Does the system prevent users from denying actions they have performed"*				
4. Accountability *"Does the system allow identification of who performed specific actions?* "				
5. Authenticity *"Does the system prevent unauthorized users from pretending to be legitimate users?* "				
6. Resistance *"Do you feel that the system is powerful even when you perform unexpected actions?"*				

Maintainability—These characteristics represent the degree of effectiveness and efficiency with which a product or system can be modified to improve it, correct it, or adapt it to changes and requirements.

Questions	1 Poorly Functional	2 Moderately Functional	3 Functional	4 Very Functional
1. Modularity *"Does the system structure support adding or removing parts with minimal*				

impact?"				
2. Reusability *"Can the system reuse the code in more than one in the system?"*				
3. Analysability *"Does the system identify which parts need modification?"*				
4. Modifiability *"Can the system be modified while still maintaining its quality?"*				
5. Testability *"Can the system be tested by multiple users to ensure it meets all requirements?"*				

Flexibility-Degree of effectiveness and efficiency with which a system, product, or component can be adapted to changes in its requirements, contexts of use, or system environment.

Questions	1 Poorly Functional	2 Moderately Functional	3 Functional	4 Very Functional
1. Adaptability *"Can the system be used across different devices, operating systems, and environments without issues?"*				
2. Scalability **"***Does the system adapt to increased workloads without compromising performance?***"**				
3. Installability **"***Can the program be installed on any device or environment without errors or issues?"*				
4. Replaceability *"Does the system allow components to be replaced without affecting other functions?."*				

PART 4: FEEDBACK AND SUGGESTIONS

1. *Please provide any comments about your experience in using the* ***Cemetery Management System****. Kindly identify its strong points that you believe should be enhanced, as well as its weak points that may need improvement.*

_____

_____

_____

2. *Do you have any suggestions for additional features or functions that could be added to the* ***Cemetery Management System****? Please share any recommendations that could help us further improve the system.*

_____

_____

_____

Respondent's Signature: _____

Date of Evaluation: _____

ISO 25010 Overview

1. Functional Suitability

Our system allows customers to reserve a burial or cremation and provides the administrator with tools to manage reservations and customer data, ensuring all specified functional requirements are met completely and appropriately.

2. Performance Efficiency

Our system loads quickly when customers browse lot options, prices, and add-ons, and efficiently handle the simultaneous transactions from multiple customers reserving lots or inputting personal data.

3. Compatibility

Our system seamlessly exchanges data (like reservation details and confirmations) with the customer's Gmail for security and confirmation purposes, and should be usable across different web browsers and devices.

4. Usability

Our system provides customers with a clear, easy-to-learn interface to choose between cremation or burial, select various lot types (like niche lot or mausoleum), and view the price breakdown clearly.

5. Reliability

Our system will securely confirm customer information via email and maintain the integrity of reservation data, ensuring that the lot status, pricing, and all financial breakdowns remain accurate and recoverable in case of an issue.

6. Security

Our system ensures the confidentiality of customer personal information and uses Gmail confirmation to verify users while giving the admin appropriate access controls to protect the sensitive business and customer data.

7. Maintainability

Our system is designed with a clear, modular structure to allow the admin panel and customer reservation process to be easily updated or corrected when new lot types, price changes, or security fixes are needed.

8. Portability

Our system could be installed and run successfully on the admin's chosen server environment and operating system without requiring significant changes, ensuring it can be easily deployed and managed.

Validation and Reliability Planning

- **Describe how you will test the validity and reliability of your survey instrument.**

  Since the survey will be conducted entirely through Google Forms, to ensure the validity and reliability of the instrument, we will first check that our questionnaire measures all the necessary criteria based on the ISO/IEC 25010 standards. We will also have our professor review and validate the questionnaire to confirm that the survey items are accurate and appropriate. And due to time constraints, we will not conduct retesting or a pilot test; instead, we will use the actual survey responses to calculate Cronbach's Alpha for the reliability test.

- **Identify your target respondents.**

  Our target respondents will be 4th-year IT and Computer Science students,from inside or outside the campus

- **Explain how the collected survey data will help in evaluating software quality and guiding future improvements.**

  Conducting a survey is an essential part of software development. By gathering respondents' feedback on specific aspects of the software, such as functionality, performance, usability, and security, we can evaluate how well the software meets established standards, including ISO/IEC 25010. These responses also help identify areas that require improvement while highlighting the software's strengths, providing actionable guidance to enhance its overall quality.

Justification

To align our survey to the ISO 25010 standards, we made sure to provide a structured survey that follows its requirements while making sure that we achieve our evaluation goal. The survey instrument implements the 8 subcharacteristics so that the system will gain important and relevant feedback. We made sure the language we used was clear and avoided difficult terms to ensure that respondents could easily understand the questions for us to garner accurate and unbiased responses.