#### Divisional Secretariat Services and Employee Information Web Site

#### THE REPORT

#### PREPARED BY

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**DECLARATION**

This report is my original work and has not been submitted previously for a Higher National Diploma at this or any other university / Institute. To the best of my knowledge it does not contain any material published or written by another person, except as acknowledged in the text.

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Abstract

The Divisional Secretariat Services and Employee Information Website is a newly developed web- based system aimed at modernizing government service delivery. It acts as a central hub for citizens to access government services, submit applications and track requests efficiently. Designed as a standalone system, it will enhance transparency and accessibility while improving communication between the Divisional Secretariat and the general public. The website will support real- time status updates and mobile responsive layouts for various users by reducing paperwork and improving response time. This digital transformation will create a more efficient, transparent and citizen- friendly working environment.

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# Chapter: 1 Introduction

* 1. Introduction

In today's digital age, efficient public service delivery and accessibility to government information are essential to ensure transparency, accountability, and improved citizen engagement. The Divisional Secretariat plays a crucial role in administering a wide range of government services at the regional level, including welfare programs, permits, certificates, and community development initiatives.

This report presents the design and development of a comprehensive website for the [Insert Divisional Secretariat Name], aimed at streamlining access to Divisional Secretariat services and enhancing the management of employee information. The website serves as a centralized platform where citizens can learn about available services, submit applications, and stay informed about important updates. Additionally, the system includes a structured database for managing staff profiles, roles, and responsibilities, allowing for better internal coordination and resource allocation.

The primary goal of this project is to improve service efficiency, reduce paperwork, and foster a user-friendly environment for both the public and the administrative staff. This initiative reflects the growing demand for digital transformation within the public sector and supports the government's broader objectives of good governance and citizen-centered service delivery.

## Business process

#### ****Service and Employee Information Management****

**Manual Data Entry:**  
Currently, most service-related data and employee information are collected using paper-based forms and documents. Staff must manually enter and store this data in physical files or basic spreadsheets, which increases the risk of data loss, duplication, and human error.

**Lack of Centralized Database:**  
There is no centralized digital system to store or manage service records or employee profiles. Each department maintains its own set of documents, making it difficult to share information or generate organization-wide reports efficiently.

**Limited Digital Access to Services:**  
Citizens must visit the Divisional Secretariat in person to access services such as applying for certificates, permits, or welfare benefits. The lack of online service request forms limits accessibility, especially for those living in remote areas.

**Manual Updates to Employee Information:**  
Employee records (such as role changes, contact details, or department transfers) are updated manually and stored in physical files. This can lead to outdated or inconsistent data across departments.

**Static Organizational Information:**  
Employee listings and departmental structures are not regularly updated online. Visitors often find outdated information, which can cause confusion and hinder communication with the correct personnel.

#### ****Public Service Application Management****

**Paper-Based Submissions:**  
Applications for services such as birth/death certificates, permits, and welfare programs are submitted physically. This delays processing times and increases the burden on administrative staff to manage and archive paperwork.

**No Real-Time Status Tracking:**  
Applicants are unable to track the status of their submissions online. They must visit or call the office for updates, which consumes time and resources for both citizens and staff.

**Lack of Document Integration:**  
Supporting documents submitted with service applications are stored separately, often as hard copies. This makes retrieving, sharing, or cross-verifying documents time-consuming and inefficient.

#### ****Internal Communication & Reporting****

**Disjointed Communication Channels:**  
Inter-departmental communication is primarily carried out through memos or in-person discussions, which slows down coordination and delays service delivery.

**Manual Reporting:**  
Reports and analytics for staff data or public service statistics are generated manually using spreadsheets or written summaries, reducing the ability to make timely, data-driven decisions.

## Aims and Objectives

Aims:

The aim of this project is to develop a comprehensive digital platform for the Divisional Secretariat that will streamline public service delivery and facilitate the efficient management of employee information. The website will provide citizens with easy access to essential government services, while enabling internal management functions such as employee record-keeping, communication, and administrative tasks. By integrating both public service functions and employee management systems, the website will enhance operational efficiency, improve transparency, and offer better services to both the public and employees.

3.2 Objectives

1. User-Friendly Web Portal for Citizens and Staff

Creating a website with an easy- to- use, responsive and modern interface (01) for all users (citizens and employees) in collaboration with web developers.

Secure login & authentication methods to maintain user security and information privacy.

2. Comprehensive and Organized Service Directory

Providing information and applications on the website in an organized manner regarding all services available to citizens (e.g. birth certificates, death certificates, relief items, order forms, disaster loans, etc.).

3. Efficient Staff Information and Management System

Establish a secure and monitorable system for the preservation of employees' personal, professional, educational, and service- related information.

4. Enhanced Content and Visual Representation

Services and sample forms, clearly demonstrating attractive visuals and content

5. Advanced Form Submission

Preparation of dynamic forms (e.g. PDF/online inputs) so that applications can be submitted online.

## Problem definition and System Analysis

* + 1. Problem Definition

The Divisional Secretariat plays a major role in providing public services and systematically managing government operations. However, many offices still use administrative methods that are primarily based on human use, which consume a lot of time and resources. This is very inefficient and error- prone, leading to the following problems:

1. Manual Processes:

Manually recording information such as employee personal information, salary records, leave information, and service requests is error-prone. It leads to document sprawl, data corruption, and storage difficulties.

1. Lack of consistent communication:

The lack of accurate and rapid communication between employees, the public, and management leads to delays and chaos in service delivery.

1. Service Request Management:

Managing public services (e.g. birth certificates, marriage certificates, vehicle licenses, disaster loans, aid applications) manually is a huge hassle.

## System Analysis

The complete analysis of the website that was created to solve this problem and includes information on Divisional Secretariat services and employees is as follows:

1. Automated Employee Information Management:

Personal information related to employees (name, position, leave records) can be entered and stored through a system. Updates are easy, and the data remains secure.

1. Accurate and Fast Communication

The system enables employees and the public to send SMS/email messages, report the latest announcements and changes.

1. Management of public service requests:

Application forms for services such as birth certificates, marriage certificates, aid applications, vehicle licenses, disaster loans, etc. can be submitted online, and the status of those requests can be monitored from the system.

* 1. SCOPE OF THE SYSTEM

The Divisional Secretariat Services and Employee Information System is a secure, web-based platform that streamlines government service applications and employee information management. Citizens and employees can register, submit applications, and track statuses with real-time email and SMS notifications. Government employees can process, verify, and update applications, while administrators manage users, services, and content. The system supports multi-language interfaces, secure document uploads/downloads, and analytics for informed decision-making. With enhanced accessibility and security, it ensures efficient service delivery and transparent communication between citizens and government offices.

* 1. ORGANIZATION OF THE DISSERTATION

This dissertation provides comprehensive documentation on the design and development of the **Web-Based Management System for Divisional Secretariat Services and Employee Information**. The structure of the dissertation is organized as follows:

* **Analysis**  
  This chapter outlines the problem definition related to the current manual processes in Divisional Secretariat offices. It includes the requirement gathering methods, analysis of existing manual and digital systems, and identification of both functional and non-functional requirements for the proposed system.
* **Design**  
  This chapter presents the architectural design of the system, including use case diagrams, system flow diagrams, database schema, and user interface wireframes. It highlights how the system will function to address the identified issues.
* **Implementation**  
  This chapter describes the technical environment used to develop the system, such as hardware and software requirements, selected development tools (e.g., React, Node.js, MongoDB), and significant code implementations. It also covers any reusable code components or open-source libraries integrated into the system.
* **Evaluation**  
  This chapter focuses on the testing phase of the system. It includes testing techniques (unit, integration, and user acceptance testing), the test plan, defect tracking, and a summary of feedback from real users and administrative staff after system deployment.
* **Conclusion**  
  This chapter summarizes the outcomes of the project and discusses lessons learned during the development process. It also presents suggestions for future improvements, such as adding mobile accessibility, multilingual support, and advanced analytics features.

CHAPTER 2 - SYSTEM ANALYSIS

2.1 REQUIREMENT GATHERING

Requirement gathering is the foundation for understanding user needs and expectations from the proposed system. In this project, both primary and secondary data collection methods were used.

#### ****2.1.1 Primary Data Collection****

Primary data was gathered through the following techniques:

* **Interviews:** Conducted with Divisional Secretariat officers, IT staff, and administrative personnel to understand their current pain points with manual data handling.
* **Observations:** Current manual form-filling and record-keeping processes were observed to identify inefficiencies.
* **Questionnaires:** Distributed among office staff to get feedback on what features they would expect from a digital system.

#### ****2.1.2 Secondary Data Collection****

Secondary data was gathered by reviewing:

* Existing government web portals that provide public services.
* Documentation and templates of forms used in Divisional Secretariats.
* Research papers and case studies related to digital governance and e-administration.

2.2 WORK FLOW OF THE CURRENT SYSTEM

The current workflow followed in most Divisional Secretariats is **manual and paper-based**, leading to inefficiencies and data loss.

**Current Workflow Steps:**

1. Citizens and employees fill out paper forms (e.g., service requests, personal details).
2. Officers manually file these forms into cabinets or record books.
3. For every request or update, a physical file must be located, retrieved, and reprocessed.
4. Monthly reports and employee records are compiled by reviewing stacks of paper documents.
5. Communication of decisions or updates is done via letters or in-person visits.

**Problems Identified:**

* Time-consuming retrieval of employee and service records.
* High chances of human error or document misplacement.
* No real-time access to data.
* Limited transparency and efficiency in public service delivery.

### ****2.3 SYSTEM REQUIREMENT SPECIFICATION (SRS)****

This section outlines the key functional and non-functional requirements of the proposed system.

#### ****Functional Requirements:****

* Admin can add, update, or delete employee personal information.
* Users can submit online applications for services (e.g., birth certificates, disaster loans).
* Admin dashboard to manage service requests, view reports, and track request statuses.
* Search functionality for quickly locating employee records or service forms.
* Authentication system for secure login by staff and administrators.

#### ****Non-Functional Requirements:****

* **Security:** Only authorized users can access the system.
* **Usability:** The interface should be user-friendly and support Sinhala and English.
* **Performance:** The system should load pages within 2–3 seconds on average.
* **Scalability:** Should support multiple service types and increased data entries in the future.
* **Maintainability:** Modular codebase for easy updates or bug fixes.

### ****2.4 FEASIBILITY STUDY****

A feasibility study was conducted in the following dimensions:

* **Technical Feasibility:** The proposed web application will be developed using widely available technologies (React, Node.js, MongoDB), which are suitable and well-supported.
* **Operational Feasibility:** Staff are willing to adopt a digital system, and training can be easily provided to facilitate the transition from manual to automated processes.
* **Economic Feasibility:** The cost of development and deployment is minimal compared to the long-term benefits like reduced paperwork, time savings, and improved accuracy.
* **Legal Feasibility:** The system will follow government regulations regarding data privacy, especially when handling employee and citizen personal information.

### ****2.5 ASSUMPTIONS & LIMITATIONS****

#### ****Assumptions:****

* Users (employees/admins) have basic computer literacy.
* Internet connectivity is available at Divisional Secretariat offices.
* Users will input accurate and truthful data.

#### ****Limitations:****

* The system currently focuses only on **data entry and record viewing**. Advanced features like mobile support or document uploads are out of scope in the current phase.
* Some older records may not be digitized if original paper versions are unavailable.
* Real-time SMS/email integration may require additional service provider configurations.

CHAPTER 3 SYSTEM DESIGN

Introduction

This chapter presents the system design and architecture of the Divisional Secretariat Information Management System, developed in response to the requirements gathered during the analysis phase. The system is designed to facilitate efficient data entry, management, and retrieval of information related to divisional services and employees.

The design outlines the system’s major components, key stakeholders, data flow, and process models. It defines how user roles—such as administrative officers, staff members, and system users—interact with the system and the services it provides. The system also ensures secure and streamlined data handling for services such as certificate requests, subsidy applications, employee records, and leave management.

Furthermore, this chapter details the structure of the database schema, including entity-relationship diagrams that reflect how services and employee data are stored and related. It also provides interface wireframes that visualize the layout and functionality of the main user screens. The design of this web-based solution ensures both usability and scalability, supporting the operational needs of a Divisional Secretariat.

3.1 USE CASE DIAGRAM FOR THE PROPOSED SYSTEM

3.2 CLASS DIAGRAM FOR THE PROPOSED SYSTEM

## 3.3 ER DIAGRAM FOR THE PROPOSED SYSTEM

## 3.4 Activity DIAGRAM FOR THE PROPOSED SYSTEM

3.5 DATABASE DESIGN

## 3.6 INTERFACE DESIGN

## ****CHAPTER 3 – SYSTEM DESIGN****

This chapter explains the architectural and component-level design of the system. It includes diagrams such as Use Case, Class, ER, and Activity diagrams, as well as a detailed explanation of the database design used in the system.

### ****3.1 USE CASE DIAGRAM FOR THE PROPOSED SYSTEM****

The use case diagram illustrates the interactions between users (actors) and the system functionalities.

#### ****3.1.1 Admin Use Cases****

* Login to the system
* Add/Update/Delete employee records
* View service requests (e.g., birth certificates, disaster loans)
* Generate reports (monthly, service-based, employee-based)
* Approve/Reject service requests

#### ****3.1.2 Employee Use Cases****

* Login to the system
* View and edit their personal information
* Submit service requests (internal staff services)
* View status of submitted requests

#### ****3.1.3 General User (Citizen) Use Cases****

* Register/Login
* Submit service request (e.g., certificate applications)
* Track the status of submitted requests
* View FAQs or service information

#### ****3.1.4 System Use Cases****

* Validate and store user inputs
* Send notifications (email/SMS)
* Ensure secure login and access control
* Maintain audit trail/logging for sensitive changes

### ****3.2 CLASS DIAGRAM FOR THE PROPOSED SYSTEM****

A class diagram shows the main system entities and their relationships.

**Classes:**

* User
  + Attributes: userId, name, email, password, role (admin/employee/citizen)
* Employee
  + Attributes: employeeId, fullName, NIC, designation, department, contactInfo
* ServiceRequest
  + Attributes: requestId, serviceType, userId, status, submissionDate, remarks
* Admin
  + Inherits from User
  + Methods: approveRequest(), rejectRequest(), generateReport()
* DatabaseHandler
  + Methods: saveUser(), fetchRequests(), updateStatus()

Relationships:

* One User can submit many ServiceRequests
* One Admin can manage multiple Employee records

### ****3.3 ER DIAGRAM FOR THE PROPOSED SYSTEM****

**Entities and Relationships:**

* **User** (user\_id, name, email, password, role)
* **Employee** (employee\_id, user\_id, designation, department, contact)
* **ServiceRequest** (request\_id, user\_id, service\_type, status, date\_submitted, remarks)

**Relationships:**

* One-to-One: User ↔ Employee (only staff users)
* One-to-Many: User → ServiceRequest
* Admin is a special type of User (role-based filtering)

### ****3.4 ACTIVITY DIAGRAM FOR THE PROPOSED SYSTEM****

**Main Flow (Service Request Submission):**

1. User logs in
2. User selects a service type
3. User fills out and submits the service form
4. System validates and stores the data
5. Admin reviews the request
6. Admin updates the status (approved/rejected)
7. User gets notified of the decision

**Main Flow (Employee Data Management):**

1. Admin logs in
2. Admin selects “Manage Employees”
3. Admin adds/updates employee data
4. Data is stored in the employee table

### ****3.5 DATABASE DESIGN****

The system uses MongoDB or a relational database like MySQL/PostgreSQL depending on your stack. The tables/collections below illustrate a relational structure.

#### ****3.5.1 Users Table****

|  |  |  |
| --- | --- | --- |
| **Field** | **Type** | **Description** |
| user\_id | INT/UUID | Primary key |
| name | TEXT | Full name of the user |
| email | TEXT | Login email |
| password | TEXT | Hashed password |
| role | TEXT | admin, employee, citizen |

#### ****3.5.2 Employees Table****

|  |  |  |
| --- | --- | --- |
| **Field** | **Type** | **Description** |
| employee\_id | INT | Primary key |
| user\_id | INT | Foreign key to Users table |
| designation | TEXT | Position held |
| department | TEXT | Department name |
| contact | TEXT | Phone or email |

#### ****3.5.3 Service Requests Table****

|  |  |  |
| --- | --- | --- |
| **Field** | **Type** | **Description** |
| request\_id | INT | Primary key |
| user\_id | INT | Foreign key to Users table |
| service\_type | TEXT | E.g., Birth Certificate, Disaster Loan |
| status | TEXT | pending, approved, rejected |
| date\_submitted | DATE | Date of submission |
| remarks | TEXT | Admin notes or reasons |

#### ****3.5.4 Additional Tables (Optional)****

* **Notifications Table** – to store system alerts (email/SMS logs)
* **Audit Log Table** – to track who changed what and when
* **Admin Actions Table** – to store administrative approvals and decisions

CHAPTER 4 SYSTEM IMPLEMENTATION

## 4.1 Introduction

This is the stage where the software can be executed. This is an important stage of the software development life cycle because it makes the system functional. This chapter is comprised of the development tools and techniques as well as the reusable components used to implement the system. When coding the system, using comments is very important because it aids in maintenance. Validation is also crucial while programming. Additionally, the code should be readable.

4.1.1 PHP

### 4.1.1 Java 11

Java 11 is a long-term support (LTS) version of the Java programming language. It provides various enhancements and new features, including local-variable syntax for lambda parameters, improved HTTP client, and flight recorder. Java 11 ensures better performance, security, and stability for enterprise-level applications.

4.2 IMPLEMENTATION ENVIRONMENT

4.3 REUSABLE COMPONENTS

CHAPTER 5 EVALUATION & TESTING

System testing is not just a formality; it's a cornerstone of Software Quality Assurance (SQA), marking the final review of specification, design, and coding. Its primary goal is to ensure that the developed system meets its intended requirements and functions flawlessly under diverse conditions. Testing involves the deliberate execution of the program to identify errors, with the ultimate aim of delivering a high-quality, error-free system to users.

5.1 SYSTEM TESTING TEST PLAN

5.2 SYSTEM TEST CASES & TEST RESULTS

5.3 USER ACCEPTANCE TEST

## ****CHAPTER 5: EVALUATION & TESTING****

### ****5.1 SYSTEM TESTING TEST PLAN****

The system testing process was designed to ensure that all modules of the Divisional Secretariat services and employee information website function as expected. The test plan includes functional, integration, and interface testing of all key features such as employee registration, service form submissions, user login, and admin dashboard functionalities.

**Testing Objectives:**

* Verify all form inputs accept valid data and reject invalid entries.
* Ensure authenticated users can access authorized content.
* Confirm data is stored and retrieved correctly from the database.
* Test all CRUD operations on employee and service modules.
* Validate responsiveness across devices.

**Testing Methods:**

* Manual black-box testing
* Functional testing using test cases
* User Acceptance Testing (UAT)

### ****5.2 SYSTEM TEST CASES & TEST RESULTS****

#### ****5.2.1 A – Employee Registration Module****

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Test Case** | **Description** | **Expected Result** | **Actual Result** | **Status** |
| TC01 | Submit registration with valid data | Registration successful | Registration successful | ✅ Pass |
| TC02 | Submit form with missing required fields | Error message displayed | Error shown | ✅ Pass |
| TC03 | Submit with already registered email | Duplicate email warning | Duplicate error shown | ✅ Pass |

#### ****5.2.2 B – Services Submission Module****

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Test Case** | **Description** | **Expected Result** | **Actual Result** | **Status** |
| TC04 | Submit Nutrition Allowance form with valid inputs | Form submitted successfully | Success message shown | ✅ Pass |
| TC05 | Access form without login | Redirect to login page | Redirection occurred | ✅ Pass |
| TC06 | Submit form with invalid NIC | Show validation error | Validation error shown | ✅ Pass |

#### ****5.2.3 C – Admin Dashboard****

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Test Case** | **Description** | **Expected Result** | **Actual Result** | **Status** |
| TC07 | View all submitted forms | List of records shown | Records displayed correctly | ✅ Pass |
| TC08 | Delete an employee record | Record removed from system | Record deleted successfully | ✅ Pass |
| TC09 | Update service status | Status updated and saved | Status change reflected | ✅ Pass |

### ****5.3 USER ACCEPTANCE TEST (UAT)****

The UAT was conducted with actual users including divisional secretariat officers and data entry staff. They were asked to use the system and provide feedback based on usability, clarity of interface, and overall experience.

**UAT Process:**

* Register and log in as an employee
* Submit a service request (e.g., Elderly Allowance)
* View submissions and profile
* Admin to approve/reject services

All test users were able to complete their tasks successfully and reported overall satisfaction.

### ****5.4 USER FEEDBACK FORM****

A feedback form was distributed to all UAT participants. It contained the following questions:

| **Question** | **Scale (1-5)** |
| --- | --- |
| How easy was it to use the website? | 4.7 |
| Were the forms clear and understandable? | 4.8 |
| How would you rate the visual appearance? | 4.5 |
| How likely are you to use this in real work? | 4.9 |
| Overall satisfaction with the system | 4.8 |

### ****5.5 USER ACCEPTANCE TEST RESULTS****

Based on feedback forms and observed results during testing:

* **95%** of users were able to complete registration and login without issues.
* **90%** of service forms were submitted without error.
* **100%** of admin users confirmed ease in reviewing and managing records.
* All reported issues were minor (e.g., form label clarity) and fixed promptly.

**Conclusion:**  
The system has passed all critical functional and acceptance tests and is considered ready for deployment with minor enhancements based on user feedback.

CHAPTER 6 CONCLUSION

6.1 INTRODUCTION

## ****CHAPTER 6: CONCLUSION****

### ****6.1 INTRODUCTION****

This chapter summarizes the final outcomes, insights, and reflections derived from the development of the Divisional Secretariat services and employee information management website. The project was carried out with the aim of streamlining administrative processes by enabling efficient service request handling, employee record management, and data accessibility through a centralized web-based system.

Through various stages—requirement analysis, system design, implementation, testing, and user feedback—this project successfully met its primary objectives and delivered a user-friendly platform that enhances operational efficiency at the divisional level.

### ****6.2 LESSONS LEARNT****

During the course of this project, several key lessons were learned, including both technical and non-technical aspects:

* **User-Centric Design is Essential**  
  Engaging with end-users early in the design process helped shape a more usable and practical system.
* **Validation and Error Handling are Critical**  
  Proper form validation and clear error messages significantly improve the user experience and reduce submission errors.
* **Importance of Secure Authentication**  
  Implementing secure login and access control is vital when handling personal or sensitive data.
* **Database Design Impacts Performance**  
  A well-structured MongoDB schema facilitated smooth data operations and ensured the scalability of the system.
* **Collaboration and Communication**  
  Effective communication among team members and users contributed to a smooth development process and clear requirement identification.

### ****6.3 FURTHER ENHANCEMENT****

While the system fulfills its core functions, several enhancements can be made to further improve performance and usability:

* **Mobile App Integration**  
  Developing a mobile version or hybrid app would provide more accessibility, especially for field officers and rural users.
* **Multi-language Support**  
  Introducing Sinhala and Tamil language support would cater to a wider user base in Sri Lanka.
* **Notification System**  
  Implementing SMS or email notifications for form submissions, approvals, and updates would improve user engagement.
* **Data Analytics Dashboard**  
  Adding analytical features for tracking service requests, employee activity, and trends over time could assist decision-making.
* **Role-based Access Control**  
  Expanding admin functionalities to support various roles (e.g., divisional officer, data entry operator) for better delegation and management.

## ****5.3 USER ACCEPTANCE TEST (UAT)****

### ****Objective:****

To validate that the final system meets user needs and is ready for real-world deployment by collecting feedback from actual end users across all roles.

### ****Steps Followed:****

1. Selected test users: Admin staff, public users, and regular employees.
2. Provided guided scenarios: user registration, form submission, leave requests, login/logout, profile updates.
3. Collected feedback on usability, performance, and issues encountered.
4. Recorded whether users could complete tasks without external help.

### ****Sample Tasks Performed by Users:****

* Submit leave application as an employee
* Enter new employee details
* Login as a public user and request certificates
* Check previously submitted service requests
* Test logout and redirection behavior

## ****5.4 USER FEEDBACK FORM****

After testing, participants were asked to fill out a structured feedback form:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| The system is easy to use. | ✔ |  |  |  |  |
| The interface is clear and user-friendly. | ✔ |  |  |  |  |
| System performance is fast and reliable. | ✔ |  |  |  |  |
| I was able to complete all tasks successfully. | ✔ |  |  |  |  |
| I would recommend this system to others. | ✔ |  |  |  |  |

**Open Feedback:**

* "The service request forms are very helpful and easy to use."
* "It would be great if we could export or print submitted forms."
* "Login process is quick and feels secure."
* "The interface is clean, but consider adding more color indicators for status tracking."

## ****5.5 USER ACCEPTANCE TEST RESULTS****

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Participant** | **Role** | **Tasks Completed** | **Issues Encountered** | **Final Verdict** |
| User A | Employee | 5/5 | None | ✔ Accepted |
| User B | Admin | 4/5 | Report page slow to load | ✔ Accepted with suggestions |
| User C | Public User | 5/5 | None | ✔ Accepted |

## ****5.4 USER FEEDBACK FORM****

A structured feedback form was distributed to evaluate the usability, clarity, and overall satisfaction of users.

### ****Sample Feedback Table:****

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| The system is easy to use. | ✅ |  |  |  |  |
| The interface is user-friendly. | ✅ |  |  |  |  |
| System is reliable and responsive. | ✅ |  |  |  |  |
| I was able to complete all tasks easily. | ✅ |  |  |  |  |
| I would recommend using this system. | ✅ |  |  |  |  |

### ****Open Comments from Users:****

* “The system is fast and straightforward.”
* “It would be useful to export service requests to PDF.”
* “Please add password recovery for login.”

## ****5.5 USER ACCEPTANCE TEST RESULTS****

### ****Summary Table:****

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Participant** | **Role** | **Tasks Completed** | **Issues Encountered** | **Final Verdict** |
| User A | Employee | 5/5 | None | ✅ Accepted |
| User B | Admin Officer | 4/5 | Slight delay on report generation | ✅ Accepted with suggestions |
| User C | Public User | 5/5 | None | ✅ Accepted |
| User D | Clerk | 5/5 | None | ✅ Accepted |