System Proposal: Complaint Management System for the Department of Peace and Order of Barangay Bulihan, Silang, Cavite

A Project

Presented to the Faculty of

Information and Communication Technology Department

Apalit, Pampanga

Bachelor of Science in Information Technology and Associate in Computer Technology

By:

Suarez, Ma. Nica Franzceck Ron S.
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Rabajante, Eldrian B.

To:

Ms. Sharene Labung CDP, MIT

March 2022

CMS FOR BARANGAY BULIHAN, SILANG, CAVITE

La Verdad Christian College

March 1, 2022

Hon. Edward T. Mayuga
Chairman Peace & Order Committee
AFP Housing Road, Zone 11,
Barangay Bulihan, Silang Cavite

Dear Hon. Mayuga,

Greetings of peace!

In partial fulfillment of the requirements of our System Analysis, Design & Development subject. We, the second-year students of La Verdad Christian College, Apalit, taking up the course, Bachelor of Science in Information System, would like to conduct a research project entitled, "System Proposal: Complaint Management System for the Department of Peace and Order of Barangay Bulihan, Silang, Cavite".

In connection with this, we would like to request your department to allow us to conduct an interview in-person or online via Zoom, depending with the comfortability of your suggested individual who can provide us with the information required regarding the complaint system of the barangay. We would like to proceed with this on March 2, 2022.

The necessary information needed to conduct our research are the following:

- the current manual system,
- the positions / titles in the department,
- the barangay's profile,
- the sample forms and reports used for investigations,
- and the missions, vision and objectives.

Rest assured, the data to be gathered will remain confidential and only be used for academic purposes.

We believe you are with us in our enthusiasm to accomplish this project as compliance for our subject. Your approval to conduct this research will be greatly appreciated. For further questions, please contact us at 09276330285.

Thank you very much!

Respectfully yours,

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SYSTEM PROPOSAL: COMPLAINT MANAGEMENT SYSTEM FOR THE DEPARTMENT OF PEACE AND ORDER OF BARANGAY BULIHAN, SILANG, CAVITE

Company's Vision / Mission & Objectives

Vision

Isang pamayanang maunlad, nagkakaisa, at nagkakaunawaan ang bawat mamamayan, kalakip ang payak, masagana, malaya at ligtas na pamumuhay.

Mission

Taos at bukal sa pusong paglilingkod, isang pamunuan may pusong magsusulong at magtataguyod ng isang pamumuhay na may pagmamalasakitan, may disiplina, pagpapahalaga sa kalikasan, nagtataguyod ng buhay at may takot sa Diyos.

Objectives

Layunin ng Barangay Risk Reduction Management Council na maging handa sa anumang panganib o sakuna na maaaring dumating sa aming Barangay. Layunin din nito na magamit ang mga pagsasanay na isinasagawa sa barangay at walang sinuman ang maging biktima o maaapektuhan ng panganib.

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Introduction

The Local Government Code of the Philippines defined barangay, which was enacted in strategies 1991, functions as the principal planning and implementing unit of government policies, projects, campaigns, programs, and activities in the community, and aids as a medium wherein the collective opinions of the people may be expressed, manifested and considered and where disagreements may be harmoniously resolved (Robles, 2018). The barangay plays a significant role in the progress of the country and to some extent providing peace, order, and security of the people (Boysill, 2017).

The elected barangay chairman acts as the presiding officer and the chief executive of the local legislative council. The "Lupong Tagapamayapa" or the Peace and Order Committee, with members, consist of ten (10) to twenty (20) persons with integrity, fairness and goodness are chosen among those working and living in the barangay.

The government created various laws for the barangay's peace and order. An example of this is the bill entitled An Act Creating Barangay Community Peace and Order Council for the Utilization of Barangay Officials and Its Constituents on Crime Prevention and Other Purposes. This strives to create a Barangay Community Peace and Order Council that will help the existing Philippine National Police (PNP) and Local Government Units (LGUs) solve various issues in peace and order matters like disaster management, traffic problems, and prevention of crimes. At the barangay level, the PNP implements national and local projects or programs for the benefit of the people in the community. In Barangay Bulihan from the municipality of Silang, within the province of Cavite. Its population as determined by the 2020 Census was 24,985. This represented 8.45% of the

total population of Silang. Its expanse could be a total of 87.58 hectares and approximately

three point five kilometers (3.5 km) from the town of Silang, Cavite. The classification of

barangay is rural and it is surrounded by seven (7) barangays which are Maderan G.M.A, Ipil

1, Ipil 2, Maguyam, Narra 1, Narra 2, and Banaba. There are a total of fifteen (15) Districts,

two (2) Sitios and two (2) Subdivisions.

In the past, Bulihan was a village in the town of Silang, Cavite. It is a large piece of

land owned by a wealthy man from Lipa, Batangas. The bulihan was then inhabited by only

about twenty households who also came from the province of Batangas. Later on, some parts

of the land in Bulihan were sold and given to its residents. The population has gradually

increased and the development and progress of life in Barangay Bulihan have continued,

various infrastructural, socio-economic, livelihood projects, the promotion of NGO's,

keeping of peace and tranquility, and development are the focus of the Punong Barangay.

The peace and order committee keeps track of records of offenses, crimes, and

incidents within the jurisdiction of the barangay officials by recording them in the book of

records. The services offered are roving or patrolling and responding to conflicts within the

bounds of Bulihan to promote public safety.

According to the Kagawad of the barangay Bulihan, the transactions like the

recording of blotter cases and offenses are still done manually to produce reports. Therefore,

they are having a hard time in terms of retrieval, monitoring, and storage of needed

information due to miswriting of the blotter number and especially locating the old cases

since they have changed administration. Furthermore, as per kagawad most barangays do not

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use a desktop computer because of inadequate technical skills. They wish barangay members

are educated with regards to the automated way to ease their task.

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Background of the study

Technology exists to be used for our convenience. It has been doing so for more than time can tell. As we are in the era of technology, it can't be helped that some part of the community stays in the traditional way. The barangay has existed for the longest period of time and is holding up to its name. The researchers propose a system that would help the small part of this community by making their complaint system into an automated one.

For a Barangay to continue to thrive, it needs peace and order, to maintain this, the community's satisfaction must be met. This is handled by the Peace and Order council of a barangay, the collection of information from a community to one body can be challenging especially if this is manually done. The researchers believe that having an automated complaint management system can resolve these issues of the barangay when it comes to handling complaints from the residents.

Barangay

This is a type of early Filipino settlement. From the word 'balanay', which was the names of the sailboats that had originally brought settlers to the Philippines. It carried groups which had a leader called the 'datu'. According to the Philippine Statistics Authority (PSA), "A barangay is the smallest political unit in the country. Generally, one enumerator is assigned to enumerate one barangay. For enumeration purposes, a large barangay is usually divided into parts, and each part is called an enumeration area (EA)."

The modern barangay now consists of new authority levels, which is written in the Local Government Code of the Philippines Book 3 of the Department of the Interior and Local Government (DILG). According to the Chapter 2, Section 387, "(a) There shall be in

each Barangay a Punong Barangay, seven (7) Sangguniang Barangay members, the Sangguniang Kabataan chairman, a Barangay Secretary, and a Barangay treasurer."

Peace and Order Council

According to the Republic Act. No. 7160 or the Local Government code section 16, "Section 16 mandates all local government units to ensure and maintain peace and order within their respective areas of jurisdictions, among other concerns.", It also states that every province, city and municipality is mandated to create a Peace and Order Council.

Complaint Management System

According to Nasr, Osman & ali, enwa. (2015), this is an online way to solve the problems faced by the public. It aims to make the complaints easier to coordinate, monitor, and to track and resolve. According to Picincu (2019), "A complaint management system is a software program that allows companies to address customers' inquiries, deliver consistent support and manage complaints in a timely manner. In general, these applications are offered as part of customer relationship management software packages."

Data Privacy Act of 2012

It is stated on the Republic Act of 10173 – "It is the policy of the State to protect the fundamental human right of privacy, of communication while ensuring free flow of information to promote innovation and growth.". This covers practices that involves, but are not limited to the collection, recording, updating, retrieval, usage, or erasure of personal data. The law protects and establishes the right of an individual to data privacy in various environments.

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Complainant

The complainant is the party to file the formal complaint.

Respondent

The respondent is the party who is against the formal complaint.

Major Players

Punong Barangay - also known as the Barangay Captain, is the highest elected official of a barangay.

Barangay Secretary - The one in charge of keeping the records, preparation of documents, agenda of meetings, notes of minutes of the meetings, and similar duties.

Peace and Order Council - (Barangay Councilor (Kagawad), Barangay Justice & Investigator) - This is the primary government institution that prevents and suppresses criminality

**Residents** - Individuals or group of individuals residing in the barangay

Economic Characteristics

Barangay Bulihan is part of the Municipality of Silang Cavite in the CALABARZON Region (Region IV – A). It is about 23 miles (36 kilometers) south of Manila capital and is situated at roughly 14°17' North, 120° 60' East in the island of Luzon and is estimated to be elevated 201.0 meters above sea level.
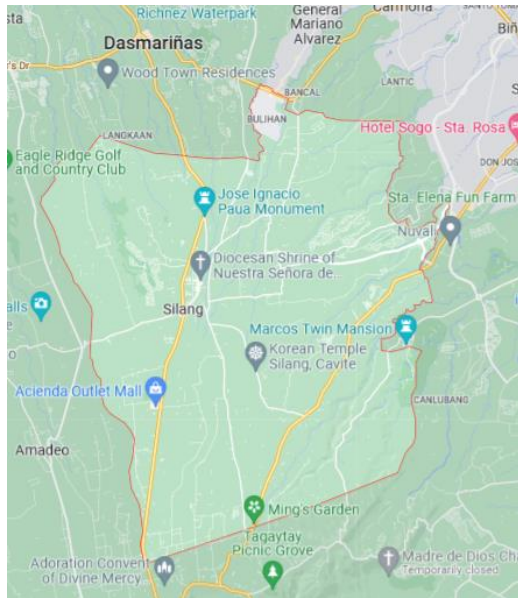
Courtesy of Google Maps
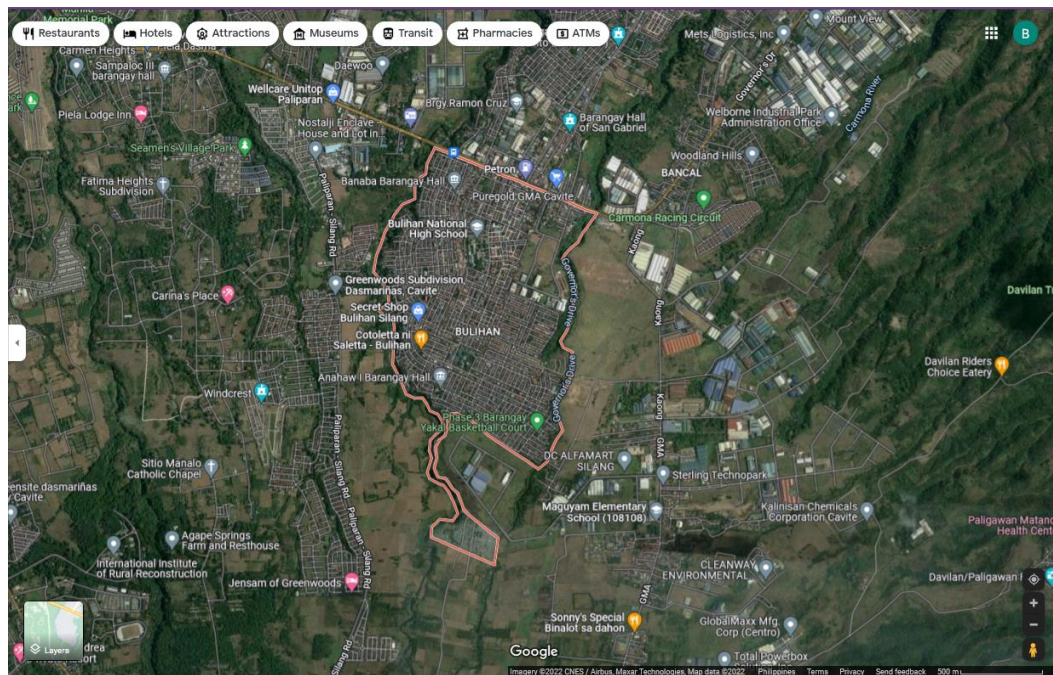
Figure 1: Map of Bulihan

In accordance with Albert, J. G., Santos, A. F., & Vizmanos, J. V. (2018), the table below shows the ranges of which are the middle class and the higher class here in the Philippines. It is divided into seven income groups which are based on the country's official poverty lines.

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Income Cluster	Definition: Per capita income	Indicative Range of Monthly Family Incomes (for a Family Size of 5 members) in 2012
1. Poor	less than official poverty threshold	Less than PHP 7890 per month
2. Low income (but not poor)	between the poverty line and twice the poverty line	Between PHP 7890 to PHP 15780 per month
3. Lower middle income	between twice the poverty line and four times the poverty line	Between PHP 15780 to PHP 31560 per month
4. Middle middle income	between four times the poverty line and ten times the poverty line	Between PHP 31,560 to PHP 78,900 per month
5. Upper middle income	between ten times the poverty line and fifteen times the poverty line	Between PHP78,900 to PHP 118,350 per month
6. Upper income (but not rich)	between fifteen times the poverty line and twenty times the poverty line	Between PHP118,350 to PHP 157,800
7. Rich	at least equal to twenty times the poverty line	At least PHP 157,800

Source: Albert *et al.* (2015)

Figure 2: Indicative Range of Monthly Family Incomes

As reported in an article "Bulihan, municipality of Silang, Province of Cavite", barangay Bulihan's population was determined by the 2020 Census, being 8.45% of the population of Silang, Cavite. The household population of Bulihan in the previous Census in 2015 was 23,237 which was broken down into 4,977 households or an average of 4.67 members per household.

Census date	Household population	Number of households	Average household size
1990 May 1	2,899	522	5.55
1995 Sep 1	7,918	1,577	5.02
2000 May 1	11,978	2,389	5.01
2007 Aug 1	19,192	3,799	5.05
2010 May 1	21,448	4,554	4.71
2015 Aug 1	23,237	4,977	4.67

Courtesy of PhilAtlas.com

Figure 3: Census of Bulihan, Cavite from 1990 to 2015

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Objectives of the Study

General objective

To serve as an instrument for the innovation of their traditional system, allowing them to make it modern and learn to use technology, thereby speeding up the process of finding and filing blotters of Barangay Bulihan, Silang, Cavite.

Specific objective

1. To create an automated system that can easily locate complaint records in a database.

2. To develop a system that is simple to use even if they are unskilled when it comes to technology.

3. To create a system that can only be accessed by authorized officials of the department of peace and order of Barangay Bulihan, Silang, Cavite

4. To create a system that would be both efficient and beneficial to the barangay.

5. To organize the filing of records using an automated system

6. To provide a secure storage of the filed complaints

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Scope and limitation

The study focuses on maintaining, retrieving, and managing information of the case activities gathered from complainants and respondents involved in the case incidents. This covers the whole department of Peace and Order; we limit the study to only authorized Peace and Order officers to maintain and update the system's information. This study will only cover case reports of complaints within the location or covered area of Barangay ng Bulihan, Silang, Cavite and will not cover other reports unless required by the department. Our study cannot gather the percentage of the variation of complaints, although this may be a variable for an additional feature in the future, the time for our research would not allow us to do so presently.

The study will not extend to be the solution to the complainants' issues, such as solving individual queries or handling any compensation. The perimeter of our study is to only be the connection between the complainant and the Peace and Order officials, to offer convenience to both parties, and to avoid inaccuracy of reports.

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Significance of the Study

Due to a growing importance and demand for technology. Our study hopes to be the bridge of transition from traditional to modernized ways of filing complaints. The system's implementation will alter the barangay's file-keeping practices and procedures. This will also guarantee that all records are complete and up to date. The barangay will also be assured that the file will be secure and protected because it will require authorization before someone can access the system.

The findings of this study will be extremely beneficial to the following:

Barangay Captain

They can easily check all of the information and records of his/her barangay residences (specifically to those that have complaints or unsettled cases). This will lessen the burden of monitoring the information one by one and will also help in the securing the confidentiality of records and files.

Chairman, Peace & Order Committee

The person in charge of the barangay's peace and order department's files and information for it will bring easy access to the data they need.

Alike with the responsibilities of the Barangay Captain, once the files and records are organized, it would be easier for them to monitor the files. This is also the department that creates monthly reports to the Department of Interior and Local Government of the total cases that has been settled or has not yet been settled.

Chief of Barangay Police Officers

Also known as Investigating Officer who review the statements and evidence presented, interview others with relevant knowledge, review documentary materials, and take

any other appropriate action to gather and consider information relevant to the complaint, will be strongly benefited to this study because it can make his task more easily and well-managed.

Researchers

To improve one's personal understanding of problem-solving techniques and to learn which documentation requirements are necessary from the local government agency (Barangay Bulihan).

Future Researchers

To give foresight for future researchers who will pursue a topic in the same field of a problem for which the researchers are responsible for finding a solution. The study's data, methodology, and approaches can be utilized as a secondary source of information and a review of related literature to support prior studies on the same problem.

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Requirements Analysis (Existing System)

Data Flow Diagram
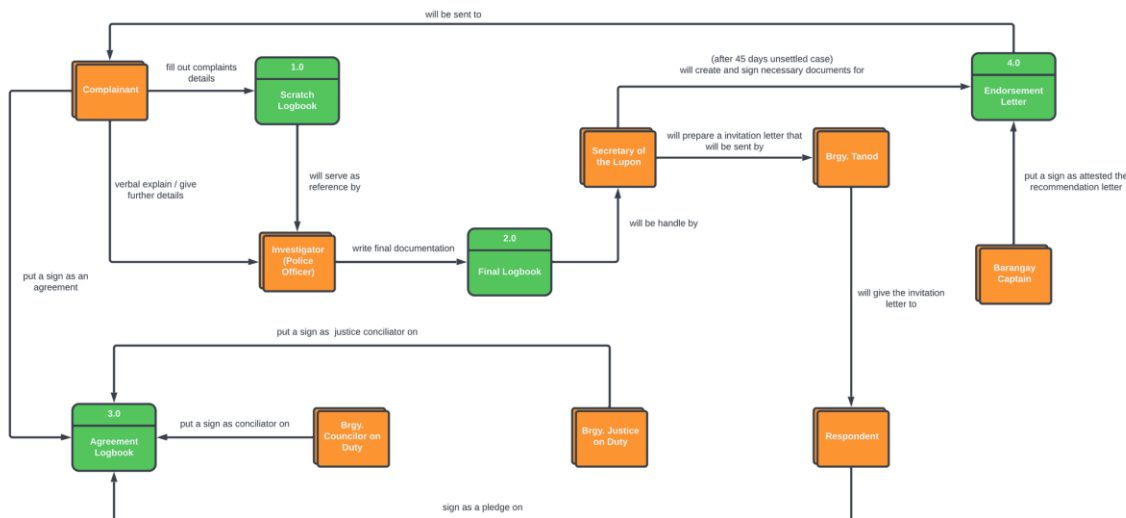
Figure 4: Data Flow Diagram of the Existing System

Entity Relationship Diagram
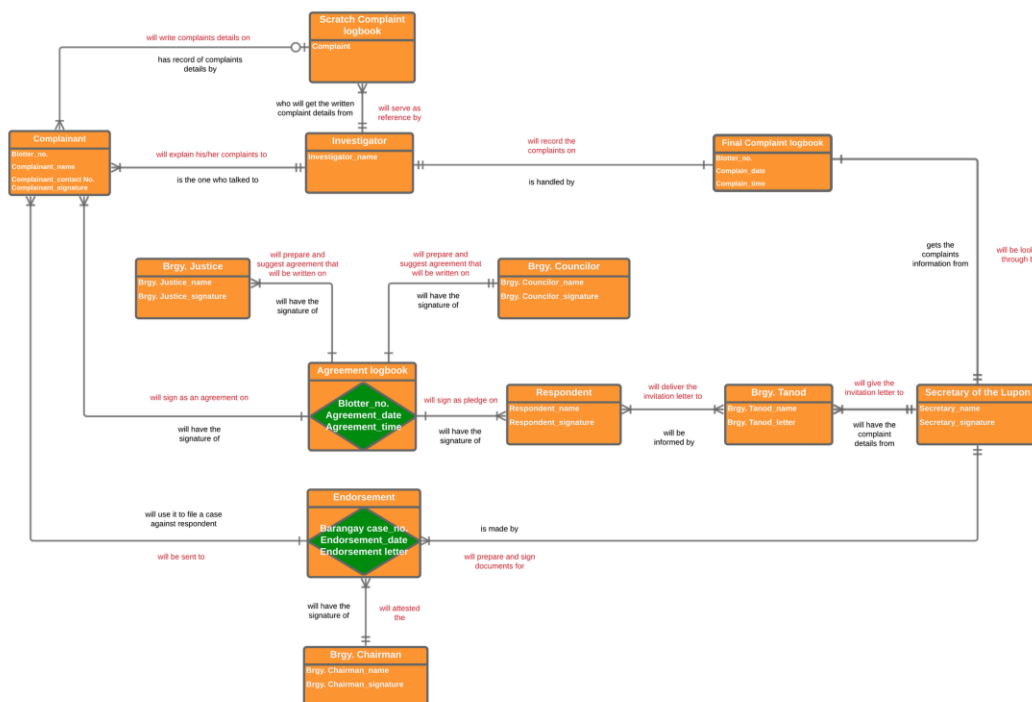
Figure 5: Entity Relationship Diagram of the Existing System

Problem Areas

This project has a chief concern, focusing on the manual methods of handling complaints and records of the Department of Peace and Order of Barangay Bulihan in Silang Cavite.

Here are the encountered issues to their manual systems:

1. No specific material to use in writing the complaints, sometimes in bond paper or logbook.

2. A bunch of logbooks that remain physically stored are unpleasant and bring discomfort inside the workspace.

3. Difficulty in retrieving records of complaints. In some instances, a documented complaint stored longer than a year is stressful to locate. It takes times, days, or weeks to find, and with the interchanging administration of barangay officials, the complaints are hard to address.

4. Miswriting and duplicating details, e.g., blotter number. Creates confusion, inaccuracy, and trouble in the process of investigation.

5. Unorganized filings of records. Through the years of manual storing, there is a tendency to misplace important records.

6. Due to the manual keeping of records, files are not secured. When possible natural disasters strikes the area, such as fire, flood, etc., it will cause serious damage and a high chance of record loss.

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Design Analysis

Data Collection Procedure

The data collected for this research is from a purposive sampling method by observation and interviews (in-person interview). The participants involved are the Barangay Councilor and the Police Officer (also known as the Investigating Officer) who is currently the member of the Peace and Order Department of the Barangay. With these kinds of data collection procedure, it is feasible to obtain a deeper understanding of the research problems and achieve the objectives of the study, as well as be meaningful to the intended beneficiaries.

The following are the procedures used to collect data and information:

Observation

One of the researchers observed the behavior, service provision, and problem encountered by all the officials involved at the Peace and Order Department. Data and information gathered through observation are recorded through note-taking.

In-person Interview

The researchers had found and selected participants in the department that provided the most significant information, Barangay Councilor, and the Police Officer. The interviewees underwent a semi-structured form of interview. In this procedure, the researchers collected data in which interviewees and the researcher communicated verbally which was recorded using an audio recording of a mobile phone. This is done to obtain reliable data directly from the participants.

Description of the Proposed System

This section will explain the features of the proposed system, data flow diagram and the entity relationship diagram.

System Description

This study proposes a solution in Barangay Bulihan, Silang, Cavite, to enhance the process of finding and filing blotters in the barangay. This system will make it easier for them to find complaint records and will also make their job more convenient. This will not only benefit the Peace and Order department, but it will also ensure the security of their complaints.

These are the features included for further improving and enhancing the Barangay Complaint Management System:

• The Barangay Complaint Management System application is secured to prevent unauthorized access.

• The 'Blotter Record Summary' shows summary of the different cases, this may be; settled and unsettled cases, and scheduled and unscheduled cases.

• The 'Search' feature allows you to search for specific data applicable to the system, by entering 'dates', 'blotter number', 'person recording', and so on.

• The 'Incident Report' records who would be recording the current case. This can store files related to the case for retrieval at any time when someone wants to look at it. It also provides an automated blotter number to avoid human errors.

• The 'Settings', admins have the ability to create and update logins.

• The 'Documents Upload and Documents Preview', is used for the invitation letter, agreement letter, and endorsement letter. Documents preview will show the document uploaded.

Benefits of Using the Barangay Complaint Management System:

User friendly

Nowadays, most people are technically minded, though there are still some who are not educated of how to use technology. As a result of its ease of use and user-friendly, this BCMS will help them better adapt and learn to use the technology.

Security is ensured

Using BCMS contributes to the protection of Barangay data by utilizing auto-backup databases and system user-level security, which prevents unauthorized personnel from accessing data.

Work hours have been reduced

Another benefit of BCMS is that it will make the work simpler and easier as it will be organized, locating what you want to find or what others want to find you as a complainant, making it easier to fill out the blotters. And you won't have to spend a few days looking for

information because it will be in a database, so the result will appear in just a few minutes, and you will find what you want to find.

The information will be accurate

Another benefit is that it reduces mistakes or human errors because the blotter number was written repeatedly or incorrectly, which is very confusing, so in this system, there is a provision in the code that when the blotter number is re-encoded, it will appear in the system that the blotter number exists, which needs to be changed so that the information is actually accurate.

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Data Flow Diagram
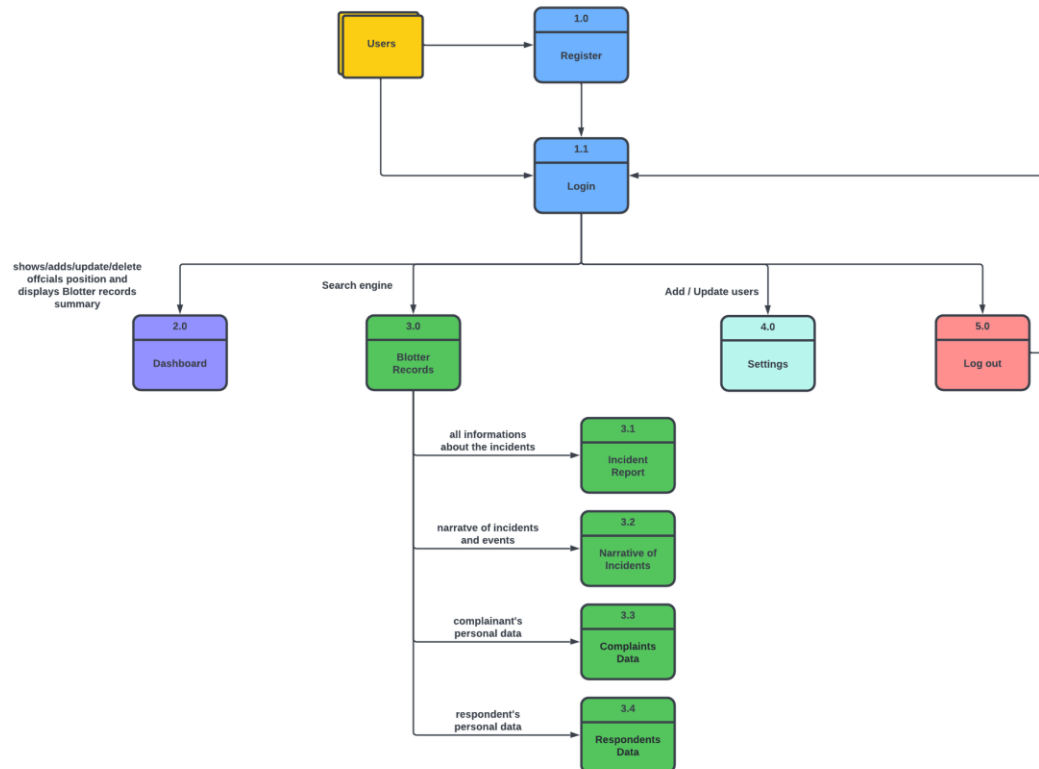
Figure 6: Data Flow Diagram of the Proposed System

Entity Relationship Diagram
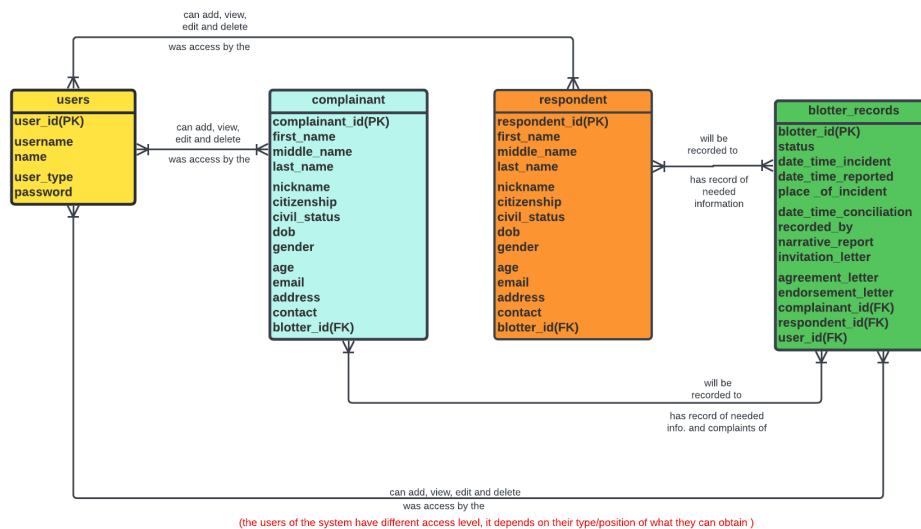
Figure 7: Entity Relationship Diagram of the Proposed System

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Respondents of the Study

The participant of this study is the Kagawad and the Investigator of the Department of Peace and Order of Barangay Bulihan, Silang, Cavite. The major existing problems in the said department and its work cycle are that they apply traditional systems, which are highly vulnerable to many potential risks, such as lack of security, difficulty retrieving records, physical storage of handling records, open to physical damage and high chance of record loss, which cause a great disadvantage for carrying out their responsibilities with integrity.

The researchers that conducted this study performed several interviews with the Kagawad and the investigator to better understand the problem they are trying to resolve, and to provide information that would help the study's foundation and the creation of the proposed automated system.

Recommended Alternative Solution

When given the chance of including features if there were no limitations, the researchers agreed upon adding these features:

1) the update feature of the 'narrative report' if there would be more than one meeting of the complainant and the investigator,

2) the 'types of incidents' which would include choices of what kind of case is inputted to see if it is still under the departments' responsibility,

3) the 'complainant's input' wherein the complainant themself would be the one who would input the complaint, the current system only allows the investigator to input the case with the presence of the complainant. Lastly,

4) the notification feature, this would notify the users that there are new cases that have been input.

Summary

The Peace and Order committee keeps track of records of complaints and incidents within the jurisdiction of the barangay which are manually recorded in their logbook. The researchers initiated to identify their current system flaws and found possible solutions for it.

The researchers propose the Barangay Complaint Management System, which provides more efficient and effective way of monitoring complaint cases that researchers believe would lead to a better administration of the peace and order department. This study is focused on developing an automated system for the department. The researchers believe that this system is helpful to the barangay officials in the Department of Peace and Order by easily tracking the complaint history by searching, and lessening their workload because it only uses less time for inputting data or information of reports.

The researchers considered that there is an opportunity to help the Barangay with their dealing difficulties with the manual system in the present time. The department has discerned problems that the researchers may be able to help with.

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References

Appendices

Appendix A Letter to Conduct Study

March 1, 2022

Hon. Edward T. Mayuga
Chairman Peace & Order Committee
AFP Housing Road, Zone 11,
Barangay Bulihan, Silang Cavite

Dear Hon. Mayuga,

Greetings of peace!

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We believe you are with us in our enthusiasm to accomplish this project as compliance for our subject. Your approval to conduct this research will be greatly appreciated. For further questions, please contact us at 09276330285.

Thank you very much!

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Prof. Sharene T. Labung, CDP, MIT

Figure 8: Letter to Conduct Study

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Appendix B Sample Forms and Reports

Blotter:	Invitation Letter:
Agreement letter:	Record Purposes:

Endorsement Letter:	3rd Appearance:

Figure 9: Collected Sample Forms from Barangay Bulihan, Cavite

Appendix C Interview to the Locale

2 Mar 2022, 11:45 A.M. (Brgy. Councilor)

START RECORDING--

…

Nica: Ano po yung manual process na ginagawa ng sa department ng peace and order, specifically sa, ano po, kapag may nagrereklamo?

    Brgy. Councilor: Ang karaniwang ginagawa ng mga tanod, particular dun sa may nag rereklamo, sila yung sumusundo, or depende sa kaso. Meron kasing pupunta na lang ang, ano, complainant, pero kung hindi pupunta, pag necessary na susunduin na ng tanod, sinusundo na (nila).

Nica: Yung complainant na pumunta dito, ano po yung una niyang gagawin?

    Brgy. Councilor: Mag pa-blotter.

…

    Brgy. Councilor: Pupunta siya sa imbestigador at magpapablotter siya, gagawa siya ng salaysay sa kaniyang reklamo

Nica: Saan po siya mag susulat ng reklamo niya po?

    Brgy. Councilor: Pwedeng, pwede naman siyang pinapasulat siya sa isang papel para maayos ang aming record, or pwedeng iderekta, isalaysal niya yung reklamo iderekta dun sa blotter book

Nica: Ano po yung mga ilalagay po ng mga nagrereklamo dun sa blotter book po?

Brgy. Councilor: Kung ano yung specific na reklamo niya. Halimbawa, bigyan kita ng sample, pagnanakaw, i-eepitomise niya yung, kung anong oras, anong petsa siya ninakawan at ano ang mga nanakaw sa kaniya, at kung meron siyang suspect, isulat niya, pero kung wala, salaysay lang niya ang nangyayari

Nica: Yung, batay po sa nakita kong logbook may date-time, ano po yun, date-time po ng araw ng nagreklamo po siya?

Brgy. Councilor: Yes, at tsaka blotter number nung kaniyang reklamo

…

Nica: Meron rin po bang option dun na, ano, sino yung humarap sa kaniya na kagawad, may nakalagay po ba?

Brgy. Councilor: Yes, of course, meron

Brgy. Councilor: Actually, walang option kung sinong gustong mong kagawad. Halimbawa, mag reklamo ka ngayon, ang ususal na ginagawa ng barangay after three days, ipatawag namin yung respondent tapos, bago sila mag harap, walang specific na kagawad kung sinong duty of the day, kung saan na taon yung araw ng after three days. Halimbawa nag reklamo ka ngayon, after three days ipatawag yung ano, kung sino ang duty of the day nung araw na iyon, yung yung haharapin mo.

Nica: Meron po ba kayong hinihinging information like pictures po, like parang ebidensya po?

Brgy. Councilor: Evidence, pwede kaming manghingi ng mga pictures kung ang reklamo mo is batay dun sa, kung meron kayong maipapakita sa amin na katunayan na ebidensya pwedeng niyong ipakita sa amin pwede naming kunin depende sa complainant.

…

Nica: So, kapag po nag bigay po sila ng pictures, saan niyo po nilalagay?

Brgy. Councilor: Yan ay nasa pangangalaga ng ibestigador, meron kaming, depende kasi meron tayong VAWC (Violence Against Women & their Children), depende sa kaso, kapag yang kaso, halimbawa yung ebidensya mo is violence against women and children, dinadala pa namin yan sa opisina ng VAWC, meron kaming sariling opisina ng VAWC, pero pag ang kaso ay barangay matters, yun yung mga regular kaso ang mga tawag doon, si imbestigador ang nagtatago nun.

Nica: For example, may parang hahanapin po kayo na kaso ulit, paano niyo po hahanapin? Meron po bang ano, na-encounter po kayo na problem, like hindi niyo po mahanap yung blotter number?

Brgy. Councilor: Meron, hindi nawawala yun, kasi minsan kasi, nagkakamali imbestigador, yung blotter number niya minsan, instead na blotter number zero one (Blotter#01), napunta pala niya sa blotter number zero three (Blotter#03), hindi nagkatugma dun sa, minsan ang complainant na may dalang papel, "ito po yung ano ko o, ebidensya" so nahihirapan na maghanap kasi mali pala ang naisulat.

Nica: Yung lang po yung mga problem encountered po sa ganung, ano po, o may iba pa po?

Brgy. Councilor: Marami, marami kasi may mga complainant na makulit, hindi talaga natin maasahan na ang lahat ng complainant ay minsan nakikipag-cooperate sa imbestigador, meron kasing mga complainant na gusto nila yung masunod na lang, kaya hindi naman pwede kasi may pattern yung (pa) barangay

Nica: Yung regarding po sa ano po yung, sa process po, diba manual system po kayo sa mga complaint, ano po yung mga na-encounter niyong problem dahil manual po kayo?

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Brgy. Councilor: (Anong) na-encounter na mga problem, usually pag dating naman sa blotter, wala naman usually kaming ano, problema, maliban lang sa mga makukulit lang, meron talagang mga, ulitin ko, meron talagang mga complainant na, di mo rin ma-wari yung ugali, so yun lang naman yung usual na problema namin.

Nica: Opo, bale po ang nasabi niyo po kasing unang problem encountered, kapag hahanapin niyo po yung kaso na yun, minsan hindi niyo na po mahanap kasi, mali po yung number…

Brgy. Councilor: Or… meron din pagkakataon na, panahon pa nung unang kapitan…

…

Brgy. Councilor: Na kung saan, wala na yung aming mga blotter book, hindi naming ma-locate. Pero yung current lang na mga problema, madali lang hanapin, pero yung panahon pa nung two thousand sixteen (2016) mga, mahirap na hanapin, kasi, nagpalit na ng administrasyon.

Nica: Ano po yung inooffer po ng department na service, bukod po sa pag ccomplain.

…

Brgy. Councilor: Ah, yung nag aayos dito sa peace and order ay yung pag-"rroving" yun yung services na nagawa nila, pag responde, halimbawa may away sa isang lugar, may gulo, syempre natural barangay muna, tanod, tanod talaga ang nag reresponde yun yung usual nilang ginagawa.

…

Nica: So, pwede pong malaman yung mga position titles, na maaari pong maka-access, kung makagawa man po kami ng system, sinu-sino po yung mga ano

Brgy. Councilor: Of course, number one yung the barangay captain, kasi siya ang head of the barangay, tpaos yung barangay committee chairman, and then the barangay hepe, tatlo sila.

Brgy. Councilor: Ayan ay particular doon sa, sa sinasabi mo sa'kin na yung Sistema niyo, kung pwedeng mairecommend

…

Nica: (Ano po, uulitin ko lang po) particular lang po sa department lang talaga

Brgy. Councilor: Ah, sa departamento lang nila yan, yes why not? Kung ako lang, much better, pinapaiksi, pinapadali mo yung trabaho.

…

Nica: Opo, so may possibility, may dalawang, ano po kasi, system, yung isang system po, is parang kumbaga pinaka mura, meron pinakamahal, sa tingin niyo po ano pong level po doon yung kaya niyo, yung pinakamura or yung medyo, mahal po?

Brgy. Councilor: Hindi natin kaya yung pinakamahal, kasi nga ang dami nga ng ano hind inga kaya i-suuport, siguro doon tayo sa medyo, sa pondo ng barangay na meron kami, siguro don tayo sa middle.

Nica: Middle po, kasi po yung isa pong system na sinasabi ko po, maii-store po, yung mga information po na, yun po sa system, maaari po siyang mai-store po sa google sheet, okay lang po ba yun sa inyo? Kung sa google sheet po siya?

Brgy. Councilor: ang problema kasi nyan, sabihin na natin na okay yan, gagawin nating high technology ang atin, yung sa, Peace and Order, the problem is, people, yung mga tao na naandyan, kulang sila sa, kaalaman, sabihin na natin na may format, how, sa katulad, sa hindi naman sa tao, paano nila yun, yung papaano natin ipapasok, iiinput sa kanila ito ang

gagawin ninyo… so kailangan natin mag educate ng mga tao para doon sa, particular na technology na yan

…

Nica: Opo, bale ang ano po, last ko na po na tanong, hindi ko po naitanong kanina, yung sa may, sinabi niyong mga positions po sa department of Peace and Order, yung barangay, yung chairman.

      Brgy. Councilor: Actually, the head of the barangay is the barangay captain,

…

      Brgy. Councilor: And then, the comittee chairman, the barangay kagawad, at tsaka yung designated na hepe sa department na yun, so dapat tatlo yung iconsidera dyan, so, hindi lang tatlo, kasi kami, sa council, we are also considered as, if wala ang barangay captain, kami ang magiging head nila, hindi lang naman yung comittee lang mismo eh, tulungan yun sa council eh, pero meron lang talaga, yung pinaka-chairman, of the comittee.

      Brgy. Councilor: Kami kasi, we are the member of the committee, pero ang pinaka-head doon, ng barangay council na umuupo as chairman.

Nica: Opo, its regarding po doon sa ano, sa system na gagawin po namin, kasi, ang parang ang dapat na tanong ko po, sino yung makaka-acess, sino po yung, parepareho po ba sila ng ano, ng parang, kung ano maa-access ng isa, pareho lang po ba nito, na pareho po silang makaka-access, yun po yung, yun po kasi yung parang, sino po yung parang, isa na posisyon na , maa-access niya lahat ng nasa system

      Brgy. Councilor: Actually, it's the barangay captain, ang the comittee chairman lang, ang pwede dyan makaaccess,

…

      Brgy. Councilor: Yan ay ano, ang pinaguusapan kasi natin is yung, hindi yan applicable doon sa barangay, kasi imbestigador talaga eh, imbestigador talaga ang magiinput, hindi ang hepe, imbestigador talaga, kasi complait yun eh, siya ang head ng tanod, kung saan naka-focus talaga sila sa Peace and Order, hindi sila nakafocus doon sa reklamo, doon sa complainant at respondent, hindi, sila ay Peace and Order committee lang, doon yun sila sa katahimikan ng atin barangay naka-focus, ang naka-focus dyan dapat, ang mag iinput dyan ay ang imbestigador, siya talaga, in every barangay, kahit saang barangay yan, hindi ang tanod, ang hepe ng tanod ang nag iinput, imbestigador

…

      Brgy. Councilor: Dito sa'min, sa barangay kagawad on duty, or depende na lang sa kapitan kung siya ang uupo, desisyon pa rin ng kapitan, kasi kami, meron kaming schedule of the day, lahat kami may schedule, katulad sakin, every Wednesday ako on duty, kasi pito kami diba, seven days in a week eh, so meron kaming, everyday na duty na bawat kagawad, pero kung sabihin ng kapitan na sila na ang papasok, (indecipherable)

Nica: copy po, ito po, yung about pa rin po sa system, gusto niyo po ba yung may admin, kumbaga, baka hindi po maano nung kapitan, may nagkaroon ng problem, sa passwords, kasi kadalasan po sa system, kailangan…

      Brgy. Councilor: Actually, hindi lang barangay, hindi lang applicable sa barangay, our municipality of Silang, also has an administrator, ang barangay lang kasi, ang Bulihan kayang kumuha ng administrator, kasi Malaki ang ating (indecipherable word) so kaya, meron tayong administrator dito,

Nica: yun po, bale po kasi ang administrator lang po, ay para sa system lang po,

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Brgy. Councilor: Supposedly, on behalf of the barangay captain, administrator will do the, pero hindi yun mangyayari dito,

Nica: okay po, kasi ang iniisip, ang alam ko po kasi sap ag admin po ng system lang po ah, yun po yung ma-"techy", yung may alam sa technology, meron po ba ganun sa barangay?

Brgy. Councilor: Sa ngayon? Wala.

Nica: yun po ang parang, mainly problem kasi, regarding po sap ag mamaintain po ng system, dapat, meron pong nag mamaintain na admin na –

…

Brgy. Councilor: yun talaga yung nag mmaintain ng kanilang, kasi hindi naman lahat mahawakan ng isang pangulo yang ano eh, meron talagang isang administrator na nangangasiwa dyan, hindi pwedeng wala,

…

Nica: opo, pero yun nga po, nasa letter po namin, na ano po, na yung mga makuha po naming information, parang ano lang po, inspired lang, kumbaga, naka specific po sa nangyayari po sa inyo, pero po hindi po naming kukunin yung mga confidentials, yung system na po na gagawin na po namin, is inspired sa mga nakuha po naming information sa inyo, so yung system po namin sa inyo, iwwork po talaga namin yan, hanggang

Brgy. Councilor: Pero kung ako, kung mag wwork out yan, much better, matutuwa siguro ang kapitan nyan, akalain mo mag iinput ka na lang ng mag iinput, kailangan na lang siguro namin ng fund para ma-educate people to, para dyan sa ano na yan

…

END RECORDING--

Appendix D. Example: Modules

1. Barangay official users will first register their username, full name, user type and password. It is required to first read the privacy policy and terms and conditions before entering the submit button. Then, there will be a pop up message stating that you have successfully registered. There will be a default admin that would be responsible for the whole system.

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2. The users will be redirected to log-in page after entering "ok" button. Login page is entering into a website. Then, they will enter their username, user type and password. The phase that the user will be redirect is depending on the user type.

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3. If the user is an Admin he/she can access all the features of the system.

4. If the user is a Secretary of the Lupon and Brgy. Chairman this is the only he/she can access

5. If the user is an Investigator and Secretary this is the only he/she can access

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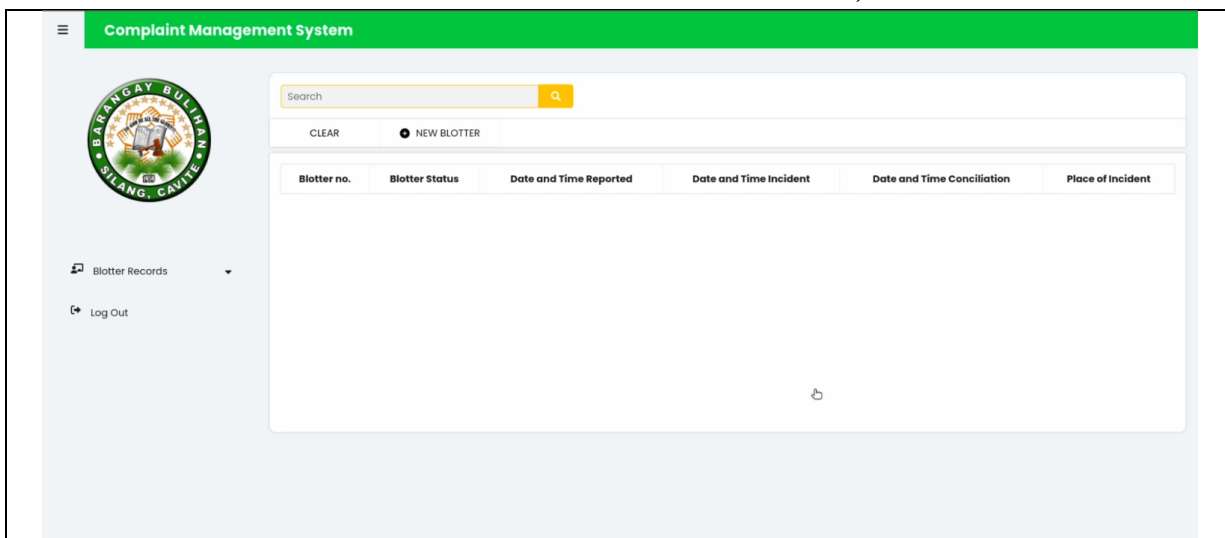
6. The user will be redirected to Dashboard after he/she logins. The dashboard has a table for the Peace and Order Department members and officials. Admin can add, update and delete data. There is a summary of blotter records of how many are settled, unsettled, unscheduled, and scheduled cases.
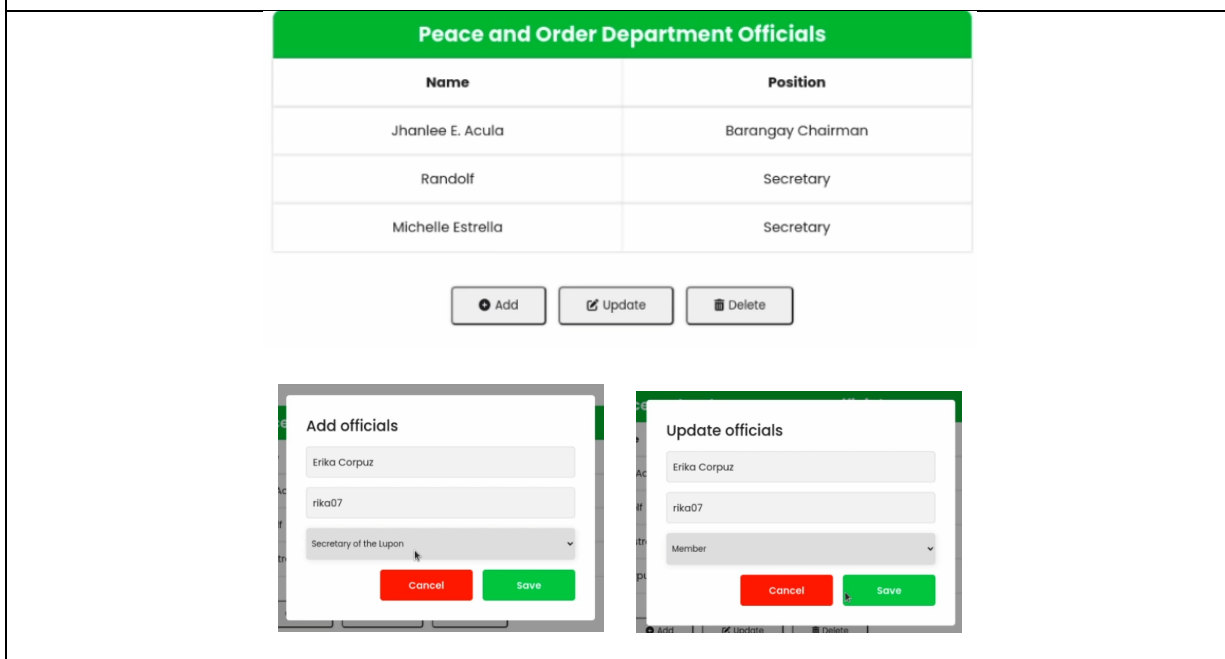
7. Blotter records page has a feature of search and view data for the blotter cases. This page has a sub-menus which are incident reports, complainant's data, respondent's

data, and narrative report. Then, there are buttons clear and new blotter, once you clicked the new blotter you will redirect to the incident report page.

Blotter no.	Blotter Status	Date and Time Reported	Date and Time Incident	Date and Time Conciliation	Place of Incident
137623	settled	2022-05-21 22:42:00	2022-05-26 22:42:00	2022-05-11 22:42:00	sdfsdfsdf
311868	settled	2022-05-11 23:12:00	2022-05-11 23:12:00	2022-05-11 23:12:00	sdfsdfsdfsdfsdf
343948	settled	2022-05-11 22:40:00	2022-05-11 22:40:00	0000-00-00 00:00:00	dfdfdfdfd
852669	settled	2022-05-11 22:52:00	2022-05-11 22:52:00	2022-05-11 22:52:00	sdfsdfsdfsdf
888805	settled	2022-05-11 22:54:00	2022-05-11 22:54:00	2022-05-11 22:54:00	sdfsdfsdfsdf

8. Incident report page has a feature for providing automated blotter number for particular case or complaints and creating incident reports, search, view all the data and uploading forms like invitation letter image, agreement letter image and endorsement letter image. This would also record the person currently inputting the information. This acts as a logbook.

PLACE OF INCIDENT:

Narra Street

Upload

DATE / TIME OF CONCILIATION:

mm/dd/yyyy, --:-- --

AND RECORDED BY:
NAME OF PERSON RECORDING:

Jhanlee E. Acula

STATUS:

CHOOSE STATUS

Position:

Barangay Chairman

9. Narrative report page serves as the extension for the logbook. You can search and input a summary for the reports of blotter complaints.

BLOTTER ENTER NUMBER: | Search | Q

● Close ⓑ Save 🗑 Delete ✏ New

BLOTTER ENTER NUMBER:

178908

ENTER IN DETAIL THE NARRATIVE OF THE INCIDENT OR EVENT, ANSWERING THE WHO, WHAT, WHEN, WHY, AND HOW OF COMPLAINTS.

TIME

--:-- --

DATE

mm/dd/yyyy

PLACE OF INCIDENT:

10. Respondent and Complainant data are sub menus. You can search, view, save, update, delete and add new data.

BLOTTER ENTER NUMBER: | Search | Q

● Close ⓑ Save 🗑 Delete ✏ New

FAMILY NAME   **FIRST NAME**   **MIDDLE NAME**   **NICK NAME**

CITIZENSHIP   **CIVIL STATUS** Select Status   **Mobile Phone**   **GENDER** Select Gender

DATE OF BIRTH mm/dd/yyyy   **AGE**   **EMAIL ADDRESS(if any)**

COMPLETE ADDRESS OF THE RESPONDENT

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11. Settings page is for admin. Admin can update and create new account.

Choose a Task

Update Account   Create New Account

Update your account

Search [🔍]

Update your account

Search [🔍]

Jhanlee E. Acula

jhanlee03

Secretary

....

Save

Create your account

Enter your fullname

Enter your username

User Type

Choose user type

Enter your password

Create account

12. Logout is exiting out of the website and redirect you to login page.

🎯 Dashboard

🖥 Blotter Records   ▼

👥 Settings

➡ Log Out
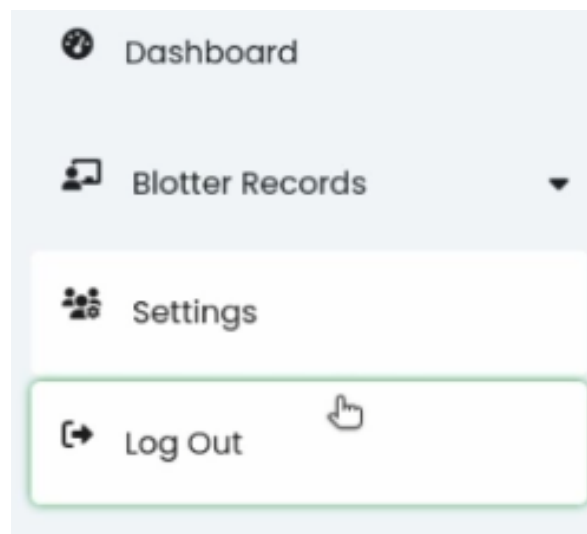
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Appendix E Development Specifications of the Proposed System
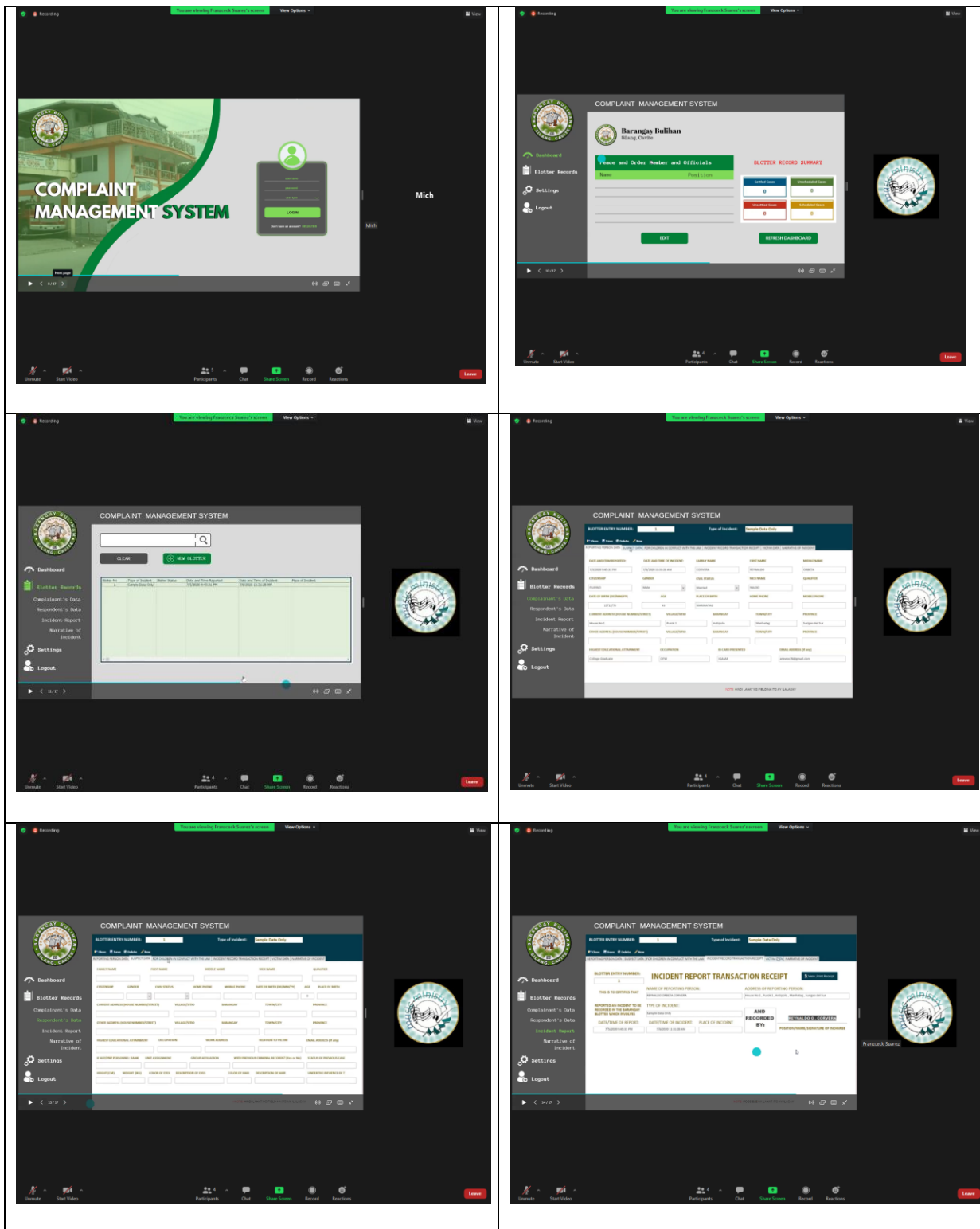
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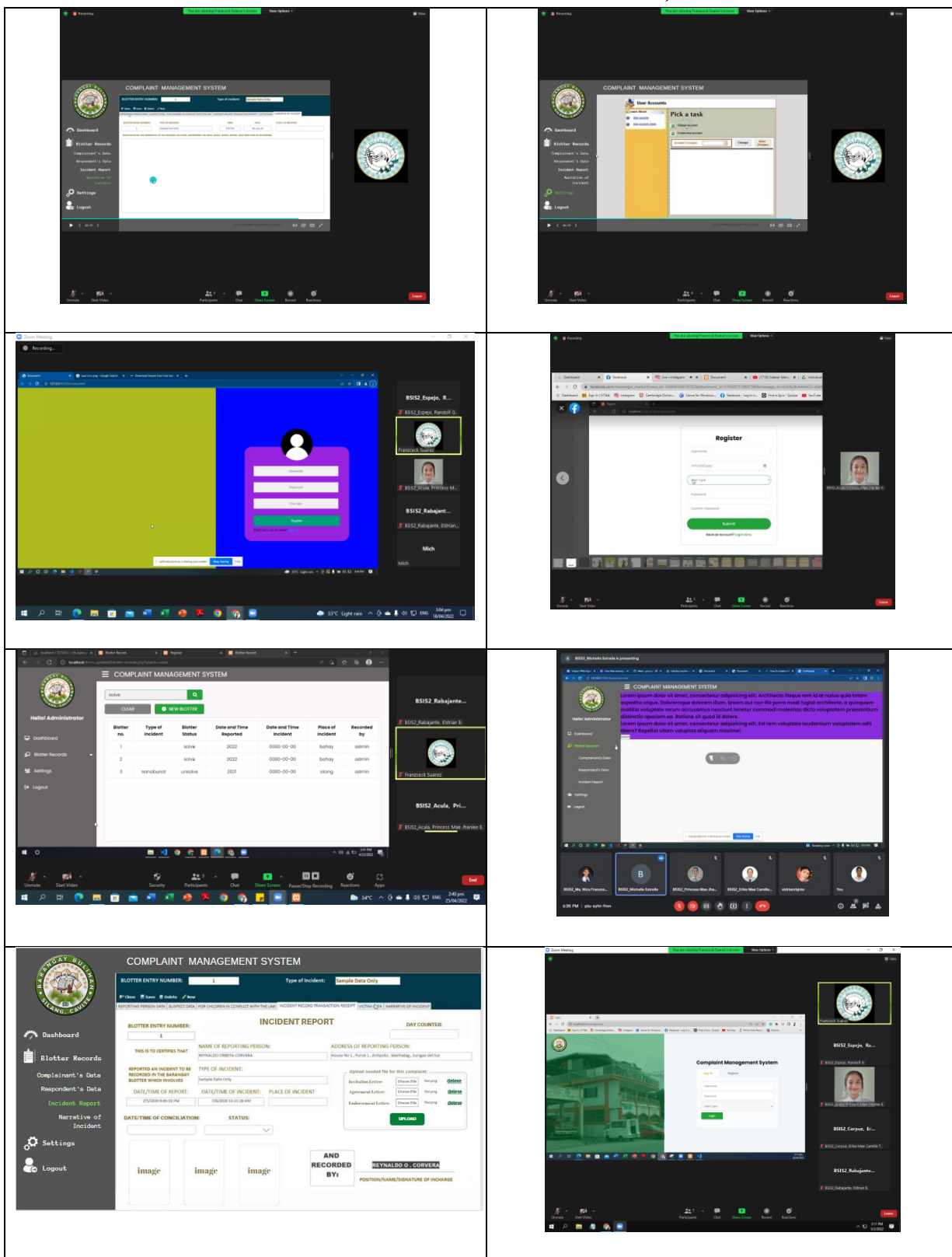
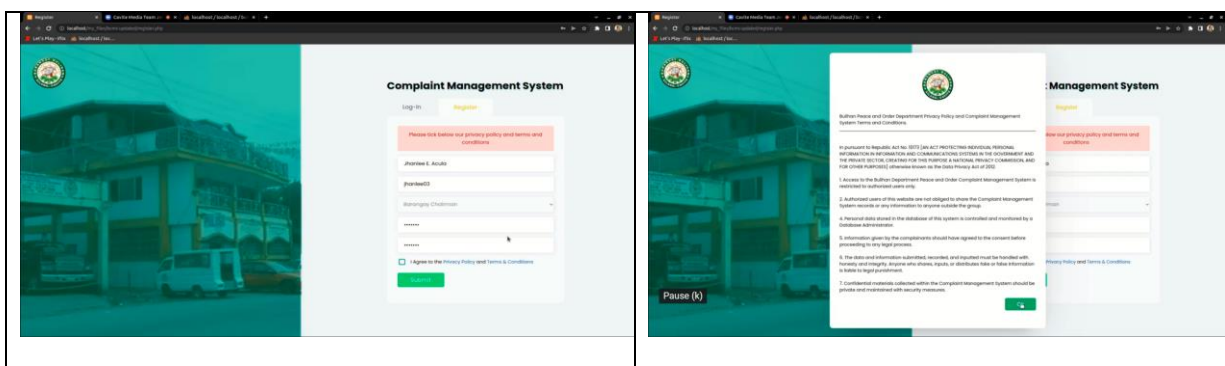CMS FOR BARANGAY BULIHAN, SILANG, CAVITE

LA VERDAD CHRISTIAN COLLEGE
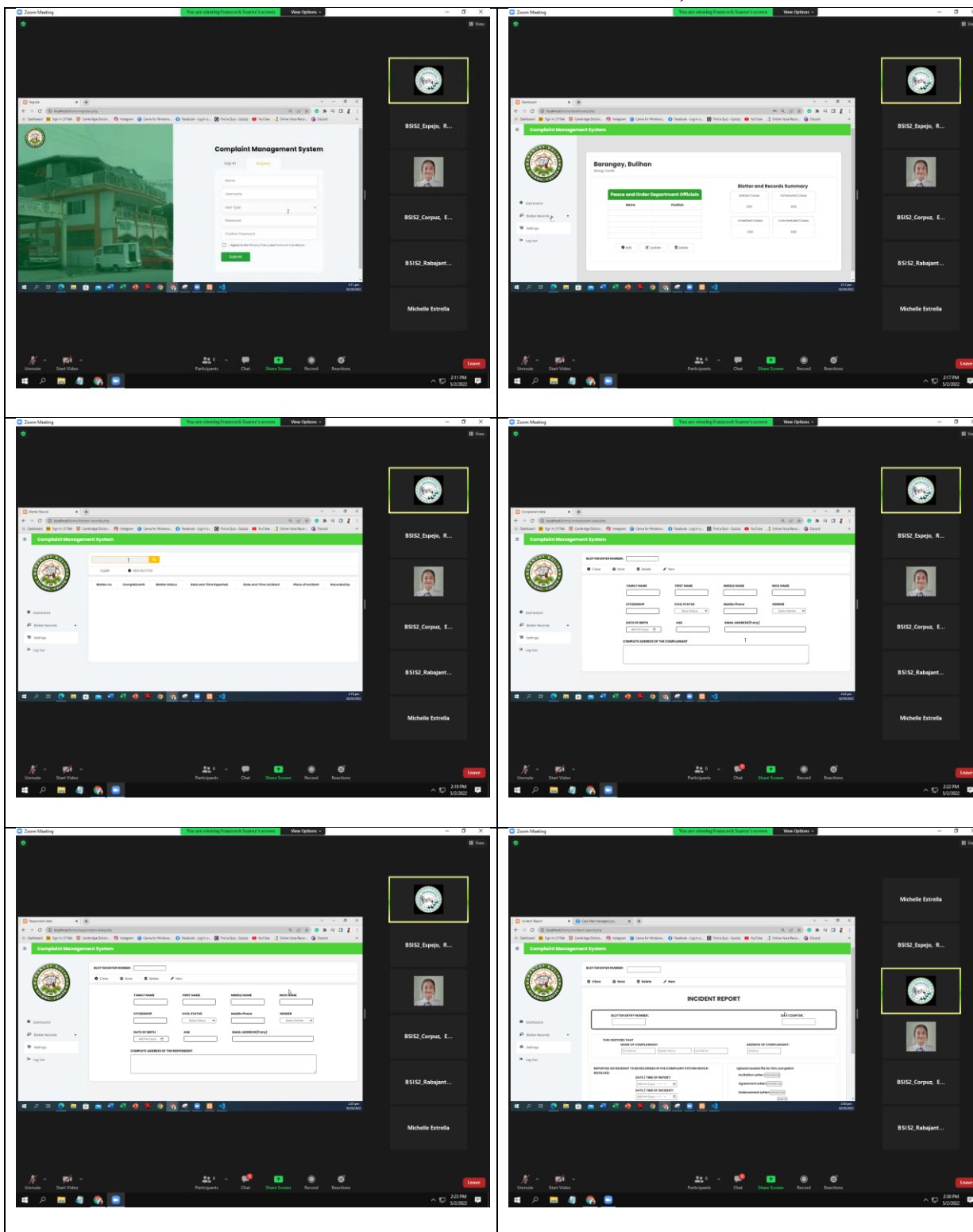
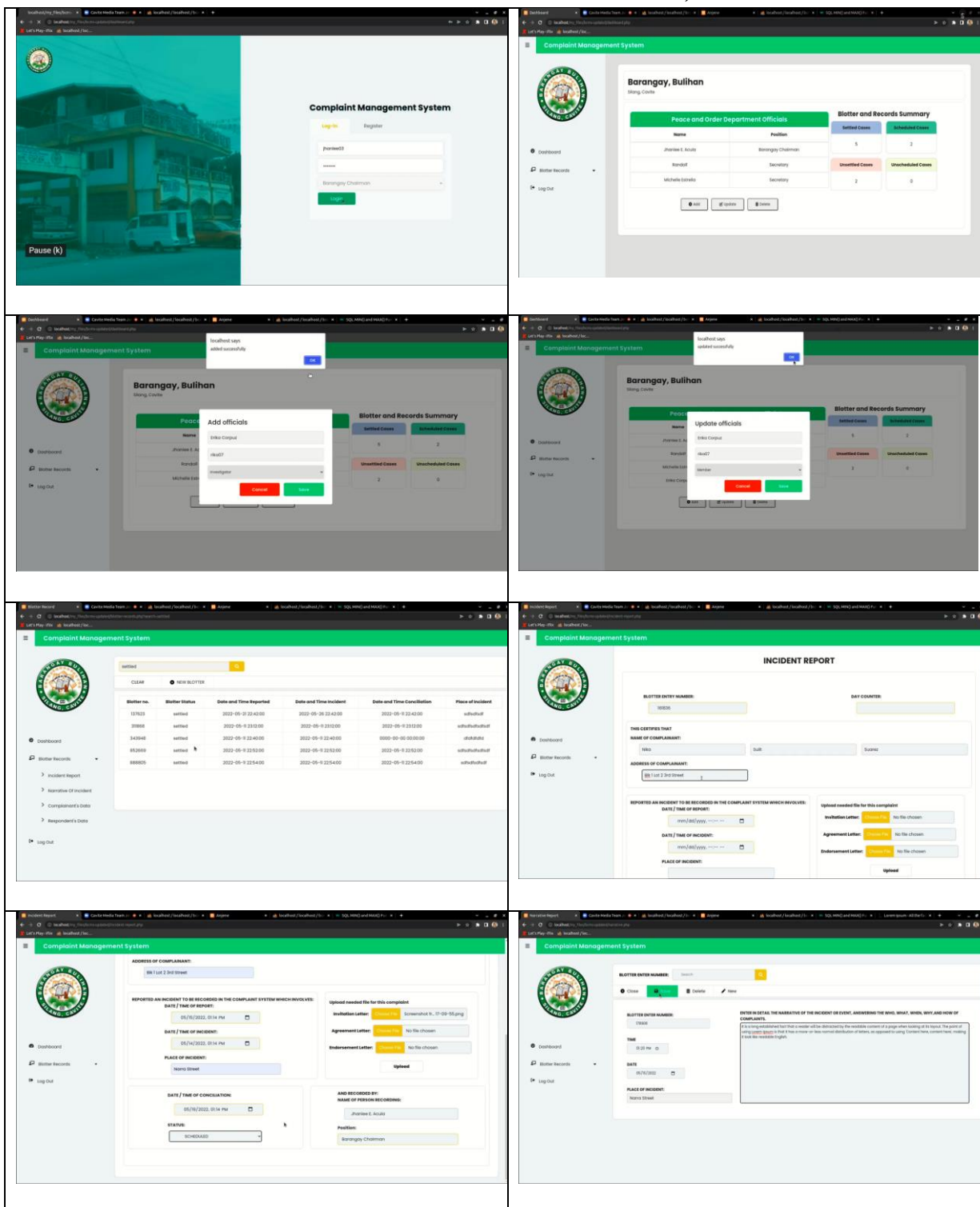CMS FOR BARANGAY BULIHAN, SILANG, CAVITE
LA VERDAD CHRISTIAN COLLEGE
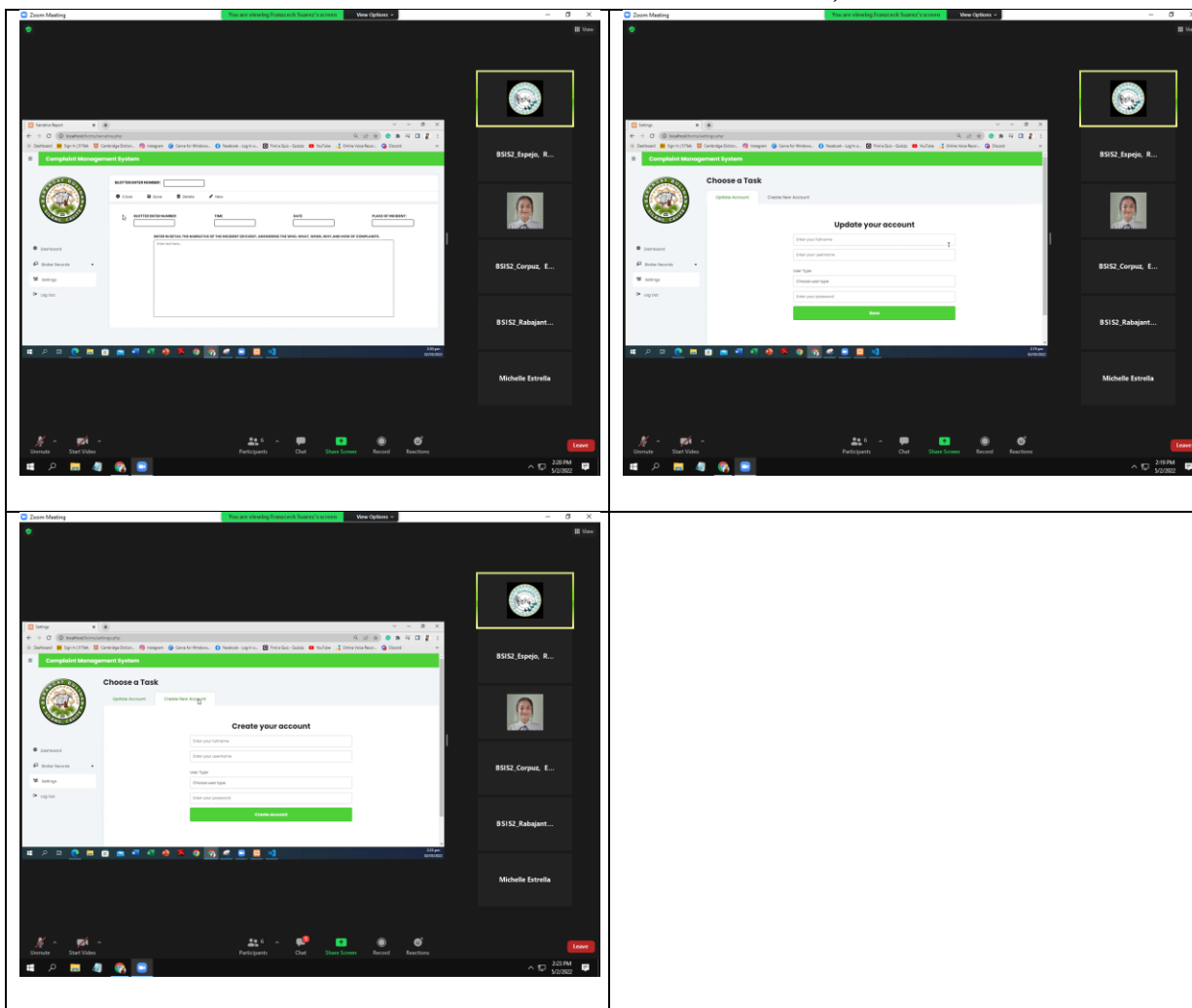
Figure 10: Development Specification of the Proposed System

Appendix F Implementation Specifications of the Proposed System

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Figure 11: Implementation Specification of the Proposed System

List of Figures

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