**APPENDIX B**

Dear Respondents,

This survey will serve as an instrument to evaluate the existing system of Support Ticketing System for i-Secure Networks and Business Solutions Inc. Your cooperation by answering the question on this form will make an important contribution in gathering a reliable and accurate data needed to design and develop a new system.

Rest assured that the information you give would be treated with utmost confidentiality as necessary.

**QUESTIONNAIRE FORM**

“Design and Implementation of an Integrated Digital Service and Records Management System for Barangay Bagong Barrio, Pandi, Bulacan.”

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| 1. Have you encountered any issues or challenges while using the existing system? If yes, please describe them. |
| 1. How has the existing system impacted your efficiency in handling barangay services and records? |
| 1. Do you think having an automated system will improve the accuracy and transparency of barangay operations? Why? |
| 1. What specific features of an automated system will you find most useful? Why? |
| 1. What additional features or modules would you like to see in future updates to the systems? |
| 1. How has the system affected communication among barangay officials? |
| 1. Do you feel the system has met your expectations? Why or why not? |
| What suggestions do you have for improving its usability? |
|  |
| 1. Would you recommend the system for use in other barangays? If yes, why? If no, what improvements would make it more suitable? |

Instruction: Please fill up all fields with\* as required, optional otherwise.

|  |  |  |  |
| --- | --- | --- | --- |
| Respondent’s Name: |  | | |
| \* Type of Respondent: | End User (Users / Administrator)  IT Expert (Software Developer / Programmer / IT Specialist)  Others: | | |
| Course: |  | Year / Year Graduated: |  |
| Please Confirm your responses by signing. Thank you very much for your time and insights. | | | |
| \*Signature: |  | \*Date: |  |