**SURVEY QUESTIONNAIRE**

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| Research Title | E – Governance Management System for Barangay Mamatid Hall | |
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Please rate the questions based on the following criteria. Use the following rating scale:

5 = Strongly Agree, 4 = Agree, 3 = Undecided, 2 = Disagree, 1 = Strongly Disagree.

**Section 1: General Information**

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**Section 2: Assessment of the Proposed System by End User: Local Residents**

**A. Functional Suitability**

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| **No.** | 1. **Functional Completeness** | **5** | **4** | **3** | **2** | **1** |
| 1.1. | Residents are able to request the certificates or documents they usually need from the barangay using the system. |  |  |  |  |  |
| 1.2. | The system provides the services that are most relevant to residents, such as requesting documents and checking request status. |  |  |  |  |  |
| 1.3. | The system supports the common transactions that residents normally go to the barangay hall for. |  |  |  |  |  |

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| **No.** | 1. **Functional Correctness** | **5** | **4** | **3** | **2** | **1** |
| 2.1. | The certificates or documents generated by the system display the correct details of the residents. |  |  |  |  |  |
| 2.2. | The status of residents’ requests (e.g., pending, approved, released) is shown accurately in the system. |  |  |  |  |  |
| 2.3. | When residents repeat the same request, the system produces the same correct result each time. |  |  |  |  |  |

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| **No.** | 1. **Functional Appropriateness** | **5** | **4** | **3** | **2** | **1** |
| 3.1. | The system makes barangay transactions faster and easier for residents compared to manual processing. |  |  |  |  |  |
| 3.2. | The services offered by the system match the actual needs of residents. |  |  |  |  |  |
| 3.3. | The system prioritizes the most important services for residents, such as requesting documents and following up on requests. |  |  |  |  |  |

**B. Performance Efficiency**

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| **No.** | 1. **Time Behavior** | **5** | **4** | **3** | **2** | **1** |
| 1.1. | Residents experience quick loading when they request certificates or documents. |  |  |  |  |  |
| 1.2. | The system processes requests without long waiting times, even if many residents are using it. |  |  |  |  |  |
| 1.3. | Residents can track the progress of their requests without delays. |  |  |  |  |  |

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| **No.** | 1. **Resource Utilization** | **5** | **4** | **3** | **2** | **1** |
| 2.1. | The system works well on residents’ personal devices (e.g., mobile phones, home computers). |  |  |  |  |  |
| 2.2. | The system does not consume too much mobile data when residents access services online. |  |  |  |  |  |
| 2.3. | The system remains usable on both newer and older devices commonly used by residents. |  |  |  |  |  |

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| **No.** | 1. **Capacity** | **5** | **4** | **3** | **2** | **1** |
| 3.1. | The system handles many residents requesting documents at the same time without slowing down. |  |  |  |  |  |
| 3.2. | Residents can use the system for multiple requests in one session without performance issues. |  |  |  |  |  |
| 3.3. | The system can support barangay-wide use without affecting individual residents’ access. |  |  |  |  |  |

**C. Interaction Capability; and**

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| **No.** | 1. **Appropriateness Recognizability** | **5** | **4** | **3** | **2** | **1** |
| 1.1. | The main services residents usually need appear on the home screen without searching through menus. |  |  |  |  |  |
| 1.2. | The system highlights the next steps clearly after a resident starts a request. |  |  |  |  |  |

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| **No.** | 1. **Learnability** | **5** | **4** | **3** | **2** | **1** |
| 2.1. | Residents can complete their first transaction (e.g., requesting a certificate) without outside help. |  |  |  |  |  |
| 2.2. | The system provides simple instructions that make it easier for first-time users to learn. |  |  |  |  |  |
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| **No.** | 1. **Operability** | **5** | **4** | **3** | **2** | **1** |
| 3.1. | The system works consistently, so residents do not get confused by sudden changes in layout or steps. |  |  |  |  |  |
| 3.2. | Residents can return to the main menu easily after completing a task. |  |  |  |  |  |

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| **No.** | 1. **User Error Protection** | **5** | **4** | **3** | **2** | **1** |
| 4.1. | The system warns residents before they make a mistake (e.g., submitting the wrong form). |  |  |  |  |  |
| 4.2. | Residents are able to confirm important actions (e.g., submitting or canceling a request) before they are finalized. |  |  |  |  |  |

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| **No.** | 1. **User Engagement** | **5** | **4** | **3** | **2** | **1** |
| 5.1. | The system makes residents feel more connected to barangay services compared to traditional methods. |  |  |  |  |  |
| 5.2. | Features like status updates and notifications keep residents interested in using the system. |  |  |  |  |  |

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| **No.** | 1. **Inclusivity & Accessibility** | **5** | **4** | **3** | **2** | **1** |
| 6.1. | Residents of different ages and digital skills can use the system without difficulty. |  |  |  |  |  |
| 6.2. | The system can be used on mobile phones with clear text and readable screens. |  |  |  |  |  |

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| **No.** | 1. **User Assistance** | **5** | **4** | **3** | **2** | **1** |
| 7.1. | Contact information for barangay staff is available in the system if further help is needed. |  |  |  |  |  |
| 7.2. | Residents can use tutorials or FAQs when they first try the system. |  |  |  |  |  |

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| **No.** | 1. **Self-Descriptiveness** | **5** | **4** | **3** | **2** | **1** |
| 8.1. | The system shows residents the current status of their requests (e.g., pending, approved). |  |  |  |  |  |
| 8.2. | Confirmation messages are shown after residents complete a task (e.g., request submitted successfully). |  |  |  |  |  |

**D. Reliability**

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| **No.** | 1. **Faultlessness** | **5** | **4** | **3** | **2** | **1** |
| 1.1. | Residents rarely experience the system stopping while they use it. |  |  |  |  |  |
| 1.2. | Certificates and request results appear without errors. |  |  |  |  |  |
| 1.3. | Residents can finish their requests without the system showing unexpected problems. |  |  |  |  |  |

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| **No.** | 1. **Availability** | **5** | **4** | **3** | **2** | **1** |
| 2.1. | Residents can use the system whenever they need barangay services. |  |  |  |  |  |
| 2.2. | Residents are able to finish their transactions without the system suddenly logging them out. |  |  |  |  |  |
| 2.3. | Residents receive feedback (e.g., loading sign, notification) when the system is temporarily busy, so they know it is still working. |  |  |  |  |  |

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| **No.** | 1. **Fault Tolerance** | **5** | **4** | **3** | **2** | **1** |
| 3.1. | The system accepts small mistakes from residents (e.g., missing details) and allows corrections. |  |  |  |  |  |
| 3.2. | Residents can retry submitting their request if it fails the first time without losing their entered information. |  |  |  |  |  |
| 3.3. | Residents can edit or update their information before final submission without needing to restart the whole process. |  |  |  |  |  |

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| **No.** | 1. **Recoverability** | **5** | **4** | **3** | **2** | **1** |
| 4.1. | Residents can continue their transactions even after switching devices (e.g., from phone to computer). |  |  |  |  |  |
| 4.2. | Residents can easily pick up where they left off without repeating already finished steps. |  |  |  |  |  |
| 4.3. | If residents stop in the middle of a request, they can continue it later. |  |  |  |  |  |

***Thank you for participating in our survey. We appreciate your time and effort in providing valuable response/feedback to our research.***