



COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY

**E-SATISFACTION RATING OF PRESIDENT RAMON MAGSAYSAY STATE
UNIVERSITY IBA MAIN CAMPUS**

APPROVAL SHEET

A Thesis
Presented to
The Faculty of the
College of Communication and Information Technology
President Ramon Magsaysay State University
Iba, Zambales

In Partial Fulfillment
of the Requirements for the Course
Bachelor of Science in Information Technology

By

**Joshua M. Edades
John Patrick F. Ramos
Mc Raven E. Eay
April 2019**



COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY

Certification

This Thesis entitle "**E-Satisfaction Rating of PRMSU Iba-Main Campus**" prepared and submitted by **Joshua M. Edades, John Patrick F.Ramos and Mc Raven E. Eay** in partial fulfillment of the requirements for the degree of **Bachelor of Science in Information Technology**, has been examined and recommended of Oral Examination

DARWIN M. MORAÑA
Adviser

APPROVAL SHEET

Approved by the **PANEL of EXAMINERS** on Oral Examination on April 29, 2019 with a grade of _____.

GEOFFREY S. SEPILLO, Ed. D.
Chairperson

FIEL M. DULLAS JR.
Member

ERIC G. GALANG
Member

Accepted as partial fulfillment of the requirements for the degree
Bachelor of Science in Information Technology

5/28/2019
Date

MENCHIE A. DELACRUZ, PH. D.T.E
Dean



COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY

ABSTRACT

The purpose of the study was to develop a system that is able to help the future researchers of PRMSU-Iba Main Campus in their respective fields.

The study used descriptive research method and ISO/SEC 25010:2011 Software Quality Metrics to evaluate the system. The study found out that only PRMSU clientele and PRMSU employees assessed the proposed E-Satisfaction Rating of PRMSU Iba-Main Campus in terms of functional suitability, performance efficiency, compatibility, usability, reliability, security, maintainability, and portability as excellent. Moreover, the respondents assessed the proposed E-Satisfaction Rating of PRMSU Iba-Main Campus in the Level of Acceptability is Highly Acceptable. Furthermore, the researchers found out that there was significant difference on the evaluation of the clientele and employees on the software quality E-Satisfaction Rating of PRMSU Iba-Main Campus in terms of functionality suitability and usability. However, there is no significant difference on the evaluation of the clientele and employees on the software quality of E-Satisfaction Rating of PRMSU Iba-Main Campus in terms of performance efficiency, compatibility, reliability, security, maintainability and portability. Moreover, there was no significant difference on the level of acceptability on the assessment of the E-Satisfaction Rating of PRMSU Iba-Main Campus in terms of functionality and performance wherein the significant value is less than the t-Critical Value. Thus, the null hypothesis is accepted. The researchers recommended that evaluation in terms of functional suitability and usability can be



COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY

conducted to further enhance the system. The proposed E-Satisfaction Rating of PRMSU Iba-Main Campus should be implemented in the college to have an electronic application for giving feedback.

TITLE PAGE	i
CERTIFICATION AND APPROVAL SHEET	ii
ACKNOWLEDGEMENT	iii
CERTIFICATE OF ORIGINALITY	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	vii
LIST OF FIGURE	viii
CHAPTER 1 THE PROBLEM AND ITS BACKGROUND	1
Introduction	1
Background of the study	3
Theoretical Framework	4
Conceptual Framework	5
Statement of the Problem	6
Hypothesis	8
Scope and Limitations	9
Significance of the Study	9
Definition of Terms	11
CHAPTER 2 REVIEW OF RELATED LITERATURE AND STUDIES.....	11
Foreign Literature	12
Local Literature	16
Foreign Studies	17
Local Studies	21