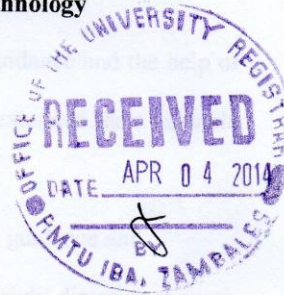


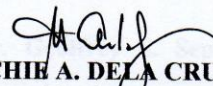
Republic of the Philippines
RAMON MAGSAYSAY TECHNOLOGICAL UNIVERSITY
College of Communication and Information Technology
Iba, Zambales




The study hereto attached entitled

**ELECTRONIC SERVICES MANAGEMENT SYSTEM FOR PROVINCIAL
SOCIAL WELFARE AND DEVELOPMENT OFFICE OF ZAMBALES**

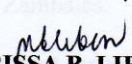
has been prepared and submitted by **EDGAR M. DAYO, REA F. HERMOGINO** and
OPRIL C. SEBALLOS, who are hereby recommended for oral examination on March
12, 2014.


MENCHIE A. DELA CRUZ, MSIT
Thesis Adviser

Approved by the Committee of Oral Examiners:

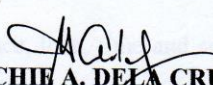

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Accepted and approved as requirement for the degree of **BACHELOR OF SCIENCE
IN INFORMATION TECHNOLOGY.**

March 2014


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Dean, CCIT

**ELECTRONIC SERVICES MANAGEMENT SYSTEM FOR PROVINCIAL
SOCIAL WELFARE AND DEVELOPMENT OFFICE OF ZAMBALES**

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

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

by

**Edgar M. Dayo
Rea F. Hermogino
Opril C. Seballos**

April 2014

ABSTRACT

**Title : ELECTRONIC SERVICES MANAGEMENT
SYSTEM FOR PROVINCIAL SOCIAL WELFARE
AND DEVELOPMENT OFFICE OF ZAMBALES**

**Researchers : EDGAR M .DAYO
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**College : COLLEGE OF COMMUNICATION AND
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**Institution : RAMON MAGSAYSAY TECHNOLOGICAL
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**Degree : BACHELOR OF SCIENCE IN INFORMATION
TECHNOLOGY**

Year : 2014

Adviser : MENCHIE DELA CRUZ, MSIT

The main problem of this study is focused in finding an effective way in solving the problems experienced by the implementation of services management system using its current problem encountered on the existing manual system. This study involved the system development and testing of the proposed Electronic Services Management System for Provincial Social Welfare and Development Office of Zambales as to its degree of necessity for implementation in the said unit.

The study sought answers to the following questions: (1) Frequency of occurrence by which problems is encountered in the existing system of the Social Welfare and Development Office. (2) Respondent's perception on the level of efficiency of the proposed Electronic Services Management System for the Provincial Social Welfare and

Development Office of Zambales terms of accuracy of data, security of data, traceability, user-friendliness and speed of processing. (3) Overall respondent's perception on the level of efficiency of the proposed system in terms of accuracy of data, security of data, traceability, user-friendliness and speed of processing.

The researchers employed various data gathering procedures as such series of interviews, observations, and the used of questionnaires. Various statistical measurements were used such as the frequency and percentage, weighted arithmetic mean and likert scale.

The study arrived at the following conclusions: (1) The occurrence of problems encountered in the existing system had been perceived by the respondents as "Often" occurring at a numerical rating of 3.69%. (2) The respondents perceived the level of efficiency of the proposed Electronic Services Management System for Provincial Social Welfare and Development Office of Zambales in terms of accuracy of data as "Very Much Efficient" with a mean of 4.70. The respondents perceived in terms of Security have a weighted mean of 4.72 and interpreted as "Very Much Efficient". The respondents perceived in terms of Traceability have a weighted mean of 4.76 and interpreted as "Very Much Efficient". The respondents perceived in terms of Speed of processing have a weighted mean of 4.72 and interpreted as "Very Much Efficient".

The researchers proposed the following recommendations: (1) The Electronic Services Management System for Provincial Social Welfare and Development Office of Zambales must be implemented to improve the present system used in handling the services offered to the clientele. (2) Proper orientation by providing training to the end-user of the Electronic Services Management System for Provincial Social Welfare and

Development Office of Zambales is necessary to familiarize on how to use the new system that will be integrated in their office procedures with regards to the services offered. (3) Continuous research undertaking is encourage similar to the Electronic Services Management System for Provincial Social Welfare and Development Office of Zambales to widen its scope. (4) Preventive maintenance of the Electronic Services Management System for Provincial Social Welfare and Development Office of Zambales must be implemented to ensure that there is no problem in its operation.