CHAPTER 4
RESULTS AND ANALYSIS

This chapter presents the results obtained from the data gathering methods employed in the development of the web-based working permit licensing system for the City of Dasmariñas Business Permits and Licensing Office. Through surveys, interviews, observations, document analysis, focus groups, and prototype testing, a comprehensive understanding of the user requirements and system performance was gathered. The collected data are analyzed using descriptive statistics, providing insights into user satisfaction, system usability, and overall effectiveness.

The analysis focuses on interpreting user feedback in terms of current experiences with the permit application process, preferences for an online system, and specific system features. The study utilizes a 4-point Likert scale to measure user satisfaction, ensuring respondents provide clear opinions, which are then summarized using statistical measures such as mean and frequency distributions. This chapter highlights key findings related to system functionality, user experience, and areas for improvement, forming the foundation for the conclusions and recommendations presented in the subsequent chapter.

CHAPTER 5
SUMMARY, CONCLUSION, AND RECOMMENDATIONS

This chapter provides a summary of the research findings, the conclusions drawn from the data analysis, and recommendations for future development and potential enhancements to the web-based working permit licensing system. The insights from user feedback and statistical analysis are synthesized to evaluate the system's effectiveness in meeting the objectives set at the onset of the study.

5.1 Summary

In this section, the researchers will tackle In this section, the researchers will address the core findings of the study, outlining how the implemented web-based working permit licensing system has impacted the existing processes within the City of Dasmariñas Business Permits and Licensing Office. By analyzing user responses, system performance metrics, and feedback from prototype testing, the summary consolidates the main insights gathered from the research.

Narrative Report

This report will discuss the primary challenges encountered across four main areas: collaboration among group members, engagement with our thesis adviser, the technical hurdles of system development, and the meticulous task of maintaining accurate documentation. Each section highlights the specific problems we faced, our strategies for overcoming them, and the insights gained from each experience. Through reflection, we aim to provide a comprehensive understanding of our journey so far, the lessons learned, and how we plan to leverage these experiences to improve our future work.

a) Group Members

In the past week, with the observance of All Saints' Day, our group faced challenges in coordinating a meeting due to members returning to their respective provinces. Despite these logistical difficulties, we continued working on our system remotely to stay on track with our timeline. However, the lack of in-person collaboration led to some misunderstandings regarding certain aspects of the system, as remote communication sometimes caused misinterpretations of ideas and tasks. We are actively addressing these issues by improving our communication strategies, using more structured online meetings, and setting clearer expectations to ensure smooth collaboration going forward.

b) Thesis Adviser

We haven’t encountered many issues with our thesis adviser; however, we’ve noticed a lack of detailed feedback regarding our system. While she’s generally supportive and often affirms our progress with positive responses, we feel there is limited input or guidance on areas for improvement or potential features to add. We believe that more constructive insights could help us refine our system further. To address this, we plan to prepare specific questions and

request more targeted feedback in our future meetings, ensuring we can benefit more fully from her expertise.

c) System Development

Since this is a government system, our creative potential for the front-end design is somewhat restricted. The client has requested a simple, clean, and professional look, limiting our ability to explore more dynamic or visually complex elements. On the back end, we encountered only minor issues, such as occasional typos in variable names and instances of disorganized code, which sometimes made troubleshooting more challenging. To address these issues, we're focusing on cleaner code practices and regular code reviews to ensure readability and reduce potential errors.

d) Documentation

We haven't fully started our documentation yet because we haven't been able to schedule a meeting with the office. Our plan is to complete the system first and then visit the office to gather feedback and responses in person, allowing us to compile comprehensive documentation all at once. So far, the documentation we've done consists of screenshots capturing our system's progress. This approach will help ensure that our documentation accurately reflects the final system and includes real user insights.