1. Managing a Franchise System: A Study of a Mission-Driven Organization

Author: Tsai, David Hung-Ta (2018)
Purpose of the Study:
To examine the relationship between franchisors and franchisees within a mission-driven franchise (Kumon Institute of Education), focusing on how shared management philosophies and communication impact operational alignment and franchise success.

Relevance to the Capstone Project:
The study highlights the importance of **clear communication**, **aligned management goals**, and **strong franchisor–franchisee relationships**. These principles directly support the inclusion of *Papiverse* modules such as messaging, announcements, and centralized branch monitoring—ensuring consistent operations and better collaboration across all Krispy Papi branches.

---

2. Information and Communication Technology, Franchisor Support, and Franchisee Performance in Malaysia

Authors: Alias, S. N. A., Bakar, M. S., & Mustapa, A. N. (2019)
Purpose of the Study:
To determine how ICT tools and franchisor support influence franchisee performance and productivity in Malaysia's franchising sector.

Relevance to the Capstone Project:
The findings emphasize that **ICT systems significantly improve operational efficiency**, performance, and responsiveness of franchisees. This supports the development of *Papiverse* features such as automated supply ordering, inventory tracking, and real-time communication, proving that digital tools help franchisees operate more effectively.

---

3. Website-Based Sales Reporting Information System Using Laravel (Pramana Agency)

Author: (from Related Studies Table, R3)
Purpose of the Study:
To develop a web-based sales reporting information system that automates sales monitoring and reduces manual workload in a private agency.

Relevance to the Capstone Project:
 This study demonstrates how **automated sales reporting** and **digitized processes** improve decision-making accuracy and reduce human error. This directly supports *Papiverse's* Sales Monitoring module, validating the need for automated sales ingestion and real-time analytics to help Krispy Papi branches report more efficiently.

---

4. Automated Inventory Management System for DepEd Regional Office IX

Author: Gumilao (2024)
 Purpose of the Study:
 To design an automated inventory management system that resolves issues such as redundant data entry, delayed tracking, and inaccurate inventory records in a government agency.

Relevance to the Capstone Project:
 The findings show that automation results in **greater efficiency, accuracy, and transparency**. This reinforces the need for *Papiverse's Inventory Management Module*, where automated stock adjustments, logs, and low-stock monitoring eliminate the manual, error-prone processes Krispy Papi currently faces.

---

5. OrderPin POS (Cloud-Based Ordering & POS System)

Source: OrderPin (2024); MarketersMedia (2025)
 Purpose of the Study/Report:
 To describe the scalability and technological adaptability of OrderPin, a POS system serving thousands of restaurants using cloud technology.

Relevance to the Capstone Project:
 Shows how **cloud-based systems and modular architectures** can support multi-branch businesses. It justifies the need for Krispy Papi to adopt a centralized, scalable franchise system like *Papiverse*, especially since their existing POS (OrderPin) has limitations such as limited Excel import and no API integration.