Chapter V

SUMMARY, CONCLUSION AND RECOMMENDATION

This chapter presents the summary of findings, conclusions, and recommendations of the study. This contains the insights and interpretation of the researchers based on the conducted survey and gathered data that was evaluated and analyzed.

Summary

The purpose of the study was to develop e-BCRQueiosk: A Municipality of Baco Civil Registry Office Online Transaction with Queueing Kiosk. It focuses on the development of an easily accessible website facilitating online transactions for civil registry documents and the implementation of a queueing kiosk system for walk-in transactions. This sought to improve the ease of doing transactions with the clients as well as internal efficiency by simplifying procedures and reducing waiting time. To facilitate modernization and enhance civility regarding the civil registry, the Municipal Civil Registry Office of Baco had integrated various technological solutions into the system.

Through post-evaluation and collected information from participants at the Municipal Civil Registry Office of Baco, the system received strong positive agreement based on the provided statements. The operational testing carried out

showed that the system functioned properly and correctly with zero faults recorded. In addition, it conforms to the user's necessities that indicate its efficiency and convenience. Acquired data proved that there were no significant differences between how they functioned, and the capabilities of handling possible problems associated with them. The researchers monitor it continuously all through the period of its development to ensure that any challenge that may arise prior to the system's release to the client is handled with no compromise. Moreover, this suggests a good result as shown to the evaluation results from 50 respondents comprising of clients, staff, admin, and IT experts. ISO 25010 guided this assessment which focused on the website as well as the queueing kiosk. These evaluators consider the system outstanding as regards functional suitability, reliability, portability, usability, performance efficiency, security, compatibility, and maintainability. The mean scores indicate that users rate the system as strongly agreed and find the system easy to use. The positive evaluation speaks volumes about the system's compliance with standards and its ability to cater to the varying requirements of customers, setting it up for success at the Municipal Civil Registry Office of Baco.

Conclusion

The evaluation results concluded that the researchers successfully developed "e-BCRQueiosk: A Municipality of Baco Civil Registry Office Online Transaction with Queueing Kiosk."

1. The study effectively provided a website allowing clients to request civil registry documents such as birth, marriage, death certificates and application for marriage license through an online transaction.

2. A queueing kiosk system for the walk-in process of the transaction was implemented to provide a well-organized and efficient service to the clients.

3. Integrated a system that enables clients to be notified in every updates of the transaction through SMS notification.

4. The project incorporates data visualizations for statistics, including death, birth, and marriage to manage population growth of Baco.

5. The system was concluded to be efficient in generating a comprehensive report that provides accurate and insightful information on civil registry transactions and statistical data.

6. The system evaluation results in compliance with ISO25010 concluded that researchers successfully

developed "e-BCRQueiosk: A Municipality of Baco Civil Registry Office Online Transaction with Queueing Kiosk".

Recommendations

The researchers provide the following recommendations based on the outcomes of the system/device's performance throughout the deployment period:

To the Future Researchers:

1. Online payment method may be integrated in the future related studies.

2. Allows admin to print the graphs of data visualizations with its data of transactions.

3. Ensure that the buttons on the queueing kiosk are in one place and do not move when navigating to the 'other transactions' button.

4. Enable queueing kiosk's printer print automatically when the proceed button was clicked.