**CHAPTER 2**

**REVIEW OF RELATED LITERATURE AND STUDIES**

This chapter presents the related literature and studies, project synthesis, conceptual framework and the definition of terms.

**Related Literature**

According to Taylor (2020), an Electronic Documents and Records Management System (EDRMS) is a system that is used to organize all important information in one centralized location. Organizations also use EDRMS for document control and advanced record management to improve the searchability of documents and records. It can arrange and categorize paperwork so that they can be managed to find easily and quickly. It centralizes everything in one place and prevents users from accessing it. Clients are also complying to laws and regulations that require information when using EDRMS.

A certain data that users create, send, or receive has the potential to be a record. Records keep track of a unit's business activities and functions. Acceptable formats involve paper, digital, and the others. Records include emails, reports, databases, letters, photos, faxes, spreadsheets, maps, and text messages (University of Northern Colombia, n.d.).

According to a news article that was published by DILG-8 (2020), the Tacloban City Department of Interior and Local Government (DILG) has adopted a web application system called Document Management System. “DMS will result in more efficient and systematic document management and tracking,” said Regional Director Karl Caesar R. Rimando, “especially with the system's variety of features – document management, workflow automation, document tracking, process monitoring, reports and dashboard, and quick search.”. The system was created to replace paper-based records, boost office productivity and efficiency, promote transparency, and shorten processing time. Management can keep records of every action taken, from registration to document completion.

Accreditation is a self-regulation concept in the Philippines that focuses on self-study and evaluation, as well as the continuous improvement of educational quality. This process is based on a set of criteria and procedures that encourage high standards of education to be maintained. The process results in a certification granted to an academic program or institution by a recognized and authorized accrediting agency for having met certain quality standards prescribed as a minimum requirement for government recognition. (PACUCOA, n.d.).

**Related Studies**

Poor records and information management, according to Seniwoliba et al. (2017), produces risks such as poor decisions based on inaccurate or incomplete information; inconsistent or poor levels of service; failure to handle confidential information with an appropriate level of security as well as the possibility of unauthorized access or disposal; unnecessary costs caused as a result of keeping documents and other information for longer than necessary, as well as staff time wasted searching for records.

A Computerized Record Management System is designed to provide effective and reliable record-keeping, to preserve and protect student records, and to make student record retrieval easier, all while reducing staff workload. Current record management issues include disorganized and difficult-to-search and update records, as well as unsecured files. The Computerized Record Management System includes features such as registration, computerized and record filling, automatic report generation, and adequate security measures for the server and client when accessing the system (Danlog et al., 2017).

The traditional method of data storage has demonstrated its impact in document management in terms of security, retrieval, and monitoring. Many works of research suggest that this approach would result in low client job satisfaction ratings. Through in-depth interviews, focus group discussions, and observation, the researcher used an embedded single case study through thematic analysis to describe the challenges and coping strategies of the seven participants. The findings revealed a variety of issues and coping strategies mentioned by the participants, ranging from a limited storage area to difficulties in document retrieval and monitoring, and from the use of a logbook to record misclassification. Finally, the findings form the basis for the development of the Electronic Document Archive and Management System (Las Johansen, B. C., 2017).

**Project Synthesis**

The above-mentioned study is a current study, concepts, and beneficial role associated with record management and accreditation that will be used as the basis by the researchers in formulating the development of the proposed system.

Taylor's (2020) study is related to the current study because one of the objectives of this study is to centralize the documents in one location for easy administrative recording. The study is supported by an article published by DILG-8 (2020) in terms of replacing paper-based records and systematic document management. While the PACUCOA (n.d.) defines accreditation, the present study is developing a record management system for accreditation documents. Finally, Las Johansen, B. C (2017)'s study is applicable to the present study. These research are similar to the proposed system in terms of centralizing documents, record management, protecting accrediting documents and preventing record loss.

The Web-based Accreditation Records Management System for Bicol University Polangui Campus has functions that are unique to the studies indicated above. The system has three account sign-in options, as well as parameters and accreditation document levels. Accreditors can access the system through an account.

**Conceptual Framework**

The conceptual framework of this study is illustrated in Figure 1. The main goals of this study are to develop a web-based Accreditation Records Management System for Bicol University Polangui Campus that will help Faculty quickly and easily track, organize, and monitor accredited documents. The input contains Data Gathering, Software Requirements and Hardware Requirements that will help the researchers to collect the exact data they needed in the study.

The Rapid Application Development (RAD) Approach is used to direct the Process framework of the system's development through the stages of Requirements Planning, User Design, Construction, and Cutover. The output includes the functional system; Web-based Accreditation Records Management System for Bicol University Polangui Campus.

**Requirements Planning**

Define the requirements needed for the system.

**User Design**

Design and Development of the system.

**Construction**

Starting to produce codes to develop the system

**Cutover**

Implementation of the system

PROCESS

OUTPUT

Web-based Accreditation Record Management System for Computer Studies Department

**Data Gathering**

BUPC Accredited documents

**Software Requirements**

Identification of the development tools that will be involved in the project (HTML, CSS, PHP, MYSQL)

Hardware Requirements

Laptop/PC

INPUT

Feedback

Figure 1.Conceptual Paradigm of the Study

**Definition of Terms**

The following terms used in this study are conceptually and operationally defined for a better understanding:

**Accreditation Records Management System for Bicol University Polangui Campus.** In this study, a web-based application that manages the accreditation documents and records of BUPC electronically.

**Accreditation.** To recognize an educational institution as maintaining standards that qualify the graduates for admission to higher or more specialized institution or for professional practice. The system will be using Accreditation documents of BUPC.

**Document.** An official paper, book or electronic file that gives information about something, or that can be used as evidence or proof of something. A text created and saved on a computer, particularly one of an official type.

**Management.** The activity of running and controlling a business or similar organization. The process and procedure of organizing the task.

**Records.** A written account of something that is kept so that it can be looked at and used in the future. Anything written or produced for the purpose of providing evidence of something and preserving an official record.

**Record Management.** Process of business looking after the information to a high standard in order to maintain valid, accurate, relevant records. A set of activities that is being done in order to systematically monitor the records information as evidence of any transaction held.

**Web-based Application.** A particular type of software that allows users to interact with a remote server through a web browser interface. Applications that is supported by web browsers.

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