Needfinding Activity

**Getting of Government Documents**

**What Activity did you chose to examine?**

We chose to examine the process of getting documents from the Barangay, like Barangay Clearance, Business Permit, Construction Clearance etc. We went to our respective Barangays (Western Bicutan, Pinagsama) to see and observe their process of issuing Barangay documents.

**How do you examine it, in what methods?**

In order to fulfill the activity, we went to our respective Barangays (Western Bicutan, Pinagsama) to see and observe their process of issuing Barangay documents. We also conducted informal interviews to numerous Barangay Officials and also some of the residents whose requested certain documents.

**What major insights or breakdowns did you discover?**

We easily noticed that in order to get an any type of Government Documents from any Government Offices the person should have need to present valid i.d for verification and proof that he/she is living on that respective city.

**What promising unmet needs were identified as a result?**

The Local Government should have a data of the community like the House number that will prove, this particular person is residence of their Barangay or City.

User Observation:

**Questions**

1. What is the most common government documents they’ll always get?
2. For how long the process of issuing the certain documents?

**Answers**

* Mostly request are *Barangay Clearance* and *Certificate of Indigency*
* It will take up a couple of minutes to release the documents
* Sometimes when are residence doesn’t have their own i.d, they need to issue an authorization from barangay official.

**User needs**

* Local Government must have the collection of data for every residence.
* Every residence must have their own i.d to lessen the authorization needed.
* An online request of documents must be needed for the convenience
* Barangay must have an information kiosk for the verification of an individual if he/she is a bonafide residence.
* Every residence’s information must be updated quarterly for integrity of the data.
* An online Barangay portal for the residence in order for them to edit their personal information

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