J.H. CERILLES STATE COLLEGE
School of Engineering and Technology
Mati, San Miguel, Zamboanga del Sur

*i*Sumbong

A CAPSTONE PROJECT

Presented to the faculty of

School of Engineering and Technology

In Partial Fulfilment

Of the Requirements for the Degree

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

By

Heolin, Edmar Jay O.

2023

APPROVAL SHEET

The Capstone Project entitled *i*Sumbong prepared and submitted by **Edmar Jay O.**

Heolin has been examined and is recommended for approval and acceptance.

RECOMMENDED:

<u>**AMORE DIANNE A. CARILLO**</u>
              Adviser

APPROVED by the IT Project Defense Panel with a grade of _____.

<u>**MARIBEL M. ESTIOCO, MST-CS**</u>
              Chariman

<u>**MARVIN C. MEJORADA**</u>   <u>**MARY DAME ANGELICA M. CANILLO**</u>
        Panel Member   Panel Member

ACCEPTED and APPROVED in partial fulfillment of the requirements in Bachelor

of Science in Information Technology.

<u>**MARVIN C. MEJORADA**</u>
BSIT – Program Chair

DATE: _____

ACKNOWLEGEMENT

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The proponent

DEDICATION

God Almighty, the source of all wisdom, guidance, and inspiration. In every step of this journey, I have witnessed divine intervention, blessings, and grace. I am grateful for the countless times when obstacles were overcome, ideas were illuminated, and strength was bestowed upon me.

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EXECUTIVE SUMMARY

The Municipality of Poblacion Guipos had almost 25,000 population (Google, 2020). Guipos Municipal Hall often received complaint reports from the residents' everyday with different type of conflicts. Residents are required to go to Municipal Office for processing or further information of procedures used in Guipos Officials to address complaints and resolve disputes. Complainants with long absence of response from Municipal Hall will bring to a more tedious task to the Officials because they need to find his/her complaint file from the bulky storage of papers alongside with other resident's complaint. The 4D Methodology, which includes the stages of Define, Design, Develop, and Deploy, was utilized by a developer during the creation of the system. It has gone through numerous of tests to ensure the best performance achieved.

By implementing the iSumbong, the Municipal Officials who are tasked to deal with complaints will reduce their workloads on collecting complaint files. Through this system, complaints will be easy to manage compared to manual filing since it can be done electronically. Reducing the stress of searching files to bulky storage of complaints papers. The deployment of this system will eliminate the old process on both Municipal Officials and residents of Guipos, with the system hosted online, they can file a complaint anytime, anywhere inside Guipos area.

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