

# **UTAG Welfare Management System**

## **Requirement Gathering:**

### **1. Core Idea (High-Level Concept)**

**UTAG Welfare Management System** is a centralized digital platform designed to proactively support the welfare of UTAG members through a structured welfare reporting and automated birthday recognition.

The system bridges the communication gap between members and leadership by enabling early reporting of welfare cases, structured tracking of support actions, and consistent engagement initiatives. It transforms welfare from a reactive process into a proactive, data-driven, and organized system that reinforces UTAG Welfare's culture of care, belonging, and accountability.

### **2. Problem Statement**

#### **Core Problem**

UTAG lacks a structured digital system to proactively manage member welfare and engagement, leading to delayed responses, poor record-keeping, and inconsistent member appreciation.

#### **Challenge Breakdown**

- Welfare cases involving sick members are often reported late or informally.
- UTAG executives lack a centralized platform to track and manage welfare cases.
- Delays in information flow result in late visits, delayed assistance, or missed support.
- Birthday recognition is manual, inconsistent, and sometimes overlooked.
- These gaps weaken member engagement and reduce the perceived care within UTAG Welfare.

### **3. Proposed Solution (System Overview)**

The proposed solution is a **centralized welfare and engagement management system** with two integrated modules:

#### **1. Welfare Support Module**

- Enables early reporting of health-related issues, ceremonies, achievements, etc.
- Provides UTAG executives with real-time access to welfare cases.
- Tracks actions taken, such as visits and assistance.

#### **2. Birthday Engagement Module**

- Automates identification of members celebrating birthdays.
- Ensures consistent recognition through personalized messages.
- Enhances member morale and sense of belonging.

Together, these modules improve communication, accountability, response time, and overall member satisfaction.

#### **4. System Objectives**

- Enable timely and structured reporting of welfare cases.
- Improve UTAG's responsiveness to members' health challenges.
- Provide accurate welfare records to support informed decision-making.
- Enhance member engagement through consistent and automated birthday recognition.
- Foster a strong culture of care, unity, and belonging within UTAG.

#### **5. Functional Requirements**

##### **Welfare Module**

- Authorized users can submit a welfare report.
- Reports include member identity and welfare category.
- System securely stores all welfare reports.
- Executives can update case status (reported, visited, assisted, resolved).
- System maintains a searchable welfare history.
- E-mail notification for admins on every report.
- E-mail notification for each member on welfare report status update from admins.

##### **Birthday Engagement Module**

- System stores member profiles including name, image, and date of birth.
- System automatically detects birthdays based on the current date.
- Personalized birthday messages are generated.
- Birthday celebrants are displayed on a dedicated page.
- Members receive SMS and e-mail notification on their birthday.
- Admins view list of upcoming birthdays.
- Birthday e-mail alerts for admins

##### **Access Control (Security)**

- Only authorized and authenticated
- Admin (executive) view vs Member view
- Only admin can view and update welfare records and status

##### **Analytics**

- Monthly welfare statistics.

- Engagement trends.

## **6. Conclusion**

The **UTAG Welfare Management System** provides a structured, proactive, and member-centered approach to supporting members. By digitizing welfare reporting and automating engagement activities, the system strengthens communication, improves response time, and reinforces UTAG Welfare's commitment to care, unity, and member well-being.