**INTRODUCTION**

This chapter presents the background of the study, objectives of the study, and scope and limitations.

**Background of the Study**

The rapid advancement of technology in the modern period has expectations, exerting comprehensive influence on practically every aspect of our lives. From the bustling cities and through the distant villages, technology reaches everything. Technology's widespread spans numerous fields, influencing our professional undertakings, leisure activities, communication channels, and core worldviews.

It is crucial to become aware of the wide-ranging effects of this worldwide technological spread as we move toward a future where technology is essential. Municipal systems and governmental activities are one of pivotal points in this complicated tapestry of global technological transformation (Marcos, M., 2021). Significant advancements have been made as a result of the digital revolution, including increased administrative effectiveness, service delivery optimization, and civic engagement. We can observe the substantial effects of digital innovation on community management and governance in this dynamic technological environment.

Competency and transparency of municipal governance are critical to increasing a community's prosperity and quality of life. Municipalities are significant organizations tasked to keep the city, provide services, and protect all of the persons residing inside their boundaries. As towns grow and take on more duties, the requirement for durable systems that maximize various activities like revenue collection becomes critical.

Based on the study “The right tools for digitizing government payments”. Improving the payment practices can help improve government and municipality efficiency, public welfare, and economic activity. Governments can encourage financial inclusion by influencing how receivers receive payments, such as requiring payments to be made into an account or a pre-paid card. Digitizing government payments and collections can assist policymakers in achieving these objectives. (Sarkar, A., 2017).

Rapid digital transformation is increasing the demand for faster, easier, and data-rich business solutions. Local governments are likewise embracing this changing trend to meet the needs of their growing communities. As a result, several towns are looking for ways to transition into the future with updated payment solutions (Brick, M. Di Paolo, G., Sagan A., 2021). According to the article Municipality Management System by (MultiFrames, 2023), implementing an integrated and comprehensive solution for municipal operations offers numerous benefits. It increases efficiency and effectiveness in day-to-day operations, improves decision support by integrating asset management data, and enhances service to constituents despite limited resources. The flexibility and affordability of starting with a few areas or implementing a comprehensive solution that spans all aspects of operations are advantageous. By integrating organizational data into a single, user-friendly database, the system enables easy access to information and empowers users with robust GIS capabilities. It facilitates faster insight into assets through map queries, improves interdepartmental coordination, and aids regulatory compliance. Streamlining communications, document management, and data maintenance results in more efficient work processes. The system provides a centralized point of access to integrated data and enables coordination with other departments. Additionally, it enhances output by generating high-quality maps and facilitating the preparation of standard reports quickly and easily.

The centralization of the municipal system aims to provide much better efficiency, convenience, and transparency. By implementing the system, municipalities can improve service delivery by simplifying their financial operations, improving the citizen experience, and optimizing resource allocation. The system is a significant advancement in modernizing municipal management, ensuring sustainable growth, and strengthening communities.

**Objectives of the Study**

The general objective of the study is to modernize and eliminate the time-consuming and exhausting way of processing the city hall documents.

Specifically, it aims to:

1. Design and develop a Web-based system called Development of a Mid-Level Centralization Management System for City of Manila with the following capabilities:
2. Use verification module for verifying registered users online.
3. Provide a user profile to the users.
4. Centralized data management for city administration, enabling efficient access and organization of crucial information.
5. Provide SMS notification for users.
6. Use AI chatbots to assist users with their needs.
7. Provides E wallet module to users.
8. Enable residents to view and pay their bills and taxes online, integrating with various utility providers and municipal services.
9. Financial management and budget tracking to facilitate responsible fiscal oversight and planning.
10. Public communication and engagement features to promote transparency and interaction with residents.
11. Document and record management for easy storage, retrieval, and archival of important documents.
12. Geospatial mapping and data visualization to aid in decision-making based on location.
13. Customer support and issue resolution to address resident inquiries and concerns.
14. Integration with city services and utilities.
15. Create the system as designed;
    1. Programming Language:

Javascript

* 1. Full Stack Framework:

Node Js, React Js

* 1. Front End Tools:

React Js, Vite, Tailwind

* 1. Back End Tools:

HTML, My Sql WorkBench

* 1. Database Management System:

My Sql

* 1. Package Manager:

Node Package Manager

* 1. Version Control:

GitHub

* 1. IDE:

Visual Studio Code ( VS Code )

* 1. Testing and Debugging:

Postman, React Query DevTools

1. Test and improve the system in terms of functionality and reliability.
2. Determine the level of acceptability of the system using ISO 25010 software evaluation instrument in terms of functional sustainability and reliability.

**Scope and Limitations of the Study**

This study aims to create a Mid-Level Centralization Management System for the City of Manila. Its overall goals include developing a customized MLCMS, the possibility of centralization, and conducting an in-depth analysis of its possible impacts on operational efficiency, cost-effectiveness, and service delivery. The research focuses on developing and implementing the MLCMS. It will analyze many variables such as which administrative functions can be centralized, the technology required, how government operations may change, the use of E-wallets on tax payments, and how this may affect city residents.

The study will take place solely in the city of Manila. Data will be collected from several departments of the city government as well as relevant stakeholders. The group under study will include employees and service recipients who are involved in or affected by administrative centralization to gather insights and obtain generalizable conclusions.

This study may face several limitations. First, the complex political and bureaucratic context in Manila may provide implementation issues that we may not fully address. Due to project difficulties, the schedule for our research may alter, affecting data collection. Because of the city's size and variety, generalizing our findings may be difficult, and the results may be influenced by data access and cooperation levels from government departments and stakeholders. Technical difficulties in constructing the MLCMS may limit our capacity to deliver a comprehensive solution.