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ILIGAN CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE INVENTORY MANAGEMENT AND MONITORING SYSTEM WITH DECISION SUPPORT



A Capstone Project Presented to
the Faculty of the College of Computer Studies
St. Michael's College
Iligan City

In Partial Fulfillment
of the Requirements for the Degree of
Bachelor of Science in Information Technology

By

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Chapter 1

THE PROBLEM AND ITS SETTINGS

Introduction

Technology has modified our society in many sectors, including social welfare. In the modern technological world, relying solely on manual means to track inventory would not be efficient, especially with welfare program subsidies where accurate stock management is at stake. Despite this, many government offices continue to use outdated, manual processes, which often lead to problems. Wynn emphasizes that manual inventory systems are plagued by inaccuracies and inefficiencies, leading to stock discrepancies and operational delays [1]. Similarly, challenges in the Philippines, such as human errors and time-consuming processes, also contribute to increased costs and inefficiencies [2]. As technology and data become increasingly important, these manual methods are proving inadequate. These issues underscore the need for automated solutions to enhance inventory management across different contexts.

Holloway, explains that digital technologies, such as cloud computing and data analytics, transform the inventory management process through real-time monitoring and better decision-making capabilities [3]. Along this line, Sama and Mdemu point out that good inventory management in the public sector leads to efficient service delivery because it ensures the timely availability of resources [4].







On the other hand, Of and Devis argue that traditional methods lead to inaccuracies and inefficiencies, which emphasizes the need for effective systems to improve organizational performance [5].

Iligan City is one of the places in the northern part of Mindanao, Philippines. Its socio-economic problem includes poverty and a high percentage of internally displaced persons due to regional conflicts. The Iligan City Social Welfare and Development Office is an important department that takes care of the needs of deprived people and vulnerable groups through welfare programs that provide the necessary supplies, including food and educational support, to poor and vulnerable populations, such as youth offenders, abused victims, and orphans. These are the different welfare program centers, which are: The Dangpanan sa Kabataan Day Center (DSKC) offers educational and feeding programs for street and Bajau children. The Children Assessment Processing Center (OSAEC) which protects women and children from abuse and trafficking through residential care. The PAG-ASA Youth Home Center (CICL) provides safe space and rehabilitation for children in conflict with the law. Last, the Happy Life Children's Home Center is a residential treatment center for girls who have been sexually abused or exploited [6]. The CSWD and its welfare program centers are still relying on a manual system to monitor inventory of supplies delivered. That is old-fashioned, and it tends to be ineffective and problematic in trying to keep actual records. Each program center should report its status of inventory and the details of received



delivered supplies. However, often, during audit and inspection, discrepancies arise as the records seldom match the delivered items because the confirmation and follow-up are usually not accurate and adequate.

In response to the problems associated with inaccurate records and inefficiency, the researchers will develop an inventory management and monitoring system with decision support. This will automatically keep track inventories and provide real-time data, with resource allocation advice based on available data. All these are targeted at ensuring accuracy in operations, optimizing processes, and enhancing the effective management of supplies for the CSWD and program centers.

Statement of the Problem

In this section, the researchers identified these challenges faced by the Iligan City Social Welfare and Development Office (CSWD) due to outdated manual methods in monitoring inventories and supplies are determine d in this study.

- 1. The CSWD office lacks a centralized system for managing and monitoring the supplies provided to the welfare centers, relying primarily on manual processes.
- 2. The current inventory management used by the CSWD struggles with accurately tracking records and monitoring the stock status across welfare centers.







3. The current manual method does not support efficient resource allocation and decision-making, leading to suboptimal distribution of supplies and impacting overall operational efficiency.

Objectives of the Study

The aim of this study is to develop a web-based inventory management and monitoring system with decision support that can address the issues of inaccuracy and low efficiency in the management of supplies of the CSWD and its welfare centers.

- Design a system that is a centralized inventory management system to streamline the management and monitoring of supplies across all welfare centers, replacing outdated manual processes.
- 2. Develop a system that includes features within the system that improve record-keeping accuracy and enable precise tracking of inventory levels and stock status.
- 3. Test and evaluate a system that utilizes decision support within the system to assist in efficient resource allocation and inventory management decisions, thereby improving overall operational efficiency and effectiveness.

Scope and Limitation of the Study





This study focuses on developing a centralized inventory management and monitoring system with a decision support for the Iligan City Social Welfare and Development Office (CSWD). The system aims to streamline the tracking of supplies and optimize resource allocation across the CSWD office and its associated welfare centers, including the Dangpanan sa Kabataan Day Center, Children Assessment Processing Center (OSAEC), PAG-ASA Youth Home Center (CICL), and Happy Life Children's Home Center. It will provide statuses within the system for low inventory levels to ensure timely reordering and prevent shortages.

The CSWD staff will play a crucial role in maintaining and monitoring the system. They are responsible for generating Purchase Requests (PR) and auditing Purchase Orders (PO) and Purchase Receipts (PRT) to ensure the accuracy and completeness of delivered items. Staff members can register their own inventory for office supplies, submit purchased requests and receive purchase orders together with the welfare centers to check supply lists and be able to generate reports. However, they will not have the ability to edit inventory records for other centers, only their own.

Welfare Center Officers-in-Charge (OICs) at each welfare center will be responsible for maintaining their supply inventory by registering items into the system based on deliveries and stock status. They are tasked with receiving supplies from suppliers, viewing inventory reports, and ensuring accurate



tracking and reporting of inventory at their respective centers. They are also able to submit withdrawal items to update their inventory for their daily or weekly consumption. They will not be able to edit or manage inventory data for other welfare centers.

The CSWD Head will have access to view reports generated by the system and provide remarks as needed. Their role involves reviewing overall inventory data and ensuring strategic oversight, but does not extend to directly monitoring inventory levels or managing day-to-day operations within the system.

Suppliers are involved in the workflow however they do not interact or have direct access to the system. They are responsible for delivering supplies to the welfare centers along with Purchase Receipts (PRT), which are audited by CSWD staff.

BAC or Bids and Awards Committee, are a group within a government agency or organization responsible for procurement processes, handling of purchase requests and managing government funds in acquiring goods. They issue a Purchase Order (PO) document, which is sent to the CSWD office to facilitate the allocation of goods to the welfare centers. Like the suppliers, the BAC does not interact with or have direct access to the system.

Significance of the Study





This study is crucial as it aims to develop an advanced inventory management system for the Iligan City Social Welfare and Development Office, addressing existing inefficiencies in tracking and managing supplies. By implementing this system, the study seeks to enhance operational effectiveness, improve resource allocation, and ensure timely delivery of essential supplies to the welfare centers.

CSWD Office. The system's success will have a centralized system inventory management and resource allocation that enhance overall operational efficiency and effectiveness, streamlining administrative processes and ensuring better service delivery.

Welfare Centers. Each welfare program center will benefit from more accurate tracking of supplies and timely updates, leading to better inventory control and reduced operational challenges.

Staff and Officers-in-Charge. Users involved in inventory management will experience more efficient workflows and fewer manual errors, improving their ability to manage and report on inventory effectively.

Disadvantaged Individuals and Groups. Enhanced inventory management ensures that essential supplies and services are provided more reliably and efficiently to those in need, improving their access to support and resources.





Current Researchers. By working on this study, researchers will gain practical experience in creating and implementing an advanced inventory management system tailored to social welfare needs. This hands-on work will deepen their understanding of how to integrate technology with inventory management and decision support, adding valuable skills to their expertise.

Future Researchers. This study will provide a solid starting point for future research in inventory management systems for social services. It offers a detailed example of how such systems can be developed and applied, helping future researchers build on this knowledge and explore new improvements in the field.

Definition of Terms

To ensure clarity and understanding, this section defines the key terms and concepts used throughout the study.

BAC. In this study, the Bids and Awards Committee refers to the group responsible for overseeing procurement processes, including handling purchase requests and issuing purchase orders for goods required by the City Social Welfare and Development Office.

CSWD. In this study, the City Social Welfare and Development Office, is the government office dedicated for providing essential supplies for welfare centers and responsible for managing and maintaining the system.







Decision Support. In this study, it refers to a system feature that recommends resource allocation and displays the status of low inventory levels, ensuring optimal distribution and preventing shortages.

Inventory. In this study, it refers to the registered both welfare goods and office supplies, that are stored and managed for future use. Inventory accounts are credited when items are issued, transferred, or disposed of.

Inventory Management System. In this study, it refers to an automated system that simplifies the management of inventory by efficiently recording and updating inventory records.

Monitoring System. In this study, it refers to a system component that continuously tracks and reviews inventory status, ensuring real-time visibility and accuracy of inventory levels, while incorporating a decision support function to guide inventory management and resource allocation decisions.

Purchase Orders. In this study, Purchase Orders refer to formal documents issued by the CSWD to suppliers, specifying the items, quantities, and agreed-upon prices for products or services required by welfare centers.

Purchase Receipt. In this study, Purchase Receipt refers to the documentation provided upon the delivery of goods or services, confirming that the items listed in the Purchase Order have been received by the welfare centers.







Purchase Request. In this study, Purchase Request refers to the initial document generated by the office based on the stock level status from the system.

Supplies. In this study, this refers to the goods and materials purchased or acquired for distribution, including welfare goods like canned food and blankets, and office items like paper and ink. Supplies are tracked in inventory until they are issued to end-users or otherwise disposed of.

Welfare Center. In this study, these are the various programs listed and managed through the system by the CSWD, which focus on food and educational support for the poor and vulnerable populations such as youth offenders, abused victims, and orphans.

Withdrawal. In this study, this refers to the process of removing supplies from inventory, typically for distribution to welfare centers or other authorized recipients, ensuring that proper documentation and tracking are maintained.

