**Chapter IV**

**Results and Discussion**

This chapter presents the results and the discussion to support the methodology utilize in the objectives. This chapter also discusses the findings, interpretation and analysis of the test survey result, trough surveys conducted by the researchers.

The developers used survey questionnaire for the acceptance of technology using technology acceptance model (TAM). These were given to the employees of the Luisiana Municipal Hall and was done to acquire the necessary data to determine the system's effectiveness and efficiency to ensure that the needs of the client are fulfilled.

**Research Objective No. 1.** How to evaluate the current system for LAN based messaging system that can easily access by the employees of Luisiana Municipal Hall with effective communication in sending their files, help them be efficient and increase their productivity?

The system entitled: “L.I.M: Luisiana Instant Messaging” was evaluated through the use of Agile Methodology. The researchers followed the steps of Agile such as Inception Phase, Technical Design Phase, Construction Phase and Transition Phase. The Agile Methodology helps the researchers to design and develop their system. It also helped them to evaluate the system based on the client’s needs. The study produced a LAN based Messaging system that utilized to send files with security, help them be efficient and increase their productivity. The developed system satisfies the users through the help of Agile Methodology.

**Research Objective No. 2.** How to design an implementation plan to make a network plan to find the centralized network connection for the Luisiana Municipal Hall?

The researchers designed an implementation plan by creating a network plan and network topology. The researchers gather data from the Luisiana Municipal Hall such as floor plan and computer units specification to determine if the computer units from the Luisiana Municipal Hall are all feasible with the study. The researchers also check if they have existing hardware such as routers and switches. The researchers studied the floor plan to know how will they make a network plan to get the centralized connection of the Luisiana Municipal Hall. They created a Network plan and Topology for the Municipality’s building and then consulted it to a network expert. When system has been deployed, the first day of the researchers was measuring the distance between departments from first floor to third floor. As a result, the researchers get the centralized connection and the system was working without interruption.

**Research Objective No. 3.** How to evaluate the system based on user acceptance and behavioral intention of the intended user?

The researchers used Technology Acceptance Model(TAM) to evaluate the system based on user acceptance and behavioral intention of the intended user. The researchers distributed questionnaire to the Luisiana Municipal Hall (employees, IT expert and administrator). The summary of evaluation results was (mean) and verbally interpreted as (Verbal Interpretation). Over all the users gave a good feedback to the study meaning they accept and intended to use the system more. Users are satisfied with the functions of the system and the system helped them in their daily work.

**Evaluation Result**

The following chart discusses the result acquired from the survey conducted to the respondents from the Luisiana Municipal Hall(employees, IT expert and admin). The following data were computed, analyze and interpreted that the researchers come up with the result if the developed system satisfied the client. The researchers conducted the survey to the said respondent. The researchers conducted their study at the Luisiana Municipal Hall it includes the testing and implementation of the system to assure that it would be useful and helpful for the user.

The table below shows the result of the conducted evaluation. The result of the conducted survey shown below:

**Table 1. Evaluation Results of L.I.M in terms of Quality Factors**

|  |  |  |
| --- | --- | --- |
| **Statements** | **Mean** | **Verbal Interpretation** |
| 1. I believe that L.I.M has improved the inter office communication of the Luisiana Municipal Hall. |  |  |
| 1. I believe that L.I.M helped improve the quality of service of the employees of Luisiana Municipal Hall. |  |  |
| 1. I believe that L.I.M improves the current process of Luisiana Municipal Hall in terms of sending and receiving files. |  |  |
| **Weighted mean:** |  |  |

***Table 1. Evaluation Results of L.I.M in terms of Quality Factors.*** *This table**presents the perception of the respondents in terms of quality factors, it is the degree to which a person believed that using a particular system would enhance his or her job. It revealed that the system has a significant positive effect on attitude based on the computed weighted mean of (Mean) and verbally interpreted as (Verbal Interpretation).*

**Table 2. Evaluation Results of L.I.M in terms of Perceived Ease of Use**

|  |  |  |
| --- | --- | --- |
| **Statements** | **Mean** | **Verbal Interpretation** |
| 1. My interaction with the system is clear and effortless. |  |  |
| 1. It would be easy for me to operate and become skillful by using the system. |  |  |
| 1. I had proven that L.I.M provides understandable functions and processes. |  |  |
| **Weighted mean:** |  |  |

***Table 2. Evaluation Results of L.I.M in terms of Percieved Ease of Use*** *presents the perception of the respondents in terms of perceived ease of use, it is the degree to which a person believed that using a particular system would be free of effort. It revealed that the system has the degree in which a person believes that using the system would be free from effort the computed weighted mean of (Mean) and verbally interpreted as (Verbal Interpretation).*

**Table 3. Evaluation Results of L.I.M in terms of Experience**

|  |  |  |
| --- | --- | --- |
| **Statements** | **Mean** | **Verbal Interpretation** |
| 1. L.I.M is a reliable system for office communication. |  |  |
| 1. I believe that the system eliminates the use of flash drive for file transferring that cause spreading of virus. |  |  |
| 1. I believe that the system provides security through LAN connection. |  |  |
| **Weighted mean:** |  |  |

***Table 3. Evaluation Results of L.I.M in terms of Experience.*** *This table**presents the perception of the respondents in terms of experience, it is the degree to which a person believed that using a particular system would enhance his or her job and prove that using the system would be free from effort. It revealed that the system has a significant positive effect on attitude based on the computed weighted mean of (Mean) and verbally interpreted as (Verbal Interpretation).*

**Table 4. Evaluation Results of L.I.M in terms of Perceived of Usefulness**

|  |  |  |
| --- | --- | --- |
| **Statements** | **Mean** | **Verbal Interpretation** |
| 1. L.I.M can transfer file and send messages instantly compared to other messaging app. |  |  |
| 2.L.I.M is helpful to the employess and eliminate the need of internet connection. |  |  |
| 3.L.I.M helps the employees to communicate with the other departments. |  |  |
| **Weighted mean:** |  |  |

***Table 4. Evaluation Results of L.I.M in terms of Perceived of Usefulness.*** *This table presents the perception of the respondents in terms of perceived of usefulness, it is the degree to which a person believed that using a particular system would enhance his or her job. It revealed that the system has a significant positive effect on attitude based on the computed weighted mean of (Mean) and verbally interpreted as (Verbal Interpretation).*

**Table 5. Evaluation Results of L.I.M in terms of Attitude**

|  |  |  |
| --- | --- | --- |
| **Statements** | **Mean** | **Verbal Interpretation** |
| 1. I am more inclined to use this system that other messaging app. |  |  |
| 1. I am satisfied with the functions of the system. |  |  |
| 1. Using this system gives me advantage in doing more work satisfactory. |  |  |
| **Weighted mean:** |  |  |

***Table 5. Evaluation Results of L.I.M in terms of Attitude.*** *This table presents the perception of the respondents in terms of attitude, it is the degree to which a person believed that using a particular system would satisfy the users. It revealed that the system has a significant positive effect on attitude based on the computed weighted mean of (Mean) and verbally interpreted as (Verbal Interpretation).*

**Table 6. Evaluation Results of L.I.M in terms of Intention of Use**

|  |  |  |
| --- | --- | --- |
| **Statements** | **Mean** | **Verbal Interpretation** |
| 1. I see myself using this system in my everyday work. |  |  |
| 1. I will use this system to accomplish more documents work. |  |  |
| 1. I like how the system provides the files that are needed in real time even without internet connection. |  |  |
| **Weighted mean:** |  |  |

***Table 6. Evaluation of L.I.M in terms of Intention of Use.*** *This table**presents the perception of the respondents in terms of intention of use. It revealed that the system has a significant positive effect on intention of use based on the computed weighted mean of (Mean) and verbally interpreted as (Verbal Interpretation).*

**Table 7. Evaluation Results of L.I.M in terms of Actual Use**

|  |  |  |
| --- | --- | --- |
| **Statements** | **Mean** | **Verbal Interpretation** |
| 1. It was easy for me to send and receive files with the use of this system. |  |  |
| 1. I believe that I can easily plan or discuss important matters with my co-workers from the other department by the use of this system without leaving my work station. |  |  |
| 1. I believe that L.I.M is easy to use and a perfect fit for interoffice communication for the Municipal of Luisiana. |  |  |
| **Weighted mean:** |  |  |

***Table 7. Evaluation of L.I.M in terms of Actual Use.*** *This table**presents the perception of the respondents in terms of actual use, it is the degree to which a person believed that using a particular system would enhance his/her productivity and communication. It revealed that the system has a significant positive effect on attitude based on the computed weighted mean of (Mean) and verbally interpreted as (Verbal Interpretation).*

**Table 8. Summary of Evaluation Results of L.I.M**

|  |  |  |
| --- | --- | --- |
| **Statements** | **Mean** | **Verbal Interpretation** |
| 1.Quality Factors |  |  |
| 2.Perceived Ease of Use |  |  |
| 3.Experience |  |  |
| 4.Perceived of Usefulness |  |  |
| 5.Attitude |  |  |
| 6.Intention of Use |  |  |
| 7.Actual Use |  |  |
| **Overall:** |  |  |

***Table 8. Summary of Evaluation Results if L.I.M.*** *This table shows the summary of the system evaluation. It shows that the study developed satisfies the users by its quality factor, perceived ease of use, experience, perceives of usefulness, Attitude, Intention of use and actual use. Therefore, it shows that the system was acceptable by the respondents. The respondents agree that the system reached its main objective.*