**CHAPTER 1**

**INTRODUCTION**

* 1. **Rationale of the Study**

Public transportations are commonly used here in the Philippines and issues about it are rampant. There are numerous public vehicle drivers violate traffic rules and perform misconduct to either his passengers or the crowds that are nearby. Obviously, each and every incidence is not reported directly to the police. These issues lead to reduced public transportation reputation for the people and also tourists from foreign places. With these issues disregarded and ignored, drivers will continue to cause problems to public transport that will affect the public transportation quality greatly which can also affect the tourism of the country. Social media is mostly used to hear the complaints of the people that are involved in a public transport vehicle incident which is not due process. It can only make several people aware of that public vehicle. However, there are also good experiences of the commuters with the public transport vehicle services. The complaints of the people are important so the responsible authorities can take immediate action about the incident depends on its nature.

Collection of data using crowdsourcing is popular method to get the complaints or negative feedback from the end-user. Crowdsourcing will be used by the system to collect complaints from the commuters and the people involved in an incident that could also be used to determine the rating of that public transport through an android application which will be validated by mobile authenticator. In addition, the data gathered will be obtained by the operators and responsible authorities through a web application. Data gathered from the mobile application users will benefit responsible law enforcement authorities to act and impose discipline to responsible public vehicle drivers that has numerous complaints from the commuters or any people involved in that incident. Moreover, this system can improve the tourism here in Cebu City and other cities that will adopt in this system.