**Tanghalang Pasigueño Online Reservation and Billing System**

A Thesis Presented to

Pamantasan ng Lungsod ng Pasig

In Partial Fulfillment

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Bachelor of Science in Information Technology

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Chapter I

Introduction

The application of modern information technology dominated so far by the use of Internet websites and online reservation and billing systems, gives competitive advantage to other with same establishment. However, the potential competitive advantage can be transformed into real advantage if only the websites have proper design. As a result, the advocator conducted research on the facts related to the system that might be helpful to its development.

Online reservations and billing systems are becoming a very popular method for reserving function rooms. Clients can reserve rooms from home by using online security to protect their privacy and financial information and by using several online website.  
Online reservations systems, commonly known as Online Reservation and Billing System (ORBS) is a computerized system that stores and distributes information of a hotel, resort, or other lodging facilities.

A. Background of the Study

The general area in information technology that focuse on online reservation and billing system include in a general area of transaction processing system. The proponent conducted study in Tanghalang Pasigueño. All transactions held in office are done manually.

The Tanghalang Pasigueño administration office has no technological means of saving their data. The office has cabins to put their files that compiled in a folder. Once there is a reservation needed to review it is hard for them to find and update the data.

The proponent conducted study with the business owned and managed by the government of Pasig City. The Tanghalang Pasigueño have 16 employees and has venue rental service. Venue rental provide a place where accommodate seminars, wedding, conventions and cultural programs. It has function rooms that can house meetings and conferences of private and public entities and other similar activities requiring space to hold huge assembly of people.

To avail the venue rental, the client must first submit a letter of request to reserve a schedule. The letter of request is the summary of the requested facilities for the event. After that client must submit the accomplished application form to assess application for availability or date/ facility. The client must pay a reservation fee to the Tanghalang Pasigueño upon reservation and/or confirmation of the specific date and time of the Lessee’s activity/event. And to pay to the Office of the City Treasurer of Pasig fifty percent (50%) of the total rental charge upon approval of the application form and to block the requested schedule and to pay the balance of fifty percent (50%) not later than seven (7) calendar days before the actual date of the use of the services of Tanghalang Pasigueño.

The proponent developed a system “TPORBS” entitled Tanghalang Pasigueño Online Reservation and Billing System which comprises of two main modules. The first module is Online Reservation this module focuses with an online reservation that handles reservation transactions of the Tanghalang Pasigueño administration office for their services. This will automate the processes, more detailed information and real time transactions. The second module is Billing System it is concern with the billings of the client for the transaction made.

1. Objectives of the Study

General Objective

The main goal of this study is to develop and design an Online Reservation and Billing System that be used by Tanghalang Pasigueño. The system will be used to solve the problems encountered in the processing of reservation like poor security of data, takes time and effort to complete the transaction.

Specific Objective

* To be able to develop system that is capable of providing online transactions for clients.
* To develop a system that will provide convenience to the clients for their desired function rooms.
* To develop a billing system that will provide billing statement for the cost reservation.

1. Scope and Limitations

Scope

The confirmation of reservations are made by the administrator and all reserved events will be posted on the system.

Generel view of the features of TPORBS

Administrator View

* HOME
* RESERVATION
* Tentative Reservation
* Request for Cancellation
* Request for Reschedule
* Confirmed Billing
* AFTER EVENT
* PAYMENT
* Contract
* Second Billing
* MAINTENANCE
* Amenities
* Facilities
* LOGS
* REPORTS
* Amenities List
* Balance Report
* Cancelled Reservation
* Damage Report
* Events Report
* Facility List
* Income Report

Client View

* HOME
* FACILITIES AND RATES
* ABOUT US
* CONTACT US
* ACCOUNT

Limitations

The proposed is only beyond with reservation and billing transactions. It is not concern with the management of employees and salary.

1. Significance of the Study

The following are the people who benefits from the ouput of the TPORBS:

* Tanghalang Pasigueño

The system will give benefit to the business in terms of time, income and convenience. The system can save time for processing reports and reducing the inconsistency of information . Also the business can boost their income because more clients will engage in using the innovative way of reserving function rooms. Moreover, the sytem gives convenience to the company in making transactions with clients in a more effortless way with the help of the internet.

* Clients

The system would help clients to lessen their difficulties in planning for reserving function room for their events. It offers qualtiy features. Moreover, the system is more reliable and convenient for clients to make reservation with the company through online.

* Future Researcher and Developers

This research serves as an opportunity for the future researcher and developers to apply their skills and expertise in developing a system. It may serve as their stepping stone for the outside world and as a preparation for their future career.

Chapter II

Review of Related Literature And Studies

The following are the review of related literature and studies:

* Victory Liner Online Booking

Victory Liner, one of the largest provincial bus companies in the Philippines, is providing online booking for its passengers. Passengers can reserve a ticket online and have the ticket delivered right at their doorsteps.

[(http://tourthephilippines.blogspot.com/2011/02/victorylineronlinebookingservice.html](file:///C:\Users\Anne\Desktop\New%20folder\(http:\tourthephilippines.blogspot.com\2011\02\victorylineronlinebookingservice.html))

* Cebu Pacific host reservation system with Navitaire

Booking or rebooking a flight on Cebu Pacific is faster and more convenient. “The Navitaire system will allow CEB to offer more functionalities and options.  Passengers can now change their flight details or cancel their bookings online.  The system also has the flexibility to adjust growing requirements as the leading low fare airline,.” said Lance Gokongwei, Cebu Pacific President and CEO.

Navitaire is an end-to-end solution that provides CEB with effective revenue management & accounting tools. It has a user-friendly booking process that allows customer to accommodate more passengers online.

(http://CebuPacific/hostreservationsystemwithNavitaire)

* Ticket World

TicketWorld Inc. provides computerized ticketing solutions to the entertainment industry nationwide. Customer can purchase tickets ONLINE via internet.

[(https://www.ticketworld.com.ph/](file:///C:\Users\Anne\Desktop\New%20folder\(https:\www.ticketworld.com.ph\))

|  |
| --- |
| * B2B HOTEL RESERVATION SYSTEM   Pelican system - B2B Hotel reservation system is the solution for hotels in dealing with travel agents / corporate clients. Dealing with hundreds or thousands of travel agents and corporate clients will no longer be a hassle in maintaining rate and allotment updates.  In regard to responding to reservations / modifications / cancellations, travel agents / corporate clients can serve themselves through logging on to the hotel reservation system, then viewing rates and availability, and making reservations / modifications / cancellations anytime, anywhere, with instant confirmation. Hotels and travel agents / corporate clients can achieve maximum time efficiency and best costs in processing reservations.  (<http://www.pelicansystem.com/hotel_internet_reservation_system.html>) |

* Online Golf Vacation Reservations Solution  
   Introducing the strategic partnership between Cybergolf, the industry leader in golf facility web development, eCommerce, content distribution and communications and TravelHero|GolfHero, the industry leader in online golf vacation reservations technology and marketing distribution.

(<http://www.golfhero.com/Cybergolf.cfm>)

* Online Hotel Reservation Software

Dotcom’s hotel reservation software is unique solution. It facilities guest and agents with different payments options like credit card and debit cards. All these with updating of the reservation are updated online and intimated to the reservation Manager at property through e-mail or mobile messages. This also helps out there servation manager of the resort/hotel to manage the agents performances and keep a track of it.

(<http://dotcomtechno.com/products/OnlineHotelReservationManagementsystem/online-hotel-reservation-management-system.html>)

* Tour Booking System

The Distinction System Tour Booking System is a complete management solution for individual passenger reservations on extended tours, day excursion and expess services. In addition to handling booking made in person or by telephone, the system provides operators with a fully automated data driven website capable of handling online bookings from both agents and direct clients.

(http:/www.distinctivesystem.com/ukversion/tbs\_overview.shtml)

* SpaBooker’s Online Spa

SpaBooker is the most advanced, comprehensive software solution for the spa, wellness, salon, fitness, yoga and medical industries. It provides a customized suite of solution for small-and medium-sized business, as well as large, resorts and and corporation, and is now available in over 20 countries and 6 languages. The robust reporting options also allow the instant export of financial information to QuickBooks and other back-office accounting systems.

(<http://www.Hospitalitynet.org/news/154000320/4044253.html>)

* Online Campsite Reservation

The company develop a reservation system for state by Federal Park System, which they claim processed the industry’s first online reservation in September 1997 reserve America has provided reservations services for National Park service since 1997. (http://online/campsite/reservation.html)

* Holiday Rent-A-Car Reservation System

“Allows independents to be connected to a powerful worldwide reservation network. Holiday members gain access to technology and reservation systems that will generate maximum traffic to their location—all at an affordableprice” (Rick Stevens,president, Holiday Services Inc.)

Experience a new way to take the train with Amtrak. Get simple and intuitive access to all the travel information that passenger need, book their trip on the go, and stay up-to-date as trains arrive. Do it all without the hassle of your laptop, making calls or extra trips to the office.

(<http://en.wikipedia.org/wiki/ReserveAmerika>.html)

* Genius Bar Reservation System

Is a tech support located inside every Aplle Retail Store, the purpose of which is to offer help and support for Apple products. The Genius Bar currently operate on a reservation system. Customers can schedule a reservation time online. Before coming in (choosing a time up to 72 hours in advance) or may choose to sign up when they walk in the store (IFO Apple Store, October 13, 2006)

(http://genius/bar/reservation/system.html)

* XpressBooking

XpressBooking is a 100% web based solution. It does not need to be installed or upgraded on a physical machine. It’s a cost-effective. Web based hotel reservation and payments processing platform that is designed to facilitate hotels to accept and manage reservation and payment online, anytime, anywhere. Opening doors to guest all over the world.

(http://xpressbooking.html)

* Case Study : Rocky Point Reservation

Rocky Point Reservation is a private owned Phoenix, AZ based travel agency that offers short and long term vacation rentals in Rocky Point, Mexico. Fasturleprivided Rocky Point Reservation with a complete website redesign; client controlled Content Management System (CMS), complete database integration, e-commerce integration, Search Engine Optimization (SEO) and a Professional Hosting Package

(<http://casestudy/rocky/point/reservation.html>)

* Online reservation software systems

Globekey Systems, an established provider of reservation software systems to the worldwide travel industry.   
 Cost-effective proven reservation software provides clients with the means to maximise the true potential of these profitable Internet sales through increased direct online sales and decreased administration costs.  
Dedicated staff will advise you on all aspects of internet sales, including website design and search engine promotion, in addition to the operation of our reservations software.   
(http://www.key-res.com)

* Online Ticket Reservation with Billing System for Five Star Bus Company

A system that will provide an online ticket reservation for passenger’s to have quick service in every transaction and ready to process when it has received requested. It will record the needed information of passengers who accomodate reservation using database to make sure that they will pay for the transaction. And it also help the company to generate the reports neede of the bus company with short process of time.

(http://www.onlineticketreservationwithbillingsystemforfivestarbuscompany.com)

* Tour Booking System

TBS is a reservation system for tours and sightseeing trips. The software guides the user through the booking one step at a time dealing with seat allocation, accommodation choice and pick-up point selection. TBS also offers payment processing and automatic emailing of invoices.

[(http://www.distinctivesystems.com/au/products/tour\_booking\_system/?gclid=CPjL4uWQ37QCFagn4god13EAzw](file:///C:\Users\Anne\Desktop\New%20folder\(http:\www.distinctivesystems.com\au\products\tour_booking_system\%3fgclid=CPjL4uWQ37QCFagn4god13EAzw))

* Modification of Booking Arrangement

“Supporting this new system is a professional customer relations unit that has been trained to handle and manage reservation – related concerns such as modification of booking arrangements” (Aninuan Beach Resort, Oriental Mindoro, Philippines)

(<http://modificationbookingarramgement.com>)

* EGI Club Cebu Resort’s

Reservation system shows potential guests two week’s worth of real-time room availability matched with the lowest possible rates. This feature allows selection of accomodations based on tases, and more importantly budget. An automatic e-mail is immediately sent after the transaction to serve as confirmation. For clarifications and concerns, a reliable customer service proponent is ready to address reservation issues including modification of bookings. (Cebu, Philippines)

(http://egi/club/cebu/resorts)

* Man-based Ticketing and Reservation System for Domestic flight Cebu Pacific

This system have a secured easy access of the flight details and booking reference passenger. It also have a reservation and single computerized network in the easier, ticketing and reservation networked in the different department. The system have an accurate computerized computation of the payments for terminal fee, aviation security fee, amount of flight destination to avoid void tickets. The goal of the systemis to have easy access to other branch of Cebu Pacific around the Philippines by means of Man-based System. It also have accurate, faster and reliable reports. The primary goal of the project was to design a system that could maintain real-time reservation information.

(http://man/ticketing/reservation.com)

* Hotel Reservation Software

[RezEasy Standard/Agency](http://www.hallisoft.com/RezEasy/index.html) is the answer to getting hotel or travel company website up to speed and meeting customer revenue targets. The three step booking process is quick and easy for your customers. The reservation system is equally suited to Hotels, Guesthouses, Apartments, Villas as well as Travel and Booking Agents.

RezEasy has all the [features](http://www.hallisoft.com/RezEasy/Features.html) you are ever likely to need including room availability checking, real-time updating, full search capability, reporting and sales analysis.

(http://www.hallisoft.com)

The proponent observed, the researched related literature and studies is too similar to the proposed system “TPORBS” having the same goals and advantages like preventing overlapping of schedule and to reduce time and effort for completing transactions. It also aims to solve computation errors encountered and produce accurate, faster and reliable reports.

By the end of the study, the proponent is looking forward to the success of the project. The capability of the Tanghalang Pasigueño administration office to comply with the automated system requirements is also concern. The proponent assumes to have resources related with the new system such as internet connection at the offices and the capability of their computers. The proponent also assumes that all employees can adopt the changes and gradually accept the new system with full knowledge on it.

**Chapter III**

**Conceptual Framework**

1. **Concept of the Study**

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EVALUATION

**Figure 3.1 IPO Chart**

Adobe Photoshop

Is a [graphics editing program](http://en.wikipedia.org/wiki/Graphics_software) developed and published by [Adobe Systems](http://en.wikipedia.org/wiki/Adobe_Systems). Adobe's Creative Suite 3 software package is comprised of several of the company's desktop publishing applications, including Illustrator, InDesign and Photoshop. An image-editing software that enables users to perform a variety of image-altering tasks, such as recoloring, cropping and enhancing.

Database

Is a set of [data](http://www.linfo.org/data.html) that has a regular structure and that is organized in such a way that a [computer](http://www.linfo.org/computer.html) can easily find the desired [information](http://www.linfo.org/information.html).

Hypertext Markup Language (HTML)

Hypertext markup language (HTML) is the major markup language used to display Web pages on the Internet. In other words, Web pages are composed of HTML, which is used to display text, images or other resources through a Web browser.

All HTML is plain text, meaning it is not compiled and may be read by humans. The file extension for an HTML file is .htm or .html.

Internet

Internet is a globally connected network system that uses TCP/IP to transmit data via various types of media. The Internet is a network of global exchanges - including private, public, business, academic and government networks - connected by guided, wireless and fiber-optic technologies.

Microsoft Visual Studio

Is an [integrated development environment](http://en.wikipedia.org/wiki/Integrated_development_environment) (IDE) from[Microsoft](http://en.wikipedia.org/wiki/Microsoft). It is used to develop [console](http://en.wikipedia.org/wiki/Console_application) and [graphical user interface](http://en.wikipedia.org/wiki/Graphical_user_interface)[applications](http://en.wikipedia.org/wiki/Application_software) along with [Windows Forms](http://en.wikipedia.org/wiki/Windows_Forms) or [WPF](http://en.wikipedia.org/wiki/Windows_Presentation_Foundation) applications, [web sites](http://en.wikipedia.org/wiki/Web_site), [web applications](http://en.wikipedia.org/wiki/Web_application), [web services](http://en.wikipedia.org/wiki/Web_service), and also [Windows Store apps](http://en.wikipedia.org/wiki/Windows_Store_apps) in both [native code](http://en.wikipedia.org/wiki/Native_code)together with [managed code](http://en.wikipedia.org/wiki/Managed_code) for all platforms supported by [Microsoft Windows](http://en.wikipedia.org/wiki/Microsoft_Windows),[Windows Mobile](http://en.wikipedia.org/wiki/Windows_Mobile), [Windows CE](http://en.wikipedia.org/wiki/Windows_CE), [.NET Framework](http://en.wikipedia.org/wiki/.NET_Framework), [.NET Compact Framework](http://en.wikipedia.org/wiki/.NET_Compact_Framework)and [Microsoft Silverlight](http://en.wikipedia.org/wiki/Microsoft_Silverlight).

Online Transaction Processing (OTP)

Online transaction processing (OLTP) is a class of systems that supports or facilitates high transaction-oriented applications. OLTP’s primary system features are immediate client feedback and high individual transaction volume.

SQL Server Management Studio

Is an integrated environment for accessing, configuring, managing, administering, and developing all components of SQL Server. SQL Server Management Studio combines a broad group of graphical tools with a number of rich script editors to provide access to SQL Server to developers and administrators of all skill levels.

SQL Server Management Studio combines the features of Enterprise Manager, Query Analyzer, and Analysis Manager, included in previous releases of SQL Server, into a single environment. In addition, SQL Server Management Studio works with all components of SQL Server such as Reporting Services and Integration Services. Developers get a familiar experience, and database administrators get a single comprehensive utility that combines easy-to-use graphical tools with rich scripting capabilities.

Transaction Process System (TPS)

A transaction process system (TPS) is an information processing system for business transactions involving the collection, modification and retrieval of all transaction data. Characteristics of a TPS include performance, reliability and consistency. TPS is also known as transaction processing or real-time processing.

Web Browser

A Web browser is a software program that allows a user to locate, access, and display Web pages. In common usage, a Web browser is usually shortened to "browser." Browsers are used primarily for displaying and accessing websites on the Internet, as well as other content created using Hypertext Markup Language (HTML) and Extensible Markup Language (XML), etc.

Browsers

Translate Web pages and websites delivered using Hypertext Transfer Protocol (HTTP) into human readable content. They also have the ability to display other protocols and prefixes, such as secure HTTP (HTTPS), File Transfer Protocol (FTP), email handling (mailto:), and files (file:). In addition, most browsers also support external plug-ins required to display active content, such as in-page video, audio and Flash content.

Web Server

A Web server is a system that delivers content or services to end users over the Internet. A Web server consists of a physical server, server operating system (OS) and software used to facilitate HTTP communication. A Web server is also known as an Internet server.

Tanghalang Pasigueño

Online Reservation

and

Billing System

Client

Administrator / Staff

**Service Inquiry**

**Client Information & Reservation Details**

**Check the availability of Facilty, Date and Time**

**Billing Client**

**Confirm Reservation**

**Process Reservation**

**Process Contract and Payment**

**Generate Reports**

Pasig City Treasurer Office

**Figure 3.2 Data Flow Diagram**



**Figure 3.3 Entity Relationship Diagram**

1. **Conceptual Operation**

**Figure 3.4 HIPO Chart**

The staff will manage the client information and the reservation details and process it to check if the reservation details are available. The staff will give confirmation to the client. If application is considered they will provided with request for facilities and services. After that process contract and payment and bill the client. After paying the corresponding rental fee the events will be held and generate it as report.

1. **Operational Definition of Terms**

**Billing** - Request for payment for the use of the services and or facilities.

**Cancellation/Change of Schedule Form** - Cancellation of reserved or change of schedules is written in this form. This form is available to the Tanghalang Pasigueño administration office.

**Contract** - A [binding](http://www.investorguide.com/definition/binder.html) [agreement](http://www.investorwords.com/19249/agreement.html) between the Client and the Tanghalang Pasigueño performing condition and rules in using Tanghalang Pasigueño facilities and services.

**Events** - Occasions held in Tanghalang Pasigueño venue rental facilities.

**Facilities** - Facilities that provides a particular service or is used for reservation

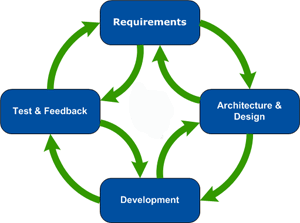
**Letter of Agreement** - The conditions that should be strictly follow using the venue of Tanghalang Pasigueño.

**Reservation** - The process of availing the facilities and/or services of Tanghalang Pasigueño.

**Reservation Fee** - The fee upon reservation for the confirmation of the specific date and time of the lessee’s activity/event.

**Venue Rental** - Service of Tanghalang Pasigueño that offers function rooms.

1. **Methodology of the Study**



**Figure 3.5 Agile Method**

**Requirements**

The proponent interviewed staff and administrator regarding the processes and transactions and also gathered business rules and policies and layout of forms of the Tanghalang Pasigueño in order to fully understand the Tanghalang Pasigueño current system.

**Architecture and Design**

In order to create the architecture and design of TPORBS the proponent use application programs such as Microsoft Visual Studio 2010. The architecture of the web-based system divided in different parts. This ensures that there is no overlapping of parts such as the header, body and the lower part. In developing the proposed system the proponents used name conventions in every variable to ensure uniqueness and difference of variables.

**Development**

In developing the system, the proponents used ASP.NET with C#, JavaScript, jquery, html and css. The development process still on progress as resources needed to study by the proponents. The different stages of the development were divided to proponents and do their specific tasks.

**Test and Feedback**

The proposed system was currently tested by the proponents and not yet with the actual user once the system is implemented. The proposed timeline of testing is after the two main modules were completed. This will followed up with the integration of the modules to ensure that the requirements are in line with their current system.

Chapter IV

Results and Discussions

1. Project Description

Nowadays in this generation every work is required to be done in an easy way to efficiently use time and effort yet still having a productive report. An example of this is upgrading Tanghalang Pasigueño existing manual reservation system to online reservation and billing system. Having this implemented, the administrator/head organizer and the staffs will have the ability to conveniently access customers within and outside the vicinity of Pasig. Thus giving them ease and less burden of encoding, recording and generating reports manually. Also with this online reservation system clients will have the convenience of reserving a facility or booking an event whenever they want at the comfort of their own home. Integrating their reservation system with a more modern online based reservation and billing system and better software, information processed will become more precise, reliable, accessible and secure, with the use of internet, interview and observation method the proponents suggest a simple yet systematic implementation of an online based reservation and billing system whose software will include modules.

1. Project Capabilities

TPORBS modules and functionalities show how the system works in detail such as:

* **About Us Module**

The About Us Module displays the mission, vision and general information about the Tanghalang Pasigueño.

* **Account Module**

The Account Module allows clients to log in and access client account section and update their personal information independently, as well as view client active reservations, contracts, bills, cancel and reschedule their reservations.

* **Contact Us Module**

Display the address, contact numbers and email address of Tanghalang Pasigueño and the list of their employees.

* **Facilities and Rates Module**

The Facilities and Rates Module displays compilation of images and rates of facilities offers by Tanghalang Pasigueño.

* **Home Module**

The Home Module displays information about the website. This is the module that appears when clients visit and log into the site. Homepage is the first screen or start page displayed. This module provides the main menu and starting point for the rest of the content. It can be user-friendly by displaying various information.

* **Log-In Module**

The Log-In Module allows the client to log in the system. The Login module presents clients with a form with username and password fields. If the user enters a valid username/password combination they will be granted access to additional resources on the website. Allows authenticated users to make reservation.

* **Log-Out**

The Log-Out Module where page to redirect to when logging out in the system.

* **Logs Module**

The Logs Module displays the list of names access the system and the date/time of logs.

* **Register Module**

The Register Module allows the user to register account and to provide valid identity that will use to log-in.

1. Project Evaluation

The Tanghalang Pasigueño Oniline Reservation and Billing System (TPORBS) was designed to cover the main functionalities of reservations and billing processes. This was modeled using DFD’s which were constructed using Microsoft Visio. The system was developed using various tools including Microsoft Visual Studio, Microsoft SQL Server and Photoshop based on several technologies with HTML, JavaScript, CSS and SQL to run on client server architecture. The system will be accessed via a browser with two views, the primary view from where clients will be able to browse through the website. The second view will be accessed via a login form on the home page of the website. The adoption of this system would be valuable to administrator since such a system can help handle the ever increasing volumes of information. Additional functionalities can be incorporated which include virtual tours, security controls, and online billing services.

Evaluation Result

**APPEARANCE**

**The images and graphics are useful.**

|  |  |  |
| --- | --- | --- |
| Rating | Frequency | Percentage |
| 1 – Poor | 0 | 0% |
| 2 – Average | 4 | % |
| 3 – Good | 10 | 20% |
| 4 – Very Good | 17 | 34% |
| 5 – Excellent | 19 | 38% |
| **TOTAL** | 50% | 100% |

Table 1.0

Referring to the table above, 8% of the respondents rate the proposed system as average, 20% rate it as good, 34% as very good and 38% as excellent. Respondents said that the images and graphics of the proposed system are useful.

**The images and graphics are of high quality.**

|  |  |  |
| --- | --- | --- |
| Rating | Frequency | Percentage |
| 1 – Poor | 0 | 0% |
| 2 – Average | 0 | 0% |
| 3 – Good | 13 | 26% |
| 4 – Very Good | 21 | 42% |
| 5 – Excellent | 16 | 32% |
| **TOTAL** | 50 | 100% |

Table 2.0

Referring to the table above, 26% of the respondents rate the proposed system as good, 42% rate it as very good and 32% as excellent. Respondents said that the images and graphics of the proposed system are in high quality.

**The text and background colors make the page easy to read.**

|  |  |  |
| --- | --- | --- |
| Rating | Frequency | Percentage |
| 1 – Poor | 0 | 0% |
| 2 – Average | 1 | 2% |
| 3 – Good | 7 | 14% |
| 4 – Very Good | 19 | 38% |
| 5 – Excellent | 23 | 46% |
| **TOTAL** | 50 | 100% |

Table 3.0

Referring to the table above, 2% of the respondents rate the proposed system as average, 14% rate it as good, 38% as very good and 46% as excellent. Respondents said that the text and background colors of the proposed system make the page easy to read.

**CONTENT**

**The information is current and useful.**

|  |  |  |
| --- | --- | --- |
| Rating | Frequency | Percentage |
| 1 – Poor | 0 | 0% |
| 2 – Average | 1 | 2% |
| 3 – Good | 7 | 14% |
| 4 – Very Good | 19 | 38% |
| 5 – Excellent | 23 | 46% |
| **TOTAL** | 50 | 100% |

Table 4.0

Referring to the table above, 2% of the respondents rate the proposed system as average, 14% rate it as good, 38% as very good and 46% as excellent. Respondents said that the information of the proposed system is current and useful.

**There are useful links to other web pages.**

|  |  |  |
| --- | --- | --- |
| Rating | Frequency | Percentage |
| 1 – Poor | 0 | 0% |
| 2 – Average | 2 | 4% |
| 3 – Good | 11 | 22% |
| 4 – Very Good | 21 | 42% |
| 5 – Excellent | 16 | 32% |
| **TOTAL** | 50 | 100% |

Table 5.0

Referring to the table above, 4% of the respondents rate the proposed system as average, 22% rate it as good, 42% as very good and 32% as excellent. Respondents said that there are useful links to other web pages.

**The text is easy to understand and well-written.**

|  |  |  |
| --- | --- | --- |
| Rating | Frequency | Percentage |
| 1 – Poor | 0 | 0% |
| 2 – Average | 1 | 2% |
| 3 – Good | 7 | 14% |
| 4 – Very Good | 19 | 38% |
| 5 – Excellent | 23 | 46% |
| **TOTAL** | 50 | 100% |

Table 4.0

Referring to the table above, 2% of the respondents rate the proposed system as average, 14% rate it as good, 38% as very good and 46% as excellent. Respondents said that the text of the proposed system is easy to understand and well-written.

**DESIGN**

**The pages load quickly.**

|  |  |  |
| --- | --- | --- |
| Rating | Frequency | Percentage |
| 1 – Poor | 0 | 0% |
| 2 – Average | 0 | 0% |
| 3 – Good | 12 | 24% |
| 4 – Very Good | 24 | 48% |
| 5 – Excellent | 14 | 28% |
| **TOTAL** | 50 | 100% |

Table 6.0

Referring to the table above, 24% of the respondents rate the proposed system as good, 48% rate it as very good and 28% as excellent. Respondents said that the pages of the proposed system load quickly.

**It is easy to move from page to page.**

|  |  |  |
| --- | --- | --- |
| Rating | Frequency | Percentage |
| 1 – Poor | 0 | 0% |
| 2 – Average | 0 | 0% |
| 3 – Good | 12 | 24% |
| 4 – Very Good | 23 | 46% |
| 5 – Excellent | 15 | 30% |
| **TOTAL** | 50 | 100% |

Table 7.0

Referring to the table above, 24% of the respondents rate the proposed system as good, 46% rate it as very good and 30% as excellent. Respondents said it is easy to move from page to page.

**The pages are attractive.**

|  |  |  |
| --- | --- | --- |
| Rating | Frequency | Percentage |
| 1 – Poor | 0 | 0% |
| 2 – Average | 0 | 0% |
| 3 – Good | 9 | 18% |
| 4 – Very Good | 22 | 44% |
| 5 – Excellent | 19 | 38% |
| **TOTAL** | 50 | 100% |

Table 8.0

Referring to the table above, 18% of the respondents rate the proposed system as good, 44% rate it as very good and 38% as excellent. Respondents said that the pages of the proposed system are attractive.

Chapter V

(Summary of Findings, Recommendation and Conclusion)

1. **Summary of findings**

The existing system in Tanghalang Pasigueño still uses a manual procedure in generating reports of their reservation such as log book, planner, guest book and other forms. Even the transferring and sorting of data/ records are done manually which can lead to inaccurate data. The current reservation system is done through filling up a registration form provided by the companywherein the client has to indicate some personal information and data’s about the reservation which seems to be redundant and inappropriate. With their existing system, the security of each files are very low for they only kept it in a folder and stored it in a filing cabinet which can be access by any unauthorized person in the company. The possibility of misplacing and tampering the files is at a high risk.

Upgrading to a new and more modern system will benefit not just the company but most specially their clients. With the use of the internet, the company can now have the advantage to advertising their company not just within the vicinity of Pasig but also outside its location. Errors from manually generating of reports and recording of clients data will be lessen because the system will automatically verify the information before generating the needed reports thus resulting to a lesser need for administrators/ staff to double check their paper works and the needs of processing too many information will be reduced. By integrating their reservation system with a more modern online based reservation system and better software, information processed will become more precise, reliable, accessible and secure.

By the use of internet, interview and observation method the proponents suggest a simple yet systematic implementation of an online based reservation and billing system whose software will include modules such as About Us module, Contact Us, Home, Login/Logout, Registration, Reservation (Tentative Reservation, Request for Cancellation, Request for Reschedule and Confirmed Billing), Reports and Maintenance (Amenities and Facilities). The proponents gathered all available information by means of the internet, library, observation and interviews with administrator/staff.

1. **Conclusion**

As a result of thorough study, the proponent concluded that Tanghalang Pasigueño need an online reservation and billing system serve as appropriate solution for the problems that their encountered will also help to faster their process and transactions than before and to help them to organize their storage of records.

The system increase the security and confidentiality of each files and report by providing a security module, a log-in form that will have two (2) levels of access . The first will be the administrator of the system and the client for the second level of access . Each will have a unique username and password thus making the system more secured not only for the company but also to other users of the system. In addition only those who are registered members of the system will have the privileged of reserving rooms thus restricting unregistered members from reserving a room or event, making their system more organized and efficient.

The system provides a monitoring process that will display an overview of the system which is accessible only to the admin. With this the admin can easily view which dates are available or unavailable for any event reservation, this will also indicate which room/function halls are available for reservation; furthermore the system will also provide an organized view of confirmed reservation, pending reservations, not completed reservation and user’s overview and since it is computerized and done in real time, every reservation done will automatically be counted and will display the remaining available dates and room/function halls.

Searching and retrieving of records would be easier and lessen the time of looking for records that is done manually on the existing system. Upgrading to online based system will help the company to increase their exposure to other possible clients in the country. Moreover the website will have twenty four (24) hours access for end users. Aside from increasing the company’s exposure, this will also serve as their competitive marketing strategy promotion of their company to overcome the other competitor’s innovation.

1. **Recommendation**

The system Tanghalang Pasigueño Online Reservation and Billing System is still need improvement. The proponents recommend to the next developer or future researcher to:

1. Include the company’s other additional services as part of the online reservation and billing system.
2. Upgrade the system by including online payment through PayPal, thus giving their client the ease of easily and immediately paying their reservation fee without leaving their own home.