**Chapter I**

**PROBLEM AND ITS BACKGROUND**

This chapter will discuss the background and problem of the management system for food e-commerce as well as the objectives of the study and the scope and limitation. It will also explain the significance of the study, the conceptual framework and the definition of terms of the proposed system.

**Background of the Study**

Nowadays, the online publisher prioritized the visitors of their site is to be satisfied with their needs and expectation. The management system for food e-commerce is one of the latest services for fast food restaurants in the western world are adopting. Content management system (CMS) use by web publishers to instantly and dynamically update their web pages and settings as new content becomes accessible so that every visit to a site are engaging, informative, resourceful and meaningful.

Participants explore the fundamentals of planning dynamic websites, content management system database management, and creating database-driven websites through the planning and creating of their own topic-based site. Some of the content management systems integrate with content delivery applications to deliver the content via a website. With this method, food is ordered online and delivered to the customer. This is made possible through the use of electronic payment system. The system designed in this project will enable customers go online and pay through PayPal or cash and place order for their food without any traffic issue.

Due to the great increase in the awareness of the internet and the technologies connected with it, several opportunities are coming up on the web. So many business and companies now deal with their business with ease because of the internet. One of such business that the internet introduced is a management system for food e-commerce. In today’s age of fast food and take out, many restaurants have chosen to focus on rapid preparation and delivery of orders rather than offering a rich dining experience. We the proponents also see the errors by trying their web pages as the developer of a website, you’ll need to ease the traffic jam caused by the many users who use at the same time. The developer should monitor the data that goes in and out and sure the important data.

That’s why we proposed Management System for Food E-Commerce with PayPal integration and database algorithms because we knew having a PayPal payment is less time and less bother to the customer. And we include some database algorithms for the security of our database, faster the manipulation and processing of data, security the customer and clients’ personal information, transaction and even bank accounts. Also included the search algorithms to became more efficient and to optimize the time of searching and loading of the web page. There are 3 users: Administrator for the distributing, monitoring the reports and transaction, Customers for the ordering, transaction, contacting the developers and Agent for the updating the product or templates available, if they have a new product.

**Statement of the Problem**

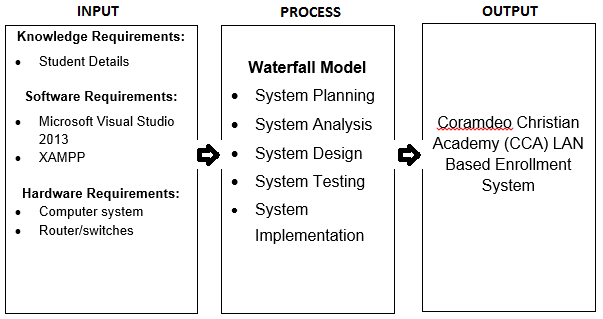
The purpose of this study is to develop a management system for food e-commerce with PayPal integration and database algorithms that help the user to control the site they provided or created. The main problem of the other online food ordering website they don’t have PayPal payment, geographical location of the customer, less security provision, internet traffic, and the accurateness of the product management.

Specifically, the researcher’s determined questions for this purpose were the following:

1. How the researchers or proponents will have a file management system that can handle the uploaded files or documents of the user?
2. How the management system for food e-commerce with PayPal integration and database algorithms can maintain and secure the files, product and transaction of the client?
3. What are the helps of having different modules of a management system for food e-commerce with PayPal integration and database algorithms performing to improve the website?
4. How the clients and customer pay their purchased template or product?
5. How the clients sure if the management system for food e-commerce with PayPal integration and database algorithms is very secure and safe for the money transaction to those unethical hackers?
6. What is the performance of the system according to:
7. Accuracy,
8. Productivity,
9. Security?

**Conceptual Framework**

This study aims to develop a management system for food e-commerce with PayPal integration and database algorithms with a mobile-friendly design, different modules and application programming interface (API), and the complexity of the entire proposed system. The diagram below shows how the project will be developed. The client and customer information is the main knowledge requirement of this study or system, the client information obtained sales transaction, personal information from us by purchasing template/’s and the customer information contains personal information of the customer for purchasing the product/’s and do the payment through the PayPal.

The conceptual framework shows the need of the system.

**Knowledge Requirements:**

* Client information
* Customer information

**Software Requirements:**

* Google Chrome 51.0.2704.103 or any web browsers
* XAMPP
* Operating System – Windows 7 or higher

**Hardware Requirements:**

* A Laptop or Desktop
  + System Requirements
* 1.6 GHz or faster processor
* 2 GB RAM
* 500 GB Hard disk
* 1024 x 768 or higher display resolution
* Internet Connection

Management System for Food E-commerce with PayPal integration and database algorithms

**Waterfall Model**

* System Planning
* System Analysis
* System Design
* System Testing
* System Implementation

**Scope and Limitations of the Study**

**Scope:**

* It has 3 main modules on the main website: Guest side, Client side, and the Server side.
* It has a PayPal which the client paid the purchased template.
* It has an SMS (Short Message Service) or e-mail for the account verification.
* It has a feature which the client can buy a template uploaded to the web server or download it.
* The client can manage and operate its template by updating the file in the content management system feature.
* This system includes database algorithm for better and to optimize the processing of information from the database.
* It has security features which the client can sure their account secured and in the main system have an agent for the updating of the templates and uploading newly designed templates.
* The template has a 2 main module: Client side and the Server side.
* It has an admin of client site for the distributing, monitoring the reports and transaction.
* It can handle many users without the internet traffic issue.
* The administrators can add co-administrators or agent to help them to maintain their website.
* It has a google map feature to see the customer and client address.
* It has a feature which the customer can add a product to the card.

**Limitation:**

* The templates available on this website is only for food E-Commerce Business.
* This system can only run with the internet connection.
* The downloaded template excluded the web server.

**Significance of the Study**

This study is to create a management system for food e-commerce with PayPal integration and database algorithms that benefit the proponents, clients, customers, and the administrators of the website.

***To the proponents.*** Making a large or complex type website is a big help to the proponents especially on their skills in programming a website. Being a client-side scripting or called as front-end, you will enhance your skills when it comes to color combination, designing, and user interaction. For being a server-side scripting or called as the back-end, you will enhance your patience, logical thinking, and finding the easy way to solve a specific problem.

***To the clients*.** With the help of Management System for Food E-commerce with PayPal Integration and Database Algorithms, the client will minimize their time to think or make a website for their food business. They don’t need to hire a web developer or web designer and fund too much for making them a website. Through this study or system, they can choose a different template with functions for their food business, also they can add some features to the purchased template. Also, they can easily pay the purchased template using PayPal.

***To the customers.*** This study helps the customers of the clients’ food business website, to know the latest food or update. They also can order or transact to the client without difficulty, prior to the payment they can pay through PayPal.

***To the administrators.*** With the help of this study, the administrators can simply facilitate their website or web page. They can update their website or web page without difficulty. They can also process their co-administrator to help them to maintain their website or web page.

**Definition of Terms:**

**AJAX (Asynchronous JavaScript and XML)**. The proponent uses AJAX for their website to send and retrieve their data back to the server or from the server without refreshing the page.

**API (Application Programming Interface).**  API’s makes the proponent life so easy they use predefined functions and other sub-methods that are stored in different libraries on the internet.

**CMS (Content Management System).** They use this for management, publishing, discovery, creation and distribution of information.

**E-Commerce.** They have a feature which the client selling products or goods over the internet

**Internet traffic.** Internet traffic is to determine the number of visitors and the number of pages they visit.

**JavaScript.** The proponent uses a JavaScript scripting language for their user interactivity to web pages.

**jQuery.** This jQuery is one of the frameworks of JavaScript, the proponent uses this to facilitate the implement, can do great things to a web page and very short coding.

**MySQL.** A database software to create a relational database management system to handle data to process the output of the management system for food e-commerce with PayPal Integration and database algorithms.

**PayPal**. The proponent uses PayPal for the payment of purchase template and purchase food product/s of the customer

**PHP (PHP: HYPERTEXT PREPROCESSOR).** A web programming language used by the proponents to develop a complex website.

**SMS (Short Message Service)**. A convenient way of sending a short message to someone used by the proponents.

**Web Server**. The proponents use this to deliver web pages on the request of a client through a URL.

**Chapter II**

**REVIEW OF RELATED LITERATURE AND STUDIES**

This chapter deals with the related studies and concepts extremely important study. For extensive and wider understanding of the study, especially to related literature and studies were investigated. The proponents used different reading materials related to the e-commerce system, sending message service and PayPal integration such as thesis and online articles that are important in enlightening the intelligence of the proponents.

The information and knowledge gathered by the researchers focus on the advancement of e-commerce to the economy, customers, and businesses. The payment method using PayPal integration and some user interaction with the help of sending message service.

**Local Literature**

April Lacron and Gloria Pasadilla (2006) conducted a study entitled “E-commerce in the Philippines: A Preliminary Stocktaking” because of the fast spread of the information and communication technology (ICT) and the fairly fast advance of the internet. They emerged the e-commerce system to revolutionize the international trade and business. E-commerce has definitely come of age. Unfortunately, the Philippines is not included in that country have an e-commerce. The main issue of this study or article shows that the Philippines has been left behind by its Asian country in terms of e-commerce activity, especially in ranking even with Thailand and Indonesia is greater than the Philippines, which initiated adopting the Internet at the same time or even more recent than the Philippines. This statements that the Philippines loses their own economy could capture to be more focused, aggressive and rapid in terms of improving our human resources and technical capacities and the access to telecommunications framework to support the large majority population as well as in fixing the errors in our valid and administrative plan. The Philippines should take this opportunity in selling merchandise or products since most of the Filipinos is using the Internet. This great marketing strategy isn’t for those who have a big business but also for those people who have some small businesses who can’t afford to fund and to advertise their products. They can buy an affordable website to make their business grow in terms of sales and being popular of the company as well.

According to Roberto de Vera (2006) entitled “Employment Impact of Business to Consumer electronic commerce (e-commerce)”, he stated that the total of e-commerce profit as of 2005 are estimated to account for about 1 percent, providing up to 8 percent of GDP improvement. When he compared Asia and the United States, he figures out that the Philippines’ acceptance is passive. He also demonstrates the Philippine e-commerce company is still distant from being absolutely aggressive competitors in local and international markets. The one main argumentation is they have yet to completely adopt the great business possibility offered by electronic commerce. Pursuing the e-commerce in the Philippines, ways modifying the way Philippines company do their business transaction. The fundamental with the arrival of new technology are the extremely promising about employment. The main objective of the paper is to talk about the impact of e-commerce on employment, could provide the need standard with which to estimate these various employment projections.

In the article of Adrian Carado, April Kwong, Jasmin Frigillano and Kurt Giger (2013) entitled “Sales Management and Inventory System for 8 Telcom Business Center”, they elaborated that the 8 telcom business center which is the center of this enterprise is a telecommunications and technology provider and load provider located in the city of Davao, Philippines. The company is enduring some problems regarding in perception quality service they provided to their customers and limited department space. To propose their concern, they aimed to develop or establish a system that would help the 8 telcom business to entertain and manage their customers or clients and support accessibility for buying their goods, as well as to quicken the development of retrieving and updating of the sales and inventory records. The proponents used web engineering process model for the development of web systems. After some trial and error, they concluded that the advancement of online sales management and inventory system allowed the 8 telcom to entertain the customers or even the client over the world wide web or internet, using PayPal as hosting for payment it they eliminate the increase of labor cost and operating expenses and they stimulate monitoring of the sales and inventory record, online catalog and computerized sales summary.

**Foreign Literature**

Conferring to Dave Chaffey, Fiona Ellis-Chadwick, Richard Mayer and Kevin Johnston (2009) the study named “Internet Marketing: Strategy, Implementation, and Practice”, they described that the internet has reestablished marketing practice, connecting a promising or future customers to businesses in a way never before attainable. The internet becomes bridge for the marketers to make a transaction become easy and fast to their customers that never before. Nowadays, using or with online public spending much time or more time using some price comparison websites, search engines like google, bing, yahoo and etc; and social networks, this statement demonstrates how the marketers can find new and interesting way of getting their message side to side and they used online communications techniques for the brand awareness, familiarity, and favorability, and to getting the attention of the users to visit their website by using advertisement. In the fourth generation of the book named “Internet Marketing: Strategy, Implementation and Practice” they provide all-inclusive, realistic guidance on how the companies can get the maximum of the web to meet their marketing intention. Mr. Dave Chaffey is one of the Europe’s top intellectual on this subject, Internet Marketing links marketing concept with the case studies on large or big companies such as eBay, Facebook, and Dell, to help the students to have knowledge in digital marketing in the real world. They have a bigger revise, so that you can acquire or pick the usual procedure in applying digital media channels such.

It was accomplished by Niklas Aldin, Per-Olof Brehmer and Anders Johansson 2004) entitled “Business Development with electronic commerce (e-commerce): refinement and repositioning” that the marketers have an opportunity to add a value of products and services into the web. Based on their article the electronic commerce allows business development for marketing approach and strengthens their current operations and important management. Refinement is accomplished through a target on activities for internal efficiency, and through dynamic processes for enlarged integration, lesser time and lower cost. The extremely boost of the internet, and a key to emerging more consumers and businesses being interested to grab this kind of benefits of electronic commerce because of World Wide Web. Electronic commerce can make any kind of business transaction through electronically instead of physical changes. The prospective electronic commerce industry needs to be noticed in a business broad development context, containing fundamental change and extending to a new division or markets.

Another study was written by Gary Geissler (2001) entitled “Building customer relationships online: The Web site designers’ perspective”, in his research most presented work concerning productive website design has been based on personal point of view or maturity or knowledge, not on analysis. He uses 50 in-depth questioning and evaluations with website designers to classify key design considerations and customer relationship scenarios. He projected a model demonstrates a sincere relationship between website design and the online user change method. A website should support to authorize, form, and care for long-term customer connection. The success of the website doesn’t ensure of having the right tool and the right product alone. The most consideration of an effective website design is to be satisfied to the audience wants.

**Local Studies**

In the study of Philip Villamin Mojares (2004) entitled “I notified – An SMS and RFID-Based notification system”, he conducted a system development analysis which is examined a newly invented technology which assisted the school or university to resolve their problem in terms of students monitoring. In his study he aimed to construct or develop a system with a help of sending message service module and radio frequency identification technology, a system or software which will assure the privacy and security of the students’ information which saved, the advantage of using the sending message service module and radio frequency identification in developing a system for monitoring and notifying the students or personnel. For him developing this system will help a lot because, in the fast growing of technology, communication turns into rapid and effortless as like as a speed of the thunder. He illustrates communication between school and parents is very important. The parents bother if their child or children are certainly attending or not in the school. With the help of Mr. Mojares system, all the worries of the parents will disappear, they will receive a text message from sending message service module if their children are in the school or not. His system has also a feature MD5 encrypted technique to secure some information against hackers. He also used an evolutionary prototyping and extreme programming as the software process models because of the fast and uses a high software quality. After his evaluating and some testing, his system is functioning well, very usable, decisive, and it performed very well.

According to the study of Simon Diodio (2014) entitled “Online Shopping Management System”, he indicated that e-commerce is the most reliable business services on the world wide web (WWW). The main goal of an e-commerce business is to advertise or change goods and benefits online without difficulty. In his study, he establishing an e-commerce business online for managing their store or businesses online. He implements a catalog to the user of different services. It simplifies the user to get knowledge or instruction in different business and their services before purchasing a product/’s. In his system, he provided a 3-tier approach make his system possible, a back-end for database functionality, an apache, and PHP: Hypertext Preprocessor, and a web designer or front-end developer for the user interface. The objective of his project is to establish a shop management system website which manages their customers and business stores so that they can regularly order and purchase items online. His purpose is to arise with an e-commerce business that is reliable and has secure feature for information and transaction. His system is able to maintain a customer information and transaction. Customers transaction and information will be stored confidential and only the administrator can view that information. In his study, the proponent has an idea on how to establish or develop an e-commerce business.

Based on the study of Bon Nielsen (2012) entitled “Online Shopping – Filipinos are the most online shopper”, he stated that most of the Filipinos are taking on the online shopping in the Asia. In the study conducted by Mr. Nielsen according to the online usage, Filipinos are the most progressive in online shopping. Filipinos are stated the wisest at overflow their shopping carts virtually, he also stated that 72% of the Filipinos are reported used the internet for product exploration and analysis. In the country, lazada is the number one e-commerce business website well-organized to handle and maintain the request for generating products available without difficulty. Currently, lazada obtained a six thousand square meter warehouse that develops and making orders as effortlessly as possible. More than twenty thousand sell products on its website, lazada is the latest shopping destination online, where the customers can minimize their time looking for a specific product, prevent long lines, traffic, and bulk product handling. He also stated that lazada has free shipping and next-day-delivery for Metro Manila locations, and lazada has different payment options such as PayPal, credit card, cash on delivery, BDO installment and ATM transfer via Megalink. But not only that, it has tempting agreements, bargain items, and even promos. Lazada is now one of the rapidly growing e-commerce sites in the Philippines. They offer or bid different products such as home appliances, gadgets, and many more things. Mr. Nielsen wants to explain that having an e-commerce business today is very demand and very easy to maintain and manage.

**Foreign Studies**

Based on the study of Rami Khasawneh and Eveann Lovero (2004) entitled “Review and analysis of internet traffic and its implications on the root name server architecture”, they gathered information and facts about internet user. The Internet success has been increasing firmly over the last ten years. This success has been illustrated in both the number of available websites and the number of web users accessing these websites. A web client goes over several steps before they are able to find and to connect to the target websites. This includes communicating with its local name server and other name servers all through the web or internet. Root name servers are used to enable users to locate and to reach their target websites. Based on their research, there are thirteen (13) root name servers delivered all around the world. The United States of the America and Europe which the most root name servers located. But there are no root name servers can be found in Africa or East Asia. Expect the stretched production of Internet traffic throughout the globe or world, the present architecture or method of the root name servers cannot be able to support those millions and billions of users every day. This statement examines and determine the world Internet traffic tendency, inspection the current architecture of the all root name server, indicate planned changes in Internet traffic and makes a proposal for the changes in the root name server method or architecture. Most of the changes happening right now with regard to the root name servers’ infrastructure aren’t enough to develop and to advance the Internet access time and to supply and support more regulation, command, and rule for other countries. A country such as Africa and the Middle East will need new or more root name servers, not a mirrored one, to upgrade and boost their internet access time for the users.

In the article of Nomi Sinulingga (2012) entitled “PayPal Analysis as e-Payment in the e-Business Development”, he shows the important of having an e-commerce business and he pointed out the PayPal as the main transactions and he also mentioned the Internet as a medium of the business. The Internet can change the business and make the business range of services more broadly. It allows anyone especially those people who don’t have knowledge how to run a business with some potential buyers all throughout the world. Nome Sinulingga explains the advantages of e-business. E-business authorizes sellers and buyers operating business without face to face, however, the transactions and communications can be done over the Internet. Most of the businessman or businesswoman especially in Sumatera are not using the internet as their medium for business. Based on the study of Sinulingga having an e-commerce business is very easy to find products and selling products over the internet. But the main problem is how to make the payment method for all money transactions. In this case, a bank has a very valuable role in this process. Mr. Sinulingga, think a way how it is done. In the domestic payments can do without difficulty through bank transfer, SMS banking or even internet banking. To process these payments to or from overseas and it takes several days to process. But it can be finished without difficulty in real time by using PayPal. PayPal is a payment tool that can support or promote the development of e-business. PayPal will help the small traders all throughout the internet can accept delivery of something from soon-to-be buyers from all over the world and make a payment when generating transactions on the internet.

In the study entitled “An Improved SMS User Interface System to Support University Services” of Mohammad Ibrahim Al Sheikh Eid (2011), he stated that mobile phone influence extreme potential to develop into a universal way of managing services negotiations on an international and local scale in the future. Mobile messaging serves as a strategic agent for the common trade of message between the administrative sector of the students and university. The mock-up of his study SMS User Interface System, he authorizes the students to manage their school subjects and matters such as their assessment performance, subject schedules, and students’ information. This is completed by forwarding message to the students or sending text messages to their phones or functioning an inquiry message sent from a student to accomplish the answer by pulling it. In his study, the software or system can be used to send a message and remove a message. He conducted his study at the Islamic University of Gaza. The decisions from the information analysis undoubtedly demonstrate that the students want Sending Message Services for their exchanging information between school-related services. They also specify the rightness and security of Sending Message Services communication in a situation where they have to update their mobile phone numbers which are available. Students also see this method is more helpful, profitable, valuable, and acceptable since it brings out their extreme goal.

**Synthesis**

Depend on the information gathered by the proponents, in the business field are more likely to be more competitive are the company who take on into online marketing. To attract more customers, the company should have a good image. Conforming to the related literature collected, benefits of both consumer and company are also promoted by e-commerce. Before developing website there are several principles to be examined to have a successful online marketing. Such as ease of use, maintainability, quality, reliability, security, the target visitors, useful, and web design. The proponents’ goals aren’t just to build a website but a customer converter content management system by sustaining enough easy-to-maintain environment, friendly search engine, product details, secured payment transaction, and user-friendly interface. The projected system is to provide a good service to the target visitors but not just to advertise all over the web. These discussions the company will help in terms of gaining a good image and sooner or later to attract more customers to buy their products. Advanced technology has led to the advancement of the e-commerce where the customer can visit e-commerce websites to purchased goods and services. This kind of electronic business makes shopping became simple and not difficult, no need to go to malls to order products and services.

**Chapter III**

**METHODS OF RESEARCH**

This chapter focuses on the research methods used in this study. It describes a survey for quantitative methods. This chapter also discusses research locale, population and sampling techniques, instrumentation, data gathering procedure, description of respondents and statistical treatment are also discussed in this chapter.

**Research Design**

The researchers used a descriptive research method to identify the advantage and disadvantage of using PayPal integration, sending message service, application programming interface, a framework to the mock-up of the proponents. The descriptive research method is a method of preparing questions, data analysis, classifying data, trends, design and accuracy of transferring information that will be related to a given topic or study. The reason of the researchers why they use this kind of research design is to specify, illustrate and give detailed information about managing an e-commerce website from your home without difficulty and with or without knowledge of creating a website. The researcher also used quantitative research to collect information which is numerical form, such as computed answers on a survey. The proponents used this to help them to make this study more reliable by surveying professionals and non-professionals. Therefore, the researchers made an answer for this kind of problem that’s why they created a management system for food e-commerce with PayPal Integration and Database Algorithms. This research helps the proponents to easily identify what is the software requirements and how much the hardware requirements.

**Research Locale**

The proponents have no exact place or location, because of the system is generic but the proponents get the information based on interviewing some businessman or businesswoman who established the small to medium-scale business. Some of the said businessman or businesswomen has no idea on e-commerce or online buy and sell, and the others have an idea on it but they don’t have enough skills to do that and enough time to make that. Also, they want to make their transaction secured and not difficult to manage.

**Population, Sample and Sampling Technique**

The researcher used a businessmen or businesswoman who established a small to medium-scale business in entire the Philippines and the non-business people for the population of their study. The population consists of the businessman, businesswoman, future customer who does and doesn’t know on how to develop a beautiful, dynamic, and complex type commerce site and programmer or developer. In the Philippines, there’s a lot of people who handled or established a small to medium-scale business who wants to improved or enhance their technology skill or wants to apply technology to their business. The researcher conducted a survey to those people in entire Metro Manila. Using the twenty persons for businessman and businesswoman category and ten persons for the developers or programmers’ category and ten persons for the future customer category, the researcher used a probabilistic sampling technique, stratified sampling method to give more accurate result by grouping or categorizing people and the people who will cooperate in giving opinion to their system.

**Instrumentation**

It is the stage where the client documented the user requirements. As expected by the client, the data, functionality, performance, physical, interface, security are requirements of the proposed system. The said requirements are one of the ways to use to communicate the business analysis of their understanding of the system back to users. During this step, to make an acute research the proponents will be using a unique application.

**Survey Method**

It is contained a different question that appropriates questions modified from related research. In this stage, it also helps the researcher to improve their research through the response answer of the respondents.

**Interview Method**

It is may be formally or informally to be performed. A Formal interview, it is the direct conversation in a way of question-and-answer format and it is based on fixed list of questions. Informal interview, which the question was given is relative to the flow of the answers of the respondents.

**Internet Method**

The researcher used this kind of way of gathering data. Through the Internet, they used much free information that is available on the internet.

**Library Method**

This is the wide method of data gathering. To collect the data for the proposed system, the researcher used the books, magazines, newspaper and other published and unpublished materials that related to their topic.

**Observation Method**

Were the researcher on the spot jotting notes of the gathered information of a particular research target. Through this method, the proponents determined the possible to do the study.

**Data Gathering Procedure**

The proponents gathered different data for the necessity of their research. The research they made that used internet and different materials helps them to know further about their system and deepen their knowledge about their study. The survey contains a suitable question that relatable to the research. The researcher also asks the professional about the web server they use to store the website and the advantages of the framework instead of using PHP native. The data collected will now be considered to create the proposed system.

**Description of Respondent**

The target users are the greater part of the data recommended for this study. As stated in the given criteria the target users are in charge to evaluate the proposed system. There are 2 sets of respondents. The first set, it composed of related courses such as BS Information Technology and BS Computer Science, the Information Technology professionals and also who have work in the field of an Information Technology. The second set, it composed of non-related course of the said course in the first set, and also a businessman or businesswoman who have and haven’t knowledge of making a website.

**Statistical Treatment**

The proponents used a survey to measure the efficiency and capacity of the operation. After the survey of the proponents, there will be the translation of data and proper computation about on data they gathered in a survey. They used the mean formula to get the average of the people who in favors of PayPal integration as their payment procedure. To get the mean, the number of people who’s in favor of having a PayPal integration as their payment procedure divided by the total number of people who took a survey. They also used range formula to know the distance between the 3 choices. To get the range, after finishing the survey they sort the choice from highest to lowest and after getting the highest and lowest differentiate it to each other and the answer is the range.