For residents:

1. Have you encountered any challenges or difficulties when accessing barangay services, communicating with officials, or staying informed about announcements and activities? If yes, can you describe your experience? (If no, proceed to question number 6)

2. How long does it usually take to process your document requests or complaints? Do you think this is efficient? Why or why not?

3. What do you think are the main reasons for these challenges in barangay services?

4. What do you think the barangay can do to improve its services and communication with residents?

5. Have you ever tried giving feedback or suggestions to the barangay? What was your experience like?

6. How would you prefer to access barangay services (e.g. walk-in, online)? Why?

7. How would you prefer to submit the requirements for document requests (e.g. walk-in, online)? Why?

8. Would you be interested in a barangay website where you can request documents, file complaints, and stay updated on announcements? Why or why not?  
  
9. One of the system’s unique features is integrated gamified engagement features where you can earn points by participating in barangay activities. Would this encourage you to engage more? Why or why not?

10. Our proposed system will also include a community forum where residents can share concerns and suggestions. Would this be useful for you?  
  
11. What other features would you like to see in this system to make it more helpful for you?

12. What concerns or suggestions do you have about using a web-based barangay management system?

Brgy officials

1. Does your barangay currently have any system in place for handling records, requests, and community engagement? (If yes, proceed to the next question. If no, proceed to question number 6)

2. What features or functionalities of the current system work well?

3. What challenges or limitations do you experience with the current system?

4. How do you think the current system can be improved to better serve the barangay and its residents?

5. Would you be open to transitioning to a web-based platform to enhance efficiency and accessibility? Why or why not?

6. What challenges do you face in managing barangay records, document requests, and complaints?

7. Can you describe the current process for handling transactions like document requests, complaints, and community announcements?

8. What do you think are the possible solutions to these challenges?

9. Would you consider adopting a web-based system to improve efficiency? Why or why not?

10. How do you think the proposed features, such as a Resident Profile Dashboard and an Interactive Community Forum, would benefit the barangay?

11. One of the system’s unique features is integrated gamified engagement features where residents can earn points by participating in barangay activities. Do you think the it would encourage more residents to participate in barangay activities? Why or why not?

12. What other features do you think should be included to make the system more effective?

13. What concerns or suggestions do you have about using a web-based barangay management system?