**College of Computer Studies**

Dear Experts,

Greetings in the name of the Lord!

We are currently conducting a study entitled **“The Development of Web-Based Grievances Management System for Barangays in Magdalena, Laguna”**. As part of the research process, we are asking for your help in validating this questionnaire. This questionnaire contains six categories that is based on the Technology Acceptance Model and there are three items in each category that is based on the ISO software quality standard.

We would like to ask for your expert judgement on the degree of relevance and degree of clarity and comprehension of each item. Below is the reference for the use of the following rating scales:

Degree of Relevance:

1 – the item is not relevant to the category

2 – the item is somewhat relevant to the category

3 – the item is quite relevant to the category

4 – the item is highly relevant to the category

Degree of Clarity and Comprehension:

1 – the item is not clear and understandable

2 – the item is somewhat clear and understandable

3 – the item is clear and understandable

4 – the item is very clear and understandable

Your response and judgement would be a great help in improving our survey questionnaires. Thank you so much and God bless.

Sincerely Yours,

Bermundo, Carl Vincent D.

Novicio, Juvy Lyn B.

Perez, Ivan Gabriel R.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Likert Scale used in the questionnaire:

**1** – Very Dissatisfied, **2** – Dissatisfied, **3** – Neutral, **4** – Satisfied, **5** – Very Satisfied

Kindly put check (/) in the column which is appropriate for each item and you may also leave comment or suggestion on the last column.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Items** | **Relevance** | | | | **Clarity and Comprehension** | | | | **Comment** |
| Not Relevant | Somewhat Relevant | Quite Relevant | Very Relevant | Not Clear and Understandable | Somewhat Clear and Understandable | Clear and Understandable | Very Clear and Understandable |
|  | **1** | **2** | **3** | **4** | **1** | **2** | **3** | **4** |
| **QUALITY FACTORS** |  |  |  |  |  |  |  |  |  |
| 1. **Functional Appropriateness.** The developed system would improve the current process of grievance management in the barangay. |  |  |  |  |  |  |  |  |  |
| 1. **Usability**. The developed system contains accessible and friendly user interface. |  |  |  |  |  |  |  |  |  |
| 1. **Security.** The developed system has the necessary functions that will assure the reliability of the complaint or report. |  |  |  |  |  |  |  |  |  |
| **PERCEIVE EASE OF USE** |  |  |  |  |  |  |  |  |  |
| 1. **Learnability**. The developed system doesn’t demand a lot of effort in understanding how the system works. |  |  |  |  |  |  |  |  |  |
| 1. **User Interface Aesthetics**. I find the software attractive and clean; the use of colours makes a pleasant user interface. |  |  |  |  |  |  |  |  |  |
| 1. **Operability**. The developed system features contain controls making the system easy to use. |  |  |  |  |  |  |  |  |  |
| **PERCEIVED USEFULNESS** |  |  |  |  |  |  |  |  |  |
| 1. [**Accessibility**](http://www.arisa.se/compendium/node33.html)**.** The developed system will allow the user easily update details and create reports. |  |  |  |  |  |  |  |  |  |
| 1. **Satisfaction.** The developed system will satisfy users for the assistance that the system gives. |  |  |  |  |  |  |  |  |  |
| 1. **Confidentiality.** The developed system will make necessary information confidential. |  |  |  |  |  |  |  |  |  |
| **ATTITUDE TOWARDS USING** |  |  |  |  |  |  |  |  |  |
| 1. The developed system will be helpful in the barangay in knowing the citizens’ concerns and grievances. |  |  |  |  |  |  |  |  |  |
| 1. The developed system will help barangay save time and effort in managing grievance and reports. |  |  |  |  |  |  |  |  |  |
| 1. The developed system will be helpful to the barangay in addressing even small crimes in the community. |  |  |  |  |  |  |  |  |  |
| **BEHAVIORAL INTENTION TO USE** |  |  |  |  |  |  |  |  |  |
| 1. I am willing to use the web application for a better and faster way of organizing and managing grievance reports. |  |  |  |  |  |  |  |  |  |
| 1. I am willing to learn and adapt this kind of software application. |  |  |  |  |  |  |  |  |  |
| 1. I believe the system functions were accurate to its expected response. |  |  |  |  |  |  |  |  |  |
| **EXPERIENCE** |  |  |  |  |  |  |  |  |  |
| 1. I confirm that all the developed system necessary features are functioning properly and runs smoothly. |  |  |  |  |  |  |  |  |  |
| 1. The current process of managing grievance and reports will be much faster than the current process. |  |  |  |  |  |  |  |  |  |
| 1. I have never encountered any error or system failure while using the system. |  |  |  |  |  |  |  |  |  |

**Feel free to write a comment if you have any suggestions or recommendations.**