**CHAPTER V**

**SUMMARY OF FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS**

This chapter concludes the study with a summary of findings derived from the analysis and interpretation of the data gathered. This also includes the researchers’ conclusion and recommendations on Cagbalete Getaway: Online Booking System of Cagbalete Island.

**Summary**

The “Cagbalete Getaway: Online Booking System of Cagbalete Island” was developed to address the growing demand for more efficient and engaging ways to promote resorts in Cagbalete Island. The Online Booking System of Cagbalete Island is a project developed to enhance the tourism experience while promoting registered resorts of Mauban Quezon. This initiative seeks to address challenges related to navigation, accessibility, and information dissemination for tourists. Notable attractions, including Aquazul Hotel and Resort, Dona Choleng, Jovencio’s Resort, and etc. are prominently featured, with information sourced from tourism office of Mauban to ensure reliability and accuracy.

The researchers conducted interviews with the Tourism Office in Mauban Quezon. The findings identified several critical issues that staff of Mauban encounter when handling tourists and bookings. Firstly, most of tourists struggle with locating popular destinations due to a lack of familiarity. Secondly, tourists often face difficulties in selecting places to visit because of limited access to relevant information about the attractions. Lastly, the current method of collecting tourist data to manual logbooks, it proves inefficient and outdated, limiting the ability of tourism to gather and analyze visitor information effectively.

The evaluation process was guided by the ISO/IEC 25010 standards, which assess software quality based on attributes such as functional suitability, performance efficiency, compatibility, interaction capability, reliability, security, maintainability, flexibility, and safety. These attributes provided a comprehensive framework for evaluating the Cagbalete Getaway System’s effectiveness in addressing the challenges of growing demand for more efficient and engaging ways to promote local tourism. Feedback from users, IT Experts, students, head and staff of tourism was collected through structured surveys and hands-on testing, providing meaningful insights into the system’s functionality and highlighting areas for potential improvement.

**Summary of Findings**

The following presents the summary of findings from the system evaluation of the “Cagbalete Getaway: Online Booking System of Cagbalete Island” in relation to the objectives:

1. The findings identified several issues that tourists encounter when visiting Cagbalete Island. The Tourism staff also encountered some issues that can hinder tourism operations. Based on the requirements and data gathered, in response to these findings, the researchers designed and developed a website application for Cagbalete Getaway: Online Booking System of Cagbalete Island. The implementation of this system aimed at enhancing tourist engagement by offering a user-friendly platform that would help Mauban Tourism in their work and especially tourists with easy navigation, information accessibility, improving the overall tourism experience, and especially convenient transactions of bookings.
2. The evaluation of the web-based system according to the ISO 25010, 2023 standards in terms of: functional suitability, performance efficiency, compatibility, interaction capability, reliability, security, maintainability, portability and safety achieved acceptable performance standards for both front-end and back-end users.
3. Web development employs languages such as HTML, CSS, PHP, and JavaScript among others to satisfy software requirements for designing and implementing systems. Moreover, VITE and Node.js are used as web development tools that support the operation of website frameworks. There are three different frameworks employed to speed or rapidly the process of development while ensuring quality consistency; Laravel Jetstream, Bootstrap 5, Tailwind, and VUE.js. MySQL manages a system’s data through this reliable database solution which stores important information about administrators as well as users. While Hardware requirements for development and processing of system are CPU; at least Intel® Core™ i3 Processor. 4.00 GB RAM. Storage; 256 GB SSD.
4. Deploy and implement the developed system entitled “Cagbalete Getaway: Online Booking System of Cagbalete Island”. The deployed system meets all the specified functional requirements work as intended, providing the expected user experience. The system performs as expected under normal and response times are acceptable. Tourism staff is satisfied with the deployed system and find it valuable in their daily work, and system reduced the workload of staff. Both tourists and IT Expert have some comments, suggestions and recommendation for potential improvement of the system. Overall, the application successfully addressed the issues or difficulties of Mauban Tourism.