4.0 Problem Statement

Based on the interview below are the problems that we identified:

Problem 1: Inefficient Manual Data Entry Process

KADA system currently relies on a manual, paper-based system for member registration and loan applications. This process involves several steps: new user or members need to fill out paper forms, and then KADA staff must manually input the collected data into a computer. This method is inherently inefficient, as it doubles the effort required to capture member information. The manual process not only consumes considerable staff time and resources but also leads to potential delays in service delivery. In addition, the reliance on paper forms makes it difficult to maintain a streamlined, centralized, and easily accessible record of member information, further complicating administrative tasks and reporting.

Problem 2: Limited Data Storage Capacity

The existing digital storage capacity for KADA’s member information is severely limited, currently able to accommodate information for only a few hundred members. As KADA aims to expand its membership base, this storage limitation becomes a significant barrier to growth. The current system’s inability to handle a larger volume of data restricts the organization’s potential to attract and manage more members efficiently. This limitation also impacts the organization’s ability to maintain comprehensive records, generate detailed reports, and perform effective data analysis, all of which are critical for strategic planning and operational efficiency.

Problem 3: Security

There are serious security issues with the existing system because it uses paper forms and manual data entry. Paper forms are vulnerable to loss, theft, and unauthorized access, which can compromise sensitive member information. Additionally, the manual data entry process increases the potential of human error. These errors can include inaccurate data entry, misplacement of forms, and delays in processing applications.

Problem 4: Lack of resources to support decision making

KADA’s current manual process of transferring information from paper to digital formats is insufficient for effective decision making. This results in fragmented and unstructured data, making it difficult to generate detailed reports and monitor trends. The manual process also limits advanced data analysis, crucial for strategic planning and operational optimization. A system that digitizes member information and organizes data is needed to support informed decision making.