

**OUR LADY OF FATIMA UNIVERSITY**  
**COLLEGE OF COMPUTER STUDIES**  
**ANTIPOLO CITY**

**PRE-TEST SURVEY QUESTIONNAIRE**

Name (optional): \_\_\_\_\_ Date: \_\_\_\_\_

*The purpose of this study is to examine the effectiveness of "A Web and Mobile Based Queueing Management System for Our Lady of Fatima University Antipolo Registrar's Office" in improving service efficiency, reducing wait times, and enhancing the overall student experience by addressing common issues in traditional queue management processes.*

**Instructions:** This survey questionnaire primarily focused on the efficiency and effectivity of the current manual system of the company. The question that is enlisted below can be answered by rating it from (1 to 5) which (5) is the highest rating while (1) is the lowest rating. Please put a check (✓) on the most appropriate response.

Equivalent	
1 – Strongly Disagree	4 – Moderately Agree
2 – Moderately Disagree	5 – Strongly Agree
3 – Satisfied	

**A. Functional Suitability**

Indicators	5	4	3	2	1
1. The system can easily navigate or easy to use.					
2. The system produces an accurate result in terms of queue management and monitoring.					
3. The system performs its intended tasks efficiently.					
4. The system provides an ease of access for both students and staff.					
5. The system offers an interface and design that meet user needs.					

**B. Performance Efficiency**

Indicators	5	4	3	2	1
1. The system functions properly.					
2. The system does not lag when currently in use.					
3. The system can respond to the user's primary needs.					
4. The system can retrieve and display previous queue data or transaction history.					
5. The system can monitor all events and current queue status.					

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**C. Compatibility**

Indicators	5	4	3	2	1
1. The system can exchange and utilize data across platforms.					
2. The system is compatible with different versions of Android devices.					
3. The system works properly on various browsers for web access.					
4. The system integrates smoothly with existing devices such as desktop computers and mobile phones.					
5. The system can operate on different screen sizes without functionality issues.					

**D. Usability**

Indicators	5	4	3	2	1
1. The system can easily be understood by the user.					
2. The system is less time consuming.					
3. The user operates the system easily without giving too much effort.					
4. The design of the user interface is good to the eyes and can easily attract the user.					
5. In terms of controlling the system, it is responsive.					

**E. Reliability**

Indicators	5	4	3	2	1
1. The system can detect any loss of connection immediately.					
2. The system is operational and accessible after a loss of connection.					
3. The system operates as intended despite the presence of hardware or software results.					
4. In case of problems, the system can recover all established data using different reports.					
5. In case of interruption or a failure, the system can recover all established data on the current state of the system.					

**F. Security**

Indicators	5	4	3	2	1
1. The system secures all user and transaction data.					
2. The system can be only accessed by the respective authorized person.					
3. The system prevents any modifications or unauthorized access.					

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4. The system can trace the different actions done by the user.					
5. The system ensures the confidentiality and privacy of student information.					

**G. Maintainability**

Indicators	5	4	3	2	1
1. The system can be updated or modified without affecting its performance.					
2. The system is maintainable.					
3. The system provides a stable interface.					
4. The system can be efficiently tested to meet the criteria.					
5. The system can identify the parts needed to modify.					

**H. Portability**

Indicators	5	4	3	2	1
1. The system can run effectively on different hardware or operating systems.					
2. The system can withstand technology changes.					
3. The system can be successfully run in any given environment.					
4. The system supports adding new features or modules without causing errors.					
5. The hardware sensors can be replaced when broken.					

Comments and Suggestions:

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\_\_\_\_\_  
 Respondent's Signature

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**POST-TEST SURVEY QUESTIONNAIRE**

Name (optional): \_\_\_\_\_ Date: \_\_\_\_\_

*The purpose of this study is to examines the effectivity of "A Web and Mobile Based Queueing Management System for Our Lady of Fatima University Antipolo Registrar's Office" in improving service efficiency, reducing wait times, and enhancing the overall student experience by addressing common issues in traditional queue management processes.*

**Instructions:** This survey questionnaire primarily focused on the efficiency and effectivity of the current manual system of the company. The question that is enlisted below can be answer by rating it from (1 to 5) which (5) is the highest rating while (1) is the lowest rating. Please put a check (✓) on the most appropriate response.

Equivalent	
1 – Strongly Disagree	4 – Moderately Agree
2 – Moderately Disagree	5 – Strongly Agree
3 – Satisfied	

**A. Functional Suitability**

Indicators	5	4	3	2	1
1. The system can easily navigate or easy to use.					
2. The system produces an accurate result in terms of queue management and monitoring.					
3. The system performs its intended tasks efficiently.					
4. The system provides an ease of access for both students and staffs.					
5. The system offers an interface and design that meet user needs.					

**B. Performance Efficiency**

Indicators	5	4	3	2	1
1. The system functions properly.					
2. The system does not lag when currently in use.					
3. The system can response to the user's primary needs.					
4. The system can retrieve and display previous queue data or transaction history.					
5. The system can monitor all events and current queue status.					



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**C. Compatibility**

Indicators	5	4	3	2	1
1. The system can exchange and utilize data across platforms.					
2. The system is compatible with different versions of Android devices.					
3. The system works properly on various browsers for web access.					
4. The system integrates smoothly with existing devices such as desktop computers and mobile phones.					
5. The system can operate on different screen sizes without functionality issues.					

**D. Usability**

Indicators	5	4	3	2	1
1. The system can easily understand by the user.					
2. The system is less time consuming.					
3. The user operates the system easily without giving too much effort.					
4. The design of the user interface is good to the eyes and can easily attract the user.					
5. In terms of controlling the system, it is responsive.					

**E. Reliability**

Indicators	5	4	3	2	1
1. The system can detect any loss of connection immediately.					
2. The system is operational and accessible after a loss of connection.					
3. The system operates as intended despite the presence of hardware or software results.					
4. In case of problems, the system can recover all established data using different reports.					
5. In case of interruption or a failure, the system can recover all established data on the current state of the system.					

**F. Security**

Indicators	5	4	3	2	1
1. The system secures all user and transaction data.					
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4. The system can trace the different actions done by the user.					
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2. The system can withstand technology changes.					
3. The system can be successfully run in any given environment.					
4. The system supports adding new features or modules without causing errors.					
5. The hardware sensors can be replaced when broken.					

Comments and Suggestions:

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Respondent's Signature