

CHAPTER IV

DISCUSSION OF FINDINGS

This chapter discusses the findings of the objectives for the developed system. This includes the interpretation and characterization of the relevant findings with respect to what was already known about the problem being studied, as well as the explanation of any knowledge or insights that developed as a result of the study.

Existing Process for Document Tracking in the POO of Pangasinan 4Ps

This section discusses the existing process for document tracking in the POO of Pangasinan 4Ps. Figure 4.1 shows the existing process for document tracking in the POO of Pangasinan 4Ps using a flowchart.

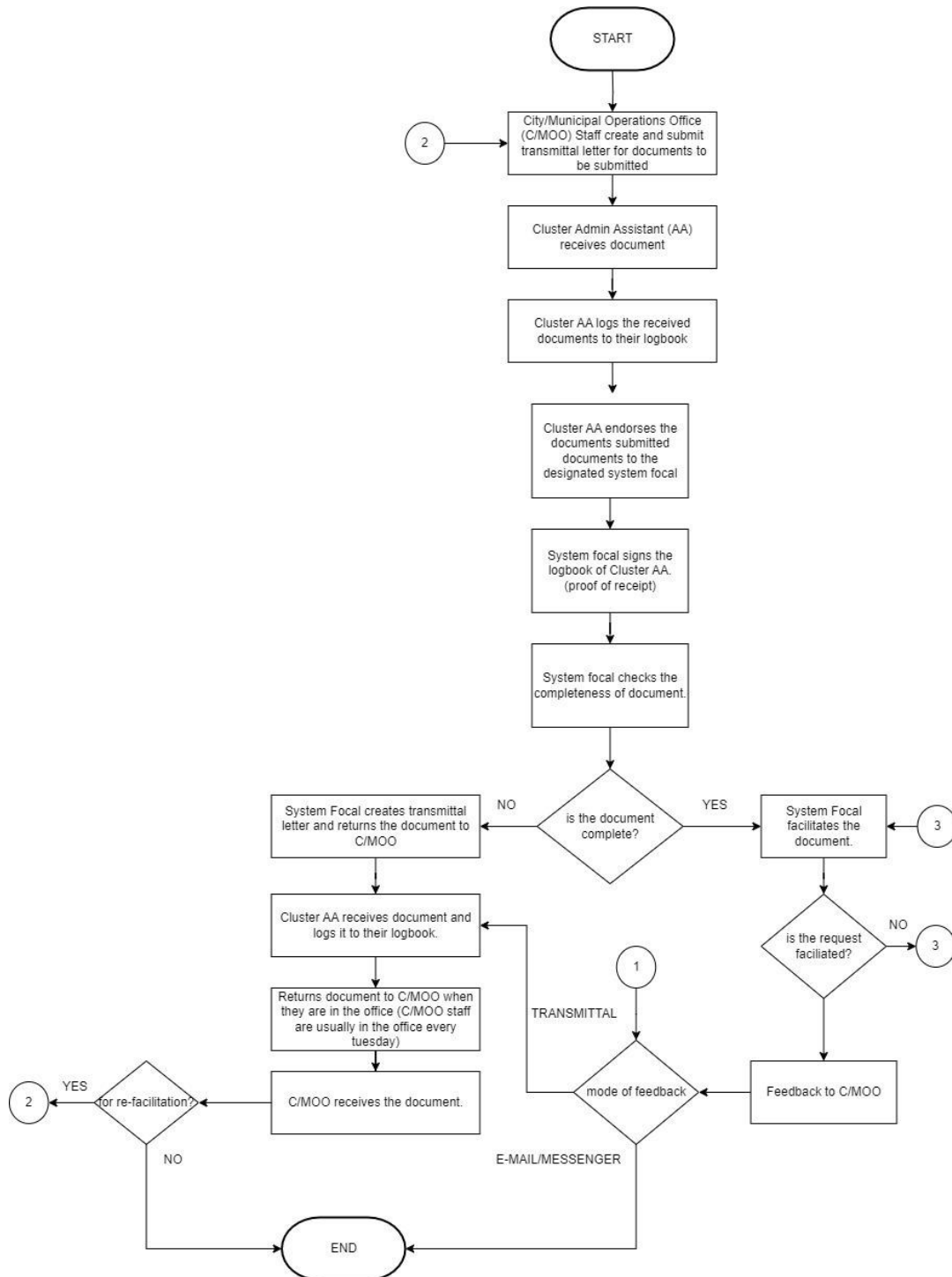


Figure 4.1 Flowchart of the Existing process in document tracking in POO Pangasinan 4Ps

Transmittal Creation. The City/Municipal Operations Office (C/MOO) staff creates the transmittal letter for the documents to be submitted. The transmittal letter's content is usually a list of requests based on the subject of the letter. The staff makes sure that all the details encoded in the letter are correct. Also, staff must ensure that the prescribed template is used. After transmittal creation, transmittals are ready to be submitted in the POO of Pangasinan 4Ps.

Document Receiving. The Administrative Assistant (AA) is responsible for receiving the documents submitted by the C/MOOs. Once received, AA will now log the received documents into their logbook.

Endorsement. After receiving the documents from the C/MOO staff, the documents will now be endorsed to the focal person assigned to the transmittal. The focal person will now sign the logbook of the AA as proof of receipt.

Facilitation. Once the focal person has received the documents, they will now verify that the documents are complete. The focal person will now facilitate the request if the documents are complete. If not, the request will be returned to the C/MOO. Once the requests are reviewed and facilitated, the focal person will now give feedback to the C/MOO.

Feedbacking. The focal person gives feedback through Messenger, email, or by creating a transmittal letter stating that their requests have been facilitated. These transmittal letters are given to the AA and will be given to the liaison officer of C/MOOs.

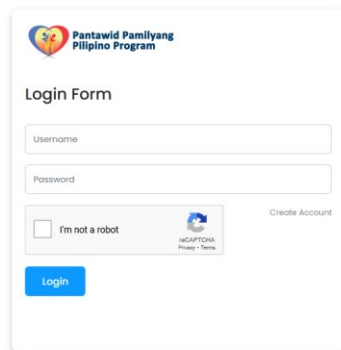
Features of *place here the title of the developed System*

In order to characterize and ascertain the properties of the system, the developer conducted interviews (mention name and position of people who you interviewed). Long hours of work were put into creating a more functional framework before the developers could add any functionality. The system that has been designed is made up of different modules, each having unique characteristics and functions that are explained in detail in the following pages.

A detailed explanation of the system's operation will be provided subsequently, based on the screenshots presented. The following sections discuss the features of the system.

Login and Registration Page. This is the first page that users see when they visit the website. This section of the page allows the user to log in or create an account. The user must complete the required fields for registration, such as a complete name, email address, password, and confirm password. After successfully registering, the user must wait up to 48 hours before logging in. User accounts are subject to activation by the

Super Admin of the system. Plates 4.1 and 4.2 show the registration form and login form for the user, respectively.



The image shows a web-based login form for the Pantawid Pamilyang Pilipino Program (4Ps). At the top left is the 4Ps logo, which consists of a heart with the letters '4Ps' inside. To the right of the logo is the text 'Pantawid Pamilyang Pilipino Program'. Below this is the title 'Login Form'. The form contains two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'I'm not a robot' and a reCAPTCHA widget. To the right of the reCAPTCHA is a link that says 'Create Account'. At the bottom of the form is a blue button labeled 'Login'.

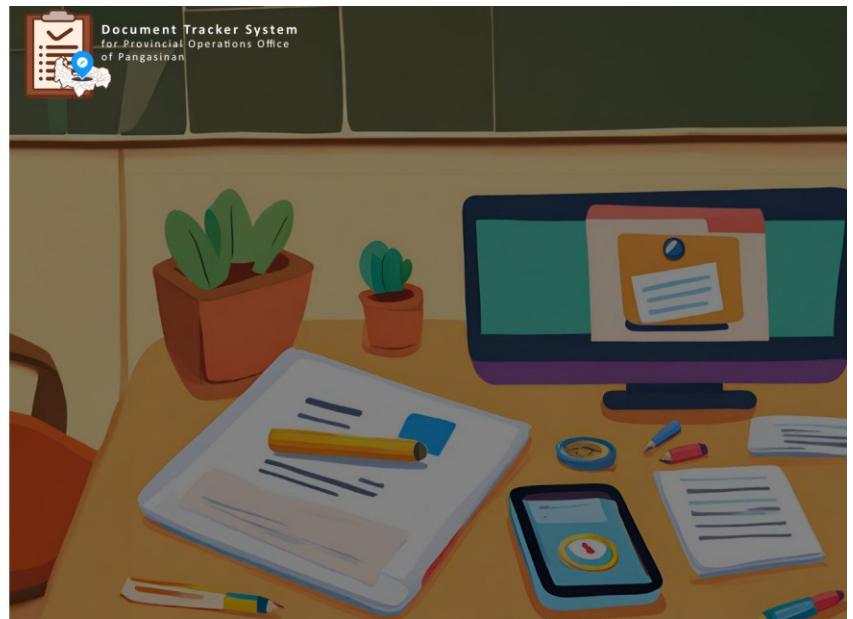
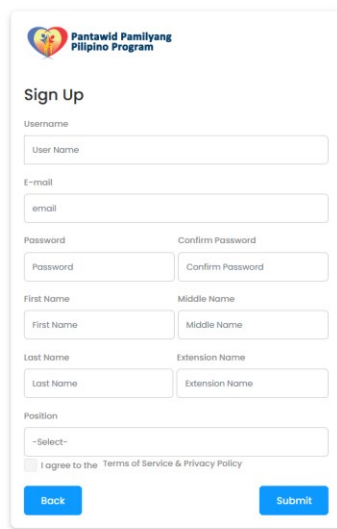


Plate 4.1 Login Form



The image shows a web-based registration form for the Pantawid Pamilyang Pilipino Program (4Ps). The form is titled "Sign Up" and includes the following fields: Username (User Name), E-mail (email), Password (Password), Confirm Password (Confirm Password), First Name (First Name), Middle Name (Middle Name), Last Name (Last Name), Extension Name (Extension Name), and Position (-Select-). There is a checkbox for "I agree to the Terms of Service & Privacy Policy" and two buttons: "Back" and "Submit".



Plate 4.2 Registration Form

Landing Page. After registering and logging in, the user can now see the dashboard, which is the landing page of the system, which is shown in Plate 4.3. The landing page of users who have not yet updated their e-mail addresses is forced to update their e-mails; this is shown in Plate 4.4.

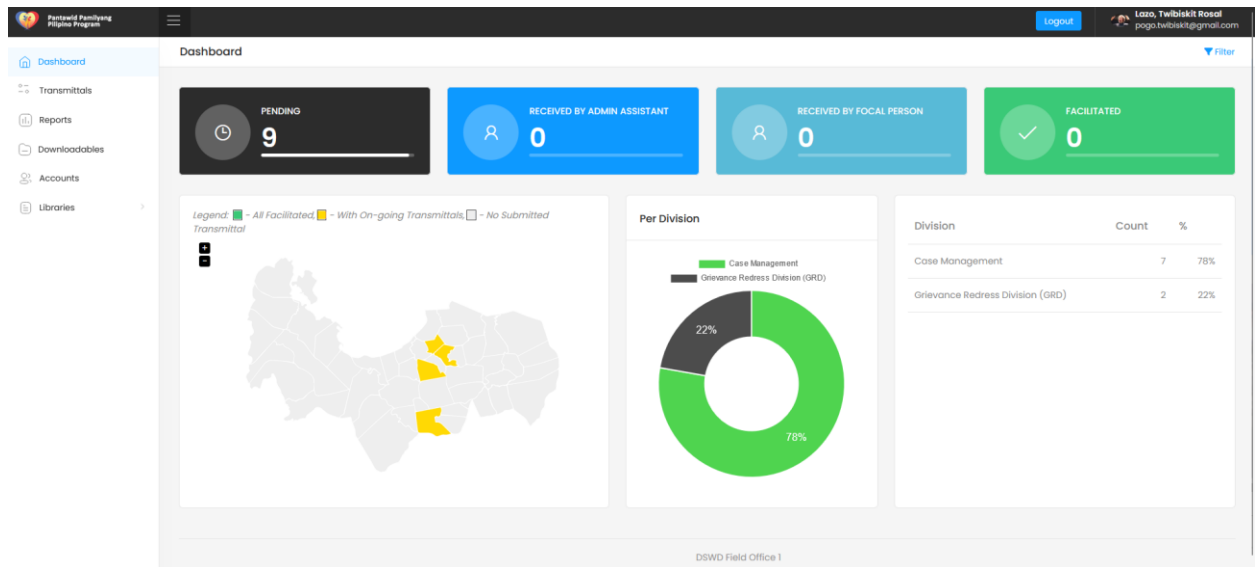


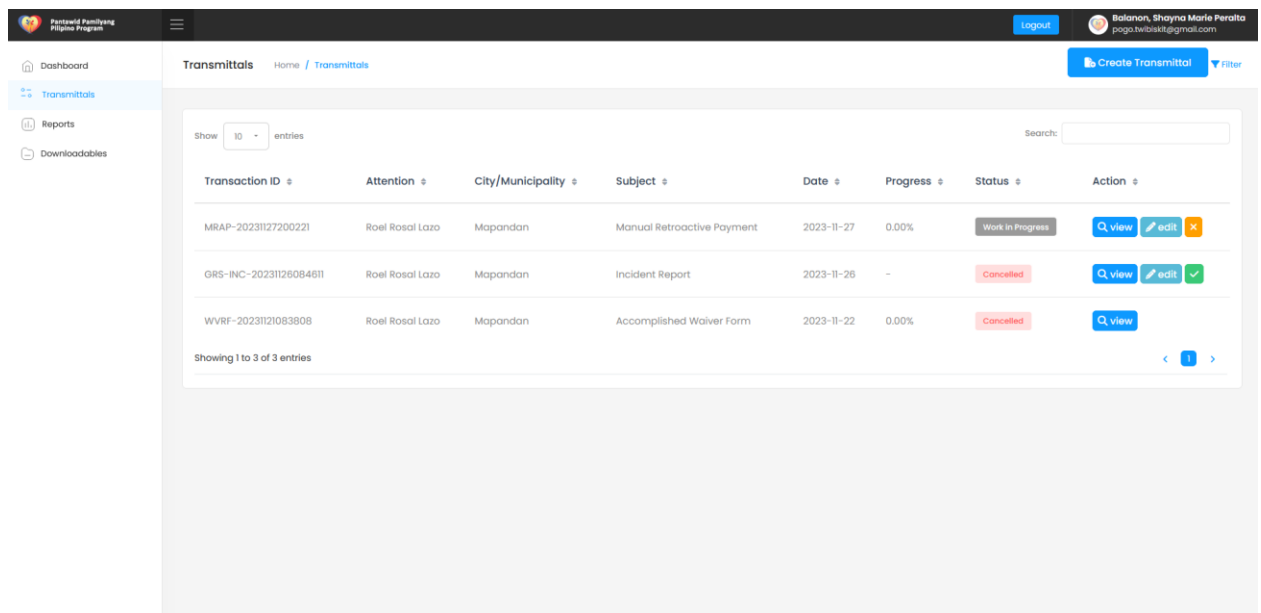
Plate 4.3 Landing Page

The form is titled "Update Email to Proceed" and includes the following elements:

- Logo:** A heart-shaped logo with a person inside.
- Form Fields:**
 - Email: A text input field with the placeholder "Enter Email".
- Buttons:**
 - Send Verification Code (Blue button)
 - Back to login page (Light blue button)

Plate 4.4 Landing page for E-mail Update

Transmittal Page. This page displays all the created transmittals in the system. Only accounts with the “encoder” role can access the create transmittal button as shown in Plate 4.5. This page also includes the view, edit, receive, endorse, cancel, and re-activation of transmittals created in the system.



Transaction ID	Attention	City/Municipality	Subject	Date	Progress	Status	Action
MRAP-20231127200221	Roel Rosal Lazo	Mapandan	Manual Retroactive Payment	2023-11-27	0.00%	Work in Progress	view edit cancel
GRS-INC-20231126084611	Roel Rosal Lazo	Mapandan	Incident Report	2023-11-26	-	Cancelled	view edit confirm
WVRF-20231121083808	Roel Rosal Lazo	Mapandan	Accomplished Waiver Form	2023-11-22	0.00%	Cancelled	view

Plate 4.5 *Transmittal Page*

Create Transmittal. This module creates the transmittal letter that the system will track. The user must fill out all the fields in order to proceed. This module is shown in Plates 4.6.1, 4.6.2, and 4.6.3.

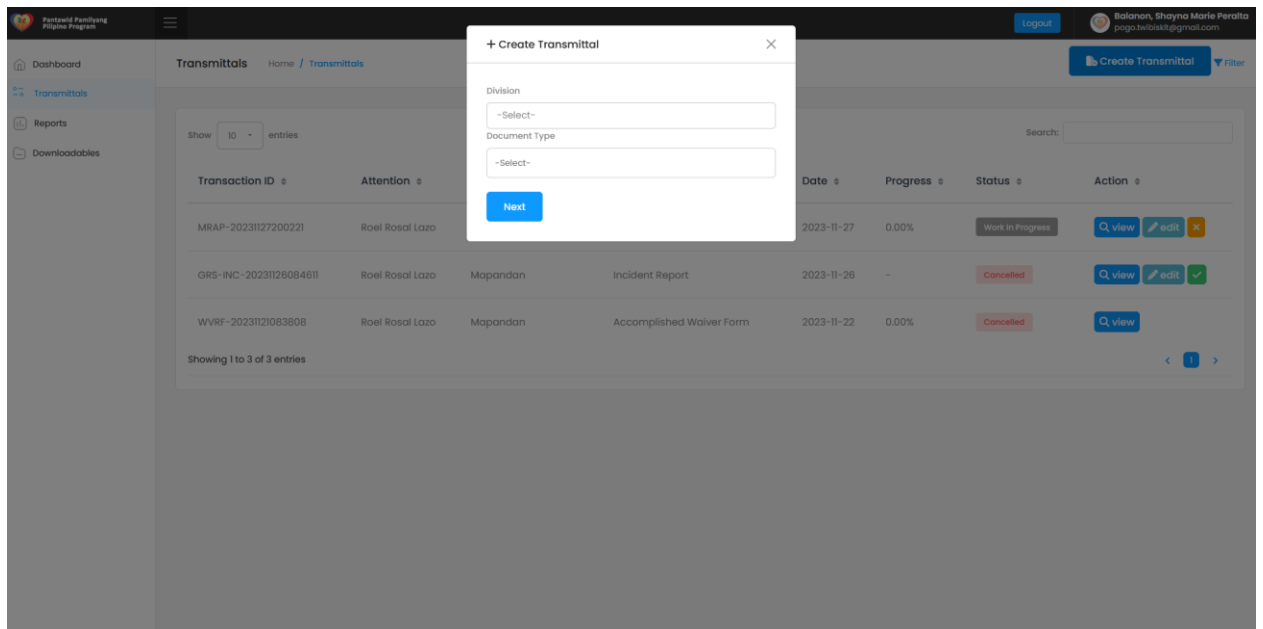


Plate 4.6.1 Create Transmittal Module

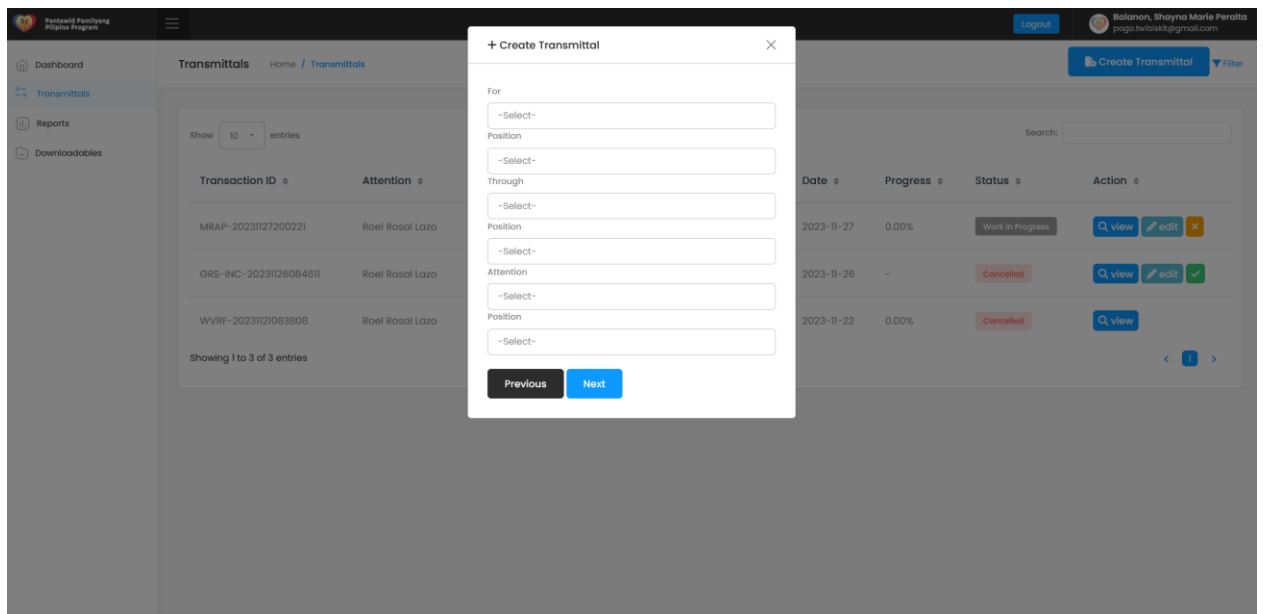


Plate 4.6.2 Create Transmittal Module

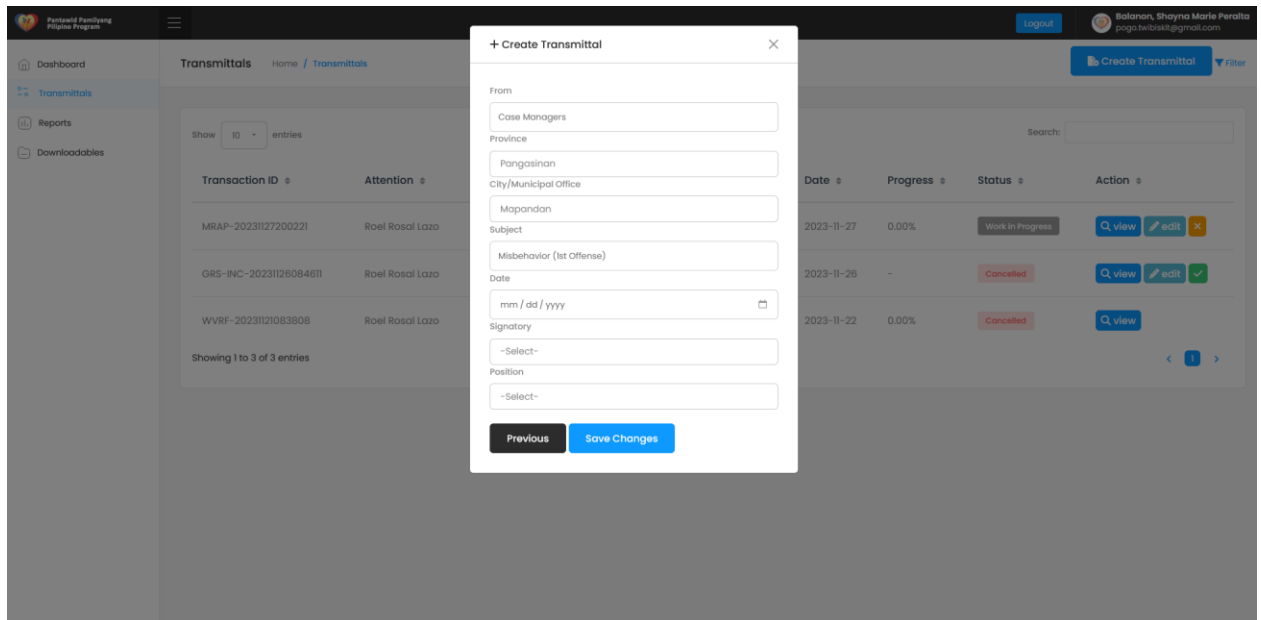


Plate 4.6.3 *Create Transmittal Module*

Edit Transmittal. Once the transmittal is created, the user can now edit the transmittal. The user can edit all the parts of the transmittal in this module. “upper body” and “lower body” are automatically inserted with a recommended template for the selected document type. The Edit Module is shown in Plates 4.7.1, 4.7.2, and 4.7.3.

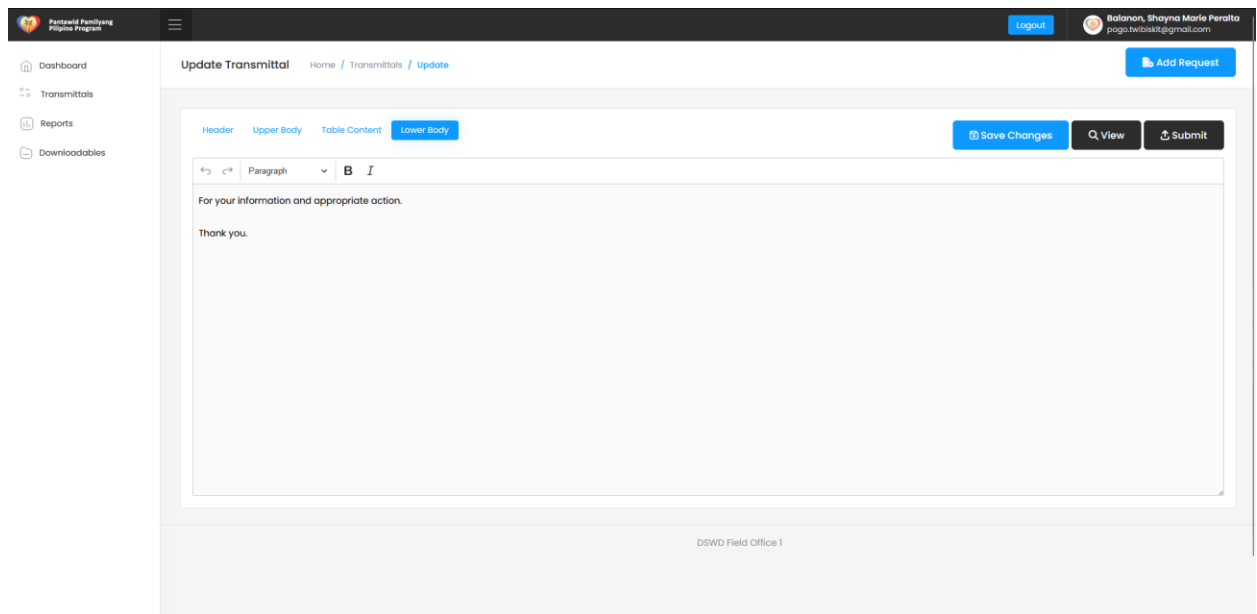


Plate 4.7.3 Edit Transmittal Module

In Plates 4.7.2 and 4.7.3, a grammar and spelling checker was added in the text area to address the problems with incorrect grammar and spelling that may cause the transmittal to be returned to the C/MOOs.

Add Request. This module is part of the Edit Transmittal. This module adds a request to the transmittal. This is also known as the “table content” of the transmittal. The Add Request module is shown in Plate 4.8.

The screenshot shows a web application interface with a sidebar on the left containing 'Dashboard', 'Transmittals', 'Reports', and 'Downloadables'. The main content area is titled 'Update Transmittal' with a breadcrumb 'Home / Transmittals / Update'. It features a rich text editor with tabs for 'Header', 'Upper Body', 'Table Content', and 'Lower Body'. The 'Header' tab is active, showing a text area with the content: 'For your information and appropriate action. Thank you.' A modal window titled '+ Add Request' is open in the center. It contains the following fields: 'Household ID No.', 'First Name' (with a sub-field 'First Name'), 'Middle Name', 'Last Name' (with a sub-field 'Last Name'), 'Ext. Name' (with a sub-field 'Ext. Name'), 'Province' (a dropdown menu), 'City/Municipality' (a dropdown menu), 'Barangay' (a dropdown menu), 'Date of Offense' (a date picker), and 'Type Offense' (a dropdown menu). At the bottom of the modal are 'Close' and 'Submit' buttons. The background interface also shows a 'Signed in' status and a user profile for 'Balanon, Shyona Marie Perillo' with an email address, and a blue 'Add Request' button in the top right corner.

Plate 4.8 Add Request Module

View Transmittal. This module views the created transmittal with all the details encoded in the system. This is shown on plate 4.9.



Department of Social Welfare and Development



PANTAWID PAMILYANG
PILIPINO PROGRAM
FIELD OFFICE 1
DSWD-GF-004 | REV 03 | 22 SEP 2023

MEMORANDUM

FOR : EVAFE L. TERTE
Provincial Link

THROUGH : AGNES L. NATIVIDAD
Social Welfare Officer III

ATTENTION : ROEL R. LAZO
Cluster Grievance Officer

FROM : CASE MANAGERS
Municipal Operations Office Mapandan, Pangasinan

SUBJECT : MISBEHAVIOR (1ST OFFENSE)

DATE : 28 NOVEMBER 2023

DRN: MIS1-20231127234622



No.	Household ID No.	Grantee Name	Address	Date	Offense
1	0100006649439	Marvin O. Cabanizas	Amistad	27 November 2023	Pawning

DAVE M. DOCTOLERO
Municipal Link

Plate 4.9 View Transmittal Module

Receive and Endorse Transmittal Module. After the C/MOO staff created and printed the transmittal, the staff can now transmit and let the AA receive the documents. In Plate 4.10, the transmittal page is shown, and depending on the access level of the account, the user can receive the document. Initially, documents are first received by the AA to monitor all the papers that come into the office. After the AA receives the document, the AA will endorse the document to the designated focal person for facilitation of the document.

Transaction ID	Attention	City/Municipality	Subject	Date	Progress	Status	Action
MISI-20231127234622	Roel Rosal Lazo	Mapandan	Misbehavior (1st Offense)	2023-11-28	0.00%	Work in Progress	View
MRAP-20231127200221	Roel Rosal Lazo	Mapandan	Manual Retroactive Payment	2023-11-27	0.00%	Work in Progress	View
SWDI-20231122125100	Carissa Jimenez Diezma	Santa Barbara	Administered SWDI Forms	2023-11-22	0.00%	Pending	View Receive
INCL-20231122122502	Roel Rosal Lazo	Santa Barbara	Inclusion Request	2023-11-22	-	Work in Progress	View
SWDI-20231122121416	Carissa Jimenez Diezma	Santa Barbara	Administered SWDI Forms	2023-11-22	0.00%	Pending	View Receive
WVRP-20231122103816	Roel Rosal Lazo	Santa Barbara	Accomplished Waiver Form	2023-11-22	0.00%	Received by AA	View Endorse Revert
SWDI-20231121091110	Carissa Jimenez Diezma	San Jacinto	Administered SWDI Forms	2023-11-21	0.00%	Pending	View Receive
SWDI-20231121050449	Carissa Jimenez Diezma	Bayambang	Administered SWDI Forms	2023-11-21	0.00%	Pending	View Receive

Plate 4.10 *Receive and Endorse Transmittal Module*

Facilitate Request Module. After the document has been endorsed by the AA and received by the focal person, the focal person can now facilitate the requests. By clicking the view button on the transmittal page, as shown in Plate 4.11.1, the user can view the progress of the document and facilitate the requests, which are shown in Plate 4.11.2. Not only can you see the progress of the document, but you can also check all the actions taken by users on the current document, as shown in Plate 4.11.3.

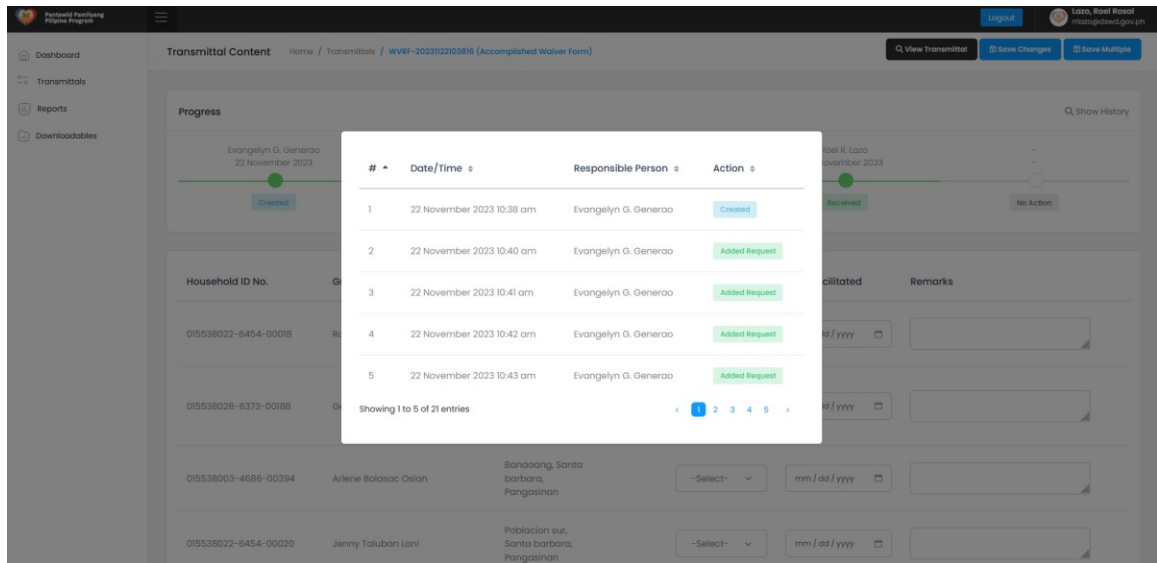


Plate 4.11.3 Facilitate Request Module - Show History

Feedback Module. Once all requests have been facilitated, regardless of the actions made, the system will tag the document as “Facilitated”. The system now will activate its feedbacking mechanism and the user can now send a feedback or result of their request. The feedback mechanism is through e-mail and will send a message directly to the e-mail address registered to the creator of the transmittal. In Plate 4.12.1, 4.12.2 and 4.12.3, feedback module is displayed.

Pantawid Pamilyang Pilipino Program

Dashboard

Transmittals

Reports

Downloadables

Transmittal Content

Home / Transmittals / WVR-2023R2203816 (Accomplished Waiver Form)

View Transmittal

Notify

Successfully saved changes.

Progress

Show History

Evangelyn G. Generao

22 November 2023

Created

Mary Ann F. Javier

23 November 2023

Received

Mary Ann F. Javier

23 November 2023

Entered

Roel R. Lazo

23 November 2023

Received

Roel R. Lazo

28 November 2023

Facilitated

Household ID No.	Grantee Name	Address	Reason	Status	Date Facilitated	Remarks
015538022-6454-00018	Rowell De Guzman Granada	Poblacion sur, Santa barbara, Pangasinan		Facilitated	23 November 2023	
015538028-6373-00188	Gerry Bauzon De Leon	Ventinilla (ventinilla east), Santa barbara, Pangasinan		Facilitated	23 November 2023	
015538003-4686-00394	Arlene Bolasac Osian	Banaoang, Santa barbara, Pangasinan		Facilitated	23 November 2023	

Plate 4.12.1 Feedback Module

Pantawid Pamilyang Pilipino Program

Dashboard

Transmittals

Reports

Downloadables

Transmittal Content

Home / Transmittals / WVR-2023R2203816 (Accomplished Waiver Form)

View Transmittal

Notify

Successfully saved changes.

Progress

Show History

Evangelyn G. Generao

22 November 2023

Created

Mary Ann F. Javier

23 November 2023

Received

Mary Ann F. Javier

23 November 2023

Entered

Roel R. Lazo

23 November 2023

Received

Roel R. Lazo

28 November 2023

Facilitated

Household ID No.	Grantee Name	Address	Reason	Status	Date Facilitated	Remarks
015538022-6454-00018	Rowell De Guzman Granada	Poblacion sur, Santa barbara, Pangasinan		Facilitated	23 November 2023	
015538028-6373-00188	Gerry Bauzon De Leon	Ventinilla (ventinilla east), Santa barbara, Pangasinan		Facilitated	23 November 2023	
015538003-4686-00394	Arlene Bolasac Osian	Banaoang, Santa barbara, Pangasinan		Facilitated	23 November 2023	

Notice

Are you sure you want to notify the staff?

Close

Notify

Plate 4.12.2 Feedback Module

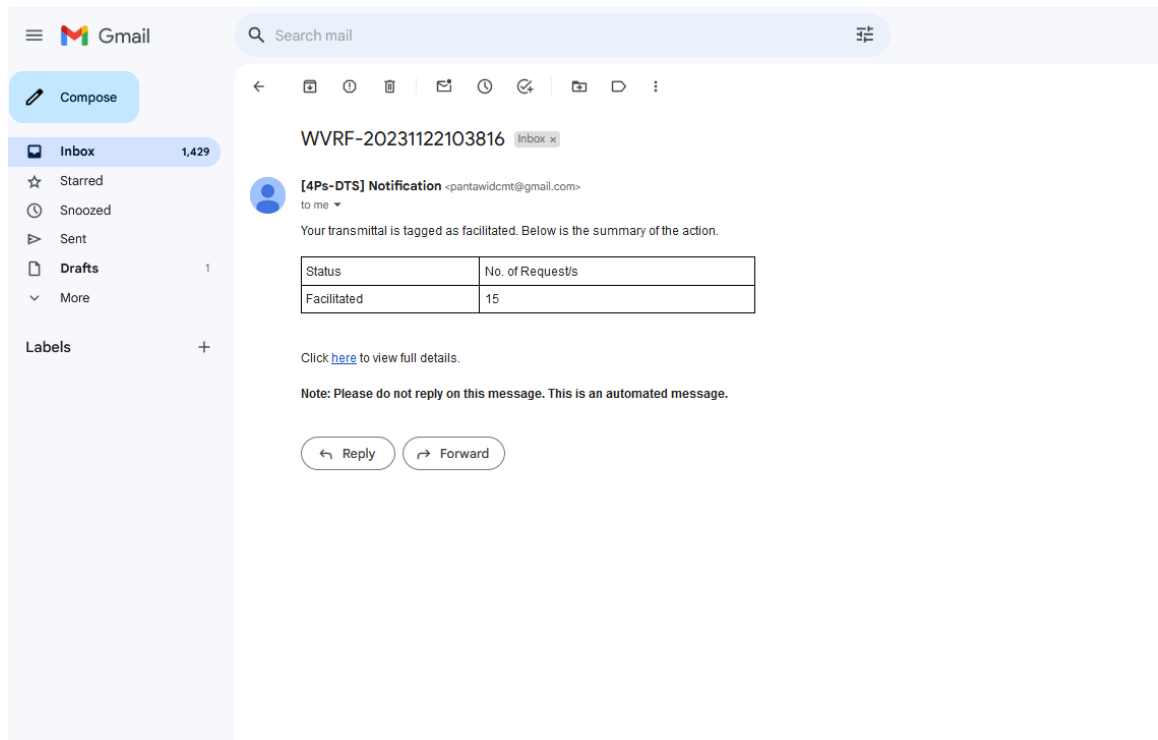


Plate 4.12.3 Feedback Module - Sample Message

Report Generation. In this module, reports can be generated in the system. The system can generate a list of the created transmittals in the system. The system offers filters like transmittal status, province, city/municipality, facilitated by, received by, and date range, which the user can use to show the desired report list. Also, the system can generate a summary report by division, status, and city/municipality together with a date range. The report generation module together with sample output is shown in Plates 4.13.1, 4.13.2, 4.13.3, 4.13.4, and 4.13.5. Generated lists are

Pantawid Pamilyang Pilipino Program

Dashboard
Transmittals
Reports
Downloadables
Accounts
Libraries

Generate Report List

Division: -Select-
Transmittal Status: -Select-
Province: -Select-
City/Municipal Office: -Select-
Facilitated by: -Select-
Received by: -Select-
Date Range: 11/28/2023 - 11/28/2023
Generate

Generate Summary

Report Type: -Select-
Date Range: 11/28/2023 - 11/28/2023
Generate

Plate 4.13.1 Report Generation Module

DSWD **PANTAWID PAMILYANG PILIPINO PROGRAM**
Department of Social Welfare and Development

PANTAWID PAMILYANG PILIPINO PROGRAM
FIELD OFFICE 1
DSWD-QP-004 | REV 01 | 22 SEP 2023

Transmittal List
01 November 2023 to 28 November 2023

Transaction No.	City/Municipality	Subject	Attention	Transmittal Date	Date Received	Received by	Date Facilitated	Facilitated by	Transaction Status
SWD-2023112014489	MARIKINA	Administrated SWD Forms (Priority II)	Carissa Decena	2023-11-01	-	-	-	-	Pending
SWD-2023112015028	MARIKINA	Administrated SWD Forms (Priority I)	Carissa Decena	2023-11-01	-	-	-	-	Pending
SWD-2023112015028	MARIKINA	Administrated SWD Forms (Priority II-v)	Carissa Decena	2023-11-01	-	-	-	-	Pending
SWD-2023112016049	BAHAYANG	Administrated SWD Forms	Carissa Decena	2023-11-01	-	-	-	-	Pending
SWD-2023112016110	SAN JACINTO	Administrated SWD Forms	Carissa Decena	2023-11-01	-	-	-	-	Pending
SWD-20231122121408	SANTA BARBARA	Administrated SWD Forms	Carissa Decena	2023-11-02	-	-	-	-	Pending
SWD-20231122121008	SANTA BARBARA	Administrated SWD Forms	Carissa Decena	2023-11-02	-	-	-	-	Pending
WVP-2023112016029	BAHAYANG	Accomplished Waiver Form	Ruel Lazo	2023-11-01	-	-	-	-	Pending
WVP-2023112210010	SANTA BARBARA	Accomplished Waiver Form	Ruel Lazo	2023-11-02	2023-11-23 00:00:00	Wily Ann P. Javier	2023-11-28 13:27:12	Ruel R. Lazo	Facilitated

- end of report -

Plate 4.13.2 Report Generation Module - Report List Sample

DSWD
Department of Social Welfare and Development

PANTAWID PAMILYANG PILIPINO PROGRAM
FIELD OFFICE 1
DSWD-GP-004 | REV 03 | 22 SEP 2023

Transmittal Summary
by Division
01 November 2023 to 28 November 2023

No.	Division	Facilitated	%	On-Going	%	Total
1	Grievance Redress Division (GRD)	1	50.00%	1	50.00%	2
2	Case Management	0	0.00%	7	100.00%	7

- end of report -

Plate 4.13.3 Report Generation Module - Summary Report (by Division)

DSWD
Department of Social Welfare and Development

PANTAWID PAMILYANG PILIPINO PROGRAM
FIELD OFFICE 1
DSWD-GP-004 | REV 03 | 22 SEP 2023

Transmittal Summary
by Status
01 November 2023 to 28 November 2023

No.	Status	Total
1	Pending	8
2	Facilitated	1

- end of report -

Plate 4.13.4 Report Generation Module - Summary Report (by Status)

The screenshot displays a software interface for report generation. At the top, there are logos for DSWD (Department of Social Welfare and Development) and PANTAWID PAMILYANG PILIPINO PROGRAM, along with the text 'FIELD OFFICE 1' and 'DSWD-QP-004 | REV 03 | 22 SEP 2023'. Below this, the title 'Transmittal Summary by City/Municipality' is shown, followed by the date range '01 November 2023 to 28 November 2023'. The main content is a table with the following data:

No.	City/Municipality	Facilitated	%	On-Going	%	Total
1	935	0	0.00%	3	100.00%	3
2	325	0	0.00%	2	100.00%	2
3	1298	0	0.00%	1	100.00%	1
4	1370	1	33.33%	2	66.67%	3

Below the table, the text '- end of report -' is visible.

Plate 4.13.3 Report Generation Module - Summary Report (by City/Municipality)

Downloadable Module. This module lets users download forms and report templates. The super admin is responsible for uploading the downloadable contents to the system. The downloadable module is shown in Plate 4.14.

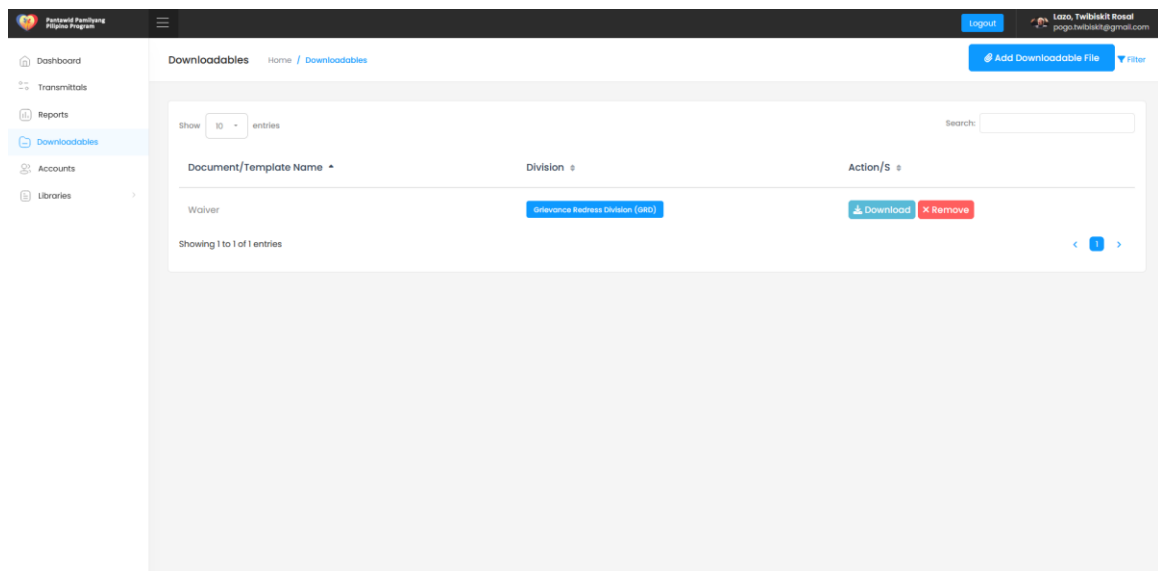


Plate 4.14 *Downloadables Module*

Data Libraries Module. In order for easy adding and editing of categories in the system, a Data Library Module is added. The system has three data libraries that can have additional entries, namely document type, template logo, and positions. The super admin handles data libraries. The modules for each data library are shown in Plates 4.15.1, 4.15.2, and 4.15.3.

<div> <div> Pantawid Pamilyang Pilipino Program </div> <div> Logout Lazo, Twibiklit Rosal pago.twibiklit@gmail.com </div> </div>				
<div> Dashboard Transmittals Reports Downloadables Accounts Libraries Document Type Template Logo Position </div>				
<div> <div>Positions</div> <div>Home / Libraries / Positions</div> <div>Add Document Type</div> </div>				
<div> <div>Show 10 entries</div> <div>Search:</div> </div>				
Document Description	Suffix	Division	Header Through	Action/s
Accomplished Waiver Form	WVRF	Grievance Redress Division (GRD)	No	edit
Administered SWDI Forms	SWDI	Case Management	No	edit
Appeal	APPL	Grievance Redress Division (GRD)	No	edit
Disqualification	DISQ	Grievance Redress Division (GRD)	No	edit
Incident Report	GRS-INC	Grievance Redress Division (GRD)	No	edit
Incident Report	BDMD-INC	Beneficiary Data Management Division (BDMD)	No	edit
Inclusion Request	INCL	Grievance Redress Division (GRD)	No	edit
Manual Retroactive Payment	MRAP	Grievance Redress Division (GRD)	No	edit
Misbehavior (1st Offense)	MISI	Grievance Redress Division (GRD)	Yes	edit

Plate 4.15.1 Data Library Module - Document Type

<div> <div> Pantawid Pamilyang Pilipino Program </div> <div> Logout Lazo, Twibiklit Rosal pago.twibiklit@gmail.com </div> </div>		
<div> <div>Template Logo</div> <div>Home / Template Logo</div> <div>Add Template Logo</div> </div>		
<div> <div>Show 10 entries</div> <div>Search:</div> </div>		
Header	Logo	Action/s
DSWD-GF-004 REV 03 22 SEP 2023		edit
<div> <div>Showing 1 to 1 of 1 entries</div> <div> < 1 > </div> </div>		

Plate 4.15.1 Data Library Module - Template Logo

Position	Division	Status	Action/S
	Grievance Redress Division (GRD)	Active	Edit Deactivate
Admin Aide IV	Admin	Active	Edit Deactivate
Administrative Assistant II	Admin	Active	Edit Deactivate
Administrative Assistant III	City/Municipal Operations Office (C/MOO)	Active	Edit Deactivate
City Link	City/Municipal Operations Office (C/MOO)	Active	Edit Deactivate
Cluster Beneficiary Data Management Officer	Beneficiary Data Management Division (BDM)	Active	Edit Deactivate
Cluster Compliance Verification Officer	Compliance Verification Division (CVD)	Active	Edit Deactivate
Cluster Grievance Officer	Grievance Redress Division (GRD)	Active	Edit Deactivate
Cluster Social Case Management Focal	City/Municipal Operations Office (C/MOO)	Active	Edit Deactivate

Plate 4.15.1 Data Library Module - Positions

Account Management. The super admin can update all the details of a user in the system. As shown in Plate 4.16.1, the super admin can update the personal details, handled areas, access level, and account status of users of the system.

Username	Employee Name	Roles	Status	Action
@ethielbaradi	Baradi, Ethiel Viriluan		Deactivated	
aarabelas	Rabelas, Anabelle Aguilan		Active	
aarindan	Rindan, Alma Angelique None		Active	
aarivera	Rivera, Aprilyn Abuan		Active	
abbyorcas0416	Orcas, Marie Abigail Bersales		Active	
abfarnacio	Farnacio, Andrea Joy Bullanday		Active	
abidario	Dario, Ashley Bless Liwan		Active	
absalvador	Salvador, Anthony John Bernardo		Active	
accayabyab	Cayabyab, April Yannie Carolino		Active	

Plate 4.16.1 Data Library Module - Positions

In addition to account management, other users can update their own account by viewing their profile, which is shown in Plate 4.16.2. On the profile page, users can update their e-mail address, their password, and their profile picture.

Usability of the *title of the developed System*

The usability of a system refers to the user's evaluation of the system in terms of their perception of **usability, design, usefulness, availability, and user friendliness** as criteria for evaluation. The usability of the system was evaluated by the users through testing. Usability refers to how the user accomplishes their work easily.

Usability is a process or set of techniques used during a design and development project. Usability tests describe the overall behavior of the system. The developers used the system usability scale (SUS) as an instrument to evaluate the usability of the system.

The following tables shows the different variables of observation used in evaluating the system through its **acceptability or usability? (ano ung nakalagay sa SOO#3 mo?)** test done by the developer with a total of fifty-five (55) respondents **(composed of who?)**, who were the target users of the developed system.

System Evaluation According to Usability

Usability testing is the method by which users of a product are asked to perform certain tasks in an effort to measure the product's task time and the user's perception of the experience. This is in contrast with usability inspection methods, where experts use different methods to evaluate a user interface without involving users.

This test refers to the usability of the system and consists of ten questions. Table 4.1 shows the evaluation of the respondents for the acceptability test in terms of its usability.

Based on the survey conducted, the developers discovered that there are the top five highest rates among the ten questions. This shows that the respondents were confident, comfortable, efficient, aware of training in using the system, and found the

system to be a better tool for their operations. As a result, the computed AWM was 3.67, indicating that the respondents agreed.

Table 4.1 *System Evaluation According to Usability (n=255)*

Perceived System Usability	SA	A	N	D	SD	WM	Description
	5	4	3	2	1		
1. I think that I would like to use this system frequently.	59	86	87	15	8	3.68	Agree
2. I found the system unnecessarily complex.	53	56	95	35	16	3.37	Neutral
3. I thought the system was easy to use.	96	58	89	10	2	3.91	Agree
4. I think that I would need the support of a technical person to be able to use this system.	63	74	95	15	8	3.66	Agree
5. I found the various functions in this system were well integrated.	78	68	95	12	2	3.76	Agree
6. I thought there was too much inconsistency in this system.	56	69	89	35	6	3.53	Agree
7. I would imagine that most people would learn to use this system very quickly.	88	78	75	10	4	3.93	Agree
8. I found the system very cumbersome to use.	53	36	65	89	12	3.11	Neutral
9. I felt very confident using the system.	84	89	66	12	4	3.93	Agree
10. I needed to learn a lot of things before I could get going with this system.	83	81	59	32	0	3.84	Agree
Average Weighted Mean (AWM)						3.67	Agree

(**Legend:** *SA* = 'Strongly Agree', *A* = 'Agree', *N* = 'Neutral', *D* = 'Disagree', *SD* = 'Strongly Disagree', *WM* = 'Weighted Mean')

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System Evaluation According to Design

This test refers to the design of the system, which allows the user to evaluate the attractiveness of the system. It consists of five questions to evaluate the system design. This landing page is attractive. The system design is pleasing. The system has a good balance of graphics. The button designs are suitable. And lastly, the overall is attractive.

The evaluation of respondents for the acceptability test in terms of its design is reflected in Table 4.2. Based on the survey conducted, the developers found the highest rate with 4.08 WM among all the questions. This shows that the respondents are satisfied with system design. Therefore, the AVM is 3.99, which is Agree.

Table 4.2 *System Evaluation According to Design (n=255)*

Perceived System Design		SA	A	N	D	SD	W M	Description
		5	4	3	2	1		
1.	The landing page is attractive.	90	100	50	10	5	4.02	Agree
2.	The system's design is pleasing.	94	95	60	5	1	4.08	Agree
3.	The system has a good balance of graphics.	100	89	40	15	11	3.99	Agree
4.	The button designs are suitable.	89	80	66	20	0	3.93	Agree
5.	The overall system is attractive.	98	75	58	15	9	3.93	Agree
Average Weighted Mean (AWM)							3.99	Agree

(**Legend:** *SA* = ‘Strongly Agree’, *A* = ‘Agree’, *N* = ‘Neutral’, *D* = ‘Disagree’, *SD* = ‘Strongly Disagree’
WM = ‘Weighted Mean’)

System Evaluation According to Usefulness

This test refers to the usefulness of the system, which allows the user to evaluate how the system is useful for them. It consists of five questions to evaluate the system's usefulness, and these are: It helps me be more productive. It is useful. It helps me save time when I utilize it. It meets my expectations. And lastly, the information is layered effectively on different pages.

The evaluation of respondents for the acceptability test in terms of its usefulness is reflected in Table 4.3. Based on the conducted survey, the developers found out the highest rate with 4.26 WM among all the questions. This shows that the system is useful for them. Hence, the AVM of system usefulness is 4.14 which parallels Agree.

Table 4.3 *System Evaluation According to Usefulness (n=255)*

Perceived System Usefulness	SA	A	N	D	SD	W M	Description
	5	4	3	2	1		
1. It helps me be more productive.	10 5	89	61	0	0	4.17	Agree
2. It is useful.	12 0	86	45	4	0	4.26	Strongly Agree
3. It helps me save time when I utilize.	99	95	56	4	1	4.13	Agree
		38	16	8	1		

		0	8					
4.	It meets my expectations.	96	90	50	15	4	4.02	Agree
5.	Information is layered effectively on different pages.	97	89	68	1	0	4.11	Agree
Average Weighted Mean (AWM)							4.14	Agree

(*Legend: SA = ‘Strongly Agree’, A = ‘Agree’, N = ‘Neutral’, D = ‘Disagree’, SD = ‘Strongly Disagree’, WM = ‘Weighted Mean’*)

System Evaluation According to Availability

This test refers to the availability of the system, which allows the user to evaluate the accessibility of the system. It consists of five questions to evaluate the system's usefulness. These are the following: the system application is easy to access. I encountered some errors while using the system. The system is too slow to use. I can open the system website whether I use a personal computer or mobile device. And lastly, the system uses a leading-edge design like any other application today.

The evaluation of respondents for the acceptability test in terms of its availability is shown in Table 4.4. Based upon a survey, the developers discovered the highest rate with 4.13 WM among all the questions. This shows that the developers need to fix the errors. Although the system availability was accepted with an AVM of 4.07, which is equivalent to Agree.

Table 4.4 *System Evaluation According to Availability (n=255)*

Perceived System Availability	SA	A	N	D	SD	WM	Description
	5	4	3	2	1		
1. The system application is easy to access.	106	78	65	4	2	4.11	Agree
2. I encountered some errors while using the system.	98	96	56	5	0	4.13	Agree
3. The system is too slow to use.	99	85	70	1	0	4.11	Agree
4. I can open the system website whether I use a personal computer or mobile device.	80	85	85	4	1	3.94	Agree
5. The system uses a leading-edge design like any other application today.	96	89	65	2	3	4.07	Agree
Average Weighted Mean (AWM)						4.07	Agree

(**Legend:** *SA* = 'Strongly Agree', *A* = 'Agree', *N* = 'Neutral', *D* = 'Disagree', *SD* = 'Strongly Disagree' *WM* = 'Weighted Mean')

System Evaluation According to User-friendliness

This test refers to the user-friendliness of the system, which allows the user to evaluate the friendliness of the system. That consists of five questions to evaluate the system's user-friendliness. These are the following: The system is exciting to use by new users. The system is well-suited for those first-time users who are not technically knowledgeable. The system has a clear purpose. I always felt I knew what to do with the system. And lastly, it is clear how the screen element works.

The evaluation of respondents for the acceptability test in terms of its user-friendliness is shown in Table 4.5. Based upon a survey, the developers identified the

highest rate with 4.11 WM among all the questions. This means that the users agree clearly on how the screen element works. Therefore, the system availability was accepted with an AVM of 4.08 which relates to Agree.

Table 4.5 *System Evaluation According to User-friendliness (n=255)*

Perceived User-Friendliness	SA	A	N	D	SD	WM	Description
	5	4	3	2	1		
1. The system is exciting for new users.	95	90	70	0	0	4.1	Agree
2. The system is well-suited for those first-time users who are not technically knowledgeable.	89	86	78	2	0	4.03	Agree
3. The system has a clear purpose.	98	89	64	2	2	4.09	Agree
4. I always felt I knew what to do with the system.	97	87	67	3	1	4.08	Agree
5. It is clear how the screen element works.	100	92	56	5	2	4.11	Agree
Average Weighted Mean (AWM)						4.08	Agree

(**Legend:** *SA* = 'Strongly Agree', *A* = 'Agree', *N* = 'Neutral', *D* = 'Disagree', *SD* = 'Strongly Disagree', *WM* = 'Weighted Mean')

Overall Acceptability Test

Table 4.6 shows a summary of evaluated tests of the system according to usability, design, usefulness, availability, and user friendliness. The study shows that the usability of the system was agreed upon at a rate of 3.67. In terms of the system design, the respondents agreed with an average of 3.99. The respondents rated the usefulness of

the system at 4.14. The availability of the system was received with an average of 4.07 weighted mean. The user-friendliness of the system was agreed upon with a 4.08 weighted mean.

Table 4.2.6 *Overall Acceptability Test*

Acceptability Test	WM	Description
Usability	3.67	Agree
Design	3.99	Agree
Usefulness	4.14	Agree
Availability	4.07	Agree
User-friendliness	4.08	Agree
Overall Average Weighted Mean (OAWM)	3.99	Agree

Through the acceptability test, the developer found out that the users agree with the features of the system, which complies with their requirements with an OAVM of 3.99.

CHAPTER V

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This chapter discusses the developed system's summary, conclusion, and recommendations to make the system more functional and operational upon deployment.

Summary

This project, titled "Document Tracking System for Provincial Operations Office of Pangasinan Pantawid Pamilyang Pilipino Program (4Ps)" was designed and developed to track documents submitted to the POO of Pangasinan. It also monitors the status of the document if it has already been facilitated. It sought to achieve the following objectives: identify the existing process for document tracking in the POO of Pangasinan 4Ps; describe the features of the system; and evaluate the usability of the system.

The developer has properly identified the existing process for document tracking in the POO of Pangasinan 4Ps using a flowchart. The existing process is troublesome in a way that the only record to track the document is through the logbook of AAs, and the status of the documents has no monitoring. Therefore, the developer developed the system to help the office closely track documents received in the office and monitor the status of the documents.

The system's features were developed based on the interviews and online research. The first feature in the system that users will see is the login and registration form. Like every other system, the developed system has access levels and security mechanisms. The next feature is transmittal creation, which is the main document that the system will track. The transmittal has requests that the focal person must facilitate. The C/MOO creates this transmittal in the POO of Pangasinan, which is later received by the AAs of the office. After the documents have been received, they are endorsed and facilitated by the addressed focal person. In order to track or monitor documents, the system has a dashboard and report generation.

In terms of the acceptability of the system, we evaluate its usability for acceptance. It assures that the system is valuable for the user and meets their satisfaction. Through the features integrated into the system, the users' perception of the system's usability was 3.67, which is equivalent to "agree." Users' perceptions of the system's design are evaluated as "agree" with the AWM of 3.99. Users' perceptions of the system's usefulness got an AWM of 4.14, which parallels "agree," while the AWM of system availability was 4.07, which relates to "agree." And the respondents' perceptions of the system's user friendliness got an average weighted mean of 4.08. Finally, the overall average weighted mean for the acceptability test was 3.99. Therefore, the respondents agreed with the developed system. It gains good feedback that the system satisfies the users' needs.

Conclusions

After careful analysis and interpretation of the data gathered, the following conclusions are made:

First, the developer concluded that through the developed system will help in the creation of transmittals which will eliminate the return of documents due to the wrong template. With the difficulty in tracking and monitoring of records in the existing process, processes will be improve by using the developed system.

Second, the "Document Tracking System for the Provincial Operations Office of Pangasinan Pantawid Pamilyang Pilipino Program (4Ps)" was entirely created and functionally designed. The developer conclude that the system will be an effective implementation for document tracking and monitoring of requests on a web-based platform. Users can easily track the whereabouts of their request and its status.

In terms of acceptability of the system, the developer evaluate its usability for acceptance. It assures that the system is valuable for the user and meets their satisfaction. Through the integrated features into the system, the user's perception of the system's usability, design, usefulness, availability, and user friendliness was summarized as good feedback that the system satisfied the user's needs.

The developed system will improve document tracking and monitoring, as well as record management of received documents in the POO Pangasinan. It will assist the

Department of Social Welfare and Development (DSWD), its staff, and 4Ps recipients. The developer believed that through the developed system, the office would be able to strictly monitor and assist all requests from the C/MOOs, no matter how small or large, priority or low priority, and live up to the department's motto, "Maagap at Mapagkalingang Serbisyo. Katiwalian Serbisyong Walang Puwang."

Recommendation

To be able to improve further the features of the developed system, the developer recommends adding an SMS for giving feedback in the facilitated documents. This will give faster notification on the facilitated documents.

The user must be able to upload a transmittal created from word processing apps, reprocess the data, and store it in the database. This can be achieved by optical character recognition (OCR).

Future developers should also consider tracking documents that the focal person submits to the regional office.

Lastly, the developed system is recommended to be adapted to other provinces in the region.