**#3Ib: A 117 Emergency Communication Platform for Abuse Report in a Mobile Application**

By:

Alonzo, Arlene Grace C.

Belleza, Ram Rainier M.

Dela Cruz, Diane Louise M.

Magat, Mharck Stephen P.

Mañalac, Gerald O.

Pineda, John Carlo C.

Soriano, Justine G.

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1. **Introduction**

Domestic abuse is regarded as a "widespread social issue." Even before the pandemic, there have been many notable cases of domestic abuses and violence. According to the Philippine Statistics Authority's 2017 National Demographic and Health Survey, one out of every four Filipino women aged 15 to 49 has experienced physical, emotional, or sexual assault from their husband or partner. With the ongoing pandemic, the reports have skyrocketed and with this, there have been countermeasures and help became more available.

Quarantine in every aspect helps stop the spread of the COVID-19 virus by staying at home. However, it also increases the susceptibility of domestic violence’s lurking inside our homes. In the Philippines, not only did the pandemic cause health and economic problems, but it also heightened domestic tensions, which likely led to an increase in domestic violence. After a recent Social Weather Stations poll revealed that 1 out of 4 Filipino citizens nationally, or 25%, named violent crimes against women as one of the most important worries of women during the epidemic, the Commission on Population and Development (Popcom) repeated its appeal for their protection. Physical violence was listed as a concern by 11% of Filipinos nationwide, while sexual violence was mentioned by 7% and emotional violence was mentioned by 7%. (Ostuorte, 2021).

With this, the proponents intend to propose an application that would be able to help the victims to report their current or experienced situation through the use of an emergency mobile app that can be a platform for abuse report, with an AI chatbot that can assess the initial filed report. In addition, the system will have a direct hotline with the legal authority’s office that can dispatch a quick emergency rescue team. Also, a system that would be able to record and hold the data gathered from the reports. With the gathered data:

* Profile of the victim or the complainant
  + Full name
  + Age
  + Relation to the offender
  + Address
  + Contact Information
  + Unoffending Guardian (for minor victims)
  + Gender
  + Type of Abuse
* the authorities will also be able to know the following:
  + Number of victims per area,
  + Location with abuse cases
  + Number of solved cases per area
  + Pending cases or Cases with wanted Offenders
  + Cause of Abuse
  + Offenders information
    - Name
    - Age
    - Occupation
    - Relation to the Victim
    - Gender
    - Psychological Status
* and will be able to use the data as a reference to ignite and provide more help services in the area.
  + Counselling
  + Barangay Protection Order
  + Rehabilitation Support services
    - [Women and Children Protection](https://wcpc.pnp.gov.ph/) Desk (WCPD)
    - Social worker of the Local Government Unit (LGU)
    - Department of Social Welfare and Development (DSWD)
    - Non-Government Organization (NGO)

**II. Statement of the Problem**

**General Problem**

The proponents intend to solve the escalating rate of domestic abuse and variety of physical, mental, and verbal abuse that is happening in the Philippines. It aims to combat the violence happening inside homes, or violence experienced outside by reporting it to the local authorities to exercise their appropriate and legal action as soon as possible.

**Specific Problems**

The proposed study aims to solve the following problems:

* How knowledgeable are the victims regarding the appropriate emergency hotlines?
* How difficult is it for the victim to reach out and report their difficult or abused situation to the emergency hotlines and office’s desks?
* What to do when the victim is in that difficult or dangerous situation?
* How to know what and who are the possible causes of abuse in the area?
* How to file for an initial abuse report of an offender or abuser without actually calling for the authorities?

1. **Objectives** **of the Study**

**General Objectives**

At the end of the study, the proponents will develop a mobile application for A 117 Emergency Communication Platform for Abuse Reports with an AI chatbot that will assess the initial filing report of the victim. Also, with the gathered statistical data reports of women abuse in different locations the system can display overall statistical data and pinpoint locations that are in need of immediate provision of assistance and services. In addition, connecting the application system into the local authority’s office contact system or hotline, with a notification and of the filing complaint transaction record.

**Specific Objectives**

* To provide contact information of authorities and offices to report to
* To provide a mobile application that will be able to help the victim to report their difficult situation in an easily accessible way
* To provide a mobile application that helps the victim to know what to do in that difficult situation
* To provide accurate data of cases and deliver comfort services to the victims that will lead to raise awareness regarding the abuse cases
* To provide a system that can raise awareness with the discrete classification of abuse and violence with the help of the gathered data.
  + Profile of the victim or the complainant
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    - Offenders information
      * Name
      * Age
      * Occupation
      * Relation to the Victim
      * Gender
      * Condition (Normal State, Drunk, Drugged)
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  + Counselling
  + Protection Order
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    - Social worker of the Local Government Unit (LGU)
    - Department of Social Welfare and Development (DSWD)
    - Non-Government Organization (NGO)

1. **Scope and Limitations**

The #3lb: A 117 Emergency Communication Platform for Abuse Report in a Mobile Application intends to provide an easier way to contact the national emergency hotline without being noticed by the abuser. Also, will enable them to tell their basic information such as; address or current location, phone number and name. The application can only assess the submitted situation information if there is an internet connection. The age range of respondents will be from thirteen (13) years old and above. The application will only focus on the following features:

a.) Victim’s primary information for initial report,

* + - Full name
    - Age
    - Address
    - Contact Information
    - Date of Incident
    - Brief explanation of the incident

b.) assessment of the offenders primarily details for initial report

* Age
* Relation to the Victim
* Gender
* Condition (Normal State, Drunk, Drugged)

c.) securing the victim’s details for investigation and rescue assistance or response team.

* + - Full name
    - Age
    - Relation to the offender
    - Address
    - Contact Information
    - Unoffending Guardian (for minor victims)
    - Gender
    - Type of Abuse

d.) reporting or connecting the application system into the local authority’s office or hotline, indicating the filing complaint transaction record.

* Women’s help desk
* Police Station (per Municipality)
* Barangay Authorities

e.) Identify what are the emergency cases. Utilize call features of the app. Nearest responder should be alerted.

e.) The call feature of the mobile application is recommended when the victim is unable to proceed for reporting and needs immediate response or medical treatment for injuries. The mobile application will redirect the call to the nearest responders that are registered in the system.

f.) Data privacy and security should be observed in the app.

f.) The collected datas are only accessible to admin and super admin to follow Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.

1. **Target Respondents and Locale**

The target respondents of the proposed study are male, female and children who frequently experience domestic abuse in their own homes. The age range of respondents are from thirteen (13) years old and above from the province of Pampanga.

**VI. Significance of the Study**

The mobile application will benefit the authorities by providing statistical data reports about the rate or number of victims and offenders in the area. The system will inform the authorities by providing the basic information of the victim. Also, the recorded data gathered will be useful as a reference to gain information about the number of violence cases present in the community.

The proposed study will benefit the users by providing a system that would assist them to report the dangerous situation that they experienced. The mobile application will enable them to describe their situation and report it to the authorities. The authorities could be the Barangay Officials or the Police officers in the vicinity.

The study will serve as a platform that will enable victims to seek help and to report offenders. Through the use of the system, it will also be able to project the data of cases that would lead to raise awareness and to lessen the abuse rate and incidents. This could also serve as a reference for other possible development of violence against women emergency hotline or awareness.

NOTE:

* Develop your App Design regarding the said process.
* You may still add other services/ features.

Mr. Jackson V. De Leon - (JVD okay)

Ms. Aileen P. de Leon - (APD okay)

Mr. Eden D. Garcia - (EDG okay)

Mr. Earl Lawrence B. Pelayo - (ELBP okay)

**JULY 26,2021 DEADLINE**

Introduction

* Background of the study (revise, insert data from pre survey, inset anong field kug data analytics)
* Objective of the study (done, review for revisions)
* Scope and Delimitation (done, review for revisions)
* Significance of the Study (done, review for revisions)
* Review of Related Literature (done, review for revisions)
* Conceptual Framework (done, review for revisions)

Methodology

* Systems Methodology / (done, review for revisions)
* Research Design (done, review for revisions)
* Research Instrument (done, review for revisions)
* Organizational Assessment of Subjects ( Identification of Target Locale and Respondents) (done, review for revisions)
* Required Specifications and Analysis ( Data Analysis Tools, Sampling Design, Evaluation of Data (Likert Scale, Evaluation Criteria)) (done, review for revisions)
* Implementation Plan (done, review for revisions)

References (Done)

Pre-Survey Questionnaire (done)

* Questions that determine/support your statement of the problems
* Questions that strengthen the acceptability of your study
* Results can be used to discuss your point/claim in the introduction

Survey Questionnaire (Not including the results) (review and revise)

Software Application: 30-40% ( Database Framework, Graphical User Interface) Database Framework may be in the form of Entity Relationship (ERD)

1. **Introduction**

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Quarantine in every aspect helps stop the spread of the COVID-19 virus by staying at home. However, it also increases the susceptibility of domestic violence’s lurking inside our homes. In the Philippines, not only did the pandemic cause health and economic problems, but it also heightened domestic tensions, which likely led to an increase in domestic violence. After a recent Social Weather Stations poll revealed that 1 out of 4 Filipino citizens nationally, or 25%, named violent crimes against women as one of the most important worries of women during the epidemic, the Commission on Population and Development (Popcom) repeated its appeal for their protection. Physical violence was listed as a concern by 11% of Filipinos nationwide, while sexual violence was mentioned by 7% and emotional violence was mentioned by 7%. (Ostuorte, 2021).

As seen on the data gathered by the proponents, an idea has been developed. To further strengthen the services and protection of abuse victims as it increases due to the current pandemic, the proponents decided to propose a study in the field of data analytics. The process of evaluating data sets in order to detect trends and develop conclusions about the information they contain is known as data analytics. Data analytics is increasingly being employed with the help of specialized tools and software (Steadman, 2020). Data analytics combined with technological advancements will bring a faster way of discovering not only the current trends but also the accurate solutions. These solutions will help the society in providing a better environment for the people.

With this, the proponents intend to propose an application that would be able to solve the escalating rate of domestic abuse and variety of physical, mental, and verbal abuse that is happening in the Philippines. The proponents conducted a pre-survey, based on the results gathered, there is only a thin line difference between the respondents who are aware and not aware of the emergency hotlines. Although there are frequent campaigns about abuse protections and hotlines, many are still unmindful of it.

The proposed study aims to solve the following problems:

* How knowledgeable are the victims regarding the appropriate emergency hotlines?
* How difficult is it for the victim to reach out and report their difficult or abused situation to the emergency hotlines and office’s desks?
* What to do when the victim is in that difficult or dangerous situation?
* How to know what and who are the possible causes of abuse in the area?
* How to file for an initial abuse report of an offender or abuser without actually calling for the authorities?

The idea established from this, pushed the proponents to the proposed study of a report platform in a mobile application that will serve as an easier and faster way to accommodate respondents that need assistance and immediate rescue. It aims to combat the violence happening inside homes, or violence experienced outside by reporting it to the local authorities to exercise their appropriate and legal action as soon as possible. The mobile application will help the victims to report their current or experienced situation through the use of an emergency mobile app that can be a platform for abuse reports, with an. In addition, the system will have a direct hotline with the legal authority’s office that can dispatch a quick emergency rescue team. Also, a system that would be able to record and hold the data gathered from the reports. With the gathered data:

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**Significance of the Study**

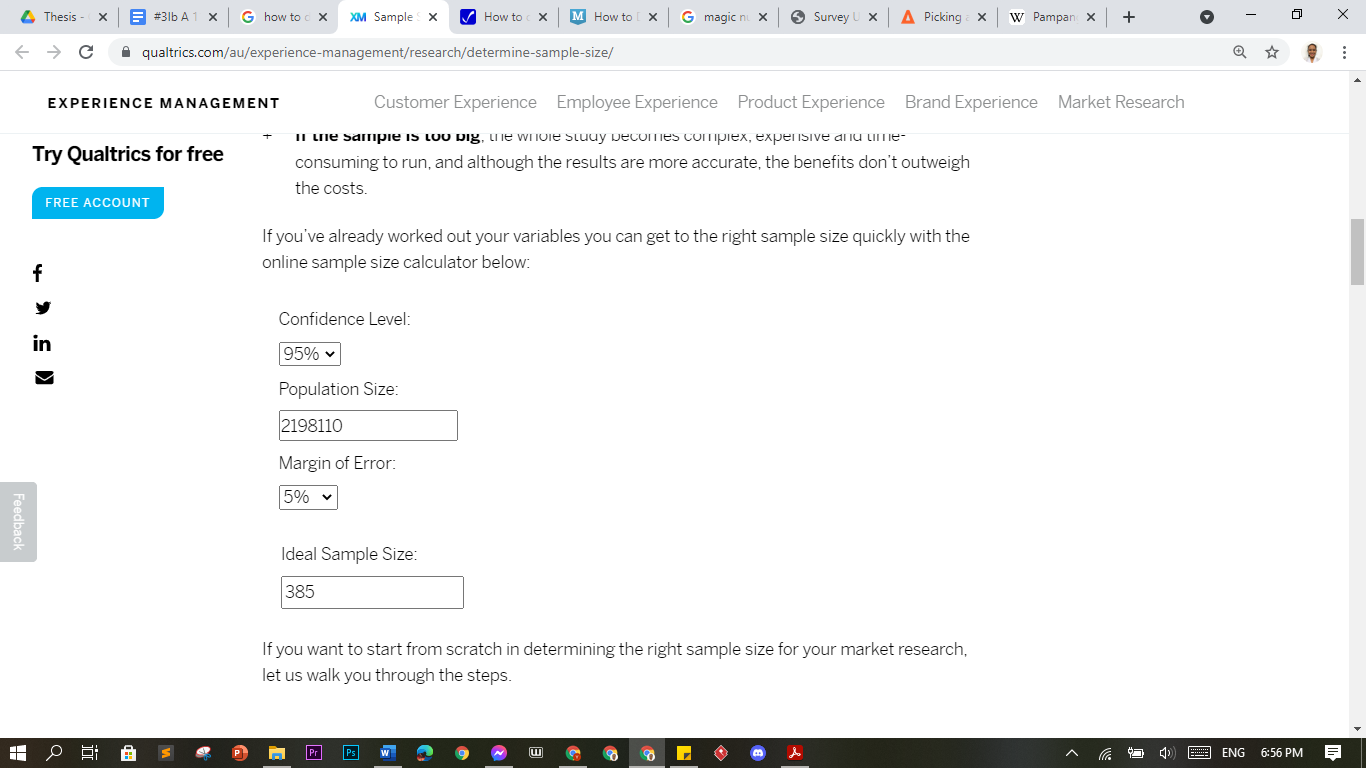
The mobile application will benefit the municipal authorities by providing statistical data reports about the rate or number of victims and offenders in the area. The system will inform the authorities by providing the basic information of the victim. Also, the recorded data gathered will be useful as a reference to gain information about the number of violence cases present in the community.

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**RRL**

**Conceptual Framework**



Methodology

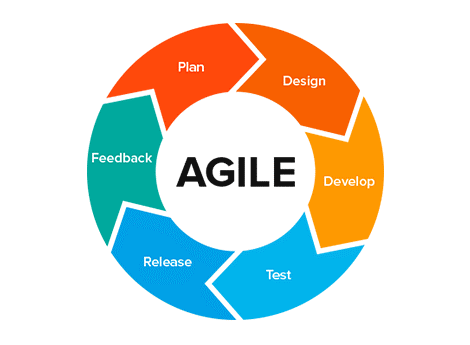
* Systems Methodology / (review)
* Research Design (review)
* Research Instrument (review)
* Organizational Assessment of Subjects ( Identification of Target Locale and Respondents) (review)
* Required Specifications and Analysis ( Data Analysis Tools, Sampling Design, Evaluation of Data (Likert Scale, Evaluation Criteria)) (review)
* Implementation Plan (partially done)

**METHODOLOGY**

Methodology is a set of procedures or techniques for locating, selecting, processing, and analyzing information about a subject. The methodology portion of a research article allows the reader to critically examine the study's overall validity and dependability (Leedy, 2021). This section will answer the questions such as how will the proponents gather the necessary data and analyze it. The proponents will discuss the research design, research instruments and the standards that will be used to analyze the data that will be collected.

The proponents will use a quantitative descriptive type of research design because the purpose of the proposed study is to serve as a helpful way of reporting abuse cases through a mobile application and also to gather data regarding the abuse cases in the target locale. Quantitative research involves collecting numerical data and analyzing it mathematically to understand phenomena. Quantitative research is further distinguished by the use of instruments such as questionnaires, interviews, and computers. Descriptive research is described as a research method that aims to accurately characterize existent occurrences. The term "existing phenomena '' distinguishes descriptive research from experiment research, which examines not only existing phenomena but also phenomena following a time of treatment (Atmowardoyo, 2018). Descriptive study designs are helpful for describing the desirable characteristics of the sample under investigation (Omair, A., 2015).

System development life cycle (SDLC) is a project management concept that describes the stages of an information system development project, from the first feasibility study to the ongoing maintenance of the finished product (Gillis, 2019). SDLC assists in the transformation of a concept into a fully functional and operating system. The proponents will use agile methodology for software development of the application. The agile model emphasizes the collaboration of the group, user feedback, continuous improvement, and the capacity to adapt to changing activity. The stages of the methodology that the proponents used are initial planning, planning, requirements, analysis and design, development and testing, and evaluation.



*Figure 1.0* ***Agile Systems Methodology (Abellán, 2020)***

**Initial Planning**

The proponents will collect data from different related literature, studies, and existing applications related to crime about abuse. The PNP Women Desk and officials from Local Government Units (LGUs) were interviewed as part of the study. The researcher will be able to better understand the demands of the application's users and some of the victims who have been reported with the support of official government input. Browsing the materials for the mobile application's development will also be done.

**Planning**

The proponents will evaluate the collected information in order to create all of the possible plans and objectives, as well as the application's concept and target clients. Examine the present mobile application's features to determine its capabilities.

**Requirements**

In order to complete all of the study's requirements. The proponents will begin organizing the data with the use of some hardware such as personal computers and various software in order to construct and analyze the study.

**Analysis and Design**

Using different methods such as Data Flow Diagram (DFD) and Entity-Relationship Diagram (ERD), the proponents will design and conceptualize the layout and techniques of the mobile application in this phase. The flow of the #31b mobile application was analyzed using DFD and ERD based on its function.

**Development and Testing**

The proponents will begin developing the application at this point, based on the ideas generated during the analysis and design, as well as the data acquired and the needs. The testing stage of the mobile application will verify if the mobile application is functioning properly and if it contains any possible errors or bugs. A variety of tests will be carried out to confirm that all relevant features are present.

**Evaluation**

Using ISO/IEC 25010 and Likert Scale to determine the level of acceptance and usability of the #31b mobile application. Following the evaluation, the proponents will devise a strategy for improving and maintaining the mobile application in accordance with the findings.

The research instrument will be in the form of a survey questionnaire. The survey questionnaires contain questions, this questionnaire will help the proponents to determine and prove that the problem statement is correct. The method of doing research through surveys that proponents send to survey respondents is known as survey research. Survey data is then statistically examined in order to draw significant study results ("Survey research: Definition, examples and methods | QuestionPro," 2021). One of the most effective research methodologies has been demonstrated to be surveys. Survey assists in gathering essential information from a huge number of people, allowing you to reach a valid and objective judgment (Blog, 2020).

The proponents will use random sampling design to determine the sample population within Pampanga. A sampling strategy in which each sample has an equal chance of being chosen is known as random sampling. A sample drawn at random is supposed to be a fair reflection of the entire population ("What is random sampling? Definition of random sampling, random sampling meaning," 2021) . According to the 2015 Census, Pampanga has a population of 2,198,110 people ("Pampanga," n.d.). The researcher used Qualtrics website to determine the sample population which resulted in three hundred eighty five (385). Cluster sampling design is a probability sampling technique in which all elements of a population are classified into mutually exclusive and exhaustive groupings known as clusters (Frey, 2018) . The Pampanga is divided into four (4) districts, the proponents will randomly select one (1) district and it will be the selected sample population for the study. 385 respondents will be equally divided into the six (6) municipalities that are under the selected district which is the 2nd Congressional District of Pampanga.

The municipalities located in the 2nd Congressional District are; Floridablanca, Guagua, Lubao, Porac, Santa Rita, and Sasmuan. It has a total of 672,645 residents, taking up the 3.26% total population of Pampanga (Philippine Statistics Author (PSA), 2015) with 159 barangays (Philippine Standard Geographic Code (PSGC), 2021).

The characteristics of the respondents are as follows; thirteen (13) years old and above, residing in the said municipalities, victims of abuse, witnesses of abuse, male, female or LGBTQ+. Only current living residents of Second district will be included. Any non-resident respondent will be excluded. Ages twelve (12) years old and below are considered as volatile participants and will not be taken into consideration for the study.

The proponents will use Likert Scale to analyze the statistical data from the survey questionnaires and the evaluation tool. A likert scale is a psychometric response scale that is commonly used in surveys to determine a participant's preferences or level of agreement with a statement or collection of statements. Likert scales are a type of noncomparative scaling technique that measures only one trait. Respondents are asked to use an ordinal scale to indicate their level of agreement with a specific proposition (Bertram, 2017). The gathered data will then be analyzed using the weighted mean and be interpreted. The verbal interpretation that will be used to interpret the weighted mean are the following: (1) 1.00-1.80: Needs Improvement; (2) 1.81-2.60: Fair; (3) 2.61-3.40: Good; (4) 3.41-4.20: Very Good; (5) 4.21-5.00: Excellent

The system will be evaluated using the software quality standard called International Organization for Standardization (ISO) / International Electrotechnical Commission (IEC) 25010 for the evaluation of the system. The proponents will follow the standard of ISO/IEC 25010 to categorize the mobile application functionalities. The ISO/IEC 25010 categorization of software quality requirements are follows: functional stability - to know what the mobile application does, performance efficiency - to know if the mobile application uses an optimal amount of resources, compatibility - to know if the mobile application can work cross-platform, usability - to know if the specific user can use the mobile application in specific condition, reliability- to know if the mobile application is stable enough to cater the needs of the user, security - to know if the mobile application can protect information and data, maintainability - to know if the mobile application can be possible to be modified or improved in the future or will it adapt to changes of the environment, and portability - to know if the mobile application can be used in various environments. (Rebes, 2019)

**REQUIRED SPECIFICATION AND ANALYSIS**

The proposed system will benefit the users by providing a mobile application named #31b that would assist them to report the dangerous situation that they experienced. The said mobile application will enable them to describe their situation and report it to the authorities. In case of emergency, the nearest local authorities will respond immediately. The mobile application also displays information about other services offered by the municipal sector centered on abuse. Other services such as victim counselling, protection orders, shelter and support. These services will help the victims to regain and improve their welfare.

One of the business processes that the proponents and the clients require is a management process which governs the system of operation of the client’s organization. These are case reporting and emergency response. Next, the supporting processes such as office personnel are put in place. The user’s requirement is to have an account that will be used in the mobile application and also a valid mobile number for the verification of details. For the #31b mobile application to be tested and give the proponents a chance to evaluate the said proposed system.

\*Show the analysis tools to illustrate the existing and the proposed system as well as the requirements of the project.

\*Visual Table of Contents

\*Data Flow Diagrams (Context and Level 0)

\*Entity-Relationship Diagram

\*Systems Flowchart (Existing system)

\*Program Flowchart

\*Discuss the systems design specification at the point of view of the developers.

The proponents analyzed similar studies found on the internet and noted more usable features that can be implemented in the proposed system. Therefore, the proponents came up with the idea that a handheld device is best suited for the reporting of abuse. The Android operating system found in these types of devices is more commonly used and most suitable to create customized applications to create appropriate responses suited for different needs of the user.

Data flow diagrams were created by the proponents to illustrate a graphical representation of data flow via an information system and to define how the system would look and work. The Data Flow Diagram (DFD) depicts the flow of data through an information system, but it does not depict program logic or processing stages. A series of DFDs creates a logical model that demonstrates what and how the system works. As seen in Figure 4, the entities involved in the data flow diagram are the user, super admin, admin, and the system. The super admin and the admin will be the ones who will manage and maintain the system, while the user is the one who will be using the system and is the source of data that will be managed by the system and the administrators. The system is the output that will manage the data and will be monitored by the administrators. The processes were also seen in the figure, as the user inputs data into the system, the system will then process the data and produce an organized information that will be sent into the database and will be monitored by the administrators.

The proponents used an Entity Relationship Diagram to show the relationship between each table in the database. An entity-relationship diagram (ERD) is a sort of data modeling that depicts the relationships between items or concepts within an information system or organization using a graphical representation. Entity Relationship Diagrams (ERDs) show how databases are organized logically. An entity-relationship diagram (ERD) is a widely used visual model for describing corporate entities, their attributes, and their interrelationships. During the conceptual design stage of an information management system, diagrams become an indispensable tool. The Figure 6 shows the tables and fields that will be used to manage the data inputs in the system. The tables include the tables for the users, admin, cases, offenders and hotlines. The fields of of tables include the firstname, middlename, lastname, contactno., and other important data needed to be processed. This data will also be used to show data analytics of the cases, offenders in the municipalities. These data representations will be able to help the authorities to strengthen their response services and to provide more protection to their local.

The proponents also used flowcharts to show the processes and decisions that will be encountered in using the mobile application. A flowchart is a process that is represented graphically or symbolically. Each process step is represented by a separate symbol and includes a brief description of the stage.

\*Identify the list of algorithms that will be used, major data structures, list of major functions, their inter-relationships, and the steps that will be used to develop the program (forms, reports, user interface)

The proponents will analyze the gathered data from survey questionnaires given to the respondents to determine the need of the study and to prove the existing problem. With the help of the gathered data from the respondents, the proponents will formulate a plan of a system that will be able to solve the problem. After planning, the proponents will then proceed to designing the system and programming.

major data structures

Admin account privileges will be showing the current difference from gathered data through graphs. The data that will be represented through graphs are cases in the municipalities, age of victims, age of offenders etc.

list of major functions

The major functions of the system are as follows: Direct emergency hotlines of a specific municipality that are connected to the database of the proposed system, online filling of abuse complaint reports and other services for the welfare of the victim will be used for the development of the said mobile application.

In the database of the system, the database tables were normalized to prevent the redundancy of the data. Unique primary keys were used as Index identifier of the tables. Primary keys serve as the connecting keys of tables that form the relationship. The data in the tables consists of basic information of the complainant, the offender and the case.

(forms, reports, user interface)

The proponents will use the complaint form from the women’s help desk as the basis for the system. The complaint form is a paper that is needed to be filled up by the complainant and to be submitted to the help desk before the further investigation. Online filling of abuse reports in the proposed application primarily includes the abuser and the victim’s information as seen also in manual reporting. The color concept found in the user interface matches the Campaigns against Violence Against Women and Children (VAWC), the Philippine Commission on Women (PCW), and also the Domestic Abuse Awareness Campaigns which are the colors violet and orange. (tuloy hanggang sa development) To create a suitable mobile application that can cater this project, the proponents will use the Android Studio to develop and simulate its overall graphical user interface to review the designs and arrange objects when the application runs on an actual android phone. (painsert muna siguro dito ungg android studio? Bago magproceed sa database) The proponents will also use MySQL as the primary database service to connect the application and database. The report data will be sent to the database where the police personnels and administrators can view and access it.

\*Discuss and give the Software Requirements Specification document which describes the complete external behavior of the software in the development and implementation of the system.

Table 1: Development Specification

| Hardware Specification | Software Specification |
| --- | --- |
| Processor: i5-8300H CPU 2.30GHz  RAM: 20480 MB  Android Phone: Android 11 XOS 7.6  6GB RAM, 128GB ROM  CPU: Octa-core  Phone screen: 6.82 inches, 110.5 cm2  (~83.1% screen-to-body ratio)  Resolution: 720 x 1640 pixels (~263 ppi density) | Operating System: Windows 10  Android Studio 4.2.1  MySQL 8.0 |

The proponents will use the following software programs in order to develop the mobile application: Android Studio and MySQL. The proponents used Android Studio for the overall development and simulation of the application, and for the system database is MySQL.

The hardware that the proponents will use during the development of the system are; Processor: CPU i5-8300H 2.30GHz , Graphics Processing Unit: GeForce GTX 1050 Ti 4 GB, Memory: 20 GB RAM, GDDR5, DDR4 SDRAM.

**IMPLEMENTATION PLAN**

The proposed system is a prototype of a Mobile Application for Emergency Abuse Reporting. It means that the system requires the usage of an Android smartphone. During this phase, the proponents ensured that all of the goals stated during the planning and design phases were met, and that the system was thoroughly tested to ensure that all of the system's features and functional criteria were met. The existing system and the proposed system will be evaluated using the ISO/IEC 25010 as the systems evaluation tool. The results of each system will then be compared and analyzed. For the succeeding evaluation of the proposed system, the proponents will proceed to the Municipalities’ Women's Help Desk to have it tested and certified by their department's officer-in-charge. Then, the proponents will be able to conduct training sessions for the ones who will manage the system and for primary users. The training sessions will serve as the way to explain how the system works and how to properly use it and execute the operations. By the end of the training sessions, the assigned admins and primary users must be able to apply what they learned in the session and execute it accordingly. There will be a thorough monitoring of the proposed system's implementation for possible future usage in the local authority’s office. For the economic analysis report of the existing system, the clients used report forms when writing complaint details about involved individuals in a case report. With the use of #31b mobile application, the office reporting will be paperless.

MySQL as the system’s database framework is used for logging information that is important for data gathering of the proposed system’s main objective which is to display overall statistical data and pinpoint locations that are in need of immediate provision of assistance and services . (tentative) char

Note: Add language option.. English, Tagalog, Kapampangan..

Note: Add function for wanted offenders