



COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY

ONLINE RESERVATION AND INVENTORY  
FOR FOUR R'S PALACE

Abundo, Ronan Kian C.  
Farin, Gio Orlando M.  
Jimenez, Robert Jeson F.

A Capstone Project  
In Partial Fulfillment of the Requirements  
for the Degree of Bachelor of Science in Information Technology  
College of Communication and Information Technology  
President Ramon Magsaysay State University  
Iba, Zambales

PRMSU-CCIT  
**RECEIVED**  
DATE: 20 JUL 2023  
BY: Leonardo D. Soriano

RECEIVED  
DATE: JUL 20 2023  
BY: [Signature]  
PRMSU LIBRARY IBA, ZAMBALES

FEBRUARY 2023






COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY



Republic of the Philippines  
**PRESIDENT RAMON MAGSAYSAY STATE UNIVERSITY**  
**College of Communication and Information Technology**  
Iba, Zambales

**APPROVAL SHEET**

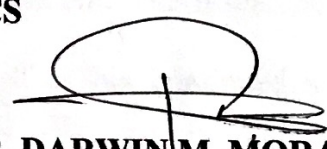
This, study entitled **“ONLINE RESERVATION AND INVENTORY FOR FOUR R’S PALACE”** prepared and submitted by Ronan Kian Abundo, Gio Orlando Farin and Robert Jeson Jimenez in partial fulfillment of the requirements for the degree of **BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY** are hereby recommended for oral examination.

  
**MR. DARYL JOHN RAGADIO, MSCS**  
Adviser

Approved by the Panel of the Oral Examiners on February 8, 2023, with a grade of \_\_\_\_\_.

  
**MR. JASON S. ARTATES, MSCS**  
Chairman

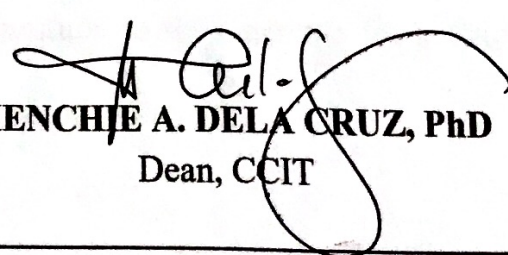
  
**MR. FIEL M. DULLAS JR, MSCS**  
Member

  
**MR. DARWIN M. MORAÑA**  
Member

Accepted and approved in partial fulfillment of the requirements for the degree of  
**BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY.**

10 JUL 2023

Date Signed

  
**MENCHIE A. DELA CRUZ, PhD**  
Dean, CCIT



### EXECUTIVE SUMMARY

The Four R's Palace Online Reservation and Inventory System has been developed to streamline vacation planning for both the owner and clients. It offers a convenient platform for online reservations and simplifies inventory management for the staff and owner. The system aims to provide a user-friendly experience and foster innovation to make the reservation process even more efficient. The primary beneficiaries of this system are the owner and clients of Four R's Palace located in Barangay, Sto Nino, San Felipe, Zambales.

The proposed system has been designed by researchers to improve the management of user needs. Access to the system is limited to the owner and staff, who can log in only after their registration has been approved by an administrator to prevent unauthorized access. The system is comprised of four sections, including a login portal for the owner and staff with full system access, a home page with a booking section, and a Booking section where clients can view available reservation options for cottages and rooms.

Evaluating the quality of a software system is essential to ensure that it meets expected standards and performs optimally. The assessment of the Online Reservation and Inventory System for Four R's Palace was conducted using the ISO/IEC 25010:2011 standard to evaluate its software quality. The overall results show that the system received a favorable rating, with a Grand Mean of 3.35 from the IT Experts and 3.14 from the user. However, there is room for improvement in certain areas to enhance the system's overall quality. Security and compatibility received the highest rating, with a weighted mean of 3.60, with the descriptive rating of Excellent, indicating that the software's security features are robust and reliable, protecting the system from potential threats or vulnerabilities. The level of acceptability has a computed grand mean of 3.20 from the IT Experts and 3.18 from the user with a descriptive



## COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY

rating of Acceptable. The level of readiness has a computed grand mean of 3.60 from the IT Experts and 3.06 from the user with a descriptive rating of Very Ready.

To ensure customer satisfaction and timely issue resolution, a regular check-in and check-out system should be implemented. It is crucial to maintain and continuously develop the system to stay current with technological advancements, optimizing performance and customer experience. To enhance accessibility, providing clear guidance for reservations and inventory management is recommended. A user-friendly interface with simple navigation will minimize complications and ensure ease of operation. To safeguard against fraudulent activities, measures to detect and prevent fake bookings and accounts should be implemented. Secure payment processing with multiple options and refund handling is essential. The system should handle increased demand without sacrificing performance or user experience.