

**E-SERVICES FOR THE COMMUNITY OF INTERNATIONAL POLICE
COMMISSION-ZAMBALES COMMAND**

A Thesis Presented to the Faculty of
The College of Communication and Information Technology
Ramon Magsaysay Technological University
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In Partial Fulfillment
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Bachelor of Science in Information Technology

by

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The study hereto attached entitled

**E-SERVICES FOR THE COMMUNITY OF INTERNATIONAL POLICE
COMMISSION-ZAMBALES COMMAND**

has been prepared and submitted by **DAWN GENELLIE L. ORILLA, RAMIR A. PONCE JR.** and **ELBERT SHERWIN A. SUSA**, who are hereby recommended for oral examination on March 12, 2014.


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ABSTRACT

Title : **E-SERVICES FOR THE COMMUNITY OF INTERNATIONAL POLICE COMMISSION-ZAMBALES COMMAND (IPC-ZC)**

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The main objective of this study is focused in finding an effective way in solving the problems encountered by the International Police Commission-Zambales Command on their manual system. This study involved the system development and testing of the proposed E-Services for the Community of International Police Commission-Zambales Command.

The researchers employed various data gathering procedures such as series of interviews, observations, the used of questionnaires, and pure research in gathering the much needed information. Various statistical instruments were used such as the weighted mean and likert scale. The system is a web-based that can be accessed by the administrator and the community users.

The study sought to answers to the following questions: (1) The problems encountered in the existing system of IPC-ZC in terms of security of data and information, accuracy of data and information, user-friendliness of the system, accessibility of the system, and speed of processing. (2) The respondents perception - level of effectiveness of both existing system and proposed E-Services for the Community of IPC-ZC in terms of security of data and information, accuracy of data and information, user-friendliness of the system, accessibility of the system, and speed of processing. (3) The respondents perception - level of satisfaction with the proposed E-Services for the community of IPC-ZC in terms of security of data and information, accuracy of data and information, user-friendliness of the system, accessibility of the system, and speed of processing.

The significant findings of the study are as follows: (1) Respondents perceived the problem encountered in the existing system of the International Police Commission-Zambales Command in terms of the identified criteria as Sometimes with a grand mean of 3.13. (2) Respondents perceived the level of effectiveness of existing system for the community of International Police Commission-Zambales Command in terms of the identified criteria as Less Effective with a grand mean of 2.48, while the respondents perceived the proposed E-Services for the Community of International Police Commission-Zambales Command in terms of the identified criteria as Very Much Effective with a grand mean of 4.97. (3) Respondents perceived the level of satisfaction of the proposed E-Services in terms of the identified criteria as Very Much Satisfied with a grand mean of 4.96.

In view of the findings and conclusions, the researchers offer the following recommendations. (1) The proposed E-Services for the Community of International Police Commission-Zambales Command should be implemented to enhance their existing system. (2) Continuous study and development of the system should be undertaken so that it will be at peace with the constantly changing trends of information technology. (3) The need to orient the employees or the users regarding the operations of the system. (4) Provision of the manual for the users and administrators for easy and accessible operation of the system.