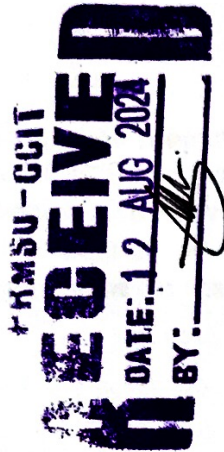




COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY

**BANCA ONLINE BOOKING SYSTEM FOR PUNDAQUIT
FERRY BOAT OWNER ASSOCIATION**



Alferos, Khaizel Anthony T.

Delos Santos, Dennis V.

Milano, Rovic A.

Rayray, Larry Jose D.

President Ramon Magsaysay State University
Iba, Zambales
OFFICE OF THE CAMPUS REGISTRAR

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A Capstone Project

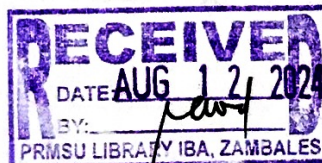
In Partial Fulfillment of the Requirements

for the Degree of Bachelor of Science in Information Technology

College of Communication and Information Technology

President Ramon Magsaysay State University

Iba, Zambales



NOVEMBER 2023



COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY



Republic of the Philippines
President Ramon Magsaysay State University
Iba, Zambales



College of Communication and Information Technology


APPROVAL SHEET

This capstone project entitled **"Pundaquit Ferry Boat Association (PFBOA) Booking System"** prepared and submitted by **Alferos, Khaizel Anthony T., Delos Santos, Dennis V., Milano, Rovic A. and Rayray, Larry Jose D.** in partial fulfilment of the requirements for the degree of **Bachelor of Science in Information Technology** are hereby recommended for oral examination.


DARWIN M. MORAÑA
Adviser

Approved by the Panel of the Oral Examiners on November 28, 2023, with a grade of _____.


CARL ANGELO S. PAMPLONA, MSCS
Chairperson

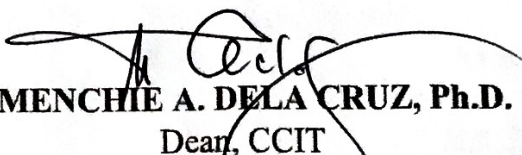

DARYL JOHN C. RAGADIO, MSCS
Member


MARIONNE JOYCE F. TAPADO
Member

Accepted and approved in partial fulfilment of the requirements for the degree of **Bachelor of Science in Information Technology**.

112 AUG 2024

Date Signed


MENCHIE A. DELA CRUZ, Ph.D.
Dean, CCIT



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EXECUTIVE SUMMARY

This study developed the Pundaquit Ferry Boat Association (PFBOA) Booking System. It sought to identify the evaluation of Customer, Staff and IT expert respondents on the software quality using ISO/IEC 25010: 2011 in terms of Functional Suitability, Performance Efficiency, Compatibility, Usability, Reliability, Security, Maintainability, and Portability. It also sought to identify the level of acceptability of the system to the respondents in terms of Functionality and Performance. It also sought to identify the level of readiness of the company to the respondents in terms of Information System Facility and Technical Personnel.

The study's goal was to streamline processes by reducing complexities linked to conventional methods, aiming for enhanced user-friendliness. Employing the descriptive research method, the development of the Pundaquit Ferry Boat Association (PFBOA) Booking System adhered to the Agile Model. Data collection involved utilizing questionnaires and interviews, while statistical analysis relied on frequency, percentage distribution, and weighted mean calculations.

The respondents of the study comprised the customers of Pundaquit Ferry Boat Association (PFBOA) information technology experts from both government and non-government agencies, and the staff of Pundaquit Ferry Boat Association (PFBOA). These diverse groups provided comprehensive insights into the system's usability and effectiveness from multiple perspectives. The inclusion of varied respondents ensured a thorough evaluation of the system's impact and functionality across different user groups.



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The system was found "Excellent" in Software Quality using ISO/IEC 25010:2011 metrics as evaluated by Customers, IT experts and PFBOA staff. The computed grand mean of Software Quality is 3.52.

The system was found "Highly Accepted" in Level of Acceptability as evaluated by Customers, IT experts and PFBOA staff. The computed grand mean of the level of readiness is 3.54.

The system was found "Very Ready" in Level of Readiness as evaluated by Customers, IT experts and PFBOA staff. The computed grand mean of the level of acceptability is 3.48.

The researchers then recommended the full implementation of G-cash in the restaurant necessitates the establishment of a G-cash business account in the Pundaquit Ferry Boat Association (PFBOA) to promote the system that can boost user recognition and sales. Enhancing of Inventory Report. Enhance the software quality, the level of acceptability and level of readiness of the Pundaquit Ferry Boat Association (PFBOA) booking system. Facilitate the widespread availability of the service/product across all municipalities within the province of Zambales. Incorporate a customer service chatbot feature into the system to enhance user support and engagement.