E-SATISFACTION RATING OF PRESIDENT RAMON MAGSAYSAY STATE UNIVERSITY IBA MAIN CAMPUS

A Thesis
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Iba, Zambales

In Partial Fulfillment
of the Requirements for the Course
Bachelor of Science in Information Technology

By

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Certification

This Thesis entitle "**E-Satisfaction Rating of PRMSU Iba-Main Campus**" prepared and submitted by **Joshua M. Edades, John Patrick F.Ramos and Mc Raven E. Eay** in partial fulfillment of the requirements for the degree **of Bachelor of Science in Information Technology**, has been examined and recommended of Oral Examination

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ABSTRACT

The purpose of the study was to develop a system that is able to help the future researchers of PRMSU-Iba Main Campus in their respective fields.

The study used descriptive research method and ISO/SEC 25010:2011 Software Quality Metrics to evaluate the system. The study found out that only PRMSU clientele and PRMSU employees assessed the proposed E-Satisfaction Rating of PRMSU Iba-Main Campus in terms of functional suitability, performance efficiency, compatibility, usability, reliability, security, maintainability, and portability as excellent. Moreover, the respondents assessed the proposed E-Satisfaction Rating of PRMSU Iba-Main Campus in the Level of Acceptability is Highly Acceptable. Furthermore, the researchers found out that there was significant difference on the evaluation of the clientele and employees on the software quality E-Satisfaction Rating of PRMSU Iba-Main Campus in terms of functionality suitability and usability. However, there is no significant difference on the evaluation of the clientele and employees on the software quality of E-Satisfaction Rating of PRMSU Iba-Main Campus in terms of performance efficiency, compatibility, reliability, security, maintainability and portability. Moreover, there was no significant difference on the level of acceptability on the assessment of the E-Satisfaction Rating of PRMSU Iba-Main Campus in terms of functionality and performance wherein the significant value is less than the t-Critical Value. Thus, the null hypothesis is accepted. The researchers recommended that evaluation in terms of functional suitability and usability can be

conducted to further enhance the system. The proposed E-Satisfaction Rating of PRMSU Iba-Main Campus should be implemented in the college to have an electronic application for giving feedback.