



COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY

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

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In Partial Fulfillment
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Bachelor of Science in Information Technology

By

**Joshua M. Edades
John Patrick F. Ramos
Mc Raven E. Eay**
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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

DARWIN M. MORAÑA
Adviser

APPROVAL SHEET

Approved by the **PANEL of EXAMINERS** on Oral Examination on April 29, 2019 with a grade of _____.

GEOFFREY S. SEPILLO, Ed. D.
Chairperson

FIEL M. DULLAS JR.
Member

ERIC G. GALANG
Member

Accepted as partial fulfillment of the requirements for the degree
Bachelor of Science in Information Technology

4/29/2019
Date

MENCHIE A. DELACRUZ, PH. D.T.E
Dean



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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



COLLEGE OF COMMUNICATION AND INFORMATION TECHNOLOGY

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.

DECLARATION 1

CERTIFICATION AND APPROVAL SHEET 2

ACKNOWLEDGMENT 3

CERTIFICATE OF ORIGINALITY 4

PREFACE 5

TABLE OF CONTENTS 6

LIST OF TABLES 7

LIST OF FIGURES 8

CHAPTER 1 THE PROBLEM AND ITS BACKGROUND 9

 Introduction 10

 Background of the study 11

 Theoretical Framework 12

 Conceptual Framework 13

 Statement of the Problem 14

 Hypothesis 15

 Scope and Limitation 16

 Significance of the study 17

 Definition of Terms 18

CHAPTER 2 REVIEW OF RELATED LITERATURE AND STUDIES 19

 Foreign Literature 20

 Local Literature 21

 Foreign Studies 22

 Local Studies 23