

**ELECTRONIC SERVICES MANAGEMENT SYSTEM FOR PROVINCIAL  
SOCIAL WELFARE AND DEVELOPMENT OFFICE OF ZAMBALES**

**A Thesis Presented  
to the Faculty of College of Communication and Information Technology  
Ramon Magsaysay Technological University  
Iba, Zambales**

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

**by**

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**April 2014**

Republic of the Philippines  
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The study hereto attached entitled

**ELECTRONIC SERVICES MANAGEMENT SYSTEM FOR PROVINCIAL  
SOCIAL WELFARE AND DEVELOPMENT OFFICE OF ZAMBALES**

has been prepared and submitted by **EDGAR M. DAYO, REA F. HERMOGINO** and **OPRIL C. SEBALLOS**, who are hereby recommended for oral examination on March 12, 2014.

  
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Approved by the Committee of Oral Examiners:

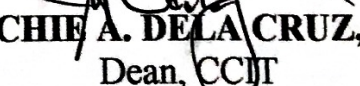
  
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## **ABSTRACT**

**Title : ELECTRONIC SERVICES MANAGEMENT  
SYSTEM FOR PROVINCIAL SOCIAL WELFARE  
AND DEVELOPMENT OFFICE OF ZAMBALES**

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**Degree : BACHELOR OF SCIENCE IN INFORMATION  
TECHNOLOGY**

**Year : 2014**

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The main problem of this study is focused in finding an effective way in solving the problems experienced by the implementation of services management system using its current problem encountered on the existing manual system. This study involved the system development and testing of the proposed Electronic Services Management System for Provincial Social Welfare and Development Office of Zambales as to its degree of necessity for implementation in the said unit.

The study sought answers to the following questions: (1) Frequency of occurrence by which problems is encountered in the existing system of the Social Welfare and Development Office. (2) Respondent's perception on the level of efficiency of the proposed Electronic Services Management System for the Provincial Social Welfare and

Development Office of Zambales terms of accuracy of data, security of data, traceability, user-friendliness and speed of processing. (3) Overall respondent's perception on the level of efficiency of the proposed system in terms of accuracy of data, security of data, traceability, user-friendliness and speed of processing.

The researchers employed various data gathering procedures as such series of interviews, observations, and the used of questionnaires. Various statistical measurements were used such as the frequency and percentage, weighted arithmetic mean and likert scale.

The study arrived at the following conclusions: (1) The occurrence of problems encountered in the existing system had been perceived by the respondents as "Often" occurring at a numerical rating of 3.69%. (2) The respondents perceived the level of efficiency of the proposed Electronic Services Management System for Provincial Social Welfare and Development Office of Zambales in terms of accuracy of data as "Very Much Efficient" with a mean of 4.70. The respondents perceived in terms of Security have a weighted mean of 4.72 and interpreted as "Very Much Efficient". The respondents perceived in terms of Traceability have a weighted mean of 4.76 and interpreted as "Very Much Efficient". The respondents perceived in terms of Speed of processing have a weighted mean of 4.72 and interpreted as "Very Much Efficient".

The researchers proposed the following recommendations: (1) The Electronic Services Management System for Provincial Social Welfare and Development Office of Zambales must be implemented to improve the present system used in handling the services offered to the clientele. (2) Proper orientation by providing training to the end-user of the Electronic Services Management System for Provincial Social Welfare and



Development Office of Zambales is necessary to familiarize on how to use the new system that will be integrated in their office procedures with regards to the services offered. (3) Continuous research undertaking is encourage similar to the Electronic Services Management System for Provincial Social Welfare and Development Office of Zambales to widen its scope. (4) Preventive maintenance of the Electronic Services Management System for Provincial Social Welfare and Development Office of Zambales must be implemented to ensure that there is no problem in its operation.