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## LITERATURE REVIEW

### Review of related literature, studies or systems

In this chapter, data and information about related topics and articles gathered from published books and other sources are compiled to justify and give support to the importance of the proposed Computerized Barangay Resident Information Management with Issuance System.

#### Local

According to Nestor (2016), barangay represent the government at the grass root level. They are considered the epitome of what the government can offer and are the court of first help of the general populace.

Medel (2015) mentioned that a manual information system is one that does not rely on any computerized systems and a computer-based information system does. A manual-based system will see information recorded and kept in different ways such as files in paper form. Whereas a computer based information system will see data stored on various computer programs including on databases, Word documents, Excel etc.

This study supports the proponents' proposed system by using a database technology for Barangay Unang Sigaw's Computerized Barangay Resident Information Management with Issuance System; this can help them to have an accurate information about their residents which they can use for their reports that will help them in their upcoming LGU meetings.

In a study of Martinez (2018) The Computerized Barangay Information System is appropriate for use of barangay employees, who have access to profile information of barangay residents for the direct reports. Moreover, departmental organizational staffs which have a business need for this information for their business unit can also benefit. This is responsible for an effective and efficient approach for barangay employees and residents. It will help them accomplish tasks faster and would also eliminate the need of a large staff. It will provide profile-based information for residents.

In relation to the proponents' system, the proponents' system will also be equipped with a module that will maintain resident's information and a module that will be able to make business permits with ease. It can help the barangay speed up their process for issuance of ID, clearance and permits. These modules will help the barangay in ways of hastening the process and also lessen human error in recording information.

Algara (2015) in a study on Barangay Resident Record Management and Certificate Issuance System stated that this study focuses on the records management system of the said Barangay. The Barangay treasurer/secretary is the one who performs permits, certificates transactions community tax, business taxes, and other fees. They are also in charge of keeping tracks of the records, capture and maintain up-to-date records of all issuance transactions and daily, monthly, yearly reports. They manually handheld transactions daily, specially get Barangay clearance, certification, cedula and permits. Before the accomplishment of the task the constituents who request must undergo a long process. Same through with storing of files, updating, accessing of data and recording the expenses, they used folders and log of papers for its storage. The staff encountered difficulties and long procedure in retrieving and recording files.

In relation to the proponents' study, the proponents' will also have a module that will generate permits and will be strictly performed by the admin, secretary and treasurer. The proponents' will also have a module that will generate reports for daily, monthly and yearly barangay transactions, this will help them keep track of their residents records that can be used for other transactions as well.

According to Lado (2017) in his research on the Barangay Poblacion in Damao City, the staff encountered difficulties and long procedure in retrieving, recording, computing and processing. The main goal is to develop a system that can automate the record-keeping process in order to produce efficient and accurate reports and proper automated files management. It contains modules that functions in the system especially the Files module which contains the data of certificates, permits, and other Barangay issuance that are being recorded, the Print module where it reproduces text and images using a master form or template in which it allows to print them, the Purok module where it displays how many purok leaders are there in the barangay and

their residents and lastly, the Organizational chart and list of Employees module that displays the current names of the barangay officials and it contains their specified position. Furthermore, the system will be able to secure residents confidential records and provide backup database. Their proposed system will have a significant effect on both the residents and the barangay employees who manage the system as wells as the Barangay itself.

In comparison to the proponents' system, the proponents' system will also be equipped with a module that will help proponents' in generating accurate reports as well as print issued permits, clearances and ID's. The proponents will also have a module that will display the list of employees and current names of barangay officials. This can be used in generating barangay clearance and business permits. The system will also display names of purok leaders in relation to the resident that is applying for residency and ID.

<https://www.slideshare.net/MarkJohnPerezLado/computerized-information-system-in-barangay-poblacion-danao-city-cebu>

According to Cainong (2015) in their study on Barangay 1-A Incident Recording, Document Request, Profiling, and Project/Program Monitoring System, the barangay personnel heavily rely on papers and use the spread sheet application for encoding barangay accounts, project/program monitoring of the Barangay and other information through office application. Most of their records and documents are located in their physical file cabinets. Every request made by the client would take minutes, but there is a possibility of longer waiting time to process because of tedious search on records found in their cabinets which paralyzes client service. They aim to complete this system in order to organize barangay records, request, and projects for accessible lookup, to reduce paper dependency, to produce forms on each request, and to input resident's profile electronically. This will benefit them in reducing client requesting time, verifying client request faster and looking up on records easily.

The Barangay 1-A Document Request System implements the procedure of issuing document request that satisfies client's requirements and is based on the Barangay Citizen's Charter. This gives priority to the client's request. The Barangay 1-A Incident Recording System is where the complaints of the client are kept record in a local computer. The Barangay 1-A

Profiling System is where the collecting, analysing and documenting necessary information that defines the current barangay profile. It covers the census, organizational chart, vision and mission and barangay status. This proposal doesn't mention about closing an incident case (hearing), payroll and healthcare.

In relation to the proponents' system, the proponents' also rely on Microsoft word for making document like permits, clearance and indigency. That's why having a document request module will help lessen the process into one process for fast transactions. The proponents' also have blotter system that will track residents with on-going complaints so he/she will not be able to apply for renewal of documents as long as the complaint is it there.

[https://www.researchgate.net/publication/314774122\\_An\\_Integrated\\_Information\\_Management\\_System\\_for\\_Barangay\\_1-A\\_Davao\\_Profiling\\_Incident\\_Recording\\_ProjectProgram\\_Monitoring\\_and\\_Document\\_Request#pf3](https://www.researchgate.net/publication/314774122_An_Integrated_Information_Management_System_for_Barangay_1-A_Davao_Profiling_Incident_Recording_ProjectProgram_Monitoring_and_Document_Request#pf3)

According to Caubang (2017), the Barangay Resident Record Management and Certificate Issuance System of the said Barangay should provide efficient, reliable, fast, accurate information to provide good quality service to secure the file of the client and to ensure the services and information are given at the right time to satisfy the needs of the client, to provide user efficient working environment and generates more output. This system provides friendly user interface resulting in knowledge each and every usability features of the system. This system also allows the barangay other related functions as those services. It should prepare and print the Barangay permits and certificates like Community Tax Certificate, Barangay Clearance, and etc. It helps the client to give fast response to the user by using this system has readymade permits/certificates that the user needed.

In relation to the proponents' study, having a system that will help record residents and issue documents while also being efficient, reliable, fast and accurate, these attributes needs to be followed in order for the barangay to be trusted with their residents information.

[https://www.academia.edu/31530757/Barangay\\_Resident\\_Record\\_Management\\_and\\_Certificate\\_Issuance\\_System\\_Of\\_Barangay\\_Ticol\\_Sorsogon\\_City](https://www.academia.edu/31530757/Barangay_Resident_Record_Management_and_Certificate_Issuance_System_Of_Barangay_Ticol_Sorsogon_City)

## Foreign

As studied by Shwetadhuri (2015) Information system is regarded as a tool to provide various services to different management functions. The tools have been developing year by year and the application of the tool has become more and more diverse. In management it is now a very power means to manage and control various activities and decision making, process access.

In contrast to the proponents' study, having an information system means giving the user components for collecting, storing and processing data to provide helpful information for the host company/organization.

According to Hogenson (2019), Visual Studio provides project templates you can use to create document-level customizations and VSTO Add-ins for Microsoft Office Word. Developers can use these solutions to automate Word, extend Word features, and customize the Word user interface (UI).

Uthman (2017) mentioned that a Queue Management System takes care of customers' needs, right from their arrival at the branch to the time their service requirement is fulfilled at the respective counter. It also helps customers select the service required through their phone or any electronic device. The customer then has the convenience of movement while maintaining their position in the queue as he receives a ticket that displays a number. An effective queue control system can lead to a significant improvement in an organization's service efficiency. When queuing, customers are dealt with at a fast and efficient pace and fewer staff members are required which frees up staff time to deal with other essential matters. Queue management systems help monitor real-time performance and offer reports for strategic management purposes.

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