QUEUEING SYSTEM WITH ONLINE RESERVATION AND SMS NOTIFICATION FOR CAVITE STATE UNIVERSITY-INDANG CAMPUS

THESIS

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ABSTRACT

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The system was developed from January 2019 until April 2019 at Cavite State University - Main Campus. It was developed to help reduce the possibility of bulking lines and agitation of clients in the queue. Thus, the whole enrollment process and the time dedicated for enrollment alone will be greatly reduced and maximized beneficially. The system also provides productivity report that will keep up to date report of the productivity of administration each day.

The researchers used rapid application development as a guideline on the development of the whole queuing system. Specifically, PHP, CSS, PhpMyAdmin, Visual Basic and Laravel were used to build the website and the SMS module. Moreover, FCFS (First Come First Serve) algorithm was used for the queuing system. A total of 190 participants were given software evaluation to evaluate the system based on its functionality, reliability, usability, portability, maintainability, efficiency and helpfulness.

The average mean obtained from all the evaluation was 4.61 which is Excellent. This implies that the study met the expected features of the intended users, as well as the approval of the technical specialists.

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF APPENDIX TABLES

LIST OF APPENDIX FIGURES

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INTRODUCTION

One of the most universally hated things that people do is waiting in line. Waiting lines, or queues are an everyday occurrence. A queue is a line of people or things waiting to be managed, usually in sequential order starting at the beginning or top of the line or sequence.

Just like any business, schools encounter high volume of customers for inquiries, and this happens before each semester starts. Cavite State University, in particular, experiences problems in handling students and guardians who line up to pay for school fees or for registration. To manage queues properly, certain strategies must be employed to optimize efficiency and improve the customer experience.

In the study conducted by Coscolluela and Digma (2016), they developed a queueing system using barcode and facial recognition that would minimize the common problems