

A Proposed Web-Based Document Request System for Tertiary Students at St. Clare College of Caloocan

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ABSTRACT

Traditional document processing in higher education institutions is often characterized by lengthy processing times, administrative inefficiencies, and reliance on manual procedures. At St. Clare College of Caloocan, tertiary students are required to complete document request forms, process payments, and claim documents through face-to-face transactions, resulting in delays and inconvenience. To address these challenges, this study developed a Web-Based Document Request System for Tertiary Students at St. Clare College of Caloocan using HTML, CSS, JavaScript, PHP, and MySQL following the Agile Software Development Methodology.

The study employed a quantitative descriptive-evaluative research design to assess the effectiveness and acceptability of the proposed system. Data were collected from 100 tertiary student respondents selected through stratified random sampling to ensure proportional representation across academic programs and year levels. A structured questionnaire was utilized to determine students' experiences with the existing manual process and to evaluate the developed system in terms of usability, accessibility, efficiency, reliability, and user satisfaction.

The findings revealed that 64% of the respondents frequently requested academic documents, with the Certificate of Good Moral Character (30.6%) and Certificate of Enrollment (27.4%) identified as the most commonly requested documents. Evaluation results showed high user acceptance, with 51% of respondents reporting that they were satisfied and 21% very satisfied with the system's usability, real-time request tracking, and integrated electronic payment features. Furthermore, 79% of the respondents recommended the institutional implementation of the proposed system.

The study concludes that the proposed Web-Based Document Request System provides a more efficient and accessible alternative to the existing manual document request process by improving request management, enhancing service transparency, and organizing student records through a centralized digital platform. Future enhancements should focus on strengthening data security, implementing automated payment verification, and expanding the system to support additional academic levels and institutional services.

Keywords: Document Request System, Agile Methodology, Web-Based Portal, Tertiary Education, St. Clare College of Caloocan.

BACKGROUND OF THE STUDY

In today's digital age, many schools still depend on traditional methods for handling document requests, such as manual forms and face-to-face transactions. At St. Clare College of Caloocan, tertiary students are required to go to the school personally, complete request forms, and wait in long lines at the cashier. This process consumes a lot of time and can be inconvenient for tertiary students, especially those with busy schedules.

Because of this outdated system, delays in releasing requested documents often occur, which may cause students to miss deadlines, academic requirements, or important events. As technology continues to advance and online services become more common, relying on manual procedures limits efficiency, accessibility, and the quality of service provided.

To solve these problems. We, the researchers, propose developing an Online Document Request Website for St. Clare College of Caloocan. This system is designed to make the process faster, more convenient, and user-friendly. With features such as online account registration, document request submission, payment options, and request tracking, the system aims to reduce wait times, eliminate the need for physical queues, and enhance the overall experience for students and parents.

Statement of the Problem

At present, the existing process in our college is largely manual and time consuming. Tertiary students still have to physically visit different offices, pay fees and wait in long queues. And afterwards the documents are still not immediately available and may take several days to process. Because of these, there is the pressing need to develop a system that allows students to conveniently have their necessary documents easily. This study will be conducted to address the identified issues. Specifically, it seeks to answer the following questions:

1. How can the system allow students to request school documents online without needing to visit the registrar's office physically?
2. How can the system provide students with real-time updates on the status of their requests to ensure transparency?
3. How can the system assist administrators in tracking, approving, and releasing requested documents with reduced errors and delays?
4. How can the system integrate a payment confirmation feature to verify student payments securely and efficiently?
5. To what extent can the system improve accessibility, efficiency, and accuracy compared to the existing manual process?

Objective of the Study

General

The general objective of this study is to design and develop a web-based document request system that simplifies and digitalizes the process of requesting, paying for, and releasing academic documents. This system will significantly reduce the time and effort required for these tasks, providing a more efficient and convenient experience for both the staff and tertiary students.

Specific

1. To create a fast and reliable online requesting website to lessen the line-up of traditional cashiers.
2. To create a user-friendly interface that simplifies the process of requesting documents online.
3. How can the system assist administrators in dynamically managing document parameters (such as names, pricing, and specific requirements via maintenance tables), while tracking and approving requests with reduced errors?
4. To provide a centralized system for storing all the request documents of the students in St. Clare College of Caloocan.
5. Evaluate the system's effectiveness in improving accessibility, accuracy, and operational efficiency compared to the current manual process.

Scope and Delimitations of the Study

Scope

- The study focuses on the development of a web-based document request system for tertiary students of St. Clare College of Caloocan.

- The system allows students to request academic documents online without the need to visit the school physically.
- The system includes a document delivery feature, enabling students to receive their requested documents remotely.
- The system allows students to track the status of their requests in real time.
- The system provides notifications via SMS (text message) and email to inform students when their requested documents are ready.
- The study covers the design, development, and evaluation of the system in terms of usability, accessibility, and efficiency.

Delimitation

- The study is limited only to tertiary-level students and does not include other academic levels (e.g., senior high school, junior high school, elementary).
- The system is designed solely for document request processing and does not cover other institutional services.
- The implementation is limited to St. Clare College of Caloocan and may not be directly applicable to other institutions.
- The system requires users to have a stable internet connection, as it is web-based.
- The system only allows students and authorized individuals such as parents or guardians to make a request. External parties like companies or other schools are not included.
- The system can't generate a student number for those who don't have a student number.

RELATED LITERATURE AND STUDIES

This portion of the study discusses related readings made by previous researchers from books, journals, articles, theses, and other materials relevant to the online document request system.

Related Literature

The rapid advancement of information technology has encouraged higher education institutions to transition from manual administrative procedures to digital information systems. One area that has significantly benefited from this transformation is document management, where web-based platforms have improved operational efficiency, reduced processing time, and enhanced the accessibility of academic services.

Several studies have emphasized the importance of electronic document management systems (EDMS) in improving institutional efficiency. Aliazas, Dela Cruz, and Ilagan (2024) reported that implementing EDMS enhances document accessibility, streamlines administrative workflows, and improves institutional productivity. Similarly, Orloque, Pajaron, and Cabardo (2024) demonstrated that online document management systems reduce manual intervention by automating document processing and facilitating centralized access to institutional records.

Automation has also been shown to improve service delivery beyond educational institutions. Taruc et al. (2023) developed the Docu-Go system, which enabled online document requests, electronic tracking, and SMS notifications for barangay services. Their findings showed improvements in service efficiency, communication, and user satisfaction. Likewise, Raralio, Manzano, and Lomibao (2025) demonstrated that an automated document tracking system significantly improved monitoring and document retrieval in procurement offices by

reducing processing delays and strengthening accountability.

Security and proper record management are recurring themes in the literature on document management systems. Agpaoa et al. (2022) explained that manual filing systems are vulnerable to document loss, damage, and retrieval delays, whereas digital platforms provide centralized storage, audit trails, and improved record preservation. Bacud and Siddayao (2024) similarly found that integrating secure authentication, online requests, and real-time monitoring resulted in faster and more reliable processing of academic records. These findings suggest that digital document management systems not only improve operational efficiency but also strengthen data security and information management.

Several researchers have also highlighted the importance of user experience in web-based administrative systems. Eusebio et al. (2022) observed that manual document request procedures frequently require multiple campus visits, resulting in inconvenience for students. Casicas et al. (2025) likewise reported that paper-based processing increased administrative workload and prolonged document release. Their findings support the adoption of online request systems that provide real-time status tracking, automated notifications, and electronic payment options to improve both efficiency and user satisfaction.

The integration of notification systems has also been recognized as an important component of modern web applications. Davis and Garcia (2023) found that combining SMS, email, and in-application notifications significantly improved user engagement and compliance with administrative processes. This supports the inclusion of automated notification features in the proposed system to keep students informed throughout every stage of the document request process.

Collectively, these studies demonstrate that web-based document management systems consistently improve accessibility, operational efficiency, document security, and user satisfaction. However, many existing systems focus on only one or two aspects of document management, such as storage, tracking, or retrieval. Few studies integrate online document requests, payment verification, request monitoring, administrative management, and centralized record handling into a single platform specifically designed for tertiary students. This gap provides the foundation for the present study.

Related Studies

Recent studies further support the effectiveness of web-based document request systems in educational institutions and government organizations.

Taruc et al. (2023) demonstrated that replacing manual document processing with an online request platform reduced waiting time and improved service accessibility within local government units. Similarly, Angala et al. (2023) reported that implementing a document management system at Ilocos Sur Polytechnic State College minimized misplaced records and improved document retrieval through centralized digital storage.

In higher education, Bacud and Siddayao (2024) found that an online academic records request system significantly improved processing efficiency while increasing student satisfaction through secure authentication and request tracking. Comparable results were reported by Rivera and Romero (2021) and Acietuna et al. (2022), whose studies concluded that web-based document management systems reduced administrative workload, minimized processing errors, and improved access to academic records.

International studies also support these findings. The Web-Based Students' Record Management System for Tertiary Institutions (2019), the Centralized University Result Processing and Transcript System (2018), the Transcript Management System for Sa'adatu Rimi College of Education (2019), and the Mobile-Based Transcript Request Processing System (2015) consistently demonstrated that replacing paper-based procedures with online platforms improved efficiency, accessibility, and data accuracy while reducing administrative workload.

Beyond educational institutions, Dizon, Fernando, and Isidro (2024) showed that real-time document tracking enhanced accountability within non-profit organizations, while Castillo, Reyes, and Morales (2024)

demonstrated that digital document management systems improved organizational efficiency among small and medium enterprises. Gonzales, Lim, and Navarro (2023) further reported that integrating online requests with electronic payment and status monitoring significantly enhanced transparency and user convenience within civil registry services.

Although previous studies consistently report positive outcomes associated with web-based document management systems, most focus on general document storage, tracking, or transcript processing. Limited research has examined a comprehensive platform specifically designed for tertiary students that combines online document requests, real-time tracking, electronic payment confirmation, centralized administration, and dynamic maintenance of document information within a single integrated system.

The present study addresses this gap by developing and evaluating a Web-Based Document Request System specifically for St. Clare College of Caloocan. Unlike many previous systems, the proposed platform integrates document requesting, payment verification, request monitoring, administrator management, and centralized database maintenance into one web-based application designed to improve accessibility, efficiency, and service quality for tertiary students.

RESEARCH METHODOLOGY

This study employed a quantitative research approach using a descriptive-evaluative research design to determine the effectiveness, usability, and acceptability of the proposed Web-Based Document Request System for Tertiary Students at St. Clare College of Caloocan. The quantitative approach was selected because it enables the collection and analysis of numerical data to objectively evaluate users' perceptions of the developed system.

A descriptive-evaluative design was utilized to describe the existing document request process and assess the proposed system based on students' experiences and evaluations. The study measured respondents' perceptions of the system's usability, accessibility, efficiency, reliability, service quality, and overall satisfaction through a structured survey questionnaire.

Data collected from the respondents were analyzed using descriptive statistical tools, including frequency, percentage, and weighted mean, to summarize the responses and determine the overall evaluation of the proposed system.

The Research Design

The study adopted a **descriptive quantitative research design** to evaluate the proposed Web-Based Document Request System. This design was appropriate because it focuses on describing respondents' experiences and measuring their perceptions using numerical data.

A structured questionnaire containing closed-ended and five-point Likert scale questions was developed to gather information regarding students' experiences with the existing manual document request process and their evaluation of the proposed web-based system. The questionnaire measured several aspects of system quality, including:

- Usability
- Accessibility
- Reliability
- Efficiency
- Service Quality
- Overall User Satisfaction

The collected responses were encoded, tabulated, and analyzed using descriptive statistical methods to determine the effectiveness and acceptability of the developed system.

Respondents of the Study

The respondents of the study consisted of 100 tertiary students enrolled at St. Clare College of Caloocan during the conduct of the research.

To ensure that different academic programs and year levels were fairly represented, the researchers employed stratified random sampling. The student population was first grouped according to academic program (Bachelor of Science in Computer Science, Bachelor of Science in Business Administration, and Bachelor of Science in Tourism Management) and year level. Respondents were then randomly selected from each group in proportion to their representation in the population. This sampling technique minimized sampling bias and ensured that all identified strata were adequately represented.

Research Instrument

The primary research instrument used in the study was a structured survey questionnaire designed to gather quantitative data regarding students' experiences with the existing manual document request process and their evaluation of the proposed system.

The questionnaire consisted of three major sections:

Part I gathered the demographic profile of the respondents and their experiences with the existing document request process.

Part II evaluated the proposed Web-Based Document Request System in terms of usability, accessibility, efficiency, reliability, payment convenience, and service quality.

Part III measured the respondents' overall satisfaction and their recommendation regarding the implementation of the proposed system.

All evaluation items utilized a **five-point Likert scale** to measure the degree of agreement and satisfaction.

Validation of the Research Instrument

To ensure the validity of the research instrument, the questionnaire was developed based on the objectives of the study and supported by related literature and previous studies on web-based document management systems.

Before the actual data collection, the questionnaire underwent **content validation** by the research adviser and faculty members with expertise in information systems and research methodology. Their recommendations regarding clarity, relevance, and appropriateness of the questionnaire items were incorporated into the final version.

A pilot administration was also conducted among a small group of students who were not included in the final respondents to determine the clarity and comprehensibility of the questionnaire. Feedback obtained during the pilot testing was used to improve the wording and organization of the survey items before the final distribution.

System Design

System Development Methodology

The proposed Web-Based Document Request System was developed using the **Agile Software Development Methodology** as its Software Development Life Cycle (SDLC). Agile was selected because it supports iterative and incremental development, enabling continuous improvement throughout the project. Each development cycle involved planning, designing, coding, testing, evaluating, and refining system features based on user

feedback and project requirements.

The Agile methodology also allowed the researchers to identify system issues early, implement improvements efficiently, and ensure that the developed system met the functional requirements of both students and administrators. Throughout the development process, regular testing and evaluation were conducted to improve usability, functionality, and overall system performance.

System Architecture

The proposed system follows a web-based client-server architecture composed of four major components:

1. **Presentation Layer** – The user interface was developed using HTML, CSS, and JavaScript, allowing students and administrators to interact with the system through a standard web browser.
2. **Application Layer** – PHP serves as the server-side scripting language responsible for processing user requests, validating submitted information, managing business logic, and communicating with the database.
3. **Database Layer** – MySQL functions as the centralized database that stores user accounts, document requests, payment records, request status, document information, and system maintenance data.
4. **Server Environment** – XAMPP was used as the local web server during system development and testing, providing Apache, PHP, and MySQL services required by the application.

The interaction between these components enables users to submit requests electronically, monitor request status in real time, upload payment confirmations, and receive updates while allowing administrators to process requests through a centralized management interface.

Database Design

The system utilizes a relational database to ensure organized storage and efficient retrieval of information. The database consists of several interconnected tables that support the document request workflow.

Major database tables include:

- **Users** – stores account credentials and user information.
- **Students** – stores student profile and academic details.
- **Document Types** – stores available document names, fees, processing periods, and document requirements.
- **Document Requirements** – maintains the list of requirements associated with each document type.
- **Requests** – records all document request transactions and their corresponding status.
- **Payments** – stores uploaded payment confirmations and payment verification records.
- **Notifications** – stores system-generated notifications sent to users regarding request status updates.

This database structure minimizes redundancy, improves data integrity, and supports efficient management of document request transactions.

User Roles and Functionalities

The system provides role-based access to ensure that users can only perform functions appropriate to their responsibilities.

Student

Students can:

- Create an account and log in securely.
- Submit document requests online.
- Upload payment confirmations.
- Monitor the status of requests in real time.
- Receive notifications regarding request updates.
- View their request history.

Administrator

Administrators are responsible for managing the document request process. Their functions include:

- Managing student requests.
- Reviewing uploaded payment confirmations.
- Approving or rejecting document requests.
- Updating request status.
- Managing document types, processing fees, and document requirements through maintenance tables.
- Monitoring transactions and generating administrative reports.

This separation of responsibilities improves workflow efficiency while maintaining proper control over administrative functions.

Authentication and Access Control

To protect system resources and confidential student information, the proposed system implements user authentication before granting access to protected modules.

Each registered user must log in using valid account credentials before accessing the system. Authentication ensures that only authorized users can access their respective dashboards and perform system transactions.

The system also employs **role-based access control (RBAC)**, ensuring that students can only access their own requests while administrators have permission to manage document transactions and maintain system records.

Session management is implemented to prevent unauthorized access during active user sessions.

Payment Verification Process

The proposed system integrates an electronic payment confirmation feature to simplify the payment process for document requests.

After submitting a document request, students upload proof of payment through the system. Administrators review the submitted payment confirmation before approving the transaction. Once verified, the request status is updated, allowing the document request to proceed to the processing stage.

This process improves transaction transparency while reducing manual verification and minimizing processing delays.

Security Measures

Since the system handles confidential student records and payment information, several security measures were incorporated during development.

These include:

- User authentication through secure login credentials.
- Role-based access control to restrict unauthorized system access.
- Input validation to reduce invalid or malicious data submission.
- Centralized database storage to improve data consistency and record management.
- Administrative monitoring of document requests and payment verification.
- Regular system maintenance and updates to enhance system reliability and security.

During actual deployment, additional security mechanisms such as encrypted communication (HTTPS), secure password hashing, regular database backups, and compliance with the **Philippine Data Privacy Act of 2012 (Republic Act No. 10173)** are recommended to further strengthen the protection of student information and electronic transactions.

System Maintenance

One of the key improvements implemented in the proposed system is the use of dynamic maintenance tables. Instead of hardcoding document information within the application, document names, processing fees, processing periods, and documentary requirements are stored in dedicated database tables.

This design enables administrators to update document information directly through the administrative interface without modifying the system source code. Consequently, the system becomes easier to maintain, more scalable, and capable of adapting to future institutional requirements.

Data Gathering Procedure

To obtain the quantitative data necessary for the development of the proposed Web-Based Document Request System, the researchers employed a survey questionnaire as the primary data-gathering instrument. Since the study focuses on understanding the experiences and needs of students, all data collection efforts were directed toward the student population.

1. Survey Method

A structured survey questionnaire was distributed to selected undergraduate students to assess their experiences with the current manual document request process. To ensure a fair and proportional representation across different academic programs, the researchers utilized stratified random sampling. In this method, the target population was divided into strata based on their specific college courses—namely Bachelor of Science in Computer Science (BSCS), Bachelor of Science in Tourism Management (BSTM), and Bachelor of Science in Business Administration (BSBA). From each stratum, a proportionate number of students from various year levels (1st Year to 4th Year) were randomly selected to ensure balanced representation.

The questionnaire consisted of close-ended and Likert-scale questions designed to gather information on:

- Frequency of document requests

- Challenges and delays experienced in the manual process
- Level of satisfaction with the current system
- Student expectations and the perceived need for an online document request platform

To improve accessibility, the survey was administered both in-person and online, allowing students with varying schedules and availability to participate. All responses were collected, organized, and prepared for statistical analysis.

2. Data Validation and Consolidation

After gathering the survey responses, the researchers carefully reviewed, cleaned, and validated the collected data. The responses were then tabulated and subjected to statistical treatment to identify common patterns, trends, and issues in the existing document request process. The consolidated quantitative data served as the basis for determining the essential requirements and features needed in the proposed Web-Based Document Request System.

Statistical Treatment

The collected data were analyzed using descriptive statistical techniques.

Frequency and Percentage were used to describe the demographic profile of the respondents, determine the most frequently requested academic documents, and summarize categorical responses.

The following formula was used:

$$Percentage = \frac{f}{N} \times 100$$

Where:

P = Percentage

f = frequency and,

N = total number of respondents.

Weighted Mean

Weighted mean was used for Likert-scale questions such as:

- In part I: how often do they experience or agree with the situation.
- And in part II: Satisfaction and Service Quality

Weighted mean provides a numerical summary of students' overall perceptions. Formula:

$$\bar{x} = \frac{\sum fx}{N}$$

Where:

- **f** = frequency of responses

- $\bar{x}$ = numerical value of the rating
- N = total number of respondents

Five-Point Likert Scale

Weighted Mean (WM)	Numerical Rating	Verbal Description
4.21 – 5.00	5	Always / Very High
3.41 – 4.20	4	Often / High
2.61 – 3.40	3	Sometimes / Moderate
1.81 – 2.60	2	Seldom / Low
1.00 – 1.80	1	Never / Very Low

Table 1. Five-Point Likert Scale

Graphical Presentation

To visually present the results, the following graphs and tables were used:

1. **Bar Graph** → Most requested documents (Part I, Q2), Weighted mean comparison of multiple Likert-scale questions (Part I, Q3; Part II: Payment, Service Quality, Current Process)
2. **Pie Chart** → Percentage of students requesting documents often (Part I, Q1), Overall satisfaction assessment (Part III: Satisfactory, Neutral, Not Satisfactory)
3. **Bar Graph / Pie Chart** → Demographic profile of respondents:
 - Gender distribution
 - Enrollment status
 - Grade level
 - Senior High School strand (if applicable)
 - College course (if applicable)
4. **Stacked Bar Graph** → Responses per Likert item to show distribution across the 5-point scale
5. **Data Tables** → Frequency and percentage tables for all categorical data and checkbox responses
6. **Clustered Bar Graph** → Comparison of ratings across different categories (e.g., Payment vs Service Quality vs Current Process)

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

Summary of Findings

This study aimed to develop and evaluate a Web-Based Document Request System for tertiary students at St. Clare College of Caloocan. Specifically, the study sought to address the limitations of the existing manual document request process by providing a centralized web-based platform that enables online document requests, payment confirmation, request tracking, and administrative management.

The findings indicate that the existing manual process remains inefficient and time-consuming. Students are required to visit the registrar's office personally, accomplish request forms, process payments, and wait for document release, resulting in unnecessary delays and inconvenience. These findings support the need for a digital document request platform capable of streamlining administrative procedures and improving service accessibility.

Among the 100 student respondents, the demographic distribution showed adequate representation from different academic programs and year levels. The results further revealed that 64% of the respondents frequently request academic documents, with the Certificate of Good Moral Character (30.6%) and the Certificate of Enrollment (27.4%) identified as the most commonly requested documents. These findings indicate that document request services are regularly utilized by tertiary students and therefore require a more efficient and accessible delivery mechanism.

Evaluation of the proposed Web-Based Document Request System demonstrated a high level of user acceptance. Most respondents agreed that the system provides an intuitive interface, simplifies the document request process, and enables convenient access through both desktop and mobile devices. The availability of real-time request tracking and electronic notifications was likewise perceived as an important improvement over the traditional manual procedure because it provides greater transparency throughout the processing of document requests.

The respondents also expressed positive perceptions regarding the payment component of the system. The integration of electronic payment confirmation was viewed as a convenient alternative to traditional over-the-counter transactions, while the centralized management of requests allows administrators to organize, monitor, and process transactions more efficiently. These findings suggest that integrating payment confirmation within the document request workflow can improve both user convenience and administrative coordination.

Overall system evaluation showed that 51% of respondents were satisfied and 21% were very satisfied with the developed system, while 79% recommended its institutional implementation. These results indicate a high level of acceptability among the target users and demonstrate that the proposed system successfully addresses many of the operational limitations associated with the existing manual process.

The findings are consistent with previous studies that reported improvements in operational efficiency, accessibility, and user satisfaction following the implementation of web-based document management systems. Similar observations were reported by Taruc et al. (2023), Bacud and Siddayao (2024), Orloque et al. (2024), and Aliazas et al. (2024), who concluded that digital document management platforms reduce administrative delays, improve document accessibility, and enhance service quality. The present study reinforces these findings by demonstrating that respondents perceived the proposed system as a practical and efficient solution for managing academic document requests within a higher education institution.

While the evaluation indicates strong user acceptance, the study primarily assessed respondents' perceptions of the developed system rather than measuring operational performance through objective indicators such as actual processing time, administrative workload reduction, or error rates. Consequently, the results should be interpreted as evidence of user acceptance and perceived effectiveness rather than direct measurement of organizational performance. Future studies may incorporate experimental or longitudinal evaluation methods to compare the performance of the proposed system with the existing manual process using measurable operational indicators.

Overall, the findings demonstrate that the proposed Web-Based Document Request System has the potential to improve accessibility, transparency, convenience, and administrative efficiency in document request processing while providing a centralized and organized platform for managing student records. The system therefore represents a practical digital solution that supports the continuing modernization of academic administrative services at St. Clare College of Caloocan.

Conclusions

Based on the findings of the study, it can be concluded that the current manual document request system at the

tertiary level of St. Clare College of Caloocan is inefficient, time-consuming, and inconvenient for students.

The developed Web-Based Document Request System effectively addresses these issues by providing a more efficient and accessible platform for requesting documents. It enables tertiary students to complete transactions online, monitor request status, and avoid long waiting times associated with the manual process.

The system was positively evaluated by the respondents in terms of usability, efficiency, reliability, and overall performance. The high level of user satisfaction and the strong recommendation rate indicate that the system is acceptable and suitable for implementation.

However, certain areas such as system accessibility for all users and data security assurance require further enhancement to maximize user confidence and system effectiveness.

Recommendations

In light of the findings and conclusions of the study, the following recommendations are proposed:

1. The institution should adopt and implement the Web-Based Document Request System to improve the efficiency, accessibility, and accuracy of document processing services.
2. Continuous maintenance and updates of the system should be ensured to maintain its functionality, reliability, and security.
3. Additional features such as SMS notifications, enhanced real-time tracking, and automated payment verification should be integrated to further improve user experience.
4. The institution should consider enlarging the scope of the system by integrating document requests for Pre-school, Elementary, Junior High, and Senior High School levels; the school can establish a unified and centralized administrative process for all student records.
5. The institution should provide proper orientation and training for both students and staff to ensure effective utilization of the system.
6. Strong data security measures should be implemented and regularly evaluated to protect user information and increase trust in the system.
7. Future researchers are encouraged to further enhance the system by integrating it with other institutional services or incorporating advanced technologies to improve performance and scalability.

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