ABSTRACT

This system development was drawn from the desire to put into practice a systematized electronic recording of transactions, sending and receiving transactions for Pontevedra Police Station, Pontevedra, Capiz. System was designed and developed at Capiz State University, Pontevedra, Capiz, and school year 2018-2019.This software has the following objectives: 1.) design and develop a system with the following features: a.) user log-in and user level feature; b.) complainant registration feature; c.) help information feature; d.) report generation feature; e.) police blotter and barangay blotter, and f.) database feature. 2.) determine the acceptability level of E-Reklamo: An Online Community Help Desk by the police officers and constituents of Pontevedra, Capiz: A.) product quality; B.) quality in use. This system was design and developed to serve as a medium of transmission between police officers and complainants. With this, the complainants can easily send their transactions or report regarding the incidents that are happening in Pontevedra, Capiz. The end result of this study which is the online help desk is indeed a must. The acceptability level through the use of the standard questionnaire showed that the system was highly accepted by the respondents.