CIVIL REGISTRATION IN THE 21ST CENTURY: PROBING ICT SUSTAINABILITY

By

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Introduction

- The Local Civil Registry Offices (LCROs)
- Civil Registration: Defined
- The Philippine Statistics Authority (PSA)
- The BREQS, CRIS, and PhilCRIS

- The study was mainly undertaken to determine the sustainability of implementing the above-mentioned I.T. resources developed by PSA and the factors affecting its implementation.

Methodology

- The study was conducted using a quantitative-qualitative approach.
- The Local Civil Registry Offices (LCROs) in Davao Oriental were the study domain. The study was carried-out using complete enumeration.
- The civil registrars, being the head of LCROs were the main respondents of the study. Secondary respondents were the LCRO staff/personnel.
- The sustainability of implementing BREQS, CRIS and PhilCRIS was determined using identified indicators such as (1) current utilization of the system, (2) usability of the system or its ease of use, (3) allocation of funds for maintenance and support of technology, (4) attendance to refresher courses and trainings. These indicators are the determining factors of sustaining the implementation of the above-stated I.T. resources.

Methodology

- The first indicator was given higher weight because the absence of it signals the non-sustainability of the implementation. The rubric below was used to determine the sustainability:

Presence of Indicators	Description
at most 4 indicators	Very sustainable
1st indicator and at least 2 others	Moderately sustainable
1st indicator and at least 1 other	Sustainable
absence of 1st indicator	Not sustainable

Results and Findings

a. Current utilization of ICT resources

BREQS and CRIS are currently being used by 7 out of 11 LCROs in Davao Oriental while PhilCRIS is currently being used by 10 out of 11 LCROs.

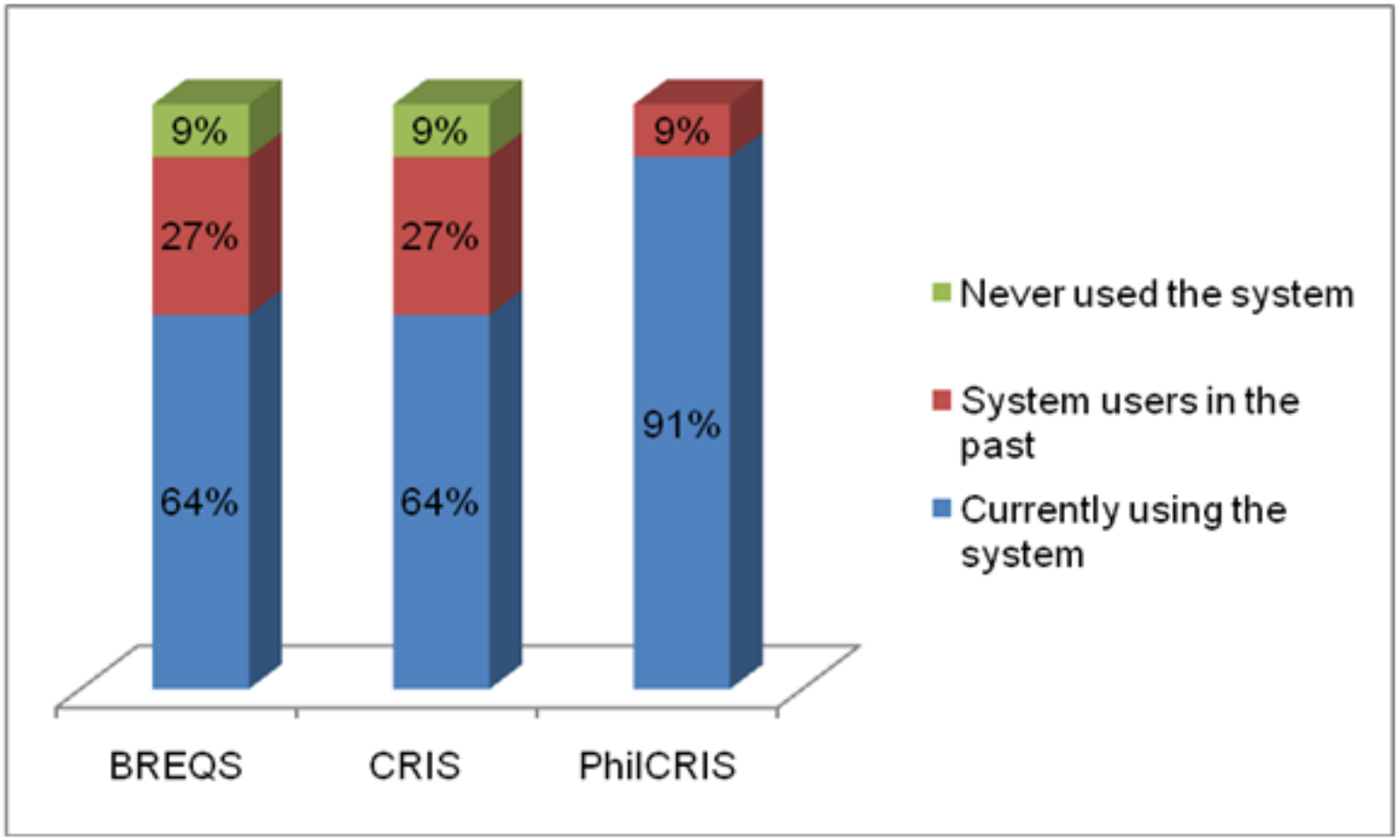

Figure 1. Percentage distribution of software utilization

Results and Findings

a. Current utilization of ICT resources

The average number of years of implementing BREQS in their locality for those LCROs which are currently using BREQS was 8.8 years. LCRO Lupon is the highest at 11.0 years while LCRO Manay is the lowest at 6.0 years.

Table 1 Current users of BREQS by number of years of implementation

LCRO	No. of Years of Implementation
Boston	8.5
Cateel	9.0
Governor Generoso	9.7
Lupon	11.0
Manay	6.0
City of Mati	8.9
San Isidro	10.0

Results and Findings

a. Current utilization of ICT resources

The average number of years of implementing the CRIS in their locality was 14.0 years. Among the seven (7) LCROs, LCRO Baganga is the highest at 16.0 years. LCRO Caraga is the lowest at 12.0 years.

Table 2 Current users of CRIS by number of years of implementation

LCRO	No. of Years of Implementation
Baganga	16.0
Boston	14.0
Caraga	12.0
Cateel	14.0
Governor Generoso	13.4
Lupon	14.0
City of Mati	14.3

Results and Findings

a. Current utilization of ICT resources

The average number of years of implementing the PhilCRIS in their locality was 2.9 years. LCRO Governor is the highest at 4 years. LCRO Caraga is the lowest at 1.0 years.

Table 3 Current users of PhilCRIS by number of years of implementation

LCRO	No. of Years of Implementation
Baganga	4.0
Boston	2.9
Caraga	1.0
Cateel	2.0
Governor Generoso	4.3
Lupon	4.0
Manay	2.0
City of Mati	3.0
San Isidro	3.0
Tarragona	3.0

Results and Findings

b. Usability of the systems

Of the 51 total LCRO staff, 49 of them are computer literate which means they know basic computer operation.

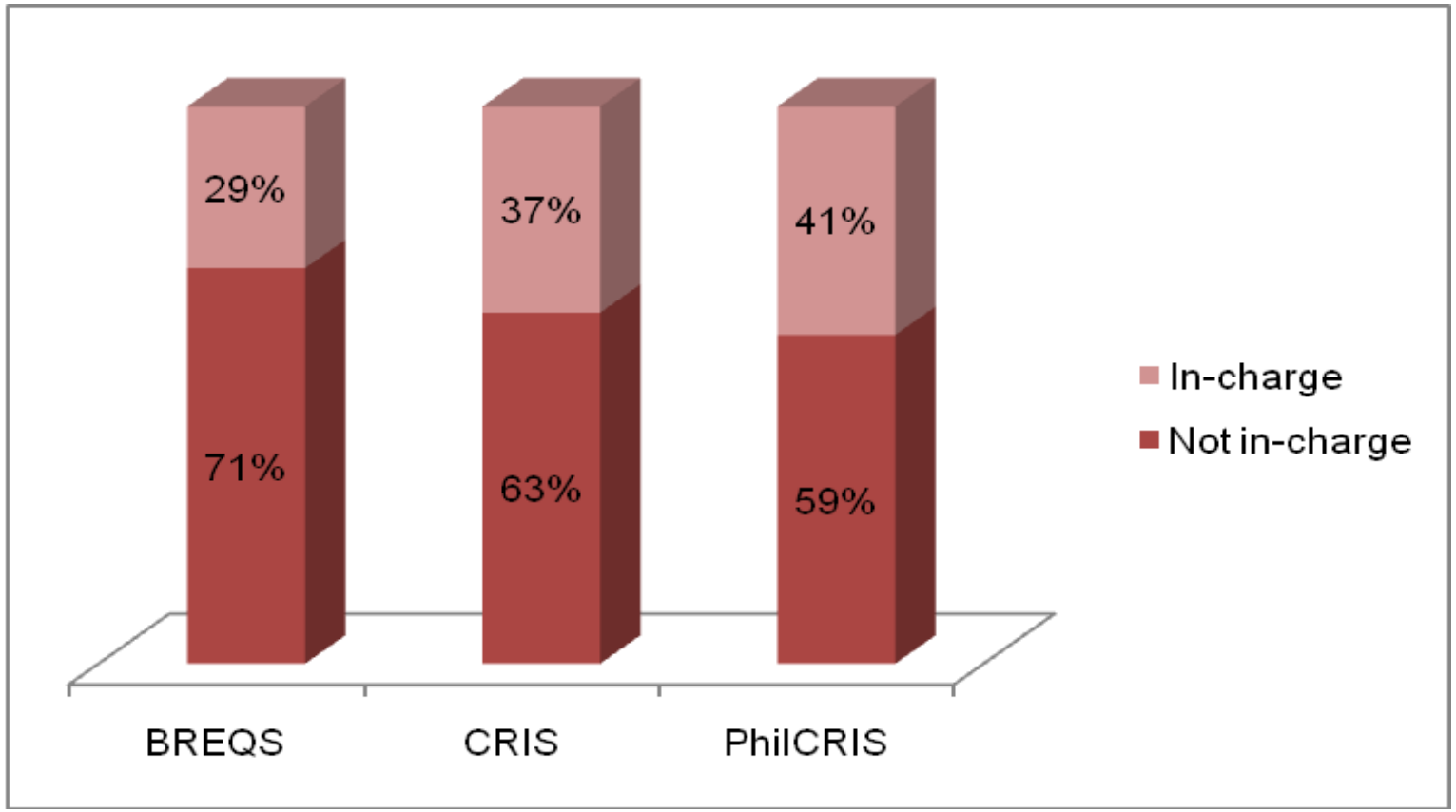

Figure 2 Percent distribution of computer literate staff as to being in-charge of the software implementation

Results and Findings

b. Usability of the systems

- Data revealed that all systems' in-charge answered "Yes" when asked if the system was usable. "When system's design is concerned, usability is a necessary condition for survival" of the system and is one of the reasons why users continue to use a system or software.
- The use of BREQS, CRIS and PhilCRIS, "brought LCRO transaction into a new level" of serving its clients. Clients were "served faster" and are therefore satisfied with the LCRO services.
- However, the implementation of any system or software has its own setbacks and problems.
- Technical support is important because of potential complaints and problems which software users may encounter in the course of its operations.

Results and Findings

c. Allocation of funds for the support and maintenance of technology

- Nine (9) out of eleven (11) civil registrars answered “Yes” when asked if funds are available for the maintenance and support of technology, which means that funds are allocated for the “repair and purchase of replacement parts” for damaged computer hardware and peripherals. These are the civil registrars of Boston, Caraga, Cateel, Governor Generoso, Lupon, Manay, City of Mati and San Isidro. Civil registrars from LCRO Baganga, Banaybanay and Tarragona answered “No”.

Results and Findings

d. Attendance to refresher courses and trainings

Most of the systems in-charge have attended formal trainings on how to use the system conducted by the then National Statistics Office (NSO), now Philippine Statistics Authority (PSA).

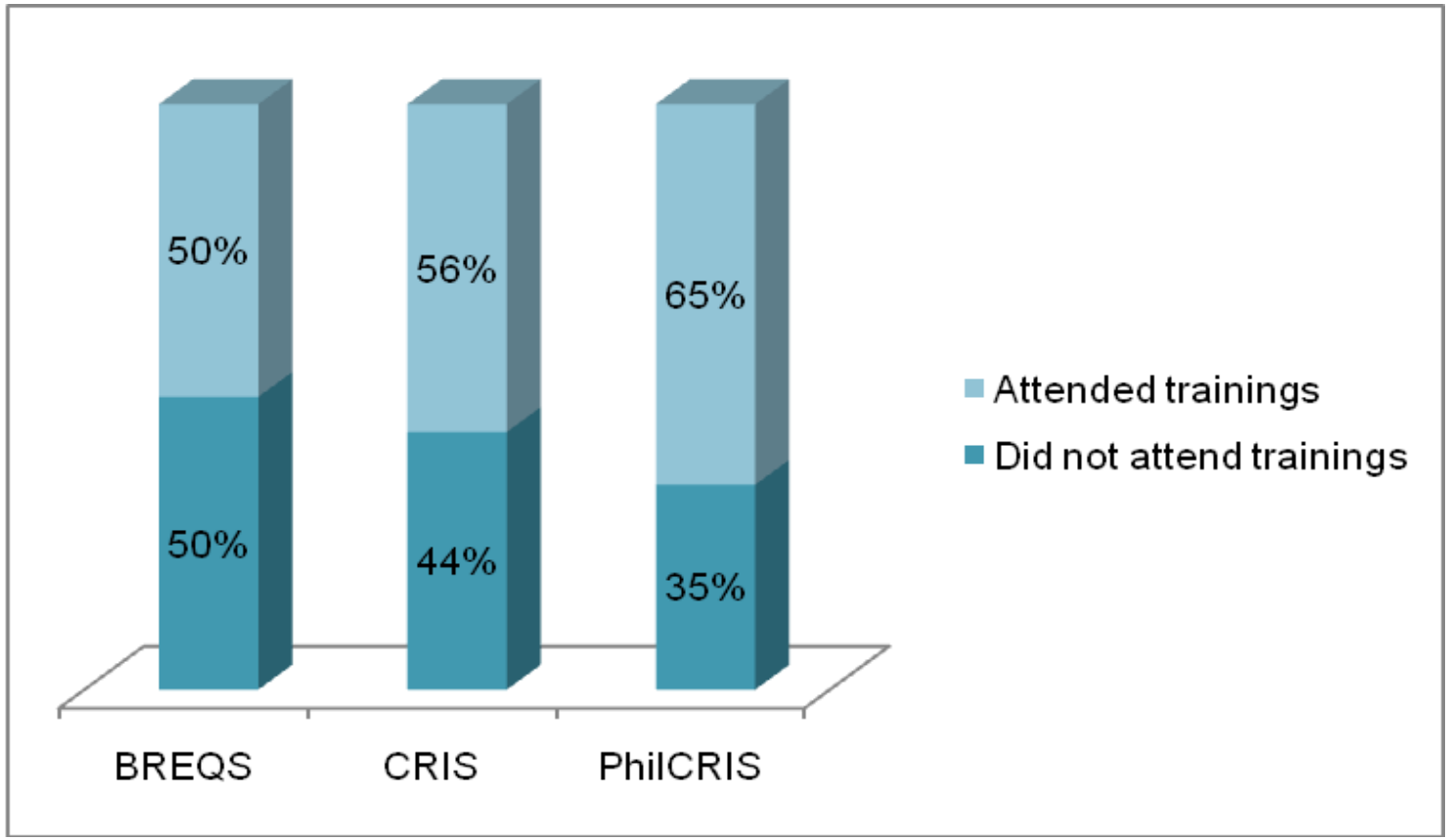

Figure 3 Percentage distribution of training attendance of software in-charge

Results and Findings

- **On sustainability of BREQS software**

LCRO	Presence of Indicators				Total	Description
	Ind. 1	Ind. 2	Ind. 3	Ind. 4		
Baganga	✗	✓	✓	✓	3	Not sustainable
Banaybanay	✗	✓	✓	✓	3	Not sustainable
Boston	✓	✓	✓	✓	4	Very sustainable
Caraga	✗	✓	✓	✓	3	Not sustainable
Cateel	✓	✓	✓	✓	4	Very sustainable
Governor Generoso	✓	✓	✓	✓	4	Very sustainable
Lupon	✓	✓	✓	✓	4	Very sustainable
Manay	✓	✓	✓	✓	4	Very sustainable
City of Mati	✓	✓	✓	✓	4	Very sustainable
San Isidro	✓	✓	✓	✓	4	Very sustainable
Tarragona	✗	✓	✓	✓	3	Not sustainable

Results and Findings

- **On sustainability of CRIS system**

LCRO	Presence of Indicators				Total	Description
	Ind. 1	Ind. 2	Ind. 3	Ind. 4		
Baganga	✓	✓	✗	✓	3	Sustainable
Banaybanay	✗	✓	✗	✓	2	Not sustainable
Boston	✓	✓	✓	✓	4	Very sustainable
Caraga	✓	✓	✓	✓	4	Very sustainable
Cateel	✓	✓	✓	✓	4	Very sustainable
Governor Generoso	✓	✓	✓	✓	4	Very sustainable
Lupon	✓	✓	✓	✓	4	Very sustainable
Manay	✗	✓	✓	✓	3	Not sustainable
City of Mati	✓	✓	✓	✓	4	Very sustainable
San Isidro	✗	✓	✓	✓	3	Not sustainable
Tarragona	✗	✓	✗	✓	3	Not sustainable

Results and Findings

- **On sustainability of PhilCRIS system**

LCRO	Presence of Indicators				Total	Description
	Ind. 1	Ind. 2	Ind. 3	Ind. 4		
Baganga	✓	✓	✓	✓	4	Very sustainable
Banaybanay	✗	✓	✓	✓	3	Not sustainable
Boston	✓	✓	✓	✓	4	Very sustainable
Caraga	✓	✓	✓	✓	4	Very sustainable
Cateel	✓	✓	✓	✓	4	Very sustainable
Governor Generoso	✓	✓	✓	✓	4	Very sustainable
Lupon	✓	✓	✓	✓	4	Very sustainable
Manay	✓	✓	✓	✓	4	Very sustainable
City of Mati	✓	✓	✓	✓	4	Very sustainable
San Isidro	✓	✓	✓	✓	4	Very sustainable
Tarragona	✓	✓	✓	✓	4	Very sustainable

Conclusions

- The implementation of the available ICT resources in Davao Oriental is generally sustainable considering the number of LCROs which are currently using these systems.
- The length of implementation by LCROs of these systems is high based on data.
- Although problems were encountered, LCROs tend to still continue in using the system considering the benefits they can get from operating the same.
- Usability is one of the factors which determines the sustainability of software or IT resources. Data revealed that the systems are highly usable according to the in-charge.

Conclusions

- Funds are allocated for the support and maintenance of available technologies. This would help in sustaining the implementation of these IT resources since funds are readily available to fix and repair the computers when it malfunctioned or got damaged.
- Trainings were also conducted by PSA prior to system's implementation. Data showed that civil registrars and at least one LCRO staff/personnel attended the same.
- However, considerable number of systems' in-charge said that they have not attended any training on software operation.

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