CHAPTER 1

INTRODUCTION

1.1 Background

Along with the development, the advancement of information technology is growing very rapidly and it can be seen from the increasing human dependency on the information technology and is also crucial, thus the quality of information must always be improved to the next level to benefit and have a considerable impact on the development of any institution or an agency for critical decision making. The high valued and quality of information is paramount to the organizations and it is determined by some factors which includes the accuracy, timeliness, relevance and ease of acquiring it. In order to obtain these factors the data processing must not just simply rely on makeshift tools but it requires a tool that can process data fast and accurately to make sure that the recipient of the data is satisfied with the high valued and quality information within a short period of time. In order to maintain and walk through such a technological trend an agency or an organization which responsible for storing, managing, distributing, processing and converting data into useful information within an organization or for those who requiring institutions and agencies must also have a good information system perhaps a computerized information system to support its daily operations, management and decision making for the organizations to achieve organizational vision and goals.

Baiyer District (BD) in Western Highlands Province (WHP), Papua New Guinea (PNG), is one of the Mul – Baiyer Lumusa Electorate (MBLE) which is

lead or administered by the district Administrator. Raimpmanga is a Government Administration Office of Baiyer District alone which responsible for devising citizen registration, including citizen demography such as births, deaths, marriages and other administrative tasks which work directly with the communities which made up of 25 Village Council Wards (VCW) respectively to provide administrative services in routine basis which results in a high level of society expectations of administrative services were timely and efficient.

Citizen data collecting and processing is the responsibility of the County Council in each Village Council Wards which is administered and implemented by Baiyer District Administration (BDA) as a legal and genuine citizens. In this service it has to be done quickly and appropriately to obtain the information required. In order to be fast, efficient and timely it has to be supported by a computerized system that can help facilitate the collection, processing and citizen data storage.

From researcher's interview with the District Administrator (DA) of Baiyer District (BD) on the 24th of November 2014 that the current system at Baiyer District Administration (BDA) for registering, storing, and processing of citizen data is still entirely operating a manual system. Every task administered at the District Administration is done by paper and pen. The ways in which the administration attends to a concern citizen or any agency for any required activity is a very long process which consumes a lot of time, energy and cost which leaves citizens go mad sometimes. Due to such system the tasks that carried out at Baiyer District Administration (BDA) is not that effective and efficient. The following

graph shows the number of citizens is served during the month of June until November

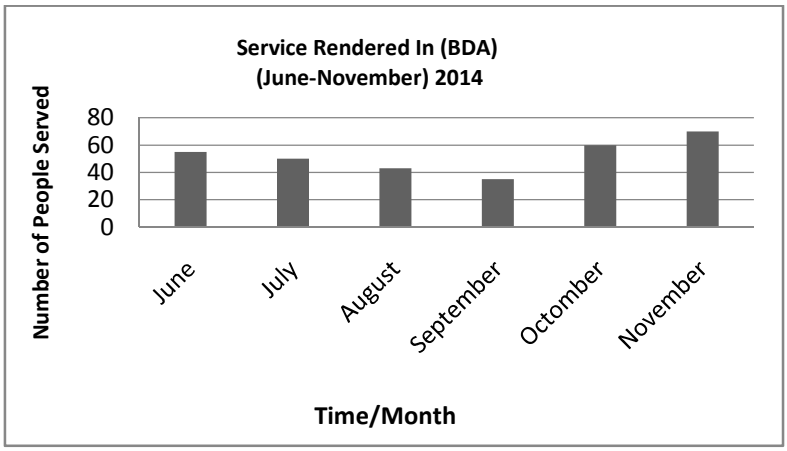


Figure 1.1 Service Rendered In Baiyer District Administration

Source: PNG National Statistics Office website (http://www.spc.int/prism/country/pg/stats/)

As a result, an agency requires an information system to support the needs of the government agencies that will really help manage agency itself to create efficiency and effectiveness of work, as well as improving services to the communities especially in Baiyer District (BD). Therefore, the researcher is interested in designing a computerized system to do citizenship registration, marriage registration, birth registration, death registration and make demographic report at Baiyer District Administration (BDA) in order to minimize such problems so that Baiyer District Administration (BDA) could facilitate the communities and Council Wards to collect and store data in a safe and secured computerized database so that it will not consume a lot of time, energy, and cost and even not letting citizens get mad from slow processes that involves. This is the background of the researcher to lift the title as

“CIVIL REGISTRATION INFORMATION SYSTEM AT BAIYER DISTRICT ADMINISTRATION OFFICE”

1.2 Problem Identification and Formulation

Based on the background described above, the researcher has identified issues related to the existing information system at Baiyer District Administration Office are as follows:

1. The inefficient use of time to process citizen data search.
2. The process of administration to register citizens, marriage, births, and deaths is entirely manual and takes too long.
3. Difficult to get demographic reports quickly and accurately in a short period of time.
4. Storing of citizen data is in archive files which can be exposed to the third parties or be easily lost or compromised.

Based on the identification of the problems, the researcher would like to formulate the problem as follows:

1. How civil registration information system works at BDA
2. How the design of civil registration information system works at BDA
3. How to test the proposed civil registration information system at BDA
4. How to implement the proposed civil registration information system at BDAO

1.3 Purpose and Objectives of the Research

The main purpose and objectives of the research is as follows:

1.3.1 Purpose

The main aim/goal of this thesis is to design and develop a secure and reliable computerized database information system for civil registration with a familiar Graphic User Interface (GUI) that might not require prior user training before use and for ease of data entry and retrieval of civil data at Baiyer District Administration (BDA) in believing that civil registration information system will help resolve the problem that is happening at BDAO at the moment.

1.3.2 Objective

The objective of this research is as follows:

1. To design a computerized civil registration information system at BDAO
2. To determine civil registration information system works properly at BDA
3. To ensure that the proposed civil registration information system free of all kinds of errors in all conditions.
4. To implement civil registration information system that has been developed or made.

1.4 Research Usability

It is expected that the research that has been done will be useful for the parties that would involve are:

1.4.1 Practical Uses

It is expected that the development of computerized civil registration information system becomes an input and useful to improve the quality of work in BDAO.

1.4.2 Academic Uses

1. Institutions

The researcher has a great hope that this research/thesis book can be placed in a college or national library so that the later researcher could use it as a reference book for their further researches/thesis.

2. For Researchers

They can implement the theories that have been obtained while in college and also to broaden their knowledge of civil registration information system in order to make a better system by utilizing technological developments and perhaps that will give maximum results later on.

1.5 Problem Limitation

Remember the time limit and scope of the problem identified the researcher restricts the discussion of the problem of the research undertaken within boundary. Problems that will be discussed are limited regarding the matters that are related to the civil registration information system at BDAO which include:

1. Citizen registration and creation of citizen identity card (ID)
2. Marriage registration and creation of marriage certificate (MC)
3. Birth registration and creation of birth certificate (BC)
4. Death registration and creation of death certificate (DC)
5. Respective Demographic Report creation

1.6 Location and Time

The researcher has conducted this research at Baiyer District Administration (BDA) Raimpmanga, Bavona Street. No.54. The duration of time that was implemented during the research i.e. from 10th November 2014 until the month of March 2015.

Table 1.1 Research Schedule

RESEARCH SCHEDULE																				
No	**Time Table**	**November 2014**				**December 2014**				**January 2015**				**February 2015**				**March 2015**			
		1	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**
1	**Information gathering**																				
2	**Prototyping** **a) Define process** **b) Define Database** **c) Coding**																				
3	**Evaluation/Testing**																				

1.7 Thesis Organization

Chapter one explains the general view and introduction of the problem.

Chapter two will present or talk about the literature study or theories that related to the current system.

Chapter three describes BDA and organizational structure and analysis about how ID, BC, DC and MC are done.

In chapter four, implementation of the system is explained such as designing of the proposed system which includes processes, data, and software testing.

While in chapter five, conclusion is drawn, suggestions are made, strengths and limitations are mentioned.