

Usability of the Agoo Unified ID System (UIDS)

AGUSTIN R. VERAS, JR.

<http://orcid.org/0000-0003-3598-8533>

averasjr@yahoo.com

DMMMSU-SLUC, San Antonio

Agoo, La Union, Philippines

JEROME P. SONGCUAN

<http://orcid.org/0000-0002-4123-2401>

jerome.songcuan@dmmsu-sluc.com

DMMMSU-SLUC, San Antonio

Agoo, La Union, Philippines

FRANCIS R. MENESES

<http://orcid.org/0000-0003-4307-6163>

francismeneses@gmail.com

DMMMSU-SLUC, San Antonio

Agoo, La Union, Philippines

ENRIQUE G. ABAD

<http://orcid.org/0000-0002-4214-7874>

enrique.abad@dmmsu-sluc.com

DMMMSU-SLUC, San Antonio

Agoo, La Union, Philippines



ABSTRACT

The UIDS (Unified ID System) of Agoo sought to establish a uniform identification for people residing in Agoo, La Union, Philippines. The UIDS issued serves as a valid proof of identity of the person indicated on the card. It becomes a valid ID honored by a government and private agencies in Agoo. The study sought to determine the extent of seriousness of the problems encountered as to the profiling of the residence of Agoo and determined the extent of the usefulness of the Unified ID system. The researchers used the descriptive-developmental Research to conduct the study. The employees, staffs, and administrators of the Municipality of Agoo served as the respondents of the study. A questionnaire was adopted and used to measure the degree of seriousness of the problems of the local government of Agoo regarding profiling. Similarly, selected questionnaire was used to measure the degree of usefulness of the system developed. The mean was used to interpret data. Results showed that the Municipality of Agoo encountered a serious problem with profiling of the residents. Findings showed that the UIDS is "useful" thus it is being implemented and adopted.

KEYWORDS

Unified ID System, usability, profiling, descriptive, developmental, Agoo, La Union, Philippines

INTRODUCTION

According to Biazon (), "RED TAPE" in the bureaucracy or the delay in the processing of documents and transactions has always been the primary complaint of people about government offices. One of the many reasons why such concern arises is that people lack acceptable proof of identity. On April 13, 2005, President directed the National Economic and Development Authority (NEDA) to streamline, harmonize, and unify existing ID systems in the Philippine government. A National Task Force was created to ensure direct participation and ownership of the UM-ID (Unified Multi-purpose ID) system among the government agencies involved. Huge savings could be realized if government-issued ID cards are unified and redundancies eliminated in the procurement and maintenance of resources, records, systems and databases on ID systems (Pabellon, 2007).

The Philippine government is adopting a Unified Multi-Purpose ID (UMID) to unify the identification systems of all government agencies and government-owned and controlled corporations (GOCCs). The first to implement the UMID card is the Government Service Insurance System (GSIS). This ID will soon be the only ID card that is required to transact with Social Security System (SSS), Philippine Insurance Corporation (PhilHealth) and Home Development Mutual Fund (HDMF) known as Pag-IBIG. Similarly, the Municipality of Agoo sought to establish an identification system to reap the benefits of efficient delivery of service and effective law enforcement. The UID of Agoo sought to establish a uniform ID for persons residing in Agoo, La Union, Philippines. The UIDS issued shall serve as a valid proof of identity of the person indicated on the card.

All persons from the age of voting shall be qualified to register for the UIDS. Persons who register for the UIDS shall be issued an ID with a photograph. And the following data of the person registering: (a) Full Name, (b) Residence Address, (c) Data of Birth, (d) Sex, (e) Employment, (f) Height/Weight, (g) signature, and (h) blood type.

Sooner or later, this ID card shall be honored in transactions requiring the verification of the person’s identity like deals with any government agency, private sectors, hospitals, health center or similar institutional within Agoo and can be of use in other LGU’s and offices. This ID card also will identify any person who attempts to do unlawful acts and fraud.

The Municipality of Agoo’s record keeping is essential. A record is a document or other electronics or physical entity in an organization that serves as proof of an activity or transaction performed by the team, and that requires retention for the same period (SharePoint, 2010). The challenge of Record Management System is in determining which records to access/retrieve. There must be a system that pinpoints records for use to make record management effective. However, due to lack of identification among the townsfolk, an additional document is required as proof of identification.

The national identification card will do away the need to present other documents needed for identification. It intends to facilitate, the issuance of passports and other official documents needed by the citizens from the Government. It will make the payment of fees and the collection of taxes much easier and efficient. Election fraud, which is the national scourge, can be eliminated with the use of a national identification card (Pimentel, 2010).

Also, House Bill 5060, or the proposed “Filipino Identification System Act” mandates every Filipino, whether residing in the Philippines or abroad, to register their personal information into the national ID system. The ID would be non-transferrable and would carry a number that shall be valid for life (Romero, 2015). Admittedly, the proposed ID card is susceptible to abuse or misuse by corrupt government officials or the cardholder himself. And so are many other government licenses, permits or similar documentary issuances. Even developed countries suffer from the same problem. The only difference is they can catch the guilty individuals quickly and pay for their crimes committed. There will always be an evil genius who can come up with ways and means to game a government program for selfish purposes. But this fact of life should not paralyze the government to inaction (Palabrica, 2015).

Similarly, UIDS is also essential in the Municipality of Agoo. This will allow better implementation of policies to bring about good governance.

FRAMEWORK

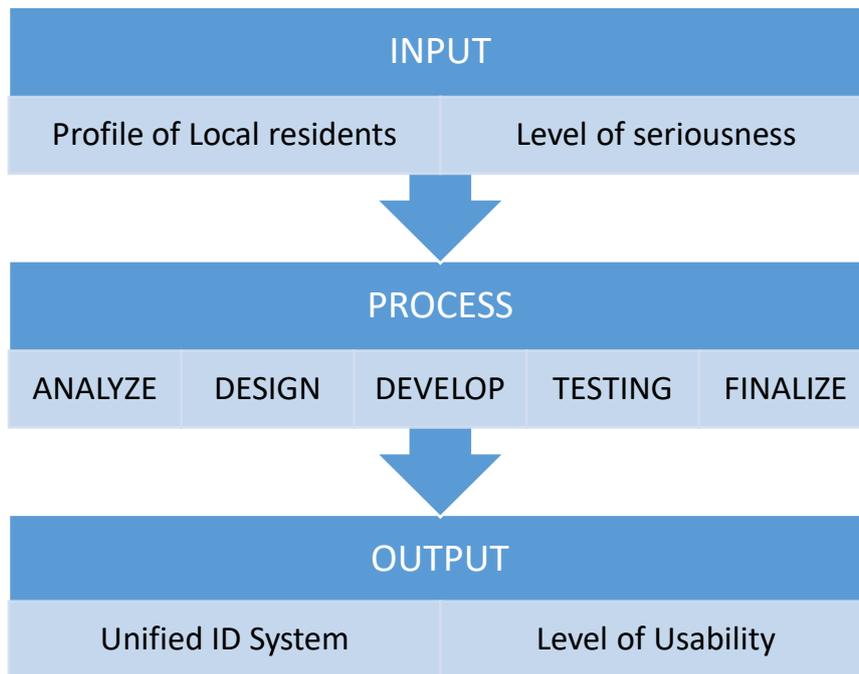


Figure 1. The Research Paradigm

OBJECTIVES OF THE STUDY

This study intends to develop a Unified ID system for Local Government Units of Agoo. Specifically, it sought to (1) determine the extent of seriousness of the Municipality of Agoo regarding residence profiling; and (2) determine the extent of usefulness of the developed Unified ID Systems of the municipality of Agoo.

METHODOLOGY

There are approximately 50 employees from the Municipality of Agoo who served as the respondents of the study. A 10-item questionnaire on the seriousness of the problems encountered was floated to determine how serious the transactions as regards to seeking required documents are. These concerns also include the time to request and to retrieve pertinent documents requested by the people, voluminosity of work, access, accuracy and ease of work.

A questionnaire adopted from IsoMetrics for the evaluation of graphical user interfaces was used to determine the usability of the system. Means were computed, and descriptive ratings were based on the Likert Scale as illustrated below:

Likert Side	Score	Descriptive Rating
5	4.20 - 5.00	Very Much Serious
4	3.40 - 4.19	Much Serious
3	2.60 - 3.39	Serious
2	1.80 - 2.59	Moderately Serious
1	1.00 - 1.79	Not Serious

RESULTS AND DISCUSSION

The challenge for public officials is to administer each types of data, making an assurance that those records with important information are preserved, while records that are no longer valuable are disposed of in an appropriate and legal manner (National Electronic Commerce Coordinating Council, 2004). Moreover, the General Accounting Office (GAO) of United States believes the difficulties of managing, preserving, and providing access to these data represent challenges for the National Archives and Records Administration (NARA); as the nation's record keeper, and archivist (GAO, 2014). The findings show that the systems developed for Municipality of Agoo found it useful to implement the Unified ID System as evidenced by a 4.17 mean. According to Policy Insights (2005), terrorism has been used as an overarching reason for the recent revival of ID proposals in several countries. In 2004, Privacy International showed that of the 25 countries that were affected by terrorism since 1986, 80 percent have identity cards, a third of which employ biometrics.

In the United Kingdom, the first phase of research, between July 2002 and January 2003, showed that 79% of respondents, were in favor, or very much in favor, of the introduction of ID entity cards. Of the others, 13% were against, and 8% were unsure (Secretary of State for the Home Department, 2005). Moses (2013), believes that the increasingly cheap computing power, less expensive fingerprint sensors and the demand for security, efficiency, and convenience have led to the viability of automatic fingerprint algorithms for everyday use in a large number of applications.

On the other hand, Automatic Identification System (AIS) is being used for security of ships and ports, their identification and protection of the marine environment to facilitate navigation among seafarers (Bošnjak, 2013). Using survey responses from Michigan residents provides evidence that a majority of the Michigan public supports the current reforms in identification (Bali, 2009).

CONCLUSIONS

The Local Government Unit of Agoo, La Union, Philippines used the traditional approach in managing records. The agency needs attention on the implementation of the systems. The bulk of requirements needed to prepare, store and retrieve information are very essential. Thereby, making these processes a serious consideration on their part. Results on the implementation of the systems were acceptable and therefore useful.

RECOMMENDATIONS

Based on the findings, the researchers made a recommendation to the Local Government Units (LGU) as a guideline for the implementation of the UIDS:

1. The LGU must adopt the systems;
2. Training and seminars should be conducted as to guide the users to implement the systems properly;
3. The LGU administrators have a major role in the implementation of the systems developed. This includes technical support and staff support. These task force will manage the implementation of the developed systems. Therefore the need to hire IT personnel is essential;
4. Established a separate office for IT people where all databases are located in that office;
5. Proper implementation of the developed systems are essential to achieving its full features and therefore upgrades are essential; and
6. Training and seminars on the use of technology in the government agencies should also be conducted to align IT resources in providing better services to the residence of Agoo.

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