

Enhancing SEAIT's School Fund Management Through a Transparent and User-Friendly Donation System: A Qualitative Study using Human-Computer Interaction (HCI)

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Abstract: This study explores how integrating Human-Computer Interaction (HCI) principles into a transparent and user-friendly digital donation system can enhance fund management at the South East Asian Institute of Technology (SEAIT). Amid growing global and national reliance on digital platforms, many educational institutions continue to face low stakeholder engagement due to poor usability and lack of transparency. In the Philippines, and particularly in Mindanao, schools still largely depend on manual or outdated systems, which hinder donor trust and effective fund utilization. SEAIT, reflecting these broader challenges, reports increasing calls from donors and stakeholders for a more accessible, transparent giving platform. Using a qualitative approach, this study gathers insights from administrative and financial staff to identify design gaps and user needs, aiming to propose a system that builds trust and encourages active stakeholder participation.

Keywords: Human-Computer Interaction (HCI), User-Friendly, Usability Testing, Navigation Efficiency, Digital Donation System.

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I. INTRODUCTION

➤ Background and Context

Globally educational institutions are reporting an increase in use of digital platforms which they hope will improve transparency and accountability in the management of donations and financial aid. But many of these are seeing low levels of trust and engagement from users which in turn is due to issues like poor ease of use and lack of transparency. For example a study of school management information systems reports that despite we have seen great tech advances what we are still seeing is that very little put into user friendly interfaces and out transparent processes which in turn is what is deterring large scale stakeholder engagement (Forrester, 2019). This is a global call for better designed systems which beyond being functional also put in place elements of trust through the application of Human-Computer Interaction (HCI) principles.

In the Philippines it is the practice of schools and universities to turn to alumni, private sectors, and local communities for donations which they in turn use for critical initiatives. Also we see that issues like poor access to digital resources, lack of real time feedback, and out of date management systems which play a role in how funds are used which is not as effective as it should be. A study which looked at open school data initiatives in the Philippines reports that although we have seen the introduction of what they term School Report Cards and Transparency Boards which are put in place to increase transparency what we find is that issues of use by stake holders still present themselves. This issue brings to light the need at a national level for better systems which are transparent, inclusive, and easy to use.

Region in that which institutions in Mindanao report the same issues. Issue of low funding, infrastructure, and

also lack of awareness of digital tools present themselves as we go around. Mostly what we find is that institutions are still using manual donation logs in at large or very basic technology which in turn increases error which in turn decreases donor trust. Schools like the South East Asian Institute of Technology (SEAIT) are first hand reports of this regional issue.

Locally, SEAIT reports an increasing demand from students, alumni, and community donors for us to update our giving platform. We have issues with transparency, user access, and we do not have in place feedback mechanisms which would allow stakeholders to see how their donations are used. Also we are lacking a proper, user centered digital solution which in turn leads to donor fatigue and declining trust which in the end hurts school fundraising.

In response to these issues we looked at how a transparent and easy to use donation platform which is founded in advanced HCI theories can improve SEAIT's school fund management. We used a qualitative approach to determine user needs, identify design defects, and put forth a system which in turn promotes trust and stakeholder participation.

➤ *Research Problem*

Despite the fact that we have seen a growth in the amount of HCI research which reports on user centered design we still see a large gap in the application of these principles to donation systems in educational institutions particularly in what one may term as settings like SEAIT. Present practices do not enough put out information in the open or include user input which in turn means that we have a distance between the donor and the school. This issue is not only a matter of improving SEAIT's fund management but also a chance to show the real-world relevance of advanced HCI in to institutional issues.

➤ *Research Questions and Objectives*

- How do stakeholders perceive and experience the current donation system at SEAIT?
- What Human-Computer Interaction (HCI) principles do stakeholders believe could improve the donation system?
- How do users describe the influence of transparency and usability on their trust and willingness to participate in the donation process?

➤ *Objectives*

- To explore stakeholder perceptions and experiences with the current donation system at SEAIT.
- To identify key Human-Computer Interaction (HCI) principles that can address user concerns and enhance system usability.
- To understand how transparency and user-friendliness contribute to stakeholder trust and engagement in the context of school donations.

➤ *Justification and Significance*

In present times which see a very digital world we report on issues of great relevance. In which stakeholder trust is in transparency, ease of use, and real time input we look at SEAIT as a case in point which we have used to address real world issues with the use of HCI. We put forth a scalable user centered donation system. Our study reports to improve institutions' practices also at a larger scale for the field of HCI which we hope to do by putting forth the value of user focused design in the -- we look at financial management systems in education which see large scale improvement in terms of engagement and accountability.

II. LITERATURE REVIEW

➤ *Overview of HCI Theories and Models*

Human Computer Interaction (HCI) is a very multi-disciplinary field which includes the study and practice of computer technology -- we put special focus on the interfaces between people and computers. In terms of what are the key models in our field we have Norman's Seven Stages of Action which detail how users interact with systems; Shneiderman's Eight Golden Rules of Interface Design; and Nielsen's Usability Heuristics which put forth visibility of system status, user control, and error prevention. As we have seen growth in the field Human Computer Interaction (HCI) has seen the addition of elements like emotional design, inclusive technology, and UX (User Experience) to its body of work. These theories are of great importance in the development of platforms which users trust which in turn is very true for donation systems which may rely on transparency and how easy the system is to use to gain the confidence of its participants.

➤ *Transparency and Accountability of Managing School Financial Resources*

According to the work of Gaspar et al. (2022) which reported on the role of transparency and accountability in the management of financial resources in schools. In the case of the province of Nueva Ecija in the Philippines we see that they looked at how school principals and finance personnel deal with funds and also looked at the degree to which what they do plays out the elements of open and responsible action. Also of note is that most of the study's participants were advanced in terms of education and experience which in turn played to their advantage in the performance of financial tasks.

The report we have which went out noted that although transparency and accountability came off very well with the school principals, teachers and PTA members we still see some weak points. In budgeting we saw the lowest transparency scores and in asset management the lowest accountability ratings. This indicates that even within the experienced staff there are issues in financial management which we see to be true. This study we did is of value to present research as it brings to light the every day problems schools have with finance. It also brings forward the issue of proper training, clear policy development and stakeholder input which is key to the responsible and effective use of funds. By looking at these elements we may be able to put in

place better systems that foster trust and good governance in the school environment.

➤ *Analysis of Accountability and Transparency in the Management of School Operational Assistance Funds*

According to a study by Lubis et al. (2024) which was a qualitative descriptive research at SMP Negeri 1 in Jakarta it was found out how the principles of accountability and transparency play out in the management of School Operational Assistance (BOS) funds. Through the use of observations and in depth interviews with school leaders, teachers and committee members it was determined that the school does an effective job of planning for, using and reporting BOS funds in accordance with technical guidelines.

Accountability in this school was seen through their use of the School Activity and Budget Plan (RKAS) which they stuck to, in their system of fund use, and in the in depth reports they made. Also we saw that which teachers and staff were included in budget decisions and that financial info was put out for all to see on the school notice boards which is how transparency played out. But the study also brought up that the school's website which didn't see much action was a issue for getting that info out to a wider audience which is a area the school needs to improve for better stakeholder engagement..

This research reports that which which of inclusive planning and clear communication is key in school financial management. We also see that although we have had traditional methods of transparency what is missing is the integration of digital platforms which if present will do great work in building up trust and accountability between all parties.

➤ *The Resourcefulness of School Governing Bodies in Fundraising: Implications for the Provision of Quality Education*

According to our research which was done by Buys, du Plessis and Mestry (2020) we looked at how in South Africa school governing bodies do with financial issues via innovative fund raising strategies. We reported on the study which was published in the South African Journal of Education and which looked at the issue of how principals and SGB members deal with low state support.

Researchers report that many SGBs use business like strategies to complement what the government puts in, they get into various fundraising efforts to support school operations. Also they do have issues of fee management, dealing with bad debt, and issue of fee waivers. The report puts forth that for SGBs to do a better job in managing private resources they require to have autonomy and to be accountable within the structure of the South African Schools Act...

This study reports on the value of community input and proactiveness in financial management which we see as keys to the delivery of quality education in which state funding is inadequate. Also it brings to light the role of

SGBs in filling in financial gaps which in turn maintains and improves educational standards.

➤ *Analyze Existing Solutions Related to the Research Problem*

Most OJT feedback systems nowadays are vulnerable to security threats since they employ old access control models, are not encrypted, and lack AI-based security, which allows unauthorized individuals to easily access student data (Toth & Klein, 2014). Though Role-Based Access Control (RBAC) assists in limiting access by role, it has its limitations as well, e.g., it may be overly restrictive, challenging to modify upon a change of roles, and there is the risk of system failure (Tony & Destini, 2024; Dada et al., 2024). In addition, most current systems do not have end-to-end encryption or real-time surveillance, and thus they are susceptible to cyberattacks. New technology, including blockchain-based RBAC (Ali & Hassan, 2023) and access control with AI (Gupta et al., 2021), offers greater security but is seldom deployed in OJT feedback systems due to their prohibitive cost and complex deployment. Access Control Theory and Data Privacy Frameworks are the foundation for Access Control for this study, which limit access to data to only authorized personnel and focus on encryption, real-time monitoring, and privacy compliance. It also adheres to the Principle of Least Privilege, in which every user has only the privileges required, minimizing security threats.

With the inclusion of AI to identify unusual behavior, blockchain to store data securely and in an un-tamperable way, and automation to grant simpler access control, the SEAIT Secure OJT Feedback System is designed in particular to complete the loopholes of existing systems and possess a more secure, more efficient, and more transparent feedback process as per data privacy guidelines.

III. METHODOLOGY

➤ *Research Design*

This study utilized a qualitative research design, which was particularly effective for exploring user interactions and experiences with digital systems, specifically in the context of school fund management at SEAIT. Qualitative research, with its emphasis on context, existence, experience, perspective, meaning, and subjectivity, provided an insightful framework for examining how users perceived and engaged with the proposed transparent and user-friendly donation system. This approach was ideal for capturing the lived experiences of stakeholders including administrators, donors, and technical staff as it allowed for an in-depth exploration of their perspectives, challenges, and expectations without altering the natural institutional setting. Guided by Human-Computer Interaction (HCI) principles, the design supported the analysis of usability, trust, and transparency from a user-centered viewpoint.

➤ *Participants*

The participants for this study included a total of 7 individuals, consisting of administrative personnel and financial staff from the Admin Office and Treasurer's Office

at the South East Asian Institute of Technology (SEAIT). The selection process was coordinated through the Office of the Treasurer and Admin Office leadership, with participants being formally invited through verbal communication and an official letter outlining the study's purpose and objectives. Qualitative data was gathered through interviews, which involved in-depth, face-to-face conversations designed to elicit detailed insights into their experiences, perspectives, and opinions regarding the current fund management process and the proposed transparent, user-friendly donation system.

➤ *Data Collection*

The study employed a qualitative research design, focusing on the implementation and user perception of a transparent and user-friendly donation system for school fund management at SEAIT. The primary method of data collection was in-depth, face-to-face interviews conducted with administrative personnel and financial staff from the Admin Office and Treasurer's Office. These interviews were designed to capture participants' experiences, insights, and concerns related to the current fund management process, as well as their expectations for the proposed system. Participants were formally invited through verbal communication and an official letter coordinated by office leadership. This method allowed for the exploration of complex behaviors and attitudes in a natural institutional setting, providing rich, detailed data that contributed to understanding how Human-Computer Interaction (HCI) principles could enhance system usability and transparency. The depth and flexibility of interviews made them an effective tool for uncovering meaningful patterns and themes relevant to the study's objectives.

➤ *Data Analysis*

The data was analyzed using qualitative research methods, with an emphasis on thematic analysis to explore the experiences and perspectives of administrative and financial staff regarding SEAIT's current fund management system and the proposed transparent, user-friendly donation system. Thematic analysis is a qualitative approach used to identify, analyze, and interpret recurring patterns of meaning referred to as themes—within a qualitative data set, such as interview transcripts, open-ended responses, or observational notes. It is especially effective for research aiming to understand people's values, opinions, knowledge, and lived experiences in context (McLeod, S., 2024). By employing this method, the study was able to extract meaningful insights into how participants perceived the

system's usability, transparency, and potential for improvement, providing a nuanced understanding of user interaction shaped by Human-Computer Interaction (HCI) principles. Thematic analysis allowed for a comprehensive, descriptive exploration of the challenges and expectations of system users without relying on quantitative measures.

➤ *Ethical Considerations*

This study reports on measures which we have put in place to protection of our participants' privacy and confidentiality. Before they take part, all individuals will be given a detailed informed consent which explains what the research is about, what we as researchers expect of them, and that they have the choice to leave the study at any time which will not in any way affect their standing with us. The informed consent process also includes information on the fact that the study is voluntary, the aims of the research and what we do to protect the personal data of the participants (Cohen et al., 2017). We will remove personal identifiers from the transcript of interviews, and will use pseudonyms for all publications which in turn preserves the identity of the participants. Also, audio records will be put in secure storage and once analyzed will be destroyed which we do to make sure that the participants' data is handled very carefully.

IV. ADVANCED HCI DESIGN

➤ *System Architecture*

SEAIT's School Fund Management through a Transparent and User-Friendly Donation System architecture is very much concerned with promoting usability, security, and privacy in a web-based environment.

• *The Key Components are:*

✓ *User Interface (UI) Layer:*

Provides a responsive and user-friendly interface tailored to students, staff, and administrators.

✓ *Application Logic Layer:*

Processes user requests based on the role logic and permissions.

✓ *Database Management System (DBMS):*

Securely stores user data, feedback, and access logs with encryption.

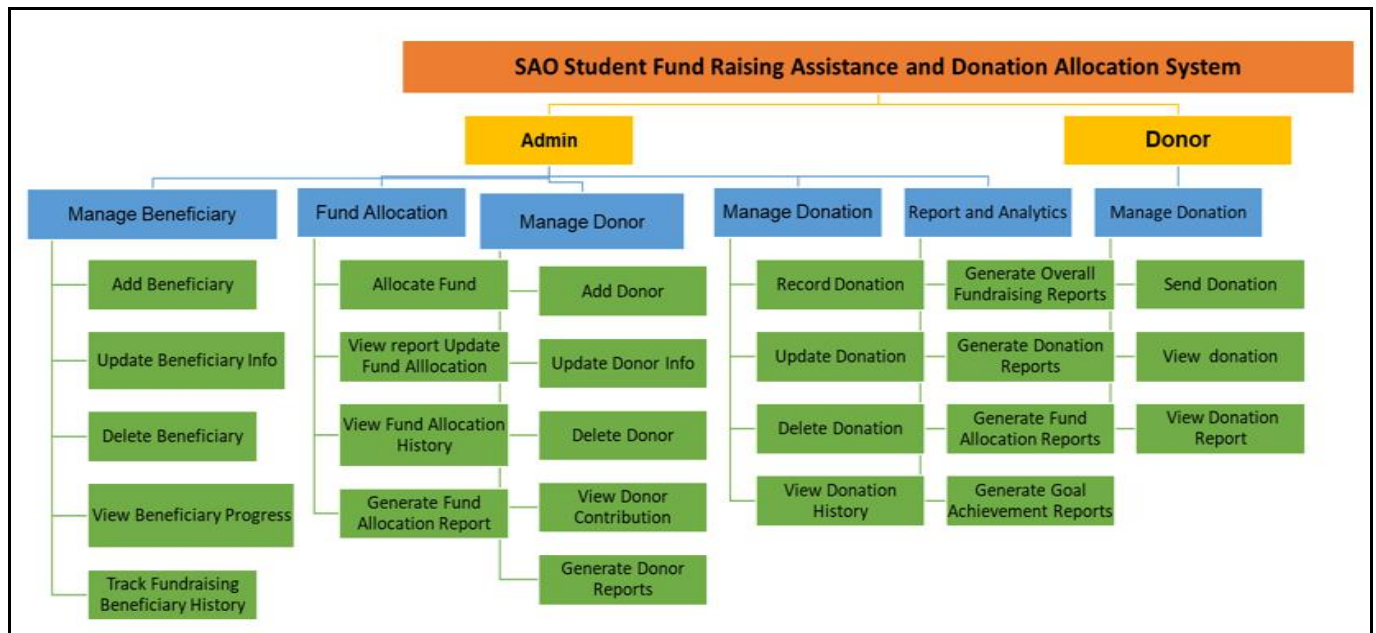


Fig 1 The diagram outlines a Enhancing SEAIT’s School Fund Management Through a Transparent and User-Friendly Donation System: A Qualitative Study Using Human-Computer Interaction (HCI) Principles.

➤ Features and Functionalities

The features and functionalities of SEAIT’s School Fund Management System are the following:

- *Manage Beneficiary*

Allows administrators to keep track of and supervise eligible donation recipients within the SEAIT community. In order to facilitate transparent donation allocation, this guarantees that all beneficiary information is kept up to date, accurate, and verifiable.

- *Fund Allocation*

Distributing funds to authorized recipients in an organized and open way.

- *Manage Donor*

Manages the documentation of the people and groups that support the school. to ensure accurate and well-

organized donor data by registering new donors, updating their details, and viewing their donation history.

- *Manage Donation*

It manage and track the amount donated, the kind of donation, and any restrictions or preferences they may have set.

- *Fund Allocation*

Distributing the donations to verified beneficiaries based on need and availability of funds.

- *Report and Analytics*

Provides up-to-date reports and visual summaries of funds allotted, donations received, active donors, and beneficiaries supported.

➤ User Interface Design

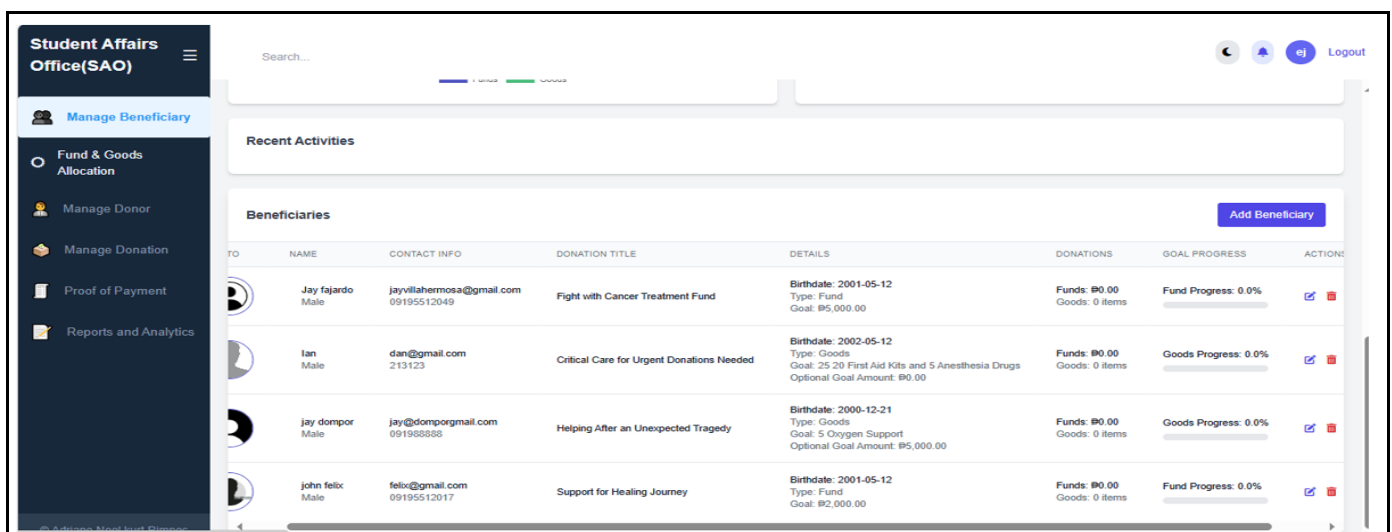


Fig 2 SAO Fundraising Assistance and Donation Allocation System Beneficiaries

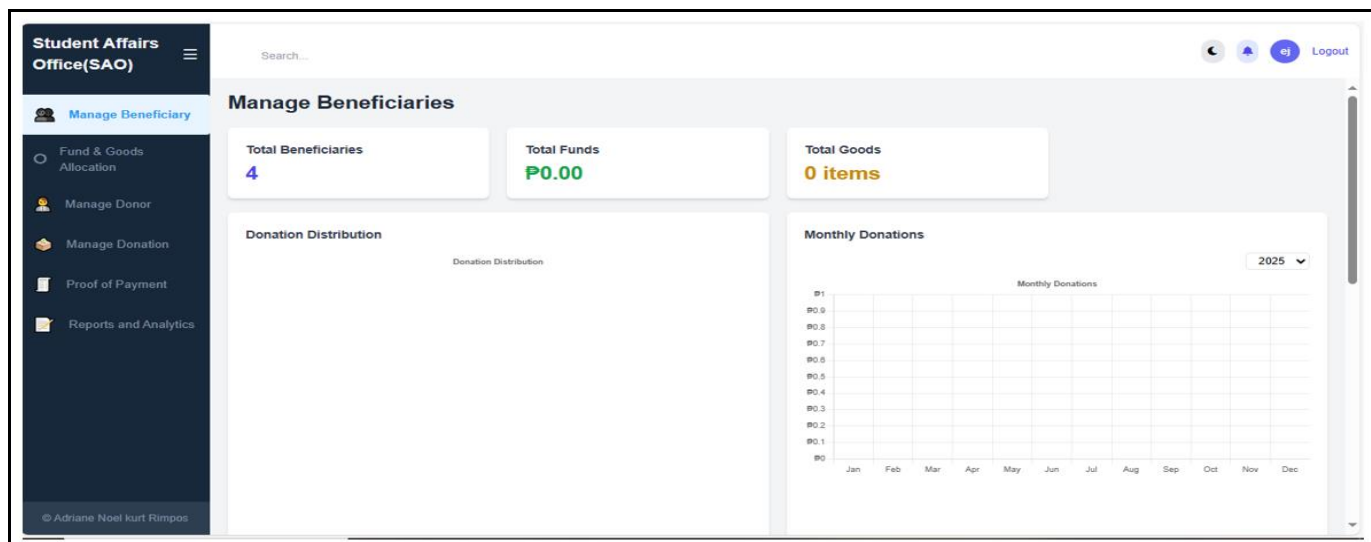


Fig 3 SAO Fundraising Assistance and Donation Allocation System Manage Donors

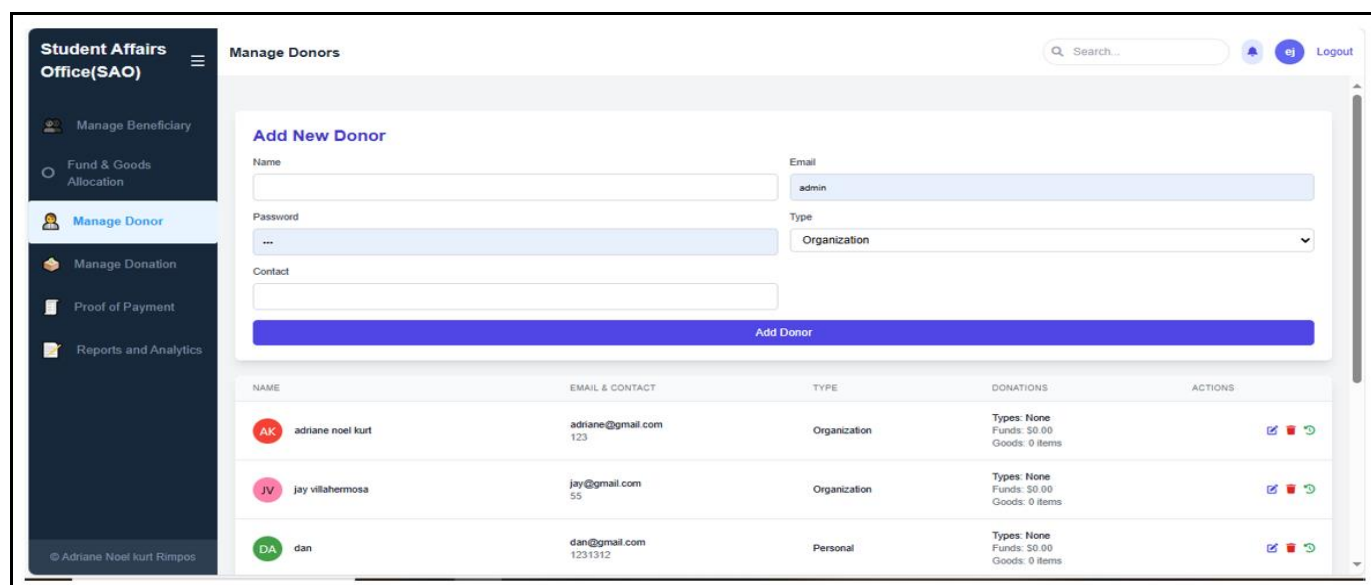


Fig 4 SAO Fundraising Assistance and Donation Allocation System Manage Donors - Reports

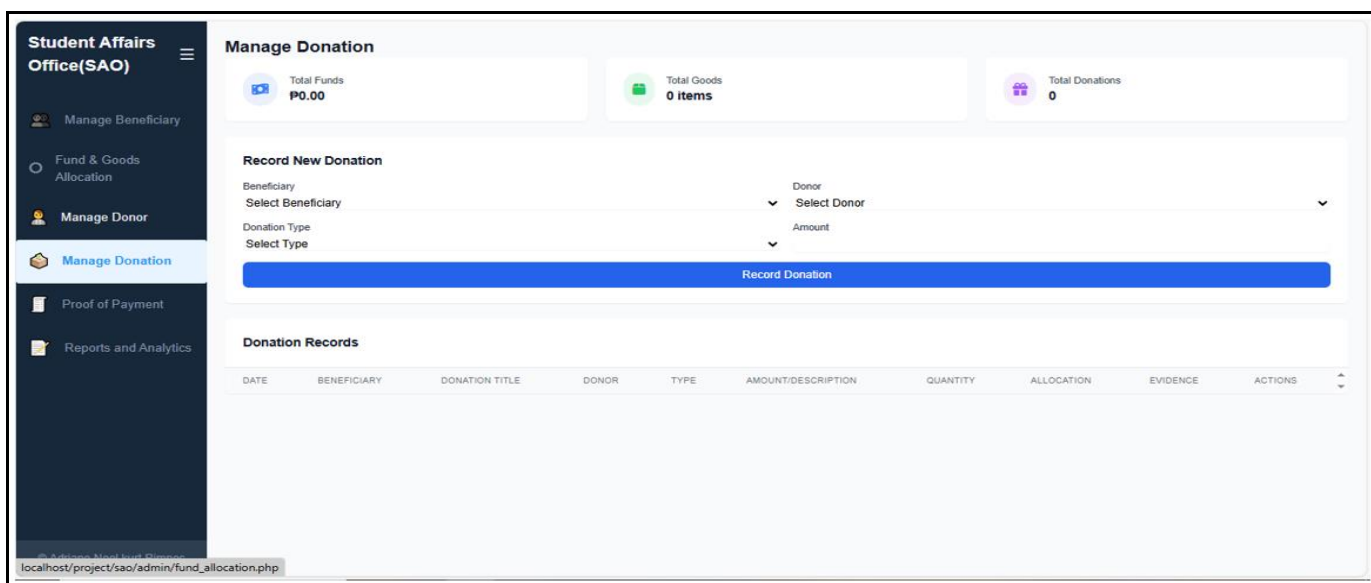


Fig 5 SAO Fundraising Assistance and Donation Allocation System Manage Donations

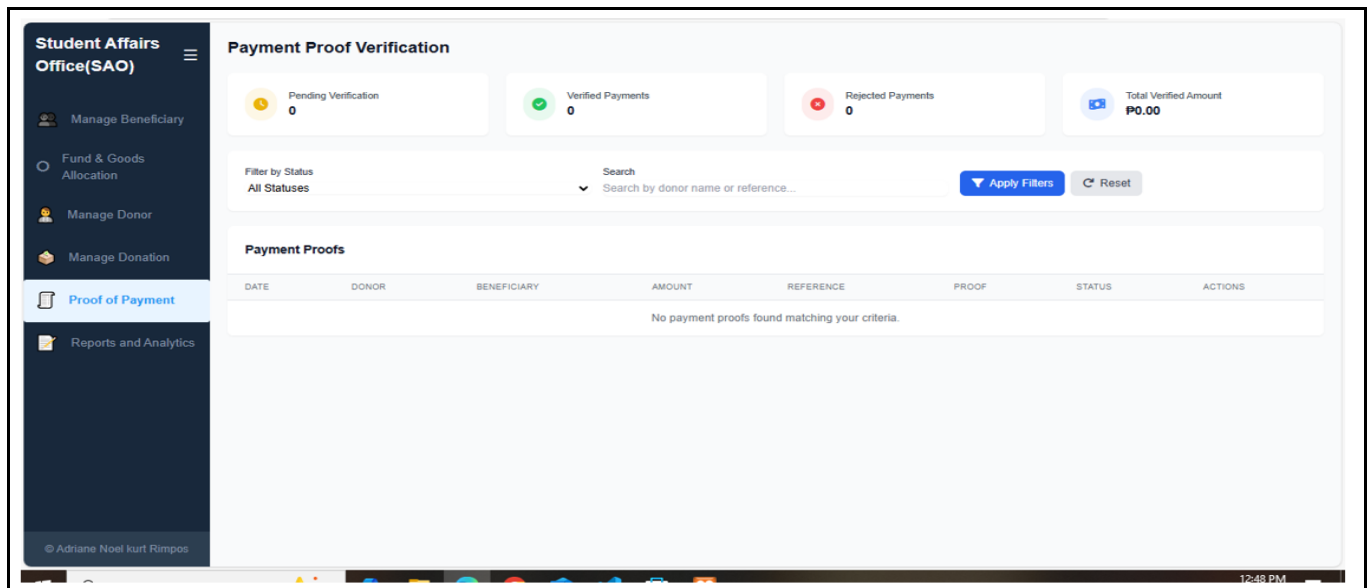


Fig 6 SAO Fundraising Assistance and Donation Allocation System Payment Proof Verification

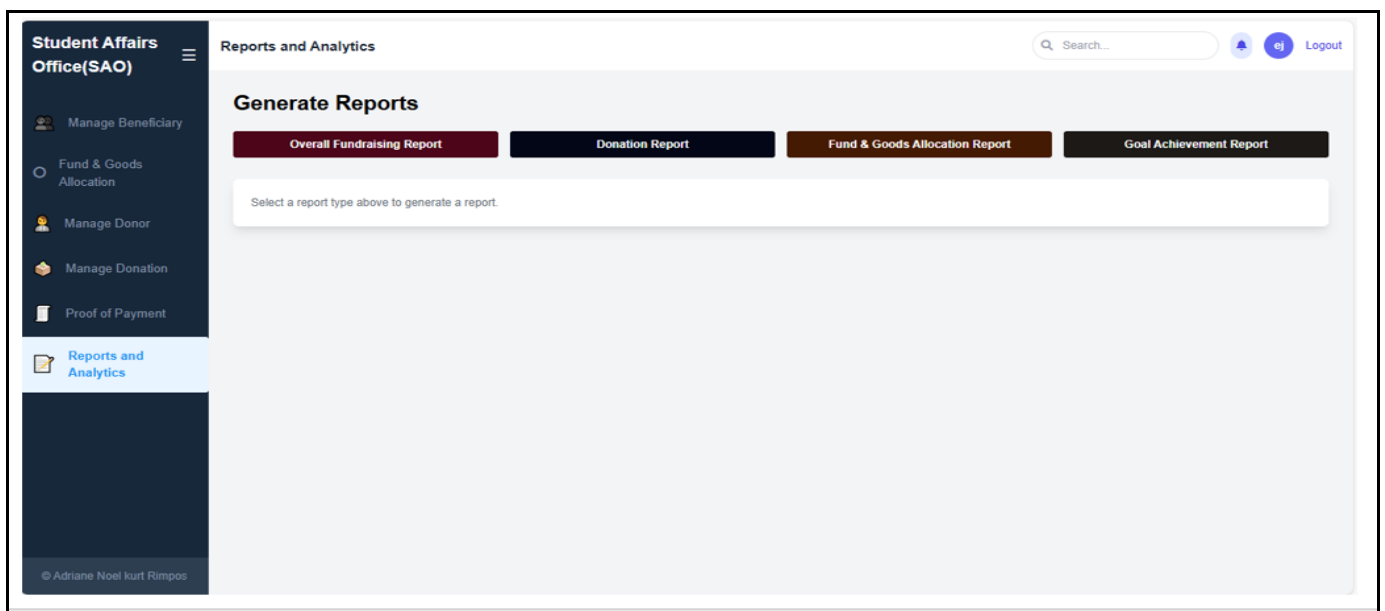


Fig 7 SAO Fundraising Assistance and Donation Allocation System Generate Reports

V. EVALUATION AND RESULTS

➤ Usability Testing

The usability testing of the SEAIT donation system was conducted to evaluate its effectiveness, ease of use, and overall user satisfaction. Participants included both staff and student users who interacted with the system while researchers observed key usability challenges. Observations revealed issues such as difficulty navigating between sections, confusing visual layout, and inconsistent performance.

User feedback was gathered through qualitative surveys and open-ended questions, with a focus on layout clarity, visual appeal, and task efficiency. Recurring themes emerged from the feedback, including system sluggishness, lack of real-time updates, poor organization of information, and limited transparency. These findings reflect a system

that is not user-centered and highlight the need for interface redesign and performance optimization.

Through continuous feedback loops, suggested improvements included a streamlined layout, better search functions, simplified navigation, and incorporation of guiding elements such as tooltips and clear icons. These suggestions underscore the importance of iterative design in improving system usability.

➤ Performance Metrics

Performance metrics used in this evaluation were derived directly from user feedback and included satisfaction, usability, efficiency, and error prevention. User satisfaction was based on overall impressions of the system, particularly regarding layout and ease of use. Many respondents found the system functional but outdated,

expressing dissatisfaction with slow loading times and frequent data errors.

Usability was evaluated through the ability to complete common tasks such as viewing donation records and submitting new entries. Users reported confusion due to unclear menus and a lack of visual cues. Performance efficiency was hindered by slow response times and system delays.

Error prevention was limited, as users noted the absence of confirmation prompts and the potential for mistakes in manual entry. Visual design elements, including poor contrast and lack of responsiveness on mobile devices, also contributed to negative user experiences. Overall, the metrics indicate that while the system performs basic functions, substantial redesign is necessary to meet modern standards.

➤ *Comparative Analysis*

The SEAIT donation system was compared with digital donation systems from similar educational institutions and previous HCI studies. Unlike modern platforms that emphasize user-centered design, the current SEAIT system lacks flexibility, real-time tracking, and modern interface elements.

The comparative analysis showed that improved systems tend to have clearer navigation paths, faster performance, integrated dashboards, and visual clarity. These systems also allow for personalized user experiences and streamlined task flows. In contrast, SEAIT's system is hampered by outdated structures and limited customization options.

Nonetheless, feedback from this study presents a roadmap for potential improvements: adopting intuitive design principles, enabling adaptive layouts, and implementing responsive feedback mechanisms. Iterative improvements will be essential in transforming the current system into a more engaging, efficient, and user-friendly platform.

➤ *Results and Findings*

• *How would you describe your Overall Experience with the Current Donation System at Seait?*

- ✓ The respondent described the system as inefficient and often hard to navigate, especially when trying to access donation history. He feels that the process is overly complicated and lacks sufficient clarity.
- ✓ The second respondent felt that the current donation system is functional but outdated. It works for basic tasks but tends to slow down during peak times, making it frustrating when trying to process multiple donations at once.
- ✓ The third respondent noted that while the system gets the job done, it is quite cumbersome. She finds that

navigating between different sections is not intuitive, and it doesn't provide quick access to essential information.

- ✓ This respondent highlighted that the system is often slow, and there's a lack of feedback on donation status. He feels it's an old-fashioned system that doesn't meet modern expectations for speed and ease of use.
- ✓ The fifth respondent feels the system works okay for basic record-keeping but is often plagued by delays and occasional errors when updating donation records. She also mentioned that it lacks integration with other systems, making it difficult to track everything seamlessly.
- ✓ The sixth respondent commented that the system lacks transparency, especially when it comes to showing where funds are allocated. She also mentioned that there's no clear way to track ongoing donations, which makes the process feel less trustworthy.
- ✓ The seventh respondent expressed dissatisfaction with the current system's inability to provide clear, organized data. She also noted that the manual input required increases the chances of human error, which is a significant issue when handling financial records.
- *In Your Opinion, What Specific Features or Functionalities are Missing or Need Improvement in the Current System?*
- ✓ The respondent suggested the addition of a digital tracking feature that could show real-time updates of donations, as well as a dashboard for easy access to financial reports.
- ✓ The second respondent mentioned that the system lacks an integrated notification system for both donors and administrators. This would help ensure everyone is kept up to date with donation status or if action is needed.
- ✓ The third respondent proposed improvements in the search function. She mentioned that currently it's difficult to retrieve old donation records and recommended adding advanced filters to streamline the process.
- ✓ This respondent emphasized the need for better validation and confirmation mechanisms in the system. He suggested that there should be pop-ups or alerts to confirm key actions like donation submissions or updates to prevent accidental errors.
- ✓ The fifth respondent suggested adding a user-friendly dashboard that shows an overview of donations, their status, and future goals. This would help the administrative staff monitor and manage donations more effectively.

- ✓ The sixth respondent recommended introducing a more secure login and authentication process to ensure the privacy and safety of donor information. She also suggested integrating a payment gateway to process donations directly through the system.
- ✓ The seventh respondent highlighted the need for a reporting feature that generates automatic reports on donation trends and usage. This would help to reduce manual effort and improve transparency in financial reporting.
- *What Design or Interface Qualities do you Believe Would Make the Donation System More User-Friendly and Accessible?*
- ✓ The respondent believes the system would benefit from a cleaner, more modern design. He suggested that simplifying the interface and reducing clutter would make it much easier to use.
- ✓ The second respondent recommended clearer labeling and a more intuitive menu structure. She emphasized that the current layout is confusing and could use more guiding elements to help users navigate.
- ✓ The third respondent thought the design could be improved by making it mobile-friendly. With many users accessing systems on their phones, having a responsive design would make the system more accessible.
- ✓ This respondent suggested simplifying the navigation flow by reducing the number of clicks required to access key information. A more streamlined, step-by-step process would improve usability.
- ✓ The fifth respondent believed that a more visually appealing interface with better contrasting colors would help users distinguish different sections more easily. Clear visual cues and icons would make the system more user-friendly.
- ✓ The sixth respondent mentioned that incorporating tooltips or on-screen instructions would help guide new users, especially those who aren't familiar with donation systems or technology in general.
- ✓ The seventh respondent recommended using larger, more readable fonts, and ensuring that all buttons are easy to press, particularly for users with limited experience in technology.
- *How important is Transparency in a Digital Donation System, and How Does It Influence Your Trust in the Process?*
- ✓ The respondent stressed that transparency is crucial. Without it, donors can feel uncertain about where their contributions are going. Clear breakdowns of fund allocation would help increase trust in the system.
- ✓ The second respondent said that transparency in how donations are used would definitely increase trust. He suggested having a section where donors can see how their money is spent or allocated to various causes.
- ✓ The third respondent agreed, emphasizing that transparent reporting could help build a connection between donors and the cause. She also mentioned that an easily accessible donation receipt would improve trust.
- ✓ This respondent mentioned that transparency is key to building donor confidence. Clear and real-time visibility of the donation flow and its impact would encourage greater participation.
- ✓ The fifth respondent noted that transparency would address potential concerns about mismanagement or misuse of funds. Having a public record of donations would allow donors to feel more confident in contributing.
- ✓ The sixth respondent stated that without transparency, there is a lack of accountability, which affects her willingness to trust the system. She suggested implementing a donation tracking feature to address this.
- ✓ The seventh respondent highlighted that clear and regular updates on how donations are being used would directly influence her trust in the system. Without this transparency, it would be harder to convince donors to contribute.
- *How Does the Usability of the Donation System Affect your Willingness to engage with or Recommend it to others?*
- ✓ The respondent noted that if the system were easier to use, he would be more likely to engage with it regularly and recommend it to others. However, because of the current system's complexity, he doesn't feel comfortable recommending it.
- ✓ The second respondent stated that a more user-friendly system would make her more likely to participate in donations herself and encourage others to do the same. The current difficulties make her hesitant to recommend it.
- ✓ The third respondent mentioned that if the donation process were smoother and faster, she would have no problem recommending it. She noted that ease of use is a significant factor in encouraging further involvement.
- ✓ This respondent highlighted that the usability of the system directly impacts how often she interacts with it. A more accessible and user-friendly interface would make her more inclined to recommend the system to others.

- ✓ The fifth respondent said that the more intuitive the system is, the more comfortable she would feel recommending it to colleagues and donors. As it stands, the complexity prevents her from fully endorsing it.
- ✓ The sixth respondent pointed out that usability is a key factor in her willingness to recommend the system. If improvements were made to the user interface and navigation, she would feel more confident in suggesting it to others.
- ✓ The seventh respondent mentioned that if the system were easier to use, she would definitely recommend it to others. However, the current level of difficulty in navigating the system makes her reluctant to do so.

VI. DISCUSSION

➤ *Interpretation of Findings*

The findings of this study reveal critical insights into user perceptions of the existing donation system at SEAIT. Across respondents, there is a clear and consistent sentiment that the current system lacks user-friendliness, transparency, and modern functionality. Key usability issues were repeatedly identified, including unintuitive navigation, limited accessibility to past records, and inefficient layout, which collectively hinder user engagement.

Several respondents pointed out that the system is slow, especially during peak times, and prone to errors factors that contribute to user frustration. The lack of real-time updates, limited integration with other platforms, and absence of notification features were also common concerns. Users expressed the need for clearer labeling, better feedback mechanisms, and more streamlined processes, highlighting the importance of design principles aligned with user-centered interface design.

Notably, transparency emerged as a central issue influencing user trust. Respondents emphasized the need for detailed fund allocation reports and real-time donation tracking to foster credibility. They indicated that without visibility into how donations are used, confidence in the system erodes significantly. Improvements such as a cleaner interface, intuitive dashboards, and adaptive mobile responsiveness were frequently suggested. Many participants agreed that enhancing these elements would make the system more engaging and reliable. This supports the core research question by affirming that effective UI/UX design, especially transparency and ease of navigation, plays a vital role in a user's willingness to engage with and recommend the donation system.

➤ *Contributions and Innovation*

This study contributes to the evolving understanding of how human-computer interaction (HCI) principles apply to institutional financial systems. It emphasizes the importance of a user-centered, iterative approach to redesign. By integrating feedback from actual users, the study provides a grounded blueprint for addressing real-world interface challenges in the context of donation systems.

Innovative suggestions from respondents include the introduction of real-time dashboards, automated reporting features, advanced search and filter functions, and a secure integrated payment gateway. These elements, if implemented, would not only modernize the system but also set a foundation for future enhancements such as AI-driven personalization and predictive analytics.

➤ *Limitations and Future Work*

One limitation of this study is the relatively small number of qualitative responses, which may not fully represent the diversity of user experiences. Additionally, the analysis does not include quantitative metrics such as task completion time or error rates, which could provide deeper insights into performance bottlenecks.

Future research should involve larger, more diverse groups of participants to validate these findings across broader user demographics. Exploring the integration of AI features such as voice-assisted interactions and predictive donation suggestions could further improve system adaptability. Moreover, implementing usability testing phases alongside user feedback would enable continuous refinement and ensure long-term user satisfaction.

VII. CONCLUSION

➤ *Summary of Key Findings*

The study confirms that the current donation system at SEAIT suffers from notable usability and transparency issues. Users reported that the interface is outdated, complex, and lacks intuitive navigation. These factors limit trust, discourage engagement, and prevent users from recommending the system to others.

However, the survey also highlights clear directions for improvement. Suggestions include a modernized interface, enhanced transparency through real-time tracking and reporting, mobile optimization, and streamlined navigation. Collectively, these recommendations demonstrate how user-centered redesign can significantly enhance system usability and user satisfaction.

➤ *Final Remarks*

This study underscores the importance of integrating user experience design into digital donation systems. It provides practical insights into how HCI theories can be translated into tangible improvements, creating a system that is not only functional but also engaging and trustworthy. Through iterative refinement based on actual user feedback, SEAIT has the opportunity to transform its donation platform into a transparent, efficient, and user-friendly system aligned with modern technological standards.

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APPENDICES

➤ *Appendix A: Interview Questions*

- How would you describe your overall experience with the current donation system at SEAIT?
- In your opinion, what specific features or functionalities are missing or need improvement in the current system?
- What design or interface qualities do you believe would make the donation system more user-friendly and accessible?
- How important is transparency in a digital donation system, and how does it influence your trust in the process?
- How does the usability of the donation system affect your willingness to engage with or recommend it to others?

➤ *Appendix B: Survey Responses*

- *How would you describe your Overall Experience with the Current Donation System at Seat?*
 - ✓ The respondent described the system as inefficient and often hard to navigate, especially when trying to access donation history. He feels that the process is overly complicated and lacks sufficient clarity.
 - ✓ The second respondent felt that the current donation system is functional but outdated. It works for basic tasks but tends to slow down during peak times, making it frustrating when trying to process multiple donations at once.
 - ✓ The third respondent noted that while the system gets the job done, it is quite cumbersome. She finds that navigating between different sections is not intuitive, and it doesn't provide quick access to essential information.
 - ✓ This respondent highlighted that the system is often slow, and there's a lack of feedback on donation status. He feels it's an old-fashioned system that doesn't meet modern expectations for speed and ease of use.
 - ✓ The fifth respondent feels the system works okay for basic record-keeping but is often plagued by delays and occasional errors when updating donation records. She also mentioned that it lacks integration with other systems, making it difficult to track everything seamlessly.
 - ✓ The sixth respondent commented that the system lacks transparency, especially when it comes to showing where funds are allocated. She also mentioned that there's no clear way to track ongoing donations, which makes the process feel less trustworthy.
 - ✓ The seventh respondent expressed dissatisfaction with the current system's inability to provide clear, organized data. She also noted that the manual input required increases the chances of human error, which is a significant issue when handling financial records.
- *In Your Opinion, What Specific Features or Functionalities Are Missing or Need Improvement in the Current System?*
 - ✓ The respondent suggested the addition of a digital tracking feature that could show real-time updates of donations, as well as a dashboard for easy access to financial reports.
 - ✓ The second respondent mentioned that the system lacks an integrated notification system for both donors and administrators. This would help ensure everyone is kept up to date with donation status or if action is needed.
 - ✓ The third respondent proposed improvements in the search function. She mentioned that currently it's difficult to retrieve old donation records and recommended adding advanced filters to streamline the process.
 - ✓ This respondent emphasized the need for better validation and confirmation mechanisms in the system. He suggested that there should be pop-ups or alerts to confirm key actions like donation submissions or updates to prevent accidental errors.
 - ✓ The fifth respondent suggested adding a user-friendly dashboard that shows an overview of donations, their status, and future goals. This would help the administrative staff monitor and manage donations more effectively.
 - ✓ The sixth respondent recommended introducing a more secure login and authentication process to ensure the privacy and safety of donor information. She also suggested integrating a payment gateway to process donations directly through the system.

- ✓ The seventh respondent highlighted the need for a reporting feature that generates automatic reports on donation trends and usage. This would help to reduce manual effort and improve transparency in financial reporting.
- *What Design or Interface Qualities do you Believe Would Make the Donation System More User-Friendly and Accessible?*
- ✓ The respondent believes the system would benefit from a cleaner, more modern design. He suggested that simplifying the interface and reducing clutter would make it much easier to use.
- ✓ The second respondent recommended clearer labeling and a more intuitive menu structure. She emphasized that the current layout is confusing and could use more guiding elements to help users navigate.
- ✓ The third respondent thought the design could be improved by making it mobile-friendly. With many users accessing systems on their phones, having a responsive design would make the system more accessible.
- ✓ This respondent suggested simplifying the navigation flow by reducing the number of clicks required to access key information. A more streamlined, step-by-step process would improve usability.
- ✓ The fifth respondent believed that a more visually appealing interface with better contrasting colors would help users distinguish different sections more easily. Clear visual cues and icons would make the system more user-friendly.
- ✓ The sixth respondent mentioned that incorporating tooltips or on-screen instructions would help guide new users, especially those who aren't familiar with donation systems or technology in general.
- ✓ The seventh respondent recommended using larger, more readable fonts, and ensuring that all buttons are easy to press, particularly for users with limited experience in technology.
- *How important is Transparency in A Digital Donation System, and How Does It Influence Your Trust in the Process?*
- ✓ The respondent stressed that transparency is crucial. Without it, donors can feel uncertain about where their contributions are going. Clear breakdowns of fund allocation would help increase trust in the system.
- ✓ The second respondent said that transparency in how donations are used would definitely increase trust. He suggested having a section where donors can see how their money is spent or allocated to various causes.
- ✓ The third respondent agreed, emphasizing that transparent reporting could help build a connection between donors and the cause. She also mentioned that an easily accessible donation receipt would improve trust.
- ✓ This respondent mentioned that transparency is key to building donor confidence. Clear and real-time visibility of the donation flow and its impact would encourage greater participation.
- ✓ The fifth respondent noted that transparency would address potential concerns about mismanagement or misuse of funds. Having a public record of donations would allow donors to feel more confident in contributing.
- ✓ The sixth respondent stated that without transparency, there is a lack of accountability, which affects her willingness to trust the system. She suggested implementing a donation tracking feature to address this.
- ✓ The seventh respondent highlighted that clear and regular updates on how donations are being used would directly influence her trust in the system. Without this transparency, it would be harder to convince donors to contribute.
- *How Does the Usability of the Donation System Affect your Willingness to Engage with or Recommend it to Others?*
- ✓ The respondent noted that if the system were easier to use, he would be more likely to engage with it regularly and recommend it to others. However, because of the current system's complexity, he doesn't feel comfortable recommending it.
- ✓ The second respondent stated that a more user-friendly system would make her more likely to participate in donations herself and encourage others to do the same. The current difficulties make her hesitant to recommend it.
- ✓ The third respondent mentioned that if the donation process were smoother and faster, she would have no problem recommending it. She noted that ease of use is a significant factor in encouraging further involvement.

- ✓ This respondent highlighted that the usability of the system directly impacts how often she interacts with it. A more accessible and user-friendly interface would make her more inclined to recommend the system to others.
- ✓ The fifth respondent said that the more intuitive the system is, the more comfortable she would feel recommending it to colleagues and donors. As it stands, the complexity prevents her from fully endorsing it.
- ✓ The sixth respondent pointed out that usability is a key factor in her willingness to recommend the system. If improvements were made to the user interface and navigation, she would feel more confident in suggesting it to others.
- ✓ The seventh respondent mentioned that if the system were easier to use, she would definitely recommend it to others. However, the current level of difficulty in navigating the system makes her reluctant to do so.