

Office Skills among Local Government Units' Personnel towards a Proposed Extension Project

**Analyn V. Inarda¹, Elsa Mia G Madriaga², Michael L. Protacio³,
Ma Salome P. Santos⁴**
College of Business, University of Rizal System - Rodriguez, Philippines
anavalencia197936@yahoo.com

**Asia Pacific Journal of
Academic Research in
Social Sciences**
Vol. 4, 40-49
November 2019
ISSN 2545-904X (Print)
ISSN 2704-4157 (Online)
www.apjarss.org

Date Received: July 16, 2019; Date Revised: November 21, 2019

Abstract – *The study was conducted in order to propose an extension project based on the evaluated office skills of Local Government Unit (LGU) non-career service personnel in the Municipality of Rodriguez. The results of the study will be the basis of the extension project to be crafted which is a capacity building that enables to utilize a modular approach. The variables included are technology skills, communication skills, organizational ability, records management and human relations skills. This work had utilized descriptive survey method with quantitative and qualitative approaches. Qualitative data have been established through interview. Population size was used with 106 respondents coming from different local villages in Rodriguez, Rizal, Philippines. The results of the study have revealed that the LGUs concern prefers to hire female employees at their middle age and educational attainment is not a vital factor. The perceived office skills of the personnel need to be strengthened and one way to do that is through formal education or training. Specifically, this initiative can be implemented through an extension project which aims to give useful knowledge to local government units' personnel that will strengthen their capabilities in performing their job. Improvements in their works are of much important since the public who are the government clients deserve to receive a better customer service. Vis-à-vis the concerns which need to be addressed to improve their performance in their job includes lack of formal knowledge, limitation of resources, uncooperative workers, communication gap, lack of skills in organizing the workplace and their works, and political affiliation.*

Keywords – *office skills, technology skills, records management, human relations, communication skills, organizational ability*

INTRODUCTION

Office personnel ought to possess various skills concerning the position they have to perform in order to be efficient and effective workers. Most of the time, they are the one who directs their offices when the bosses are not around and so they must be equipped with skills to be able to execute their job without hesitation and contentedly. Thus, they must handle significant details and tedious situations at once. Individual who are skilled in the office can assist various personalities handling higher positions in the different fields like government, education, nonprofit organizations, private corporations and others. These personalities cannot be removed in the system for they serve as strong support for the organization to run. Although, innovations have been introduced about managing an office, basic skills remain largely the same. It is therefore, imperative that office personnel must be trained to continuously perform in a way that

their clients will be satisfied. There are numerous complaints being handled on the services given by the government and it's a fact that aside from his fight against illegal drugs, President Rodrigo Duterte has also vowed to eliminate corruption in government. Among his plans is to reduce processing time or "red tape" and set up a grievance hotline that is always open to receive calls. On August 1, 2016 President Duterte launched the 8888 citizen complaints hotline. It is currently handled by the Civil Service Commission (CSC), which is also in charge of the 1-6565 "Contact Center ng Bayan" hotline that has been active since 2012. Since its launch up to September 18, the 8888 hotline has handled 11,347 calls, or an average of 232 calls a day. The CSC hired 10 more personnel, bringing to 23 the total number of agents who receive and process these calls. They work on rotation for 3 shifts to meet the hotline's 24/7 demand. The top 3 complaints reported to 8888 are related to slow processes, failure to act on requests, and unclear

procedures [1]. One way to address this dilemma is to educate the government personnel to provide them enough knowledge necessary to perform their jobs.

Philippine government hired office personnel who are classified into two; one is career service and other one is non career service [2]. Millions of Filipinos are being part of the government service every year. Moreover, career service requires meeting the qualification based on merit and fitness system while non-career service positions are appointed based on the recommendations of the appointing authority and is co terminus. They can contractual, emergency and seasonal personnel. These individuals are hired most commonly due to trust and confidence of the appointing authority, thus, educational qualification to fit the position is not a major issue. Personnel positioned in the offices of elected government officials are dominantly not graduates of office administration or any related courses to handle rigorous works that are being performed every day. Likewise, skills trainings are not provided relative to their job. Considering that they have hundreds and thousands of clients who visit their office, it is necessary that they possess office skills and management to be utilized in their daily operation. Particularly, they must be knowledgeable in technology skills, communication skills, organization ability, records management skills, and human relations skills. These skills are being utilized everyday as they deal with their clientele.

Technology skills refer to knowledge on operating and/or manipulating computers. This can be used by office personnel to perform their job. Communication skills in the context of the study are concern on interacting to different people who are related to office operations. Furthermore, classifying the various types of correspondence and its purposes. Organization ability comprise the office personnel being well thought-out that specifically includes processes on how the operations run smoothly in the workplace, arranging boss' schedules and flow of paperwork inside and outside the office. Record's management skills specifically refer to managing the records of the office or the filing system while human relation skills refer to how the office personnel deal with people with grace and respect and how they able to maintain a harmonious relationship inside the workplace.

Viewed from a narrow perspective, office work is nothing but an endless repetition of dull and mercilessly demanding routines which consists of sorting papers, posting information, calculating, dictating, typing, duplicating and filing. Thus, in this respect the office is merely a conglomeration of clerical

routines and services which have been grouped together under the supervision and control of a manager who is responsible for the carrying out of such activities without needless delay and as such avoid waste of effort, time and money. From another angle, the office under an efficient office manager is the brain and nerve center of the business organization inasmuch as its network of activities [3]. Ward [4] have suggested several ways to manage office efficiently which can be very useful for people to understand why they must be knowledgeable in their job. One of the skills office workers must possess is the ability to utilize technology. Records management have been very crucial work in the office. Documents must be managed very well for easy storage, retrieval and utilization. However, there are changes on this skill which must be acknowledged by office personnel of every local government unit in order to be productive and efficient in their work.

On the other hand, these skills will not be completed without the human relations skills. Dealing with people have been very significant indicator of organization's success. Every day, hundreds or thousands of people may visit government office for special reason or purpose that must be attended to. In this regard, personnel positioned to entertain them must be knowledgeable on handling them.

In this regard, this endeavor assessed the office skills of local government personnel appointed in the non-career service in the Municipality of Rodriguez. Assessing their skills in the context of the study is to know their knowledge perceptively on the abovementioned variables. The results of the study will be the basis of the module to be crafted and will be utilized on the extension project the researchers would like to propose later to the abovementioned subject of the study. Although the URS Rodriguez College of Business Bachelor of Science in Office Administration Program has a constant and strong linkages with Municipality of Rodriguez Barangays because of several extension projects conducted relative to enhancing office skills which are really needed as the reason for partnership, the researchers still believe that this can be enhanced by establishing concrete data of what are needed to be specifically addressed on the various activities to be conducted in the future.

OBJECTIVES OF THE STUDY

Specifically, the study the aimed to meet the following objectives: to know the general profile of the local government unit personnel in terms of age, gender, educational attainment, and job position; to

propose an extension project through the utilization of modules to be developed based on the evaluated office skills of local government unit personnel in terms of technology skills, communication skills, organizational ability, records management skills and human relations skills, and to establish data on the various concerns which need to be addressed to effectively manage their duties and responsibilities relative to office operations and management.

METHODS

The study dealt with the evaluation of office skills of local government units' barangay personnel in the municipality of Rodriguez. It utilized descriptive survey method of research with qualitative and quantitative approaches specifically the utilization of survey instruments, documentary analysis, and interview. The design is very relevant since the study would like to know the perception of the respondents on their office skills. The subject of the study came from the eleven (11) barangays. They were the non-career service employed at the time the study was conducted with a population of 106. Specifically, 18 from San Jose, 13 from Manggahan, 11 from Geronimo, 10 from San Isidro, 9 from San Rafael, 9 from Burgos, 8 from Balite, 5 from Rosario, 4 from Puray, 9 from Macabud and 10 from Mascalap. It was conducted from March 2018 to June 2019. They were appointed as Barangay Secretary, Treasurer, Liaison Officer, Desk Officer and Messengers. Thus, profile of the respondents has been identified to acquire idea on the job whereabouts of the personnel. Appropriate protocols have been followed before the conduct of the study. Necessary approval of the authorities has been sought to distribute the survey questionnaire. On the other hand, selection of participants on the interview conducted have been clearly elucidated to the respondents and the objectives of the study have been plainly stated and described.

The survey instrument was content validated and was translated in Filipino for further understanding. Validation was facilitated to the barangay personnel of San Mateo, Rizal. Result of validation was derived using Cronbach's Alpha with .914 and internal consistency interpreted as excellent. Anastasi [5] claimed the reliability leads to internal consistency where aggregate scores are to be used. Furthermore, several readings have been done to come up with an instrument. Five-point likert scale was used as follows: 5.00-4.20-Very much Skilled, 4.19-3.40-Skilled, 3.39-2.6-Skilled, 2.59-1.20-Less Skilled and 1.19-1.00-Least Skilled. The study derived the results limited on

the variables considered only. Furthermore, proper statistical treatments were used with SPSS version 21 on the quantitative data and Interviews and observations were done to establish qualitative data.

RESULTS AND DISCUSSION

Table 1. Profile of the respondents in terms of gender, age, educational attainment, and job position.

Gender	<i>f</i>	P
Male	33	31.13
Female	73	68.86
Total	106	100
Age	<i>f</i>	P
15-30	29	27.35
31-45	39	36.79
46-above	38	35.84
Total	106	100
Educational Attainment	<i>f</i>	P
High School Graduate	36	33.96
Vocational graduate	25	23.58
College Graduate	45	42.45
Total	106	100
Job Position	<i>f</i>	P
Staff(Secretary, Treasurer, Messenger)	61	57.54
Clerk (Desk Officer, Typist, Bookkeeper)	45	42.45
Total	106	100

The table presents the background information of the respondents. Data displayed pertain to the Gender, Age, Educational attainment and Job Position. Of the 106 respondents 73 or 68.86 percent are female and male with a frequency of 33 or 31.13 percent. In terms of Age, 31-45 years old ranked first with a frequency of 39 or 36.79 percent which is followed by the respondents in the age range of 46-above with 38 respondents or 35.84 percent while 29 of the respondents or 27.35 belonged to the age group of 15-30 years old. Vis-à-vis educational attainment, most of the respondents are able to finish tertiary education with 45 or 42.45 percent, this was followed by 36 of the respondents who are High School Graduates or 33.96 percent and lastly 25 or 23.58 percent of the respondents were vocational graduates. When it comes to job position 61 of the respondents or 57.54 percent are Staff (Secretary, Treasurer, and Messenger) while the remaining 45 respondents or 42.45 percent were Clerks (Desk Officer, Typist, Bookkeeper).

The results inferred that the local government unit prefers to employ female employee who are of their middle age. Likewise, the largest number is assigned as secretary, treasurers and messenger and college graduate. Unlike the career service, qualifications of non-career service personnel shall be characterized by

(1) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service; and (2) tenure which is limited to a period specified by law, or which is coterminous with that of the appointing authority or subject to his pleasure, or which is limited to the duration of a particular project for which purpose employment was made [6]. In other words, age, gender and educational attainment are not critical factors to be hired.

Table 2. Office Skills of Local Government personnel in terms of technology

Technology Skills	Mean	VI	Rank
1. Able to use some type of word processing program to complete written tasks in a timely manner.	2.6	FS	11.5
2. Able to use some type of spreadsheet program to compile and chart data.	2.6	FS	11.5
3. Able to use some type of database program to create tables, store and retrieve data, and query data.	3.5	S	3
4. Able to use electronic presentation software to create and give electronic presentations.	1.7	LES	15
5. Able to navigate the World Wide Web and search effectively for data on the Internet.	3.5	S	3
6. Able to design, create, and maintain a faculty/educator Web page/site.	2.90	FS	9
7. Able to use e-mail to communicate and be able to send attachments and create e-mail folders.	3.1	FS	7
8. Knows how to operate a digital camera and understand how digital imagery can be used.	2	LES	14
9. Knows the basics of computer networks and understand how their office network works.	3.7	S	1
10. Able to manage their computer files and be able to complete the following tasks; create, and delete files and folders, move and copy files and folders using the My Computer window and Windows Explorer.	2.2	LES	13
11. Able to download software from the web and know of the major sites that can be used for this purpose.	3.5	S	3
12. Able to install computer software onto a computer system.	3.18	FS	6
13. Able to use a video conferencing and understand the basics of communicating with Video Conferencing.	3.09	FS	8
14. Understands and knows how to use the following data storage devices: disks, CDs, USB drives, zip disks & DVD.	3.2	FS	5
15. Knows how to use a scanner and what OCR (optical character recognition) capacity is.	2.8	FS	10
Total	2.90	FS	

4.20 – 5.00 Very Much Skilled(VMS), 3.40 – 4.19 Skilled(S), 2.60 – 3.39 Fairly Skilled(FS), 1.20 – 2.59 Less Skilled(LES), 1.00 – 1.19 Least Skilled (LS)

Table 2 shows the Office Skills of Local Government personnel in terms of technology. This was topped by Knows the basics of computer networks and understand how their office network works with a mean of 3.7 and a verbal interpretation of skilled, this was followed very closely by Able to use some type of database program to create tables, store and retrieve data, and query data, Able to navigate the World Wide Web and search effectively for data on the Internet and Able to download software from the web and know of the major sites that can be used for this purpose with similar verbal interpretation of skilled and with a mean of 3.5. Ranked 5th is Understands and knows how to use the following data storage devices: disks, CDs, USB drives, zip disks & DVD with a mean of 3.2 and verbal interpretation of fairly skilled. Next is Able to install computer software onto a computer system which ranked 6th with verbal interpretation of fairly skilled and a mean of 3.18. Least means among the obtained skills are Able to manage their computer files and be able to complete the following tasks; create, and delete files and folders, move and copy files and folders using the My Computer window and Windows Explorer ranked 13th having a mean of 2.2 with verbal interpretation of less skilled. Next is Knows how to operate a digital camera and understand how digital imagery can be used which ranked 14th with a mean of 2 and verbal interpretation of less skilled. Lastly, Able to use electronic presentation software to create and give electronic presentations ranked 15th with a mean of 1.7 having a verbal interpretation of less skilled.

It can be implicated from the findings that the office personnel are just having basic skills to operate computers and its basic program. It can also be noticed that technology skills in general needs to be enhanced. This skill helps learning takes place on upgrading of computer related knowledge [7]. Being literate on various computer programs have been a basic requirement in an office nowadays. Having this skill is an edge to progress in the career and to easily handle bulk of office works. Education and experience on these skills is a must. On the other hand, this improves productivity in a way that individual will perform job in an organized manner. However, being employed in a local government unit on a non-career service there may be several factors which may hinder them to be adept on this skill. Socio economic profile may help in addressing the literacy gaps in individuals [8].

Table 3. Office Skills of Local Government personnel in terms of Communication

Communication Skills	Mean	VI	Rank
1. Gives & receives constructive feedback.	4.00	S	1.5
2. Displays integrity & openness.	4.00	S	1.5
3. Identify opportunities & generate new ideas.	3.55	S	5.5
4. Communicate to diverse audiences.	3.44	S	7
5. Able to communicate verbally one-to-one and in group settings.	3.00	FS	15
6. Demonstrates Communication ability to compose written materials clearly and concisely.	3.00	FS	15
7. Open to listening to and understanding the other person's point of view.	3.33	FS	8.5
8. Conveys respect for other people and their ideas.	3.77	S	3.5
9. Conveys respect through email by taking the time to edit messages.	3.00	FS	15
10. Able to accept, and even encourage, feedback from others.	3.33	FS	8.5
11. Strong, pleasing voice	3.11	FS	13
12. Proficient command of the English language	3.22	FS	10.5
13. Able to facilitate group discussions	3.22	FS	10.5
14. Able to write and produce presentations	3.77	S	3.5
15. Able to provide adequate relevant context and quickly get to the point	3.55	S	5.5
16. Display good non-verbal language - like maintaining eye-contact and speaking clearly at a suitable volume	3.20	FS	12
Total	3.40	S	

The information collected from the respondents on Office Skills of Local Government personnel in terms of Communication is topped by *Gives & receives constructive feedback and Displays integrity & openness* with a mean of 4 and verbal interpretation of skilled, followed by *Conveys respect for other people and their ideas and Able to write and produce presentations* with a mean of 3.77 verbally interpreted as Skilled. Next in rank are *Identify opportunities & generate new ideas and Able to provide adequate relevant context and quickly get to the point* having a mean of 3.55 and verbally interpreted as skilled while *Communicate to diverse audiences* ranks 7th with a mean of 3.44 having a verbal interpretation of skilled. *Open to listening to and understanding the other person's point of view and Able to accept, and even encourage, feedback from others* followed with a mean of 3.33 and verbally interpreted as fairly skilled. Following closely in rank are *Proficient command of*

the English language and Able to facilitate group discussions having a mean of 3.22 and a verbal interpretation of fairly skilled. Rank 12 with a mean of 3.20 and a verbal interpretation of fairly skilled is *Display good non-verbal language - like maintaining eye-contact and speaking clearly at a suitable volume. Strong, pleasing voice* follows rank 13 with a mean of 3.11 and verbally interpreted as fairly skilled. Lastly, *Able to communicate verbally one-to-one and in group settings and Demonstrates Communication ability to compose written materials clearly and concisely* are rank 15 having only a mean of 3 with a verbal interpretation of fairly skilled.

Communication is fundamental in government service. Office personnel involved are quite good in communications skills however, more on oral. This skill is very important in meeting clients which they may have developed on their everyday dealings with people. On the other hand, written communication skills should also be enhanced because it is most of the time the reflection of the language inside the workplace. Legal documents which can be organized using written communication skills are vital for any office more particularly in a government institution.

Table 4 displays Office Skills of Local Government personnel in terms of Organizational Ability with *Has the ability to stay calm and even influence others when things get a little hectic* in rank 1 having a mean of 3.2 and a verbal interpretation of fairly skilled. This is followed by *Developing innovative methods and techniques* with a mean of 3.17 verbally interpreted as fairly skilled. Next in rank are *Anticipates effect his/her decisions will have on other areas and Projects a positive department image* both having a mean of 3.1 and verbally interpreted as fairly skilled. *Demonstrate positive attitudes and behaviors, responsibility and adaptability personal management* with a mean of 2.75 and a verbal interpretation of fairly skilled. Coming closely with a mean of 2.73 and verbal interpretation of fairly skilled is *willing to offer and accept assistance at all levels* which is ranks 6. *Is comfortable, productive, and effective when working in group situations and Taking the initiative when opportunity appears* obtained the same mean of 2.1 and verbally interpreted as less skilled. On the other hand, *cooperates and coordinates with other administrators/departments* and lastly, rank 15 is *Able to build consensus* having only a mean of 1.83 with a verbal interpretation of less skilled.

Noticeable on the results that teamwork has to be developed among others. Working with one another and be able to build camaraderie and rapport is very important in an organization. Activities in an

organization require a lot of interaction and communication between the people involved.

Table 4. Office Skills of Local Government personnel in terms of Organizational Ability

Organizational Ability	Mean	VI	Rank
1. Cooperates and coordinates with other administrators/departments.	2.08	LES	14
2. Anticipates effect his/her decisions will have on other areas.	3.1	FS	3.5
3. Willing to offer and accept assistance at all levels.	2.73	FS	6
4. Approachable when colleagues or subordinates need support/help, and offers it easily.	2.18	LES	11
5. Able to build consensus.	1.83	LES	15
6. Is comfortable, productive, and effective when working in group situations.	2.1	LES	12.5
7. Projects a positive department image.	3.1		3.5
8. Is able to conceive, design, schedule, and implement short and long range plans.	2.50	LES	7.5
9. Is able to identify and analyze problems, and take appropriate steps to resolve problems.	2.3	LES	9
10. Insures alignment of individual and departmental/goals and objectives to the organization's philosophy, mission and goals.	2.18	LES	10
11. Demonstrate positive attitudes and behaviours, responsibility and adaptability (personal management).	2.75	FS	5
12. Has the ability to stay calm and even influence others when things get a little hectic.	3.2	FS	1
13. Developing innovative methods and techniques.	3.17	FS	2
14. Completing tasks/projects on time.	2.5	LES	7.5
15. Taking the initiative when opportunity appears.	2.1	LES	12.5
Total	2.52	LES	

Additionally, good activity often relies upon the ability of cross functional team to create a shared understanding of the task, the process and the respective roles of its members. To effectively operate with teams, organization must know to make, use, and keep them and their members [9]. Individuality in the workplace can be tolerated; however, working with teams is more needed.

Table 5 presents the Office Skills of Local Government personnel in terms of Human Relations. Perception of the respondents on human relations reveals that *Knows what is appropriate to do or say in*

dealing with others without giving offense ranks 1 with a mean of 3.33 and verbally interpreted as fairly skilled, followed by *Able to recognize the various shade of authority and Patient with difficult people/clients* with a mean of 3.22 with the same verbal interpretation.

Table 5. Office Skills of Local Government personnel in terms of Human Relations

Human Relations	Mean	VI	Rank
1. Able to get along with everyone in the workplace.	2.66	FS	9
2. Has genuine interest in understanding the feelings and struggles of another person.	2.65	FS	10
3. Has the ability to work well through conflict and tension and come to resolution.	2.60	FS	11
4. Knows what is appropriate to do or say in dealing with others without giving offense.	3.33	FS	1
5. Able to recognize the various shade of authority.	3.22	FS	2.5
6. A team player.	3.06	FS	4
7. Recognizes the importance of others.	2.33	LES	13.5
8. Open to other people's ideas.	2.17	LES	15
9. Control impulses and aware of self.	3	FS	6.5
10. Resolve interpersonal conflicts productively.	3	FS	6.5
11. Has the ability to really listen to clients.	2.33	LES	13.5
12. Patient with difficult people/clients.	3.22	FS	2.5
13. Feeling comfortable with different kinds of people.	2.55	FS	12
14. Creating an environment of social interaction.	2.11	LES	16
15. Helping clarify misunderstandings.	2.77	FS	8
16. Responsive to people's feelings and needs	3.08	FS	5
Total	2.75	FS	

Commonly, the following has obtained least means *Has the ability to work well through conflict and tension and come to resolution, Feeling comfortable with different kinds of people*, with means of 2.60 and 2.50 respectively both verbally interpreted as fairly skilled. Items verbally interpreted Less Skilled are *Recognizes the importance of others* and *Has the ability to really listen to clients, Open to other people's ideas, and Creating an environment of social interaction* with obtained means of 2.33, 2.17 and 2.11.

The results emphasize that human relationship is vital to any organization, thus, it must be maintained in order to promote good working relationship among workers and their clients. Human Relations contemporarily is changing its dynamics more

specifically in the public sector. Likewise, the study has displayed that educating the personnel involve may be in place in order to help them face the tasks in dealing with people.

Table 6. Office Skills of Local Government personnel in terms of Records Management

Records Management	Mean	VI	Rank
1. Able to check and verify contents and attachments of documents.	2	LES	15
2. Can retrieve documents using file names.	2.38	LES	11
3. Able to sort and file documents according to proper order.	3.15	FS	7
4. Able to retrieve files from electronic media.	3.38	FS	1
5. Aware of different filling techniques.	3	FS	8
6. Able to apply appropriate retention period for different documents.	3.30	FS	2
7. Able to provide the right amount of information to the right person.	2.23	LES	13.5
8. Able to eliminate and dispose information when no longer needed.	3.23	FS	4
9. Collect, sort, prepare and scan documents.	3.23	FS	4
10. Label and enter documents into the computer system.	3.23	FS	4
11. Prepare files and forward documents for recycling and/or shredding.	2.76	FS	9
12. Convert documents to various formats.	2.23	LES	13.5
13. Organize and manage all records and documents in an orderly manner.	2.69	FS	10
14. Maintain databases appropriate to the various records, reports and documents.	2.29	LES	12
15. Provide access of records to the appropriate personnel in a corporate or business setting.	1.92	LES	16
16. Keep the records safe and secure in a proper place with a locking system	3.19	FS	6
Total	2.76	FS	

Able to retrieve files from electronic media obtains a mean of 3.38, *Able to apply appropriate retention period for different documents* with a mean of 3.30, *Able to eliminate and dispose information when no longer needed*; *Collect, sort, prepare and scan documents* and *Label and enter documents into the computer system* with all having the same mean of 3.23 all verbally interpreted as fairly skilled. While *Keep the records safe and secure in a proper place with a*

locking system ranks 6 with a mean of 3.19 and was verbally interpreted as fairly skilled. On the other hand, the following have obtained the least means: *Can retrieve documents using file names* with a mean of 2.38 *Maintain databases appropriate to the various records, reports and documents* with 2.29 mean, *Able to provide the right amount of information to the right person* and *Convert documents to various formats* with both having the same mean of 2.23, *Able to check and verify contents and attachments of documents* with a mean of 2 and lastly, *Provide access of records to the appropriate personnel in a corporate or business setting* with a mean of only 1.92, all are verbally interpreted as less skilled.

Managing records in the office is an integral part of the duties of an office worker. Able to receive, keep, store and retrieve data are vital to the smooth operations of any organization. The results revealed that records management system must be taught to the recipients in order to manage it in a formal and systematic manner. Government held records in any jurisdiction are intended to help fulfill operational needs such as accountability; efficiency and integrity [10]. Governments that are transparent and accountable would invariably have in place records management systems that ensure functions, activities, procedures, and the administrative processes that generate them; as well as the facts, acts, and transactions attested to them are clearly documented and appropriate procedures of retrieval put in place. Such governments ensure their future by giving same level of attention and commitment to records as to any other corporate resource by appropriately managing and making them accessible when required [11]. The employees may enhance their skills through training which can be given for free or with a cost; however, the volume or intensity of learning to be acquired will depend on the training program which will be provided to them.

Various concerns which need to be addressed to effectively manage their duties and responsibilities.

A structured interview has been conducted to selected barangay personnel and one representation for each barangay has been considered to which the Secretary of the barangay captain embodies all. The researchers think that they are the best person to answer the queries since most of the operations have been running through their office. One of the major concerns which have been brought out is the lack of formal knowledge on the various office operations they have to deal with. They claimed that majority of personnel deployed in the office has no technical knowledge on managing an office in various aspects. Since the

educational qualification is not a big factor to be hired, some are not prepared on the technicalities of the job ranging from correct records management particularly filing, answering telephone calls, courtesy in dealing with clients, effective use of information and technology, written communication and teamwork. Particularly, they emphasized that:

... “I am a graduate of Secondary Education; honestly, I am not knowledgeable on how an office operates. I know how to file, but, on its correct management, I don’t know how to do it which sometimes becomes a problem when we want to retrieve documents since we do not have system in performing it.” (Secretary 4)

... “I am not good in using computer since I am already old, and you know I am appointed based on the trust and confidence, and for me, I do not want to explore on it more since I am afraid that I can cause more damage if I attempted to do it. I am delegating the computer tasks to those who are young, however, sometimes; it’s a problem since I am not personally involved in accomplishing the task”. (Secretary 8)

... “I can say that we really need a lot of training in managing an office. Basically, we are placed here to perform the job; however, I believe we can do it better if we have formal training. It’s good to know that you have this activity to help us. I hope you can address our limitations on the technicalities of records management, using computer software, dealing with people, and even our written communication skills. Rest assured that your program will be welcomed by the Council”. (Secretary 2)

... “It will be better if you can educate us on improving our dealings with people particularly handling our clients”. (Secretary 1)

... “We have some equipment in the office, but we do not know how to use and maintain it like scanner, copier, and others.” (Secretary 3)

... “Most of us have difficulties in making formal letters which are essential in addressing the various concerns we have in our office; may it be with clients or with our co-workers”. (Secretary 7)

Another concern is they have the limitation of resources whether it’s equipment, machines or human. Majority emphasized that the limitation may be is the result of the budget to these resources. In particular, lack of computer units, communication equipment, and even technical person who are needed for the smooth operation of the organization. They said that there are

only few computer units which they share with one another. Likewise, they lack knowledge on the operation of some computer programs which are needed in their office like MS Excel, PowerPoint, Organizing documents and others. Furthermore, limited trainings are given to employees which most of the time fits all.

... “We know basic typing, but not more than that we surely need to be trained”. (Secretary 2)

... “We have some office equipment, but we are afraid of exploring the use of it since we are thinking we can cause damage”. (Secretary 10)

Uncooperative workers are also an issue, they said personality development and human relations are important in organization. They emphasized that some of their co-workers need to be reminded of the so-called work ethics. Others are just working for money; they are very comfortable on their ways since the government is paying for them. They won’t mind if they have been productive. The number of hours spent inside the office is very important since they work as a team.

... “Some are not always reporting on time and on their working schedule. We all know that if you are working in an environment like this, some have been very comfortable”. (Secretary 5)

... “We cannot finish our task sometimes because of the backlog other employees have, they are not really cooperative”. (Secretary 6)

Communication gap also came out as one of the problems which are most of the time the source of misunderstanding among them. They said that they need training on how people communicate inside the office which is very beneficial to help each other become productive. Chaos also happened since they misunderstood each other’s language.

Furthermore, the secretaries also claimed that they are usually the one who organize the office operations and they have noticed that most of them lack skills in organizing the workplace and their works. Knowledge on office lay out will be very helpful for them. Furthermore, be educated on various flow charts which will be significant to be the basis of reaching their goals or objectives. Moreover, inculcate to them the importance of time management.

Finally, although they are aware that all of them are appointed based on the pleasure of the appointing

authority and are of co terminus, they still believe that all has to perform their jobs according to the description they have to perform. They have noticed some who are not performing but because of their Political affiliation, they cannot be removed from the service.

... “There are employees who are lazy, and they don’t care about it because of their connections.” (Secretary 8)

... “It’s very sad because that is how it goes, maybe we really need continuous reminders of our role, because some are not really doing their job.” (Secretary 5)

The abovementioned concerns have been the major dilemma of the office personnel in performing their job.

CONCLUSION AND RECOMMENDATION

The conclusions have been derived based from the findings of the study. The profile of the respondents shows that the barangays prefer to hire female employees and educational qualification is not a primary concern relative on their job since non-career personnel followed different criteria than that of the career service personnel. Thus, profile of the respondents has been identified to acquire idea on the job whereabouts of the personnel. On the other hand, the perceived office skills of personnel particularly communication, technology, records management, organizational ability and human relations have results variations.

In details, in terms of technology the office personnel are just having basic skills to operate computers and its various programs thus enhancement may be made. Relative to communication skills, they are quite good however, more on spoken. On the other hand, written communication skills should also be enhanced because it is most of the time the reflection of the language inside the workplace. The organization ability showed that teamwork must be developed among others. On human relationship, skills in dealing with clients and co-workers need to be established. The results emphasize that human relations are vital to any organization, thus, it must be maintained in order to promote good working relationship among workers and their clients.

Regarding records management, although, they were knowledgeable on its basic concepts respondents have to be taught formal and systematic manner of doing it. There are primary concerns which have been identified that needs to be addressed to improve the performance of the personnel like includes lack of

formal knowledge, limitation of resources, uncooperative workers, communication gap, lack of skills in organizing the workplace and their works, and political affiliation.

Furthermore, the following recommendations have been presented based from the findings and conclusions of the study. Age, Gender and Educational Attainment are not primary factors in employing personnel on the Barangay Units concerned, however, in order to improve their performance optional requirements prior to their hiring may be considered such as trainings attended relative to office procedures, job interviews, or a simple aptitude tests to measure the readiness and skills to identify which position they may fit in. Furthermore, future studies may include in the profiling the previous work and trainings attended. The results of the perceived offices skills clearly revealed that there are more aspects which need to be improved.

Thus, the best way to address it is to train them and able to offer a formal education program which will be very useful on the knowledge enhancement. The University of Rizal System particularly the College of Business Bachelor of Science in Office Administration program can lead this initiative, which will consider the weakest areas found in the results of the study. Moving forward, an extension project fitted to the needs of the recipients has to be offered. Several issues have been identified which need to be addressed to help the personnel manage their job very well. One way to address the issue is giving constant training to personnel on the different skills needed.

Political affiliation may have never been avoided; however, it’s the responsibility of each barangay to install performance management among their personnel. The results of the study have been derived through the perception of the respondents on their level of office skills, thus, this research recommends further study using various materials and techniques to measure the actual required skills needed for an office personnel.

REFERENCES

- [1] Feraren, H. (2016, October 9). Success Stories from 8888 Hotline, *Rappler Philippines*. Retrieved June 1, 2019, from <https://www.rappler.com/move-ph/issues/corruption/148218-success-stories-8888-hotline>.
- [2] 1987 Administrative Code, Section 6(2), Chapter 2, Title I-A, Book V
- [3] Miranda, G. S. & Gow, C. M. (2005). *Office Management Principles and Practices*, Mandaluyong City, National Bookstore.

- [4] Ward, S. (2016). Use Good Office Management to Control Chaos in Your Small Business: How to Be a Good Office Manager. Retrieved from <https://www.thebalance.com/control-chaos-in-small-business-2948509>.
- [5] Anastasi A. (1988). Psychological Testing. New York. Macmillian Publishing Company 1987 Administrative Code (Section 6 (2), Chapter 2, Tile I-A Book V).
- [6] Chapter 2, Section 9 of EO 292
- [7] Hindi, N., Miller, D., & Wenger, J. (2002). Computer literacy: Implications for teaching a college-level course. *Journal of Information Systems Education*, 13(2), 143-151.
- [8] Schleife, K. (2008). Empirical analyses of the digital divide in Germany - age-specific and regional aspects. Germany: German National Library.
- [9] Tohidi, H. (2011). Teamwork productivity & effectiveness in an organization base on rewards, leadership, training, goals, wage, size, motivation, measurement and information technology, *Procedia Computer Science*, Volume 3, 2011, Pages 1137-1146.
- [10] Tsabedze, V., Mutula, S. M., & Jacobs, D. (2012). Records management in the government of swaziland. *ESARBICA Journal*, 31, 48-61. doi:<http://dx.doi.org/10.4314/esarjo.v31i0>.
- [11] Ngulube, P. (2009). Preservation and access to public records and archives in South Africa. Saarbrücken: Lambert Academic Publishing AG & Co.KG