STATUS OF OFFICE AUTOMATION ON THE JOB PERFORMANCE OF EMPLOYEES IN LOCAL GOVERNMENT UNIT OF CARMEN

College of Technology and Allied Sciences
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APPROVAL SHEET

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ABSTRACT

This study aims to determine the relationship between office automation and job performance of employees in the Local Government Unit (LGU) of Carmen. The study utilized the descriptive method with a total of 92 employees from all offices in the local government unit of Carmen as the respondents. The data gathering tool used was adapted from the study of Clavecilla, et.al. In analyzing the data, the researchers used percentage, weighted mean and Pearson correlation coefficient. The findings of the study showed that out of 92 respondents, the majority were female, within the age bracket of 31–40 years old, and married. Most of them are college graduate, have eligibilities and most have been working for 1-5 years. The frequency of using office automation in the LGU of Carmen is often used. The result of the level of job performance of employees, along with task completion, task monotony, system control and flexibility, and skill level is extremely performed. Moreover, the correlation coefficients between the frequency in using office automation and job performance of employees were moderate and indicate a positive, significant relationship. The results showed that office automation has a positive impact on the job performance of employees in the LGU of Carmen. It is recommended that employees must receive appropriate training with regards to office automation usage, more modern machines and equipment should be procured by various offices so as to make for quality delivery of work, coordination within and between departments must be improved to minimize conflicts and avoid miscommunication. And the need for in-house expertise in trouble-shooting should also be addressed through its Information Technology (IT) experts.

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THE PROBLEM AND ITS SCOPE

Rationale

Nowadays, organizations have no other choice but to deal with the modern age needs through implementing computer systems, information technology, and advanced media. With the quick widespread availability of computers and information technology and advanced media, no country can be able to handle economy of the twenty first century without twenty first century electronic infrastructure. In recent years, the use and operation of office automation systems has been prevalent in our country, and so many organizations are willing to utilize these systems.

During the time of the pandemic, the adoption of office automation system has given importance to a particular organization, including improving accuracy, reducing costs, reducing manpower and reducing time to overcome more quickly in keeping the workforce safe. In the Philippines, when pandemic arise the working establishment was changed due to covid-19. Since there are lots of guidelines and safety protocols to be followed. It leads to an increase in work from home scenarios and, in turn, an acceleration in using automation system. The covid-19 pandemic illustrated the need for more operational flexibility for advanced technology and automation system can be applicable in all organization. In fact, it should be actively encouraged since it is the only way to ensure the Philippines emerges stronger from this crisis.

The 21st century has witnessed a lot of advancement both in science and technology. This advancement has been growing rapidly since the end of the Second World War both in manufacturing, aviation, medicine, engineering, finance page and administration, such advances has affected adversely in all aspects of life. This technological advancement includes the modern office automation which is used in the day-to-day activities in the any organizations. However modern automation in all works of life does not exempt workers' (office professionals) productivity. This can be seen as there are continuous changes and more sophisticated machines are introduced in the office (Ogunleye, 2017)

Office Automation refers to the process of using an automation tool to create, collect, store, analyze, and share confidential office data that is required to accomplish basis day-to-day routine tasks and processes effectively. Raw data storage, electronic transfer, and the management of electronic business information comprise the basic activities of an office automation system (Adeniyi, 2014). An office automation system not only help by reducing the need of manpower for handling some regular and mundane tasks, but it also improves the overall efficiency and productivity by involving the automation process into various tasks (Prasad, 2018).

The Philippines has recognized that office automation plays a vital role in national development which prompted the adoption of 'IT21' as the overall framework for the Information and Communication Technology (ICT) development in the government setting. In 2003, during the Asia-Pacific Forum of Cities and

Local Governments in the Information Society, a forum held for empowering the Local Government Units (LGUs) to embrace technology and apply the benefits of ICT to local governance towards improved quality of public service. This brought about the installation of application systems: Real Property Tax Assessment and Billing, Business Permits and Licensing, and Treasury Operations Management; Civil Registration and other benefits. The LGU of Carmen utilizes these systems as a tool to enhance governance and improve service delivery until now.

The question is whether this adoption affects the job performance of its employees. Employees consider issues hindering work processes in LGU Carmen in the operation of office automation. The effects of these changes on the productivity of an employee in the office, coping skills, relevance to the office work for which he is employed and, furthermore, the training he owes to prepare him to face the challenges of the ever-changing work environment, interested researchers in carrying out.

Only a small percentage of literature is available with regards to office automation in the government setting and its status on employee job performance is available. In the office, it has been observed that automation has big impact, especially in today's pandemic. Thus, the researcher we're motivated to conduct the study in order to determine the status of office automation on the job performance of employees. All of these contributed to the things on why there is a need to study this particular subject and prompted the researchers to undertake this study.

Literature Background

To have a broader idea and deeper insight on the problem under this study, several literature and studies related to office automation were viewed. This section discusses some of those that were found to have relevance with the impact of office automation in the government setting and the employees.

According to Frederick Winslow Taylor, The Theory of Scientific Management uses scientific methods to analyze the most efficient production process in order to increase productivity. The theory of scientific management has four principles that are still relevant to this day:

1. Select methods based on science, not “rule of thumb.” Rather than allowing each individual worker the freedom to use their own “rule of thumb” method to complete a task, you should instead use the scientific method to determine the “one best way” to do the job.
2. Assign workers jobs based on their aptitudes. Instead of randomly assigning workers to any open job, assess which ones are most capable of each specific job and train them to work at peak efficiency.
3. Monitor worker performance. Assess your workers efficiency and provide additional instruction when necessary to guarantee they are working productively.
4. Properly divide the workload between managers and workers. Managers should plan and train, while workers should implement what they’ve been trained to do.

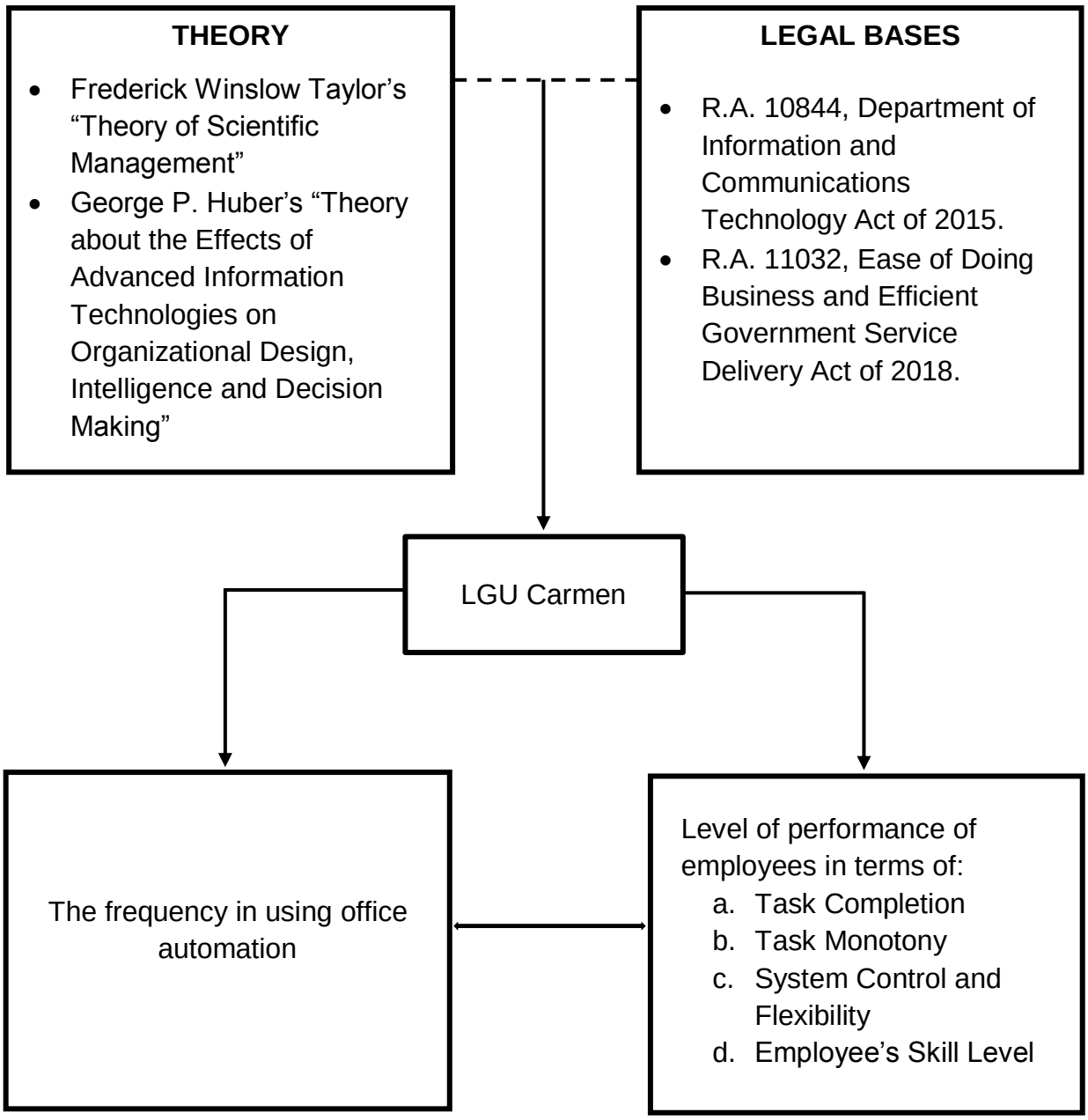

Figure 1. Theoretical and Conceptual Framework

Taylor's philosophy was used in the study since it focused on the belief that making people work as hard as they could was not as efficient as optimizing the way the work was done. In this, he proposed that by optimizing and simplifying jobs, productivity would increase.

This theory was being expanded by George P. Huber's "Theory about the Effects of Advanced Information Technologies on Organizational Design, Intelligence and Decision Making". The aforementioned propositions from Huber are connected to the following concepts and constructs to develop a more conceptual theory:

Concept 1: Availability of advanced information technologies extends the range of communication and decision-making options from which potential user can choose. When a technology is chosen wisely, leads to improved task performance. This reinforcement in turn leads to more frequent use of advanced information technology.

Concept 2: Use of advanced information technologies leads to more available and more quickly retrieved information, and thus leads to increase information accessibility.

Concept 3: Increased information accessibility leads to the changes in organizational design.

Concept 4: Increased information accessibility, and those changes in organizational design that increase the speed and effectiveness with

> which information can be converted into intelligence or intelligence into decisions, lead to organizational intelligence being more accurate, comprehensive, timely, and available.

Huber's theory was also used in the study for it asserts that gains in individual and organizational effectiveness occur indirectly through the positive impact of technology on information and communication process. In fact, information technologies may have automation or efficiency effects and information and transformational outcomes, which go beyond the automation system of existing tasks. It shows that office automation influences the job performance in the workplace which leads to enhanced governance and improved service delivery.

This seeks to improve management efficiency by systematically improving the efficiency of task completion by utilizing scientific, engineering, and mathematical analysis. The goal is to reduce waste, increase the process and methods of production, and create a just distribution of goods. This goal serves the common interests of employers, employees, and society.

In applying these theoretical assertions to our framework, the underlying notion becomes that if employees do their jobs with the operation of office automation and improve their performance, this happens through the completion of routine, and accomplishment of repetitive and tedious work tasks. Therefore, the variables included as mediators which are potentially enhanced by the properties of office automation are (1) task completion, (2) task monotony, (3)

system control and flexibility and (4) employee's skill level. These intervening variables are affected by the operation of office automation, and in turn, impact the employee's job performance.

According to Republic Act No. 10844, otherwise known as the "Department of Information and Communications Technology Act of 2015," provides that the DICT shall be the primary policy, planning, coordinating, implementing, and administrative entity of the Executive Branch of the government mandated to plan, develop, and promote the national information and communications technology (lCT) development agenda. The vital role of information and communication in nation-building is to ensure the provision of a strategic, reliable, cost-efficient and citizen-centric, information and communication technology infrastructure, systems and resources as instrument of good governance and global competitiveness.

The Joint Memorandum Circular was issued in accordance with the Republic Act of 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, as well as President Rodrigo Roa Duterte's directive to the DICT, ARTA, and other government agencies to "make physical queuing a thing of the past" and to automate government systems. Section 26 of the law directs the DICT to automate business-related transactions by "developing the necessary software and technology-neutral platforms; securing infrastructure that is web-based and accessible to the public, in coordination with other concerned agencies; and ensuring that all 3rd to 6th class municipalities is provided with the appropriate equipment and connectivity to ensure LGU compliance with RA 11032.

A study of Ngantchou (2017) indicate that employees are more productive when they spend more time on internet. Giving constant heightened feedbacks about their productivity provided by ICT to workers should be the better way to sensitize them about the extent of technology and to increase their performance.

In today's disruptive environment, work in the government and public sector has a new normal: intelligent automation. Organizations achieve greater efficiency by using automation to do things differently. But they will achieve breakthrough performance by using intelligent automation. (Duncan, Estes 2021)

In the long-term, automation is likely to drive long-term prosperity. Still, the boost of automation due to the pandemic will probably increase people's level of automation anxiety and insecurity regarding the future of their occupations. Apart from increased research efforts on the psychological implications of occupation insecurity, we need to aim at upskilling employees with new technologies and creating a shift in mindset towards more agile ways of working. Those companies that can bring along their employees on the journey to foster innovation and growth with them will be the ones to succeed (Roll, 2019). The Department of the Interior and Local Government (DILG) urged all local government units (LGUs) to bolster the digital economy and move towards digitized government transactions to reduce contact, impede further contagion, and boost economic activity as the country continues battle the COVID-19 pandemic.

According to Nomvalo (2017), automation does not necessarily result in job losses. Automation is also viewed as an enabler for business growth, hence,

generation of employment. The issue with automation is finding the appropriate talent for performing the current open jobs. Colleges and universities should focus on imparting training that can make the upcoming workforce suitable for new age jobs. Given the current economic turmoil, it is imperative for the Public Sector to deliver its services in a more effective and efficient manner. In addition, the Public Sector can benefit immensely by using automation technologies within various departments and deliver more efficient services. Automation helps in freeing up resources that can then focus on better service delivery and front-line services.

Based from the study of Mohammad and Masoud (2014), conceptual foundations of office automation, in its most comprehensive form of government departments and in mold based on corporate culture development, is appropriate to train the staff. It's necessary to review working processes and redesign in an open way in full compliance with the automation, and to minimize through imposed costs to the organization, and secretarial of the system as a parallel history of both paper and soft records refused, and the history of software will suffice.

According to Incorporated Company (2018) Office Automation refers to the integration of office functions usually related to managing information. There are many tools used to automate office functions and the spread of electronic processors inside computers as well as inside copiers and printers is at the center of most recent advances in office automation. Raw data storage, electronic data transfer, and the management of electronic business information comprise the basic activities of an office automation system.

The growing economic importance of information and communication in the modern society has led to characterize our society as information age. With the world becoming a global village, the best approach to achieve effective, secure, faster and reliable mode of data processing for effective service delivery in any institution or organization is to adopt office automation system. Office automation is no longer a luxury, this costly resource can improve productivity, though hitches in turning office fully automated is inevitable, the prospects is enormous. Office automation system enables the user to perform duty effectively and efficiently with great ease (Umar, 2017).

According to past studies, Office automation remains a prominent factor that has contributed immensely and positively to the complete information processing revolution in today's working environment. This calls for the focus of this study on the effect of office automation system on office professionals. The study concluded that the office automation system has a great importance to office professionals as it ensures the accuracy of works especially in terms of calculation, removal of manual drudgery, minimizing document loss and information leakage. It was also concluded in her study that many effects of office automation are the fact that without office automation system, the organization will not yield a better productivity and faster work is produced with professional's touch. It also creates distinct career path for the manager while routing tasks are easily performed by automated office system equipment. However, the greatest effect is that it results to high rate of unemployment as routine jobs can be done accurately using automation system (Ogunleye, 2017).

A study was also conducted by Rajakumaran (2014) notes that the employees performance increased after the introduction of Information Technology than the employee's performance under the manual system. So, the researcher comes to conclude that the information technology affects the employee's performance and the usage of information technology help to improve the employee's performance and keep the employees who work with satisfaction.

Office automation use of administrators has a positive effect on organizational performance, but it is necessary to give them more Information about the effect of the operation of the enterprise, through effective education. Findings show that the positive effects of automation system aren't in dispute, but achievements to results is very important. The first step to achieve a more realistic view of toward assessment office automation system results in organizations level, will be compiling the efficient criteria for evaluating and improving the process of administrative reform on track with the establishment of organizational development systems. (Rahmad, 2013)

A case study by Yaghi & Barakat (2014) implemented at King Abdulaziz University library, shows the impact of the use of office automation on the productivity of people working at all organizational levels at the university library. The results showed that office automation had a significant impact on workers' productivity. The writing of Barakat is related to the present study because it confirms that office automation is one significant device to find new strategies to save time, reply to clients, increase the accuracy of administrative works.

THE PROBLEM

Statement of the Problem

This study aims to determine the status of office automation on the job performance of employees in the Local Government Unit (LGU) of Carmen, Bohol.

Specifically, the study seeks to answer the following questions:

1. What is the profile of the employees of the Local Government Unit of Carmen in terms of:
    1. 1 gender
    1. 2 age
    1. 3 civil status
    1. 4 educational attainment
    1. 5 eligibilities
    1. 6 department/unit
    1. 7 length of service?
2. What is the frequency in using office automation in the local government Unit in Carmen?
3. What is the level of job performance of the employees in LGU Carmen in terms of:
    3.1 Task Completion
    3.2 Task Monotony
    3.3 System Control and Flexibility

3.4 Employee's Skill Level

4. Is there a significant relationship between the frequency in using office automation and job performance of employees?
5. What are the proposed recommendations to enhance the performance of LGU Carmen employees?

Null Hypothesis

There is no significant relationship between office automation and job performance of the employees of Local Government Unit of Carmen.

Significance of the Study

The findings of the study are expected to give valuable information to the following:

LGU Carmen Employees. The results of this study would create and develop the employee's self-awareness on office automation to improve their job performance. Not only could this provide upgrading of skills, but greater opportunity for advancement and increased responsibility.

LGU of Carmen. This study should help provide the Local Government Unit more precise and adequate recommendations on the use of office automation in order to contribute to the improvements in organizational effectiveness.

Researchers. This study would serve as a future reference for researchers

on the subject of office automation and job performance of employees. This will help them uncover critical areas in the use of office automation that other researchers were not able to explore.

Future Researchers. This is a beacon that would guide future researchers in the acquisition of important facts and ideas if they intend to undertake any related studies.

DBOA Department. This study would provide the Department with necessary information of the actual scenario, which could be made as guidelines of the students in their office practicum.

RESEARCH METHODOLOGY

Design

The research design adopted for the study is a descriptive survey, and complete enumeration technique was used in the gathering of the data. The study covered all the data related to the status of office automation on the job performance of employees in LGU of Carmen. It involves the description, analysis, interpretation, and process of phenomena. Questionnaires were used to aid in the data collection. The questionnaire has been administered to the employees of local government unit of Carmen. Gender, Age, Civil Status, Educational Attainment, Eligibilities, Department/Unit, and Length of Service have been considered as the major demographic variables.

Environment and Participants

This study was conducted in the Local Government Unit of Carmen, located in Poblacion Sur, Carmen, Bohol. Specifically, it is conducted in all offices of the local government unit of Carmen. These offices include the Municipal Treasurers' Office, Local Civil Registry, Municipal Assessor Office, Municipal Accounting Office, Sangguniang Bayan, Budget Office, Municipal Social Welfare and Development Office, Municipal Planning Development Coordinator, Human Resource Management, Mayors' Office, Municipal Engineering Office, DILG, Municipal Health Office, Solid Waste Management Office, Post Office, General Services Office, and Commission on Election. The participants of the study were 92 employees in all offices of the LGU Carmen using an office automation system.

Instrument

In order to find out the relationship of office automation on the job performance of employees in the Local Government Unit of Carmen, Bohol, the researchers used an adapted questionnaire from the study of Clavecilla, et.al. entitled “Impact of Office Automation on the Job Performance of Employees in the Local Government Unit of BAAO, Camarines Sur” as the main data-gathering instrument. The instrument was validated through pilot testing with 30 respondents in the different offices of LGU Batuan at Poblacion Sur, Batuan, Bohol. Sets of questions were constructed to ensure responses were objective and accurate enough to elicit authentic responses. The questionnaire consisted of three sections. The first section asked for the employee’s profile. The second section is

intended to gather information on the frequency of using office automation in their corresponding units. The third section answered on the level of job performance of the employees in terms of task completion, task monotony, system control and flexibility, and the employee's skill level. Employees were the only ones who responded to their own performance. That is why the researchers admit that there is a self-rating bias. It asked employees to rate a number of statements under each of the given categories using a five-option scale.

Procedure

A letter requesting permission to conduct the study was secured at the Office of the Mayor in the LGU of Carmen. Upon approval, the researchers personally distributed and retrieved the questionnaires from the employees in all offices at LGU Carmen, following the proper health and safety protocols.

The data gathered from the respondents was tabulated, analyzed, and interpreted by the researchers.

Statistical Treatment

After the collection of the data, the researchers tabulated the responses using the most appropriate statistical tools. Interpretations were made objectively by the use of the following statistical tools.

Percentage was used in the interpretation of the demographic profile of the respondents. The percentage was computed using the following expression:

Formula: $P = \frac{f}{N} X\ 100$

Where:

P = Percentage

f = Frequency of the class/category

N = Total number of respondents

100 = Total percentage (%)

To get the level of usage and the employee's job performance, the researchers used the average weighted mean formula.

$$WMS = \frac{5(f_5) + 4(f_4) + 3(f_3) + 2(f_2) + 1(f_1)}{N}$$

Where:

f = frequency

N = number of respondents

The following scale was utilized to determine the level of usage and employee performance.

Numerical Rating	Description	Range
5	Always/ Extremely Performed	4.21-5.00
4	Often/Performed	3.41-4.20
3	Sometimes/Moderately Performed	2.61-3.40
2	Rarely/ Slightly Performed	1.81-2.60
1	Never/ did not performed	1.00-1.80

To determine the relationship between the frequency of using office automation and the level job performance of employees in the Local Government Unit of Carmen, the Pearson Product Moment Correlation Coefficient was used:

$$r = \frac{N\sum xy - (\sum x)(\sum y)}{\sqrt{[N\Sigma x^2 - (\Sigma x)^2][N\Sigma y^2 - (\Sigma y)^2]}}$$

Where:

r = the Pearson Product Moment Coefficient of Correlation

n = the sample size

$\sum xy$ = the sum of the product x and y

$\sum x \sum y$ = the product of the sum of Σ_x and the sum of Σ_y

$\sum x^2$ = sum of the squares of x

$\sum y^2$ = sum of the squares of y

The correlation between office automation and the job performance of employees was interpreted with the correlation coefficients and their corresponding word descriptors listed below:

Correlation Coefficient	Descriptor
0.00-0.20	Negligible Correlation
0.21-0.40	Low or Slight Relationship
0.41-0.70	Moderate Correlation
0.71-0.90	High Relationship
0.91-0.99	Very High Correlation
1.0	Perfect Correlation

DEFINITION OF TERMS

To facilitate the readers in understanding the content of the research, the following terms were defined:

Employee. According to Murray (2020), it is hired for a specific job or to provide labor in the service of someone else. In this study, these are the persons hired to provide labor in the services to the clients of the Local Government Unit Carmen and performs the job of automated office system.

Employees Skill Level. This refers to the rating of the employee as to how well he/she is able to adapt to performing a task. The employee's skill level is classified as basic, intermediate, and advanced.

Job Performance. This refers to the activities expected of an employee and how they perform their job well using office automation.

Local Government Unit of Carmen. This refers to the Local Government Units such as the provincial, city, municipal and barangay units. In this study, this refers to Municipality of Carmen, as a Local Government unit.

Office Automation. According to Rashid (2018), this refers to all tools and methods that are applied to office activities which make it possible to process written, visual, and sound data in a computer-aided manner. In the context of this study, it also refers to the use of office tools and equipment.

Status. The frequency of using office automation on the productivity of

employee's working at Local Government Unit in Carmen.

System Control and Flexibility. This refers to ability to shift attention between one task and another. It allows a person to adapt to different situations.

Task Completion. It is a condition of the task of how employee accomplish it by adapting to office automation.

Task Monotony. This refers to a task that involves a high level of repetition that results in the boredom of employee's and a lack of interest.

Chapter 2

PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

This chapter deals with the presentation, analysis, and interpretation of the data gathered to give implications to the problems proposed by this study. The data are shown in tabular and textual form in order to provide better insights of the study. More specifically, the discussion covers the findings on the result of the questionnaire.

Profile of the Employees

The profile of the respondents in the Local Government Unit of Carmen, which includes the age, sex, and civil status, educational attainment, eligibilities, department/unit and length of service, were presented in accompanying tables.

Gender. Table 1.1 shows the personal profile of the respondents according to gender. There are fifty-five (55) females with a percentage of 59.78 and there are thirty-seven (37) males with a percentage of 40.22.

Table 1.1
Respondents' Profile According to Gender
N=92

Sex	Frequency	Percentage (%)
Male	37	40.22
Female	55	59.78
Total	**92**	**100**

Majority of the respondents are female. This implies that government offices with implemented office automation systems are dominated by females.

According to Woytek, et al., (2013), occupational segregation in industries reveals that women continue to be highly overrepresented in clerical, service and professional occupations, while men tend to be overrepresented in crafts, operators and laborer jobs.

This is supported by the 2019 Civil Service Commission's Inventory of Government Human Resources which shows that there are more female employees in the career service across all regions, representing 61.66% or 1,016,073 out of 1,647,891 career employees.

Age. Table 1.2 shows the personal profile of the respondents according to their Age. The data revealed that the age bracket of 31-40 years old got the highest frequency of twenty-eight (28) or 30.43% while sixty-one (61) up got the lowest frequency of five or 5.43%.

Table 1.2
Respondents' Profile According to Age
N=92

Age Bracket	Frequency	Percentage (%)
21 -30	23	25
31-40	28	30.43
41-50	24	26.09
51-60	12	13.04
61 up	5	5.43
Total	**92**	**100**

Majority of the respondents were in the age ranges of 31-40. This implies that older workers are more reliable with regard to the use of office automation.

According to the Society Human Resource Management Organization

(2020), many employers believed that older adults were not adept at learning new skills, but researchers have learned that more advanced levels of cognitive processing actually improve throughout aging. Employability of older applicants are higher than young adults who are clueless with the fundamentals of office life.

Civil Status. Table 1.3 presents the personal profile of the respondents according to Civil Status. Sixty-one (61) or 66.30% of the respondents are married, twenty-eight (28) or 30.43% were single; two (2) or 2.17% were widow/widower and only one (1) or 1.1% were separated.

Table 1.3
Respondents' Profile According to Civil Status
N=92

Civil Status	Frequency	Percentage (%)
Single	28	30.43
Married	61	66.30
Separated	1	1.10
Widow/widower	2	2.17
Total	**92**	**100**

The data shows that majority or 70 percent of the respondents are married. It implies that married employees are more capable in balancing family and career.

Based on the findings of Raburu et al., married female employees who can simultaneously take care of work and family life are likely to dedicate themselves to careers that enhance their job performance.

Educational Attainment. Table 1.4 reveals the respondent's personal profile according to Educational Attainment. There are fifty- five (55) respondents

who are college graduates with a percentage of 59.78; twenty-five (25) or 27.17% are college undergraduates; nine (9) or 9.78% are masteral graduates and three (3) or 3.26% are high school graduate.

Majority of the respondents were bachelor's degree holders, and the least of them are High School Graduate. No employee has taken units for doctoral.

Table 1.4
Respondents' Profile According to Educational Attainment
N=92

Educational Attainment	Frequency	Percentage (%)
High School Graduate	3	3.26
College Undergraduate	25	27.17
College Graduate	55	59.78
Masteral Graduate	9	9.78
Doctoral Graduate	-	-
Total	**92**	**100**

A research by Janardhanan and Raghavan (2018), states that the higher educated the employee is, the more concerned he/she is on performance and productivity as compared to lower educated employees.

Eligibilities. Table 1.5 illustrates the respondents' professional profile according to their Eligibilities. Twenty-one (21) or 22.83 percent of the respondents have Civil Service Sub-Professional; nineteen (19) or 20.65 percent have Professional Regulation Commission License (PRC); sixteen (16) or 17.39 percent have Civil Service Professional; eight (8) or 8.70 percent have TESDA Certificate; and seven (7) or 7.61 have National Certificate.

Table 1.5
Respondents' Profile According to Eligibilities
N=92

Eligibilities	Frequency	Percentage (%)
CS Sub-Professional	21	22.83
CS Professional	16	17.39
TESDA Certificate	15	16.30
Professional Regulation Commission (PRC) License	19	20.65
Total	**71**	**77.17**

Data shown implies that the respondents possess necessary skills to work in the government offices. Based from the Senate Bill No. 1162 or the Civil Service Code of the Philippines, a person able to pass an examination conducted by the Commission or any agency authorized by law is given merit and fitness for appointment in the civil service system.

Department/Unit. Table 1.6 shows the respondents' professional profiles according to their department/unit. The data revealed that the office of the Municipal Social Welfare and Development (MSWD) got the highest frequency of thirteen (13) or 14.13 percent, while the Office of the Municipal Health and Department of Interior and Local Government (DILG) got the lowest frequency, with two (2) or 2.17 percent.

From the data shown, it reveals that the majority of the respondents are in the office of Municipal Social Welfare and Development (MSWD) since it has been categorized into different programs, namely: senior citizens, single mothers, and

person with disabilities (PWD), which were managed by the number of employees. Due to the different programs under the office of the MSWD, this department unit need a lot of employees.

Table 1.6
Respondents' Profile According to Department/Unit
N=92

Department/unit	Frequency	Percentage (%)
Office of the Municipal Treasurer	8	8.70
Office of the Civil Registrar	3	3.26
Office of the Municipal Assessor	5	5.43
Office of the Municipal Accountant	6	6.52
Office of the Sangguniang Bayan	6	6.52
Office of the Municipal Mayor	9	9.78
Office of the Municipal Budget	4	4.35
Office of the Municipal Social Welfare and Development	13	14.13
Office of the Municipal Planning and Development Coordinator	4	4.35
Office of the Human Resource Management	5	5.43
Commission on Election	4	4.35
Office of the Municipal Engineer	11	11.96
Municipal Post Office	3	3.26
Department of Interior and Local Government	2	2.17
Office of the General Services	4	4.35
Office of the Municipal Health	2	2.17
Office of the Solid Waste Management	3	3.26
Total	**92**	**100**

Length of Service. Table 1.7 reflects the respondents' professional profile according to their length of service. The data revealed that the length of service of 1-5 years got the highest frequency of thirty-eight (38) or 41.30% while sixteen to twenty (16-20) and twenty-six to thirty (26-30) years got the lowest frequency with two (2) or 2.17%.

From the data shown, it reveals that majority of the respondents are employees who have served for 1-5 years. It implies that majority of the respondents are experienced and are very capable in handling office matters as compared to those respondents with a shorter length of service.

Table 1.7
Respondents' Profile According to Length of Service
N=92

Length of Service	Frequency	Percentage (%)
Less than a year	10	10.87
1-5 years	38	41.30
6-10 years	23	25
11-15 years	10	10.87
16-20 years	2	2.17
21-25 years	3	3.26
26-30 years	2	2.17
More than 30 years	4	4.34
Total	**92**	**100**

From the data shown, it reveals that majority of the respondents are employees who have served for 1-5 years. It implies that majority of the respondents are experienced and are very capable in handling office matters as compared to those respondents with a shorter length of service.

A research by Janardhanan and Raghavan (2018), states that the longer their tenure at their respective organizations, the higher was their job performance. Employees who have worked for a much longer period were more familiar with the job and therefore, were able to perform much better than newer staff. They were also more committed and loyal to their organizations and held more responsible positions that made them perform better.

Part II. Frequency in Using Office Automation

Table 2 shows the frequency of using office automation. The data revealed that "use of printer to print some important documents inside the office got the highest weighted mean of 4.70." This means that printer is very useful in the office for printing documents that are needed for transactions which is used in daily activities. That is why employees' responses result in a high rating. While the weighted mean for "use of shredder to destroy private, confidential, or otherwise sensitive documents" was the lowest at 2.11, because not all offices have shredders.

The data shown implies that the frequency of using office automation is often used in the office which in turn increases the productivity of the employees in the Local Government Unit of Carmen.

Based on the Incorporated Company, office automation is the integration of office functions usually related to managing information. The tools used to automate office functions and the spread of electronic processors inside computers, as well as inside copiers and printers, are at the center of the most recent advances in office automation. Raw data storage, electronic data transfer, and the management of electronic business information comprise the basic activities of an office automation system. This was then supported by Umar's study, which showed that using office automation enables the user to perform a duty effective, secure, faster and reliable mode of data processing for effective service delivery and efficiently with great ease.

Table 2
Frequency in Using Office Automation

Indicators	WMS	DI
Use of Microsoft Word to create and edit documents	4.46	Always
Use of Microsoft access to create database and program to track and manage data and information	3.90	Often
Use of Microsoft Excel or any other Financial application to record all the financial activities	4.25	Always
Use of PowerPoint to show presentation programs that convey information rich in multimedia	4.39	Always
Use of Biometrics for automated method of employee's identification and attendance system	4.64	Always
Use of Shredder to destroy private, confidential, or otherwise sensitive documents	2.11	Rarely
Use of scanner in converting paper documents into a digitized form	3.84	Often
Paperless meeting. Attend meeting and seminar using tablets and laptops.	3.68	Often
Fast and continuous internet connection.	3.66	Often
Use of Shared devices (e.g., HDD, USB) in storing documents	4.21	Always
Messages can be transmitted electronically within an office via email, web-based e-mail and other telecommunication devices.	4.12	Often
Messages can be transmitted electronically by phonelines and voicemail.	3.88	Often
Use CCTV Camera for an efficient prevention against vandalism and property theft	2.52	Rarely
Use of Counterfeit Money detector to eliminate the chances of fake bills	2.85	Sometimes
Use of router to receive and send data on computer networks	3.70	Often
Use of Google drive to store your documents	3.71	Often
Use of a computer for easier and faster typing	4.48	Always
Use of Social media in posting important information and announcement	3.90	Often
Use of Microsoft Outlook to manage various type of personal data including calendar appointment and similar entries task, contact and notes	3.15	Sometimes
Use of Air Conditioning system to help maintain an ideal humidity within an office	4.33	Always
Use of Projector for presentations, graphics and videos	3.62	Often
Use of Microsoft Publisher to create a variety of publications (e.g., greeting cards, calendar, newsletter, business cards and more	2.73	Sometimes
Use of Photocopier to produce paper copies of a document	4.65	Always
Use of Google docs to create documents and spreadsheets	3.46	Often
Use of printer to print important documents	4.70	Always
General Weighted Mean	**3.78**	**Often**

Legend:

4.21-5.00	Always	-if the employees always used office automation system.
3.41-4.20	Often	-if the employees frequently used office automation system.
2.61-3.40	Sometimes	-if the employees occasionally used office automation system.
1.81-2.60	Rarely	-if the employees rarely used office automation system.
1.00-1.80	Never	-if the employees does not used office automation system.

Part III. Level of Job Performance along with Task Completion, Task Monotony, System Control and Flexibility, and Employee's Skill Level

Table 3 shows the level of job performance along with task completion, task monotony, system control and flexibility, and employee's skill level**.**

Task Completion. It shows the level of job performance along with task completion. Item number 1 got the highest weighted mean of 4.33 with a description of "extremely performed". Most offices have database management. That is why employees' responses result in a high rating. While item number 3 more tasks are completed in less time, it got the lowest weighted mean of 4.17 with a description of "performed".

The result for this particular section, in which the over-all response was "extremely performed" with a general weighted mean of 4.24, implies that the duration for task completion is much faster in the operation of office automation.

A case study by Barakat (2014) shows the impact of the use of office automation on the productivity of people working at all organizational levels at the King Abdulaziz university library. The results of the study showed that office automation has a positive effect of faster task completion.

Task Monotony. It shows the level of job performance along with task monotony. Item numbers 4 and 5 got the highest weighted mean of 4.16 with a description of "performed". This means that the data is all in one place, the volume and related costs are reduced, and the burden of repetitive typing is relieved, thus

making the production of documents less tedious. While item number 1, filing, archiving, and record keeping, is less tedious, it got the lowest weighted mean of 4.17 with a description of “performed”.

The result for this particular section, in which the over-all response was “Performed,” with a general weighted mean of 4.13. This implies that task monotony is lessened in the operation of office automation.

The research conducted by Ogunleye (2017), concluded that office automation is of great importance to office professionals as it ensures accuracy of works especially in calculation, minimizing document loss and information leakage. It was also concluded in her study that many effects of office automation are the fact that without office automation, organization will not yield better productivity and faster work is produced with professional’s touch. This was then supported by Barakat’s case study which showed that office automation has a positive effect of reduced repetitive work and relieves job monotony.

System Control and Flexibility. It shows the level of job performance along with system control and flexibility. Item numbers 4 and 5 got the highest weighted mean of 4.32 with a description of “extremely performed”. This means that problems that arise from accomplishing a task are minimized because of better management, operations are simplified, and computational errors are reduced. Item number 2, less storage space is required for data, and copies can be easily transferred off-site for safekeeping in case of fire or other emergency situations. It got the lowest weighted mean of 4.17 with a description of “performed”.

Table 3
Level of Job Performance

3.1 TASK COMPLETION	Weighted Mean	DI
Tasks which respond to user requests are completed much faster because of proper database management	4.33	EP
Tasks which concern financial aspects of the organization is processed and resolved faster	4.18	P
More tasks are completed in less time	4.17	P
Tasks are completed with minimal use of time, effort, and money	4.27	EP
Tasks regarding information exchange is immediately completed because of faster communication channels	4.25	EP
Average Weighted mean	**4.24**	**EP**
3.2 TASK MONOTONY		
. Filing, archiving and record keeping is less tedious	4.13	P
Production of documents in paper are now minimized because of electronic means	4.14	P
There is a noticeable reduction of non-productive activities such as archiving and record keeping	4.08	P
Reduces redundancy because the data are all in one place, the volume and related costs are reduced	4.16	P
Burden of repetitive typing is relieved thus making the production of documents less tedious	4.16	P
Average Weighted mean	**4.13**	**P**
3.3 SYSTEM CONTROL AND FLEXIBILITY		
Multiple people can be updated simultaneously in the event of schedule changes	4.12	P
. Less storage space is required for data, and copies can be easily transferred off-site for safekeeping in case of fire or other emergency situations	3.90	P
There is better control of work due to less division of labor	4.13	P
Problems which arise from accomplishing a task are minimized because of better management	4.32	EP
Simplifies operations and minimizes computational errors	4.32	EP
Average Weighted mean	**4.16**	**P**
3.4 EMPLOYEE'S SKILL LEVEL		
Greater precision. Errors committed in doing tasks are only minimal	4.22	EP
Better time management because of less tedious tasks in the office	4.27	EP
Improves productivity	4.40	EP
Less supervision is needed when accomplishing tasks	4.30	EP
Gives additional knowledge. Office automation provides the opportunity to upgrade self and learn new skills	4.47	EP
Average Weighted mean	**4.33**	**EP**
Overall Weighted Mean	**4.215**	**EP**

Legend:

4.21-5.00	Extremely Performed (EP)	-if the employees perform their job in an excellent performance
3.41-4.20	Performed (P)	-if the employees perform their job in a good performance
2.61-3.40	Moderately Performed (MP)	-if the employees perform their job in an average performance
1.81-2.60	Slightly Performed (SP)	-if the employees perform their job in poor performance
1.00-1.80	Did not Performed (DNP)	-not performed at all

The result for this particular section, in which the over-all response was “Performed” with a general weighted mean of 4.16. This implies that the system is more manageable and flexible in the operation of office automation.

Based on the findings of Davidescu et.al, shows that the overall measure of work flexibility exhibited a positive impact on job satisfaction. Revealing that a higher level of work flexibility, in a combination of different forms, increases the employee level of job satisfaction.

Employee’s Skill Level. It shows the level of job performance along with an employee’s skill level. All of the ratings of the employees’ skill level were “extremely performed”. However, the highest weighted mean is 4.40. This means that employees effectively perform their daily job tasks. The result for this particular section, in which the over-all response was “extremely performed” with a general weighted mean of 4.33, implies that the skill level of the employee is enhanced in the operation of office automation.

Significant Relationship between the frequency in using Office Automation and Job Performance of LGU Employees.

The relationship or correlation between the frequency in using office automation and the level of job performance of employees along the four (4) categories: task completion, task monotony, system control and flexibility and employee’s skill level is shown on Table 4.

There is a moderate correlation between the frequency of using office

automation and the level of job performance of employees. The p-value is less than 0.05. So, the researchers conclude that there is a significant relationship between office automation and the job performance of employees.

Table 4
Correlation of Frequency in using Office Automation in relation to Job Performance
N=92

Variables	Correlation coefficient (r)	Correlation descriptive	P-value	Interpretation	Decision
The frequency in using Office Automation and Job Performance of LGU employees	0.49	Moderate Correlation	0.00	Significant	Reject H_o

Reference: *significant @ p<0.05

This implies that task completion, task monotony, system control and flexibility, and an employee's skill level greatly influence the job performance of an individual in the operation of office automation.

Results were similar to Barakat's (2014) findings in his study that completion of a task, repetitive work, control of the tasks and the employee's skill level is positively correlated with the job performance and office automation.

Chapter 3

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

This chapter summarizes the findings of the study, conclusions, and recommendations were also drawn based on the analysis and interpretation of the data.

Summary of Findings

The main purpose of this study was to determine the impact of office automation on the job performance of employees in the Local Government Unit in Carmen. Specifically, the researchers aimed to determine the profile of the employees in terms of gender, age, civil status, educational attainment, eligibilities, department/unit, and length of service; the frequency of using office automation in the Local Government Unit of Carmen; the level of job performance of the employees in Local Government Unit of Carmen in terms of task completion, task monotony, system control and flexibility, and employee skill level; the relationship between office automation and job performance of employees; and the proposed recommendations to enhance the performance of local government unit of Carmen employees.

The researchers used a descriptive survey and a complete enumeration technique in the conduct of the study. The data gathering tools used were the adapted questionnaire, while percentage, weighted mean, and Pearson correlation coefficient were used in analyzing the data prior to the conduct of the study, pre-testing of the questionnaire was conducted for its validity.

The demographic profile of employees in the Local Government Unit of Carmen, Bohol among the 92 respondents of the study, most of them are females. The majority of them belong to the age ranges of 31–40, and the least number of respondents were from the age bracket of 61 and up. The majority are married, and the least are separated. The majority of them have a college degree, are Civil Service-Sub professionals, and have been with the company for 1–5 years.

The frequency of using office automation revealed that the use of printer got the highest weighted mean of 4.70 and was interpreted as always used, while the use of shredders was the lowest at 2.11 and was interpreted as rarely used.

The result of the level of job performance of employees along with task completion, task monotony, system control and flexibility, and skill level is extremely performed.

The findings indicate that there is a significant relationship between the office automation and the job performance of employees on task completion, task monotony, system control and flexibility, and employee's skill level.

The researchers believed that the result of this study would be a big help to the Local Government Unit of Carmen for them to know how the operation of office automation enhances the job performance of the employees and provide them with recommendations to help promote enhancement in governance and improvement of service delivery.

Conclusion

In the light of the findings of the study, these conclusions were drawn:

Majority of the employees respond that they often used office automation in their daily tasks. While the employees job performance, along with task completion, task monotony, system control and flexibility, and skill level, resulted to extremely performed, making truth of the premise that job performance increases in the operation of office automation.

Moreover, it was found out that there is a significant relationship between office automation and the job performance of employees in the LGU of Carmen.

Recommendations

In the view of the findings and conclusions of the study, the researchers humbly proposed the following recommendations.

1. Employees must receive appropriate training with regards to office automation usage.
2. More modern machines and equipment should be procured by various offices so as to make for quality delivery of work.
3. Coordination within and between departments must be improved to minimize conflicts and avoid miscommunication.
4. The need for in-house expertise in trouble-shooting should also be addressed through its Information Technology (IT) experts.
5. Future researchers may triangulate this study to further verify the findings.

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APPENDIX A

Instrument

Republic of the Philippines
BOHOL ISLAND STATE UNIVERSITY
Bilar Campus
Zamora, Bilar, Bohol

Vision: A premier S & T university for the formation of a world class and virtuous human resource for sustainable development in Bohol and the country.
Mission: BISU is committed to provide quality higher education in the arts and sciences, as well as in the professional ad technological fields; undertake research and development, and extension services for the sustainable development of Bohol and the country.

Dear Respondent,

Greetings!

The undersigned fourth year Office Administration students are presently working on their research study entitled **STATUS OF OFFICE AUTOMATION ON THE JOB PERFORMANCE OF EMPLOYEES IN LOCAL GOVERNMENT CARMEN".**

In connection with this, we are distributing questionnaires for data gathering. Please feel free to answer the questions honestly. Your answers will greatly determine the outcome of our study. Whatever answers made by you will be dealt with confidentiality.

Thank you for your cooperation and God bless.

Very truly yours

MARY FLOR O. ABRIGANA
JOVY LIZA O. ESTILLORE
RHENNE GENN M. GUMANOY
MARIANE V. QUILATON
Student Researchers

PERSONAL DATA

Part I: Employee's Profile

Direction: Kindly check or supply the necessary information.

Name:_____
(optional)

Sex: ( ) Male ( ) Female

Age:
( ) 21-30
( ) 31-40
( ) 41-50
( ) 51-60
( ) 61 Up

Civil Status:
( ) Single
( ) Married
( ) Divorced
( ) Separated
( ) Widow/widower

Highest Educational Attainment: _____

Eligibility/ies:

( ) Civil Service Sub-Professional
( ) Civil Service Professional
( ) Certificate of Competency (TESDA)
( ) National Certificate(NC)
( ) PRC License

Department/Unit:

( ) Municipal Treasurers Office
( ) Local Civil Registry
( ) Municipal Assessor Office
( ) Accounting Office
( ) Sangguniang Bayan
( ) Mayors Office
( ) Municipal Budget Office
( ) Municipal Social Welfare and Development
( ) Municipal Planning Development and Coordinator
( ) Human Resource Management
( ) Commission on Election
( ) Municipal Engineering Office

Length of Service with LGU Carmen:

( ) Less than a year
( ) 1-5 years
( ) 6-10 years
( ) 11-15 years
( )16-20 years

( ) 21-25 years
( ) 26-30 years
( ) More than 30 years

Part II. Frequency in Using Office Automation in the Local Government Unit in Carmen.

Direction: Please check under the number that best describe the current situation and be guided by the following rating scale.

Number of Scale	Descriptive Interpretation
5	Always
4	Often
3	Sometimes
2	Rarely
1	Never

THE FREQUENCY IN USING OFFICE AUTOMATION	5	4	3	2	1
1. Use of Microsoft Word to create and edit documents	( )	( )	( )	( )	( )
2. Use of Microsoft access to create database and program to track and manage data and information	( )	( )	( )	( )	( )
3. Use of Microsoft Excel or any other Financial application to record all the financial activities	( )	( )	( )	( )	( )
4. Use of PowerPoint to show presentation programs that convey information rich in multimedia	( )	( )	( )	( )	( )
5. Use of Biometrics for automated method of employee's identification and attendance system	( )	( )	( )	( )	( )
6. Use of Shredder to destroy private, confidential, or otherwise sensitive documents	( )	( )	( )	( )	( )
7. Use of scanner in converting paper documents into a digitized form	( )	( )	( )	( )	( )
8. Paperless meeting. Attend meeting and seminar using tablets and laptops.	( )	( )	( )	( )	( )

9. Fast and continuous internet connection.	( )	( )	( )	( )	( )
10. Use of Shared devices (e.g., HDD, USB) in storing documents	( )	( )	( )	( )	( )
11. Messages can be transmitted electronically within an office via email, web-based e-mail and other telecommunication devices.	( )	( )	( )	( )	( )
12. Messages can be transmitted electronically by phonelines and voicemail.	( )	( )	( )	( )	( )
13. Use CCTV Camera for an efficient prevention against vandalism and property theft	( )	( )	( )	( )	( )
14. Use of Counterfeit Money detector to eliminate the chances of fake bills	( )	( )	( )	( )	( )
15. Use of router to receive and send data on computer networks	( )	( )	( )	( )	( )
16. Use of Google drive to store your documents	( )	( )	( )	( )	( )
17. Use of a computer for easier and faster typing	( )	( )	( )	( )	( )
18. Use of Social media in posting important information and announcement	( )	( )	( )	( )	( )
19. Use of Microsoft Outlook to manage various type of personal data including calendar appointment and similar entries task, contact and notes	( )	( )	( )	( )	( )
20. Use of Air Conditioning system to help maintain an ideal humidity within an office	( )	( )	( )	( )	( )
21. Use of Projector for presentations, graphics and videos	( )	( )	( )	( )	( )
22. Use of Microsoft Publisher to create a variety of publications (e.g., greeting cards, calendar, newsletter, business cards and more	( )	( )	( )	( )	( )
23. Use of Photocopier to produce paper copies of a document	( )	( )	( )	( )	( )
24. Use of Google docs to create documents and spreadsheets	( )	( )	( )	( )	( )

25.	Use of printer to print important documents	( )	( )	( )	( )	( )

Part III: Level of Job Performance of the Employees in Local Government Unit of Carmen, Along Task Completion, Task Monotony, System Control and Flexibility and Employee's Skill Level

Direction: Please check under the number that best describe the current situation and be guided by the following rating scale.

Number of Scales	Descriptive Information
5	Extremely Performed
4	Performed
3	Moderately Performed
2	Slightly Performed
1	Did not Performed

A. On Task Completion		**5**	**4**	**3**	**2**	**1**
1.	Tasks which respond to user requests are completed much faster because of proper database management	( )	( )	( )	( )	( )
2.	Tasks which concern financial aspects of the organization is processed and resolved faster	( )	( )	( )	( )	( )
3.	More tasks are completed in less time	( )	( )	( )	( )	( )
4.	Tasks are completed with minimal use of time, effort, and money	( )	( )	( )	( )	( )
5.	Tasks regarding information exchange is immediately completed because of faster communication channels	( )	( )	( )	( )	( )
B. On Task Monotony		**5**	**4**	**3**	**2**	**1**
1.	Filing, archiving and record keeping is less tedious	( )	( )	( )	( )	( )
2.	Production of documents in paper are now minimized because of electronic means	( )	( )	( )	( )	( )

3. There is a noticeable reduction of non-productive activities such as archiving and record keeping	( )	( )	( )	( )	( )
4. Reduces redundancy. Because the data are all in one place, the volume and related costs are reduced	( )	( )	( )	( )	( )
5. Burden of repetitive typing is relieved thus making the production of documents less tedious	( )	( )	( )	( )	( )
C. On System Control and Flexibility	**5**	**4**	**3**	**2**	**1**
1. Multiple people can be updated simultaneously in the event of schedule changes	( )	( )	( )	( )	( )
2. Less storage space is required for data, and copies can be easily transferred off-site for safekeeping in case of fire or other emergency situations	( )	( )	( )	( )	( )
3. There is better control of work due to less division of labor	( )	( )	( )	( )	( )
4. Problems which arise from accomplishing a task are minimized because of better management	( )	( )	( )	( )	( )
5. Simplifies operations and minimizes computational errors	( )	( )	( )	( )	( )
D. On Employee's Skill Level	**5**	**4**	**3**	**2**	**1**
1. Greater precision. Errors committed in doing tasks are only minimal.	( )	( )	( )	( )	( )
2. Better time management because of less tedious tasks in the office	( )	( )	( )	( )	( )
3. Improves productivity	( )	( )	( )	( )	( )
4. Less supervision is needed when accomplishing tasks	( )	( )	( )	( )	( )
5. Gives additional knowledge. Office automation provides the opportunity to upgrade self and learn new skills	( )	( )	( )	( )	( )

PART IV: RECOMMENDATIONS

Direction: Please check before the recommendations offered you think will be most effective to enhance the job performance of employees in the operation of office automation.

( ) Internet facilities should be installed in all the offices so as to ensure quick dissemination of information and timely accomplishment of tasks.

( ) Higher rank managers must be aware and pay special attention to the role of office automation in the work performance of the employees.

( ) More modern machines and equipment should be procured by various offices so as to make for quality delivery of work.

( ) Organize seminars and workshops at least annually on the use and importance of office automation on the local government offices.

( ) Feedback with regards to office automation usage must be obtained in specified time intervals to smooth out working processes for performance improvement and enhancement.

( ) Proper planning of recovery procedures for office data must be observed to cope with unexpected problems.

( ) Coordination within and between departments must be improved to minimize conflicts and avoid miscommunication.

( ) Employees must receive appropriate training with regards to office automation usage.

Comments and remarks:

_____
_____
_____
_____

APPENDIX B

Transmittal

Republic of the Philippines
BOHOL ISLAND STATE UNIVERSITY
Bilar Campus
Zamora, Bilar, Bohol

Vision: A premier S & T university for the formation of a world class and virtuous human resource for sustainable development in Bohol and the country.
Mission: BISU is committed to provide quality higher education in the arts and sciences, as well as in the professional ad technological fields; undertake research and development, and extension services for the sustainable development of Bohol and the country.

COLLEGE OF TECHNOLOGY AND ALLIED SCIENCES
Department of Business and Office Administration

A P P R O V A L S H E E T

This is to certify that the questionnaire of the researchers, **Mary Flor O. Abrigana Jovy Liza O. Estillore, Rhenne Genn M. Gumanoy,** and **Mariane V. Quilaton,** Bachelor of Science in Office Administration, entitled **STATUS OF OFFICE AUTOMATION ON THE JOB PERFORMANCE OF EMPLOYEES IN LOCAL GOVERNMENT UNIT OF CARMEN** can be conducted with their chosen respondents as subject requirement for Research 2 (OAPE 10).

The Thesis Committee: Date

(Sgd.) MAE S. DAGUPAN, MBA _____
Thesis Adviser

(Sgd.) MISAEL B. FELISILDA _____
Statistician

(Sgd.) ARLEN B. GUDMALIN, Ph.D _____
Subject Instructor

Republic of the Philippines
BOHOL ISLAND STATE UNIVERSITY
Bilar Campus
Zamora, Bilar, Bohol

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October, 2021

DR. MARIETTA C. MACALOLOT
Campus Director
BISU-Bilar

Dear Dr. Macalolot:

Good Day!

We, the undersigned fourth year Bachelor of Science in Office Administration students, will be conducting a research study entitled, **"STATUS OF OFFICE AUTOMATION ON THE JOB PERFORMANCE OF EMPLOYEES IN LOCAL GOVERNMENT UNIT OF CARMEN"**, in partial fulfillment of the requirements for the degree of BS in Office Administration.

In this connection, we would like to ask permission to allow us to conduct pilot testing of our research-made questionnaires from the selected offices of the local government unit of Batuan. We will make sure to request the approval of the Municipal Mayor and observe health and safety protocols. Your approval is a great contribution for the success of this activity to a better development of our study.

We are hoping for your favorable response on this matter. Thank you and more power.

Respectfully yours,

(Sgd.) MARY FLOR O. ABRIGANA
(Sgd.) JOVY LIZA O. ESTILLORE
(Sgd.) RHENNE GENN M. GUMANOY
(Sgd.) MARIANE V. QUILATON

Noted by:

(Sgd.) MAE S. DAGUPAN, MBA
Research Adviser/Chairperson

Recommending Approval:

(Sgd.) ARLEN B. GUDMALIN, PhD
Dean, CTAS

Approved:

(Sgd.) MARIETTA C. MACALOLOT, PhD
Campus Director

Republic of the Philippines
BOHOL ISLAND STATE UNIVERSITY
Bilar Campus
Zamora, Bilar, Bohol

Vision: A premier S & T university for the formation of a world class and virtuous human resource for sustainable development in Bohol and the country.
Mission: BISU is committed to provide quality higher education in the arts and sciences, as well as in the professional ad technological fields; undertake research and development, and extension services for the sustainable development of Bohol and the country.

October, 2021

HON. ANTONINO M. JUMAWID
Municipal Mayor
Batuan, Bohol

Dear Hon. Jumawid:

Good Day!

We, the undersigned fourth year Bachelor of Science in Office Administration students, will be conducting a research study entitled, **"STATUS OF OFFICE AUTOMATION ON THE JOB PERFORMANCE OF EMPLOYEES IN LOCAL GOVERNMENT UNIT OF CARMEN"**, in partial fulfillment of the requirements for the degree of BS in Office Administration.

In this connection, we would like to ask permission to allow us to conduct pilot testing of our research-made questionnaires from the selected offices of the local government unit of Batuan with the 30 employees as our respondents for its validity. We will make sure to observe health and safety protocols. Your approval is a great contribution for the success of this activity to a better development of our study.

We are hoping for your favorable response on this matter. Thank you and more power.

Respectfully yours,

(Sgd.) MARY FLOR O. ABRIGANA
(Sgd.) JOVY LIZA O. ESTILLORE
(Sgd.) RHENNE GENN M. GUMANOY
(Sgd.) MARIANE V. QUILATON

Noted by:

(Sgd.) MAE S. DAGUPAN, MBA
Research Adviser/Chairperson

Approved:

(Sgd.) HON. ANTONINO M. JUMAWID
Municipal Mayor

Republic of the Philippines
BOHOL ISLAND STATE UNIVERSITY
Bilar Campus
Zamora, Bilar, Bohol

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July 19, 2021

DR. MARIETTA C. MACALOLOT
Campus Director
BISU-Bilar

Dear Dr. Macalolot:

Good Day!

We, the undersigned third year Bachelor of Science in Office Administration students, will be conducting a research study entitled, **"STATUS OF OFFICE AUTOMATION ON THE JOB PERFORMANCE OF EMPLOYEES IN LOCAL GOVERNMENT UNIT OF CARMEN"**, in partial fulfillment of the requirements for the degree of BS in Office Administration.

In this connection, we would like to ask permission to allow us to distribute and retrieve questionnaires from the selected offices of the local government unit of Carmen. We will make sure to request the approval of the Municipal Mayor and observe health and safety protocols. Your approval is a great contribution for the success of this activity to a better development of our study.

We are hoping for your favorable response on this matter. Thank you and more power.

Respectfully yours,

(Sgd.) MARY FLOR O. ABRIGANA
(Sgd.) JOVY LIZA O. ESTILLORE
(Sgd.) RHENNE GENN M. GUMANOY
(Sgd.) MARIANE V. QUILATON

Noted by:

(Sgd.) MAE S. DAGUPAN, MBA
Research Adviser/Chairperson

Recommending Approval:

(Sgd.) ARLEN B. GUDMALIN, PhD
Dean, CTAS

Approved:

(Sgd.) MARIETTA C. MACALOLOT, PhD
Campus Director

Republic of the Philippines
BOHOL ISLAND STATE UNIVERSITY
Bilar Campus
Zamora, Bilar, Bohol

Vision: A premier S & T university for the formation of a world class and virtuous human resource for sustainable development in Bohol and the country.
Mission: BISU is committed to provide quality higher education in the arts and sciences, as well as in the professional ad technological fields; undertake research and development, and extension services for the sustainable development of Bohol and the country.

July 19, 2021

HON. RICARDO FRANCISCO A. TORIBIO
Municipal Mayor
Carmen, Bohol

Dear Hon. Toribio:

Good Day!

We, the undersigned third year Bachelor of Science in Office Administration students, will be conducting a research study entitled, **"STATUS OF OFFICE AUTOMATION ON THE JOB PERFORMANCE OF EMPLOYEES IN LOCAL GOVERNMENT UNIT OF CARMEN"**, in partial fulfillment of the requirements for the degree of BS in Office Administration at Bohol Island State University Bilar Campus.

In this connection, we would like to ask permission to allow us to distribute and retrieve questionnaires from the selected offices of the local government unit of Carmen.We will make sure to observe health and safety protocols. Your approval is a great contribution for the success of this activity to a better development of our study.

We are hoping for your favorable response on this matter. Thank you and more power.

Respectfully yours,

(Sgd.) MARY FLOR O. ABRIGANA
(Sgd.) JOVY LIZA O. ESTILLORE
(Sgd.) RHENNE GENN M. GUMANOY
(Sgd.) MARIANE V. QUILATON

Noted by:

(Sgd.) MAE S. DAGUPAN, MBA
Research Adviser/Chairperson

Approved:

(Sgd.) HON. RICARDO FRANCISCO A. TORIBIO
Municipal MayoR

APPENDIX C

Raw Data

ITEM

THE FREQUENCY IN USING OFFICE AUTOMATION	5	4	3	2	1
1. Use of Microsoft Word to create and edit documents	64	14	9	2	3
2. Use of Microsoft access to create database and program to track and manage data and information	41	25	9	9	8
3. Use of Microsoft Excel or any other financial application to record all the financial activities	54	16	15	5	2
4. Use of PowerPoint to show presentation programs that convey information rich in multimedia	25	20	20	20	7
5. Use of Biometrics for automated method of employee's identification and attendance system	78	4	4	3	3
6. Use of Shredder to destroy private, confidential, or otherwise sensitive documents	9	8	19	4	52
7. Use of scanner in converting paper documents into a digitized form	43	17	16	6	10
8. Paperless meeting. Attend meeting and seminar using tablets and laptops.	24	34	20	9	5
9. Fast and continuous internet connection.	31	17	32	6	6
10. Use of Shared devices (e.g., HDD, USB) in storing documents	54	14	17	3	4
11. Messages can be transmitted electronically within an office via email, web-based e-mail and other telecommunication devices.	38	34	16	1	3
12. Messages can be transmitted electronically by phonelines and voicemail.	32	28	23	7	2
13. Use CCTV Camera for an efficient prevention against vandalism and property theft	14	15	14	11	38

14. 8Use of Counterfeit Money detector to eliminate the chances of fake bills	31	7	8	9	37
15. Use of router to receive and send data on computer networks	43	11	17	9	12
16. Use of Google drive to store your documents	32	24	22	5	9
17. Use of a computer for easier and faster typing	63	15	12	1	1
18. Use of social media in posting important information and announcement	37	25	18	8	4
19. Use of Microsoft Outlook to manage various type of personal data including calendar appointment and similar entries task, contact and notes	16	24	24	14	14
20. Use of Air Conditioning system to help maintain an ideal humidity within an office	65	9	8	3	7
21. Use of Projector for presentations, graphics and videos	33	21	20	6	12
22. Use of Microsoft Publisher to create a variety of publications (e.g., greeting cards, calendar, newsletter, business cards and more	10	21	19	18	24
23. Use of Photocopier to produce paper copies of a document	75	7	5	5	0
24. Use of Google docs to create documents and spreadsheets	30	20	18	11	13
25. Use of printer to print important documents	79	4	5	2	2

A. On Task Completion	**5**	**4**	**3**	**2**	**1**
1. Tasks which respond to user requests are completed much faster because of proper database management	45	37	6	3	1
2. Tasks which concern financial aspects of the organization is processed and resolved faster	38	36	16	1	1
3. More tasks are completed in less time	34	43	12	3	0

4. Tasks are completed with minimal use of time, effort, and money	42	37	9	4	0
5. Tasks regarding information exchange is immediately completed because of faster communication channels	42	34	13	3	0
B. On Task Monotony					
1. Filing, archiving and record keeping is less tedious	34	39	17	1	1
2. Production of documents in paper are now minimized because of electronic means	37	33	21	0	1
3. There is a noticeable reduction of non-productive activities such as archiving and record keeping	30	43	16	2	1
4. Reduces redundancy. Because the data are all in one place, the volume and related costs are reduced	39	32	18	3	0
5. Burden of repetitive typing is relieved thus making the production of documents less tedious	36	37	17	2	0
C. On System Control and Flexibility					
1. Multiple people can be updated simultaneously in the event of schedule changes	32	43	13	4	0
2. Less storage space is required for data, and copies can be easily transferred off-site for safekeeping in case of fire or other emergency situations	32	29	24	4	3
3. There is better control of work due to less division of labor	35	38	15	4	0
4. Problems which arise from accomplishing a task are minimized because of better management	41	41	9	0	1
5. Simplifies operations and minimizes computational errors	43	37	10	2	0
D. On Employee's Skill Level					
1. Greater precision. Errors committed in doing tasks are only minimal.	32	50	8	2	0

2. Better time management because of less tedious tasks in the office	39	41	10	2	0
3. Improves productivity	47	37	6	2	0
4. Less supervision is needed when accomplishing tasks	43	36	11	2	0
5. Gives additional knowledge. Office automation provides the opportunity to upgrade self and learn new skills	53	30	8	1	0

APPENDIX D

Computation

1.Pairwise Relationship between the frequency in using office automation and job performance of the respondents.

- The following are the solved based on the data gathered.
  Correlation, r = 0.49
  Number of respondents, n= 92
- Using the equation as presented Chapter 1 page, the Pearson moment product correlation was computed:

$$\frac{N\sum xy-(\sum x)(\sum y)}{\sqrt{[N\Sigma x^2-(\Sigma x)^2][N\Sigma y^2-(\Sigma y)^2]}}$$

$$=\frac{92(1{,}477.879)-(345.85)(387.9)}{\sqrt{[92(1{,}346.3477)-(345.85)^2][92(1{,}670.37)-(387.9)^2]}}$$

$$=\frac{135{,}964.868-134{,}155.215}{\sqrt{[123{,}863.9884-119{,}612.2225][153{,}674.04-150{,}466.41]}}$$

$$=\frac{1{,}809.653}{\sqrt{[4{,}251.7659][3{,}207.63]}}$$

$$=\frac{1{,}809.653}{\sqrt{13{,}638{,}091.853817}}$$

$$=\frac{1{,}809.653}{3{,}692.9787237157}$$

$$r=0.4900252981\ or\ 0.49$$

RESEARCHERS' BIODATA

Personal Information

Name	:	Jovy Liza Orapa Estillore
Address	:	Poblacion, Danao, Bohol
Birth Date	:	February 07, 2001
Birth Place	:	Napo, Inabanga Bohol
Citizenship	:	Filipino
Civil Status	:	Single
Parents	:	Wilfredo Celmar Estillore
		Sara Macabudbud Orapa

Educational Attainment

Elementary	:	Montesuerte Elementary School
		Montesuerte, Carmen, Bohol
		March 2012
Secondary	:	Danao National High School
		Poblacion, Danao, Bohol
		March 2016 (Junior High)
	:	Danao National High School
		Poblacion, Danao, Bohol
		March 2018 (Senior High-GAS Strand)
Collegiate	:	Bohol Island State University (BISU)
		Bilar-Campus, Zamora, Bilar, Bohol
		2021-2022

Degree earned : Bachelor of Science in Office Administration

Scholarship and Grand Received

UCPB Foundation

2018-2022

Seminars, Training and Workshop Attended

Date	Seminars/Trainings	Place
June – April 2018-2019	• Reserved Officer Training Corps (ROTC)	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
May 18, 2022	• Values Formation Webinar	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
May 23, 2022	• Job Preparation and Professional Enhancement Webinar	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
March – July 2022	• 650- Hours Office and Medical or Legal Office Internship	• Local Government Unit of Danao, Bohol

Personal Information

Name	:	Rhenne Genn Merto Gumanoy
Address	:	Nueva Fuerza, Carmen, Bohol
Birth Date	:	April 28,2000
Birth Place	:	Carmen, Bohol
Citizenship	:	Filipino
Civil Status	:	Single
Parents	:	Renerio Bolivar Gumanoy
		Gondilina Bucag Merto

Educational Attainment

Elementary	:	Nueva Fuerza Elementary School
		Nueva Fuerza, Carmen, Bohol
		March 2012
Secondary	:	Policronio S. Dano Sr. High School
		Nueva Fuerza, Carmen, Bohol
		March 2016 (Junior High)
	:	Policronio S. Dano Sr. High School
		Nueva Fuerza, Carmen, Bohol
		March 2018 (Senior High-GAS Strand)
Collegiate	:	Bohol Island State University (BISU)
		Bilar-Campus, Zamora, Bilar, Bohol
		2021-2022

Degree earned : Bachelor of Science in Office Administration

Scholarship and Grand Received

Tertiary Education Subsidy (TES)
2018-2022

Seminars, Training and Workshop Attended

Date	Seminars/Trainings	Place
June – April 2018-2019	• Reserved Officer Training Corps (ROTC)	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
May 18, 2022	• Values Formation Webinar	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
May 23, 2022	• Job Preparation and Professional Enhancement Webinar	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
March – July 2022	• 650- Hours Office and Medical or Legal Office Internship	• Local Government Unit of Carmen, Bohol Rural Health Center

Personal Information

Name	:	Mariane Valentos Quilaton
Address	:	Garcia, Batuan, Bohol
Birth Date	:	February 10, 2000
Birth Place	:	Garcia, Batuan, Bohol
Citizenship	:	Filipino
Civil Status	:	Single
Parents	:	Agustin Quilaton A.
		Mariafe Quilaton V.

Educational Attainment

Elementary	:	Sta. Cruz Elementary School
		Bohol
		March 2012
Secondary	:	Batuan National High School
		Batuan, Bohol
		March 2016 (Junior High)
	:	Batuan National. High School
		Batuan, Bohol
		March 2018 (Senior High-COOKERY Strand)
Collegiate	:	Bohol Island State University (BISU)
		Bilar-Campus, Zamora, Bilar, Bohol
		2021-2022

Degree earned : Bachelor of Science in Office Administration

Seminars, Training and Workshop Attended

Date	Seminars/Trainings	Place
June – April 2018-2019	• Reserved Officer Training Corps (ROTC)	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
May 18, 2022	• Values Formation Webinar	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
May 23, 2022	• Job Preparation and Professional Enhancement Webinar	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
March – July 2022	• 650- Hours Office and Medical or Legal Office Internship	• Local Government Unit of Batuan, Bohol

Personal Information

Name	:	Mary Flor Orboda Abriagana
Address	:	Poblacion, Sierra Bullones, Bohol
Birth Date	:	December 22, 1998
Birth Place	:	Poblacion, Sierra Bullones, Bohol
Citizenship	:	Filipino
Civil Status	:	Single
Parents	:	Danilo Abrigana
		Febie Abriagana

Educational Attainment

Elementary	:	Sierra Bullones Central Elementary School
		Sierra Bullones, Bohol
		March 2012
Secondary	:	Sierra Bullones Technical Vocational High
		Salvador, Sierre Bullones, Bohol
		March 2016 (Junior High)
	:	Sierra Bullones Technical Vocational High School
		(Cookery)
		March 2018
Collegiate	:	Bohol Island State University (BISU)
		Bilar-Campus, Zamora, Bilar, Bohol
		2021-2022

Degree earned : Bachelor of Science in Office Administration

Scholarship and Grand Received

Tertiary Education Subsidy (TES)

2018-2022

Seminars, Training and Workshop Attended

Date	Seminars/Trainings	Place
June – April 2018-2019	• Reserved Officer Training Corps (ROTC)	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
May 18, 2022	• Values Formation Webinar	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
May 23, 2022	• Job Preparation and Professional Enhancement Webinar	• Bohol Island State University-Bilar Campus Zamora, Bilar, Bohol
March – July 2022	• 650- Hours Office and Medical or Legal Office Internship	• Local Government Unit of Sierra Bullones, Bohol