



## Enhancing Administrative Efficiency Through the DepEd Caraga Regional Office Information Systems Portal

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# Enhancing Administrative Efficiency Through the DepEd Caraga Regional Office Information Systems Portal

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## **Abstract**

The DepEd Caraga Regional Office Information Systems Portal stands as a modern digital platform, reshaping how administrative processes operate within the regional office. This paper conducts a thorough evaluation of the portal's significant impact, with a strong focus on its main modules. By streamlining the supervision of records through the Document Tracking System and enhancing personnel management with the Human Resource Information System, the portal's collection of modules promotes not just operational excellence and smooth workflows but also enables well-informed decision-making. This study prominently emphasizes the portal's crucial role in sparking enhanced collaboration and increasing overall operational efficiency.

*Keywords: Information Systems, Operational Efficiency, Decision-making, Collaboration.*

## **THE BACKGROUND**

### **Introduction**

The DepEd Caraga Regional Office is responsible for the management of public education in the Caraga region of the Philippines. The office faces various problems in terms of managerial productivity, including a vast and scattered workforce, a complex and paper-driven system of administration, and a lack of centralized database management systems. To tackle these problems, the DepEd Caraga Regional Office devised a portal that comprises several modules that can be accessed using a single account through a single sign-on feature. This has streamlined procedures, enhanced productivity, and lessened the necessity for manual paperwork. It has some important features, and one of the most important is its strong Access Control system. This feature allows you to control exactly who can access specific parts of the portal, making sure that only authorized people can get into those areas.

### **Statement of Objectives**

Innovation initiatives have led the DepEd Caraga regional office's Information and Communications Technology unit (ICTU) to create the Regional Office Information Systems Portal (RO Portal). For this paper, the following objectives are presented:

1. To be able to introduce and present the DepEd RO information system portal.
2. To be able to introduce and explain the different modules/features of the information system portal.
3. To be able to identify the level of satisfaction of the DepEd Caraga regional office personnel on the information system portal relating to enhancing administrative efficiency.

### **Significance**

Information technology has been dominating today's work environment. It has been creating opportunities to workplace like increased work efficiency, lower investment on physical resources, and improved the way of doing business. This paper was presented to inform the different significance to:

1. DepEd Caraga Regional Office, the use, and benefits of employing the RO Portal to the working environment. How administrative efficiency was changed in its presence and realizing the importance of technology adaptation in the obtaining the agency's goals and objectives.
2. DepEd Caraga Regional Office personnel, to realize the changes in the workplace when the portal was used. To inform them of the benefits of the portal in terms of administrative efficiency relating to the aspects of usability, accessibility, work organization and systematization, reference of records, and user support services.
3. Other DepEd Regional Offices, to benchmark and employ the information system portal in their regions and avail its benefits and enhanced their administrative efficiency in the workplace.
4. Other government agencies and possible private companies, to benchmark this information portal, employ in their workplace environment through enhancing its featured tailored to their work and nature of business.
5. IT professionals and programmers, to realize the significance of this portal, suggests recommendations and improvements and introduce in their work environments.

### **Scope and Limitation**

The information presented in this paper includes features/modules of the RO Portal that were currently utilized by the personnel in DepEd Caraga regional office as of September 2023. Added features and improvements to the portal are currently at work by the ICTU.

### **Portal Modules and Impact**

In the beginning, the regional office had lots of separate information systems, each with its own way of logging in and doing different things. This meant that employees had to remember many usernames and passwords, which caused problems like getting the logins wrong and forgetting passwords. Some personnel even wrote down their usernames and passwords on paper which is very insecure if others could see.

To solve this problem, the office's Information and Communications Technology Unit (ICTU) created the DepEd Caraga Regional Office Information Systems Portal. This portal turned those different systems into just modules, making it easier for them to work together.

#### **1. Single Sign-On: Streamlining Access**

The portal's single sign-on feature makes it easy for users to access all the portal's modules with just one login. This eliminates the need to remember multiple passwords and reduces the risk of security breaches.

#### **2. Document Tracking System**

The Document Tracking System is a centralized repository for document management. It helps to streamline document flow and collaboration by eliminating bottlenecks and improving transparency. The system can also track the total time a document spends in a particular office, as well as the overall time it takes to travel from one office to another. It can also record who created the document and who received and forwarded it to other offices. Additionally, digital copies of documents can be uploaded to the system and retrieved by users anytime. The DTS utilizes a mechanism that restricts access to specific documents, ensuring that only authorized users can open, and view documents labeled as 'pending' or 'incoming' within their respective offices.

#### **3. Human Resource Information System**

The Human Resource Information System (HRIS) enhances personnel management by providing a comprehensive platform. It streamlines various tasks, such as encoding and printing personnel's Personal Data Sheets (PDS), a process traditionally handled manually using Microsoft Excel. This system boasts a robust dashboard that visually presents crucial employee statistics, including graphs illustrating the status of active and inactive personnel, male-to-female ratios, marital status distribution, blood types, age demographics, education levels, and more.

Furthermore, the HRIS automates the complex task of detecting Step Increments and Loyalty Awards schedules for personnel, saving valuable time and effort. Additionally, a key feature of the HRIS enables personnel to easily access and monitor their sick and vacation leave balances, as well as submit leave applications, simplifying the leave management process.

Within the HRIS, the system also records the training sessions attended by personnel, enabling management to readily identify the specific training needs of individual employees for the current year. Moreover, it offers valuable insights into prioritizing and conducting essential training programs. Lastly Daily Time Records (DTRs) of every employee are accessible also in the HRIS.

#### **4. Activity Calendar and Travel Authorities Generation**

The Activity Calendar and Travel Authorities Generation modules have been specifically designed to enhance the efficiency of activity and event planning processes. The Activity Calendar offers a comprehensive view of all regional office events, facilitating the prevention of scheduling conflicts among employees who are expected to attend multiple events. This ensures smoother event coordination.

The Travel Authorities (TA) generation module seamlessly integrates with the Activity Calendar, streamlining the rapid and precise generation and printing of Travel Authorities. This feature greatly benefits personnel, as it simplifies the process of accessing their TAs when needed for reimbursement purposes and attaching them to their Daily Time Records (DTRs).

#### **5. Vehicle Reservation System**

The Vehicle Reservation System enables personnel to reserve vehicles for specific travels during designated timeframes. This system empowers employees to secure a vehicle and driver schedule, ensuring their availability for planned trips without conflicting with other staff members' transportation needs. Reservations are processed on a first-come, first-served basis.

#### **6. IPCRF Encoding and Monitoring**

The IPCRF Encoding and Monitoring System automates the generation and tracking of Individual Performance Targets. This system simplifies the identification of completed and outstanding targets for employees. It allows them to self-assess their progress, providing valuable guidance on their achievements relative to their goals. Consequently, employees can readily pinpoint activities or tasks requiring prioritization to meet their targets effectively.

#### **7. Downloadable Templates for ISO**

The presence of downloadable templates for ISO-related standard forms underscores the portal's dedication to maintaining quality and adhering to international standards. This feature ensures that personnel can readily access the most up-to-date registered standard forms and templates, simplifying compliance with ISO requirements for the use of these forms/templates.

#### **8. Helpdesk System**

The Helpdesk System centralizes support requests, expediting the resolution of issues. It operates as a multi-office helpdesk system, allowing personnel to seek assistance from various functional divisions or units within the regional office.

#### **9. Conference Halls Reservation System**

Similar to the Vehicle Reservation System, the Conference Halls Reservation System streamlines the process of reserving conference halls, guaranteeing that there are no conflicting events scheduled for the same day in the same conference hall.

## 10. Customer Satisfaction Survey

The online Customer Satisfaction Survey module facilitates the collection of valuable feedback from both internal and external clients, contributing to the enhancement of the regional office's services. It efficiently saves time by automatically consolidating the results, enabling top management to allocate more time to some other important tasks.

## 11. Announcements Module

The Announcements Module ensures the efficient distribution of information by displaying all announcements prominently at the top of the home page, providing easy access for portal users.

### Access Control

As the RO portal serves as the central hub or parent portal for various subsystems/modules, it becomes imperative to implement a robust Access Control system that effectively grants varying levels of access to different users. This feature stands as one of the system's utmost priorities because of the multitude of modules housed within the portal. Ensuring that only authorized users are granted access to specific modules is of paramount importance for maintaining security and data integrity. Permissions can be easily assigned to each user by the System admin on the user's page. If a user attempts to access a specific module without the necessary permissions, they will be automatically redirected to a '403' error page, indicating that access to the requested module is forbidden. Moreover, the portal leverages employee employment details to automate access control. For instance, in the Document Tracking System, if a user belongs to a particular office, they will automatically have access to documents marked as 'incoming' or 'pending' in that specific office. The following is the list of permissions for the RO Portal.

**Table 1 List of permissions for the DepEd RO Information Systems Portal**

Permission	Module	Description
<b>Create Order of Payment</b>	Accounting	Can View and Create an Order of Payment
<b>Access Announcements</b>	Announcement	Can access all announcements even from other users
<b>Access Assets</b>	Asset Management Systems	Unit Can Access Assets System Modules
<b>Manage Calendar</b>	Calendar of Activities	Can Approve, Disapprove Activity
<b>Access Client Feedback Admin</b>	Client Feedback	Can Access Client Feedback Summaries
<b>Edit DTR</b>	DTR	Can edit DTR Entry
<b>Manage Document Type</b>	DTS	Can Manage document types
<b>Create External Document</b>	DTS	Can create external documents, Can Undone Document
<b>Receive All Documents</b>	DTS	Can receive documents from all offices

<b>Manage Settings</b>	General	Allows to manage general settings of the system.
<b>Manage Users</b>	General	Allows user to view and manage other Users.
<b>Manage GS Requests</b>	General Services	Can add, edit, delete General Services Requests
<b>Edit PDS</b>	HRIS	Can Edit PDS information of other personnel
<b>View PDS</b>	HRIS	Can View PDS information of other personnel but cannot edit.
<b>Manage Leave</b>	HRIS	Can add, edit, delete Leave credits
<b>Access All Helpdesk</b>	ICT Help Desk	Can Access All helpdesk of all offices
<b>Access IPCRF</b>	IPCRF	Can access IPCRF of other users
<b>Create ISO Folder</b>	ISO	Can Create ISO Portal Folder, Can Edit any ISO Files
<b>Create ISO File</b>	ISO	Can Create ISO File

## **THE METHODOLOGY**

### **The Methodology Design**

In collecting the data used in this study, the proponent used the descriptive research design that covers both quantitative and qualitative research methods.

Under the quantitative method, data are collected through a survey questionnaire. The data collected in the questionnaire involves awareness of the existence of the portal, the commonly used features, usability of the features and the impact of the portal in the conduct of the administrative functions of the agency.

In the qualitative method, data are also collected utilizing the same questionnaire but with open-ended questions for the respondents to have a detailed analysis and information on their views about the portal.

### **Sampling Design**

To ensure that the data collected in the conduct of the survey are the necessary information needed, a probability sampling was used in this paper based on the concept of random selection. A sample is identified as a representation of the population.

### **The Respondents**

The respondents of the survey conducted are the regional office personnel of DepEd Caraga region, who are the main users of the portal. The personnel chosen in the sample as a mere representation of the population includes both a permanent status and a job order status. Currently, the region has a total of 122 permanent employees and a total of 17 job orders, summing an overall total of 139 employees.

Using the Slovin's formula in calculating the sample size,  $n = N / (1 + Ne^2)$ , where n is the sample number of samples, N is the total population and e represents the error tolerance or margin of error, a total of 65 out of 139 employees makes up the sample with a 9% margin of error.

In Statistics, Slovin's formula is a random sampling technique formula in estimating a sample size.

### The Instrument

To gather, collect and analyze the data used in this paper, a survey questionnaire was utilized by the presenter as a research instrument.

The questionnaire contains questions that addresses awareness of the existence of the portal, features of the portal and its usability, open-ended questions that addresses challenges faced by the users, and user's comments and suggestions for the improvement of the portal. On the other hand, part of the questionnaire uses a 5-Likert scale survey which measures the administrative efficiency experienced by the users of the portal since its existence.

The survey was conducted online through a google form.

### Scoring Procedure

The presenter used the scoring procedure with interpretation as shown in the Table 2 below.

**Table 2**  
**5-Point Likert Scale on the Level of Satisfaction of DepEd Caraga Employees on Enhancing Administrative Efficiency Through the DepEd Caraga Regional Office Information Systems Portal**

Scale	Range of Means	Description	Interpretation
5	4.21 – 5.00	Strongly Agree	Very Satisfied
4	3.41 – 4.20	Agree	Satisfied
3	2.61 – 3.40	Neutral	Neutral/Uncertain
2	1.81 – 2.60	Disagree	Not Satisfied
1	1.00 – 1.80	Strongly Disagree	Very Not Satisfied

### Statistical Treatment of Data

The statistical treatment of data provides the presenter an analysis of data collected through statistical methods. This will allow the presenter to interpret data reliably and accurately, provide in-depth analysis and formulate conclusions and recommendations.

From the sample of respondents drawn from the total population, the data collected for this paper were analyzed statistically as follows:

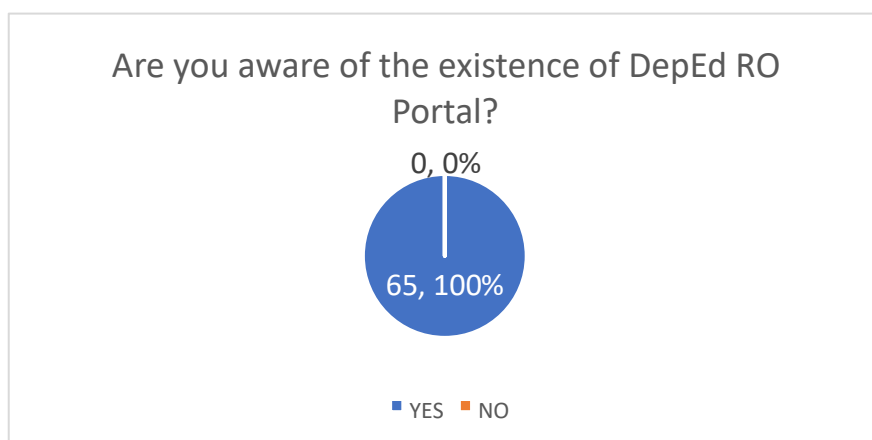
For questions 1,2, 3, and 4, frequency count and percentage for the awareness of employees on the existence of the RO Portal, frequency of use of the portal, the frequency of use of the features/modules of the RO Portal, and the rate of usefulness for the features/modules frequently used.

For questions 5 to 11, mean and average were used to analyze the Level of Satisfaction of DepEd Caraga employees on enhancing administrative efficiency through the DepEd Caraga regional office Information Systems Portal.

Lastly, for questions 12 and 13, a qualitative analysis of data was used to analyze the difficulties/challenges encountered by the users and the suggestions/recommendations of the users for the improvement of the Information Systems Portal.

## PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA

### Problem 1

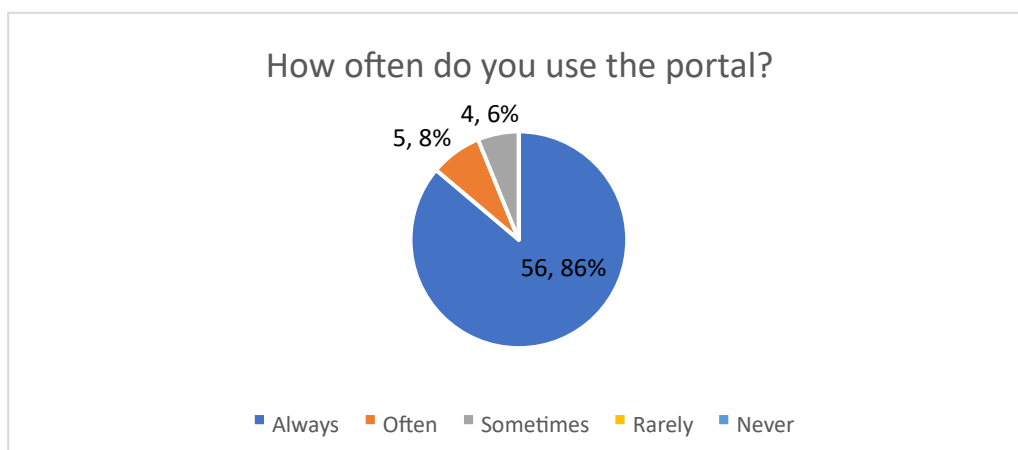


The DepEd information system portal was an initiative by the Information and Communications Technology (ICT) unit of DepEd Caraga regional office. The portal was created to improve the efficiency in performing the work functions and organizing personnel information effectively.

Awareness of the system by the personnel for which the portal was created is important to ensure that its creation was communicated by the management and users are aware of its purpose and on how to use it.

For problem 1, from a sample of 65 employees in the DepEd Caraga regional office, all of them or 100% of them answered that they are aware of the existence of the portal.

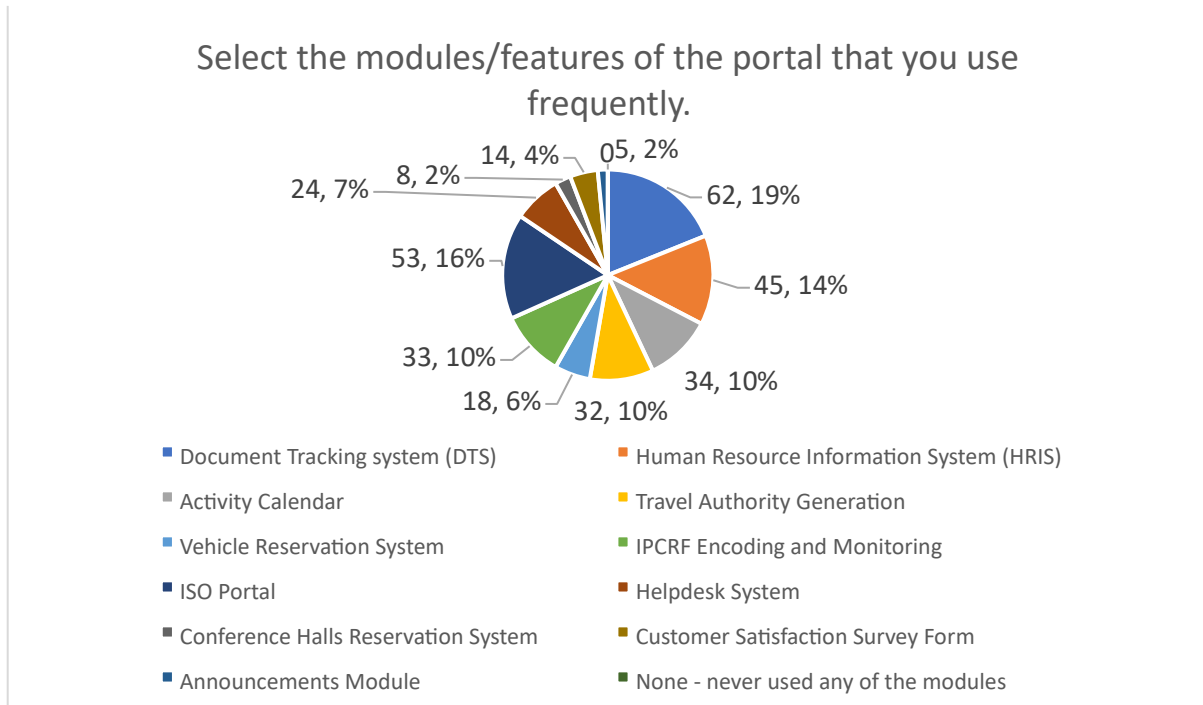
### Problem 2





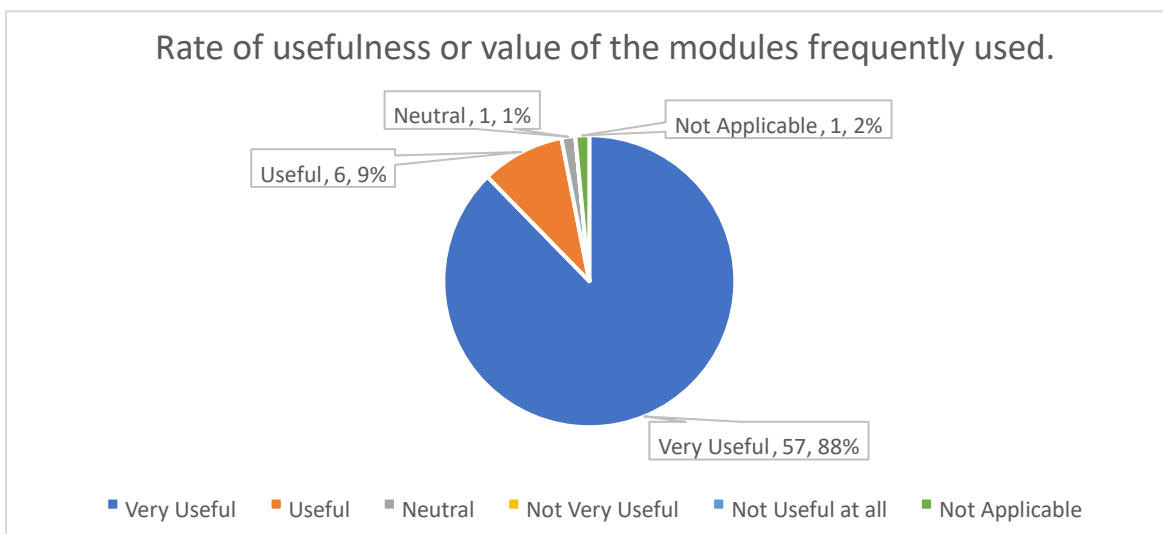
Problem number 2 of the survey describes the frequency of use of the portal in the workplace. From the result, 56 of the respondents or 86% of them have always been using the portal since its deployment in the office. While others responded often times (8%) and sometimes (6%).

### Problem 3



The pie graph for problem 3 presents the different modules/ features frequently used by the personnel in accessing the portal. From the results, it shows that the top 3 frequently used modules were the Document Tracking System (DTS) with a frequency count of 62 responses, followed by the ISO portal with a frequency count of 53 responses, and then followed by the Human Resource Information System (HRIS) with a frequency count of 45 responses.

### Problem 4



From the responses in question number 3, the respondents were asked on the usefulness of the modules/feature used. Eighty-eight percent (88%) of the respondents or 57 of them find the modules of the portal very useful in doing their day-to-day work activities.

The usability of the system entails that its interfaces were designed to help users access the system easily, how useful is its functionality and on how satisfied are they in using the system. The more it is useful and easy for them to use the system, the more they will appreciate its value which will lead to a low possibility of them leaving the system.

### Problems 5 to 11

Level of satisfaction of the RO Portal relating to enhancing administrative efficiency in the agency.

	Mean	Description	Interpretation
5. Accessibility of the portal.	4.85	Strongly Agree	Very Satisfied
6. Usability of the portal.	4.85	Strongly Agree	Very Satisfied
7. Work efficiency performance.	4.82	Strongly Agree	Very Satisfied
8. Organization of work.	4.82	Strongly Agree	Very Satisfied
9. Systematization of work processes.	4.80	Strongly Agree	Very Satisfied
10. Reference of Records.	4.69	Strongly Agree	Very Satisfied
11. Level of satisfaction for user support services/assistance.	4.77	Strongly Agree	Very Satisfied
<b>Average</b>	4.80	Strongly Agree	Very Satisfied

Administrative efficiency in government is a very important aspect in carrying out its policies, procedures, goals, and objectives. Administrative function of the government requires to be effective and efficient to attain the overall purpose of the government operations. Enhancing administrative efficiency saves time, effort, and financial resources of the government. Given the current situation of this generation, the most effective way that government can enhance efficiency is through adapting to technology.

For these problems, the respondents were asked to evaluate their level of satisfaction of the agency's enhanced administrative efficiency through the RO Portal. The respondents were asked in 7 statement that relates to:

Accessibility, with a mean of 4.85, using the 5-Likert scale of analyzing the data through finding its mean and average, it is described as strongly agree and interpreted as very satisfied. Therefore, respondents strongly agree on how accessible the portal was. Accessibility is part of the feature of a system being usable. The more accessible is the system, the more it will serve its purpose to its users.

Usability, this refers to how useful is the portal to its users. This encompasses portal's functions, features/modules and how efficient it can process the work. According to the respondents they strongly agree that the portal has increased their level of efficiency in doing their work through the usefulness of the portal. The result was interpreted as, respondents were very satisfied to the usability of the portal, this was evident through a mean of 4.85.

Work efficiency performance, this refers to how well the performance of the respondents have improved in terms of work efficiency by using the portal. It is one of the goals of administrative efficiency to improve the performance of its workforce. Through the portal, the respondents strongly agree that they have become more efficient because of the automation of some processes in the office like creating PDS, filing and real-time updates of leave, travel authority generation, help desk system and real-time viewing of office announcements. With the result, the mean of 4.82 was interpreted as very satisfied.

Organization of work refers to the productivity and efficiency of work at a faster pace than the manual processing. This also refers to how work processes were in place when the portal was implemented in the office. For the respondents, they strongly believed that through the portal, there is an increase in productivity because of the different modules/features in the portal that were timely to prepare or organize during the manual process. This is mostly true to all the modules found in the portal. With a mean of 4.82, the respondents' rates were interpreted as very satisfied.

Systematization of work process, the most common benefit that technology can guarantee to its users is systematization. Compared to manual, data and information are easier to organize, work processes are understandable and work processes are traceable. In this aspect, respondents' rating resulted to a mean of 4.80 as they strongly agree that the portal has increased the administrative efficiency of the office through this aspect. The mean was also interpreted as very satisfied.

Reference of records, because some work processes are automated through the portal, it is expected that data and information are stored accurately. Technology provides traceability of records which means that employees can track their previous transactions, view previous records, and store important records. This feature is common to all modules of the portal especially on DTs, HRIS, travel authority generation, vehicle and conference hall reservation system and ISO portal. With these respondents rated this aspect as strongly and interpreted as very satisfied with a mean of 4.69.

Level of satisfaction for user support services, it will be more effective for a newly installed system or process in the administrative work if it has an after-service support. After-service support ensures that users are guided and assisted because errors are unavoidable. For the respondents, they are very satisfied for the level of support services that the ICT has been giving them. In case where users encounter problems and found difficulty in using some of its features, ICT unit are very active in providing an assistance. With a mean of 4.77, the respondents' rates were interpreted as very satisfied.

Overall, with a mean average of 4.80, it can be interpreted that the respondents as users of the portal strongly agrees to the level of satisfaction of RO Portal in enhancing administrative efficiency and is very satisfied with all its features.

### **Problem 12**

This is an open-end question that asks the respondents of the difficulties or challenges they have encountered while using the portal. Results show that majority of respondents have not encountered any difficulties instead commented on the portal being user-friendly and very useful, however, for the rest of the respondents addressed their answers to the DTS. Respondents said that traceability of documents and tracking of documents have been hard due to the removal of "All Documents" tab, respondents noted that limited access to documents have cause them a problem and requested to bring back the removed tab and to properly communicate any changes to the portal.

### **Problem 13**

Another open-ended question concluded the survey to gather the suggestions or recommendations of the respondents in improving the portal. Some respondents said to improve the internet connection at the office for a more effective use of the portal, to add back the "All Documents" buttons because it is very important in tracing and tracking documents except for those that are confidential in nature, continue updating the portal, ICT to provide a time-out mechanism on DTS numbers/barcodes generated to eliminate the problem on incoming and outgoing documents and to make every feature independent of each other. Some respondents leave positive responses like "This portal is truly an excellent initiative in the simplification of works. This helps the transactions well-monitored. It is also a great compliance to an effective and relevant mode of transactional work. Moreover, upgrading and updating shall always adapt and adopt to its demand. Being said, it is highly commendable.", "The addition of the Daily time record (DTR) in the portal is really one of the best. Hoping the plans for the PRIME HRM level III will push through." And "As a user I find it relevant, appropriate, and user-friendly especially for non-IT personnel like me. So, I have no other suggestions to make but I would like to commend the developer and the ICT unit for a job well done!"

## **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

### **Summary**

The DepEd Caraga RO Portal was created by the ICT unit of the agency in response to the changing workplace environment in adaptation to information technology. It is an initiative to improve the administrative efficiency of the agency and slowly leaving the manual procedures of doing business.

The portal has several features/modules that facilitates different work procedures in the office. The DTS for tracking incoming and receiving documents in the office; HRIS for encoding and printing PDS, updating of seminars and trainings attended, and HR updating of profiles of personnel; activity calendar and travel authority generation for logging all the activities in the office with added feature of automatically generating and printing of travel authority; vehicle and conference hall reservation system for easy scheduling and tracking of transactions; ISO portal that stores internal and external templates and forms used in the office; IPCRF encoding and monitoring that updates and stores IPCRF data; Helpdesk system that sends real-time requests to the concerned office and displays the status of the requests until completed; and lastly, the customer satisfaction survey where external as well as internal clients can make feedbacks on the office that they have visited or has provided them a service, it also display survey results to every users of the portal and the public affairs unit can generate a report.

An online survey was conducted through a google form to determine to user awareness, portal awareness, information system portal accessibility, usability, work organization and systematization, and after service support. The survey was designed to reflect how the users view the portal as a tool in enhancing administrative efficiency in the workplace. As a result, quantitatively, the sample of the population of 65 respondents from the personnel of DepEd Caraga, generally and averagely strongly agrees to all these aspects of the portal as a tool. The respondents were very satisfied to the advantages that the portal had brought in performing their work, specifically being more efficient. All of them are aware of the portal, has always been using and its features/modules and the mot frequently used features was the DTS. Qualitatively, the common difficulty encountered by the respondents to the portal was the removal of the "All Documents" tab in the DTS and suggested to bring it back to the portal for traceability and tracking of documents processed. Some respondents commend the effort of the ICT unit for this excellent initiative and innovation.

### **Conclusions**

The DepEd Caraga Regional Office Information Systems Portal is a testament to the power of innovation to transform administrative processes. Its modules, such as Single Sign-On and Document Tracking, make it easier for employees to access the information and resources they need to do their jobs. This has led to a significant improvement in efficiency and productivity and has helped the regional office to better serve its clients and stakeholders. The portal has been receiving good comments from the users or personnel. From the results of the survey and the personal feedbacks received by the ICT unit, truly the portal has brought a big change in doing office works, especially the automation of some processes which resulted to increased efficiency in doing their job, organization and systematization of work, and portal as a reference of records due to its ability to store different information encoded by the users to the different features/modules.

Finally, it can be concluded that adaptation to information technology can help in increasing and enhancing administrative efficiently at the workplace.

## Recommendations

After careful review and survey conducted of the RO Portal, the presenter recommends:

1. The ICT unit to of adding back the “All Documents” button of the DTS and conduct random interviews to the users to understand their concern and help the ICT unit in addressing this matter.
2. The ICT unit to enhance the system by adding more features/modules that will lessen the manual processes in the system and including the resolving of the internet connection problems for a more convenient and accessible portal to users.
3. To encourage more the users of the portal to utilize its other important features.
4. The ICT unit to research and explore more about incorporating information technology to administrative and operational processes in the office to increase efficiency, and to become updated to trends in the profession in developing web-based systems, work process automation, integration of systems and discovering unique features of the system that will address data and system security, maintenance and back-up, and some others.
5. To DepEd top management to give its full support in this initiative and to future technology innovations at the office that will help in obtaining its goals and objectives efficiently and effectively.
6. To other DepEd offices, government agencies and private companies, to consider this innovation at their office. They may benchmark at the DepEd Caraga Regional office for DepEd’s and the other agency’s growth in developing the system portal.
7. To other IT professionals to recommend and suggests improvement of the portal, other techniques in systems development and to provide additional and helpful inputs.

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## Appendix 1

### Survey Questionnaire

1. Are you aware of the existence of the DepEd Caraga Information Systems Portal?
  - Yes  No
2. How often do you use the portal?
  - Always  Often  Sometimes  Rarely  Never
3. Please select the modules/features of the portal that you use frequently:  
(Select all that applies)
  - Document Tracking System (DTS)  Human Resource Information System (HRIS)
  - Activity Calendar  Travel Authority Generation  Vehicle Reservation System  IPCRF Encoding and Monitoring  ISO Portal  Helpdesk System
  - Conference Halls Reservation System
  - Customer Satisfaction Survey Form  Announcements Module  None – never used any of the modules.
4. For the modules you used frequently, please rate their usefulness or value to you:
  - Very useful  Useful  Neutral  Not very useful  Not useful at all  Not applicable

Please use the following scale to rate your level of satisfaction of the DepEd RO Information System Portal relating to enhancing administrative efficiency in the agency, with the statements provided.

	<b>5 – Strongly Agree</b>	<b>4 – Agree</b>	<b>3 – Neutral</b>	<b>2- Disagree</b>	<b>1 – Strongly Disagree</b>
5. Accessibility of the portal.					
6. Usability of the portal.					
7. Work efficiency performance.					

8. Organization of work.					
9. Systematization of work processes.					
10. Reference of Records.					
11. Level of satisfaction for user support services/assistance.					

12. Have you encountered any difficulties/challenges while using the portal? If yes, please describe and elaborate what can be done to address your concerns.

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13. What are your suggestions/recommendations for the improvement of the portal?

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