



ELECTRONIC DOCUMENT TRACKING SYSTEM (DTS) IN SCHOOLS DIVISION OF ILOILO CITY: POLICY MANDATE, IMPLEMENTATION, AND OUTCOMES

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ABSTRACT

This descriptive study determined the mandate, implementation and outcomes of the electronic document tracking system as used by administrative officers of elementary schools in the Schools Division of Iloilo City. Forty-four Administrative Officers were given a researcher-made questionnaire to generate data. The data were analyzed both quantitatively and qualitatively. Findings revealed that the mandate was derived from existing laws and issuances. The implementation was described as successful based on the high level of confidence expressed by the respondents resulting from orientation, workshops and trainings. The implementation outcomes were described as effective resulting in users' satisfaction, improved job productivity, and positive users' experience. Foremost among the challenges were a stable internet connection and the ongoing need for system maintenance and upgrading. A set of policy recommendations was given as output of the study.

Keywords: *Document Tracking System, Policy Mandate, Implementation, Outcomes*

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INTRODUCTION

The Department of Education continues to deliver its basic education services for the implementation of an effective and efficient administrative support functions in personnel administration. One of the reforms introduced by DepEd is streamlining public service in light of Republic Act 11032 otherwise known as the Ease of doing Business and Efficient Government Service Delivery Act of 2018 Anti Red Tape Act mentions about the applications and requests transactions that shall be acted upon within the time frames by the government that include the Schools Division Offices and the various elementary and secondary schools. Under this act the role of Administrative Officers was strengthened.

The Administrative Officer acts as the point of contact for all employees, providing administrative support and managing their queries. The Information/Receiving Department stamps the date in the receiving copy and manually records in the record book and routes the document for processing and approval. With this process, there is an instance that the document will be lost or misplaced and also there is a difficulty of tracing documents for follow-up because there is a need to call in order to know the status whether it is approved or processed already.

Given this problem, the Document Tracking System was developed to provide faster and more proficient system for the people and offices involved in the Department of Education (DepEd). Although no specific mandate appears in the literature regarding the adoption of Document Tracking System in the Department of Education, there is enough information suggesting that the creation and launching of the Document Tracking System were an initiative

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of individual school divisions all over the country. For instance, the Division of Parañaque City launched their Document Tracking System project sometime in 2019; Regional Office No. VIII in 2021; and Nueva Ecija in 2022. In Region VI, the Document Tracking System was started in the Schools Division of Antique on February 22, 2022 while the Schools Division of Iloilo City launched theirs on November 18, 2022. It was then introduced in Elementary and Secondary Schools on January 16, 2023.

In view of this, there is a need to delve deeper into the implementation of Document Tracking System in the Schools Division of Iloilo City since it is a new process in the agency, hence the study.

Research Methodology

This chapter discusses the research design, the respondents of the study, the sampling design, the research method, the research instrument, the data gathering procedure, the data analysis and the statistical tools that will be used in the analysis and interpretation of data.

Research Method

In this investigation, the researcher used the descriptive survey method. A survey method is used when the researcher summarizes the characteristic of physical environments or describes the physical capabilities of the respondents. In terms of the dimensions in this study, the researcher has summarized the assessment of respondent's performance, satisfaction,

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appreciation and problems encountered in implementation of document tracking system (Besa, 2022)

Research Design

The study used the descriptive survey research design to identify, describe, and analyze a given phenomenon, particularly in the study, the DTS policy mandate, its Implementation and outcome in the Schools Division of Iloilo City Elementary Schools.

Participants of the Study

The respondents of the study were the 44 Administrative Officers II of elementary schools in the Schools Division of Iloilo City during the conduct of the study.

The 44 respondents constituted the entire population of the study.

Table 1 shows the distribution of respondents.

Table 1

Distribution of Respondents

School	N	%
District 1	5	11.36
District 2	4	9.09
District 3	5	11.36
District 4-A	5	11.36
District 4-B	4	9.09
District 4-C	3	6.82
District 5-A	4	9.09
District 5-B	4	9.09
District 6	6	13.65
District 7	4	9.09
Total	44	100

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Sampling Design

Total population was utilized to obtain the desired number of respondents.

Total population sampling is a type of purposive sampling technique that involves examining the entire population (i.e., the total population) that have a particular set of characteristics (e.g., specific attributes/traits, experience, knowledge, skills, exposure to an event, etc.) (Laerd, 2024).

Research Instrument

A research-made questionnaire was developed based on the research problem and objectives. The closed-ended questions were structured as premise questions and were answerable by "yes", or "no". The open-ended questions were probe questions that seek explanations of answers given to premise questions, but were confined only to categorically affirmative and negative responses.

Secondary data was generated from printed documents and memorandum related to Document Tracking System and activities.

The research instrument consisted of two parts: the first part was the personal profile of the respondents and the second part was the main questionnaire to pinpoint the implementation, client outcomes, problems encountered and recommendations (Besa, 2022).

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Validation of Research Instrument

To ensure the valid result for the study, the researcher subjected the questionnaire to content validation. The draft of the questionnaire was submitted to the research adviser for suggestions. Then it was presented to a group of jurors who were experts in the field of research. All suggestions relative to the validation of the instruments were considered before pilot testing the questionnaire for reliability determination.

The corrections, suggestions and recommendations of the jurors for every item in the questionnaire were incorporated in the final print of the questionnaire for reliability testing (Besa, 2022).

Data Gathering Procedure

Permission to conduct the study was secured from Iloilo City Schools Division Superintendent and the administrative officers who served as respondents of the study.

To ensure that appropriate responses were gathered, the researcher personally distributed the copies of the questionnaire to the respondents. The respondents accomplished the questionnaire within the day.

Upon retrieval of the duly accomplished questionnaire, the researcher tabulated, analyzed and interpreted using the appropriate statistical tools.

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Data Analyses

Descriptive analysis was considered appropriate in the study as it summarizes the essential features of data.

The analysis of data gathered involved the use of descriptive statistics. Through the descriptive statistical tool, a large amount of data were reduced into a simple summary and were categorized and presented in appropriate tables, frequency counts, and percentage distribution with accompanying narrative explanations. It permitted the description of information contained in several scores with just few indices. The responses to the open-ended questionnaire were analyzed qualitatively using thematic analysis.

RESULTS AND DISCUSSIONS

This study determined the policy mandate, Implementation, and outcomes of Document Tracking System (DTS). The study aimed to delineate the specific document-related needs within the institution, outline the procedural workflow for implementation, evaluate potential ramifications on the process, identify challenges faced during the execution of the DTS, and propose viable resolutions to ameliorate and optimize system implementation.

The participants of this study were the Administrative Officer II of Elementary Schools and Administrative Officers of Secondary schools in Iloilo City.

To determine the DTS in relation to its Policy Mandate and Implementation, a research-made questionnaire was used. A descriptive survey research design was used in this study

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to identify, describe, and analyze a given phenomenon, particularly in this study, the Document Tracking System policy mandate, its Implementation and outcome in Schools Division of Iloilo City Elementary Schools.

The sampling design used was the census technique wherein all the forty-four (44) Administrative Officers II in Schools Division of Iloilo City in Elementary Schools were included as respondents of the study.

The analysis of data was done quantitatively and qualitatively. For quantitative analysis, the researcher utilized the frequency (f) count and percentage (%). For qualitative data, thematic analysis was used.

The policy mandate of the DTS was derived from existing laws and regulations of the Department of Education.

The study revealed that the respondents demonstrated a clear understanding of the Document Tracking System (DTS) process flow.

Majority of respondents acquired their DTS skills through orientation training.

A significant majority of respondents rated themselves as having a "highly satisfactory" level of skill in using the DTS. On the other hand, some respondents rated themselves as "satisfactory," which suggests that there is a portion of respondents who may feel that they have room for improvement or are not highly proficient with the system.

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In terms of respondents' experience on the use of Document Tracking System, many respondents reported that the DTS is user-friendly and easy to operate, especially after some initial familiarization.

Moreover, respondents expressed concerns about slow or unstable internet connections affecting the system's performance, but they generally found that the system functions well with a stable connection.

In terms of efficiency of Document Tracking System in terms of accuracy in records tracking, the majority of the respondents affirmed the system's efficiency, indicating a high level of satisfaction with the Document Tracking System (DTS).

In terms of the effectiveness of the Document Tracking System, the respondents found the Document Tracking System (DTS) effective in terms of time spent in retrieving documents.

Many respondents cited internet connectivity as a prominent hurdle in their utilization of the Document Tracking System. Furthermore, a number of respondents observed that issues associated with internet connectivity could result in document update and routing delays

In terms of policy recommendation, the respondents suggested the following: a strong interest in a mobile application or mobile compatibility for the Document Tracking System (DTS), enabling users to access it while away from the office; addition of notification feature within the DTS to alert users when their documents are available for pick-up, enhancing overall operational

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efficiency; system upgrade to prevent log errors and glitches, along with the significance of regular maintenance to minimize operational disruptions; installation of high-speed, stable internet connectivity in avoiding system errors and enhancing system reliability; inclusion of adding an "origin of document" option to the DTS search feature, along with features for cancelling or deleting entries and the ability to correct erroneous data; limiting of access to sensitive information and ensuring the security of documents; prompt tagging of documents and encoding updates in real-time upon document receipt to streamline system operations; and the automatic printing of DTS tracking numbers to achieve uniformity, while others highlighted the efficiency and functionality of the DTS.

The policy mandate of the DTS in terms of Vision, Mission, goals and objectives was derived from existing laws and regulations.

The Implementation of the DTS in terms of the process flow, capacity building and application may be described as successful.

The Document tracking System has a strong potential to streamline document management, enhance office efficiency, and reduce the need for physical visits in division office and follow-ups within their personnel. However, the importance of a stable internet connection and the need for continuous system maintenance and improvement were also noted as significant factors in ensuring the system's effectiveness and user satisfaction.

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The Document Tracking System is highly effective leading to increased respondent satisfaction, improved productivity, and a positive user experience. Many respondents found the Document Tracking System user-friendly and convenient, emphasizing that it provides easy access to document status and reduces the need for manual tracking. Respondents appreciated the system's ease of use in monitoring and locating documents.

The Document Tracking System received strong support from the majority of respondents, indicating that it is generally viewed as an efficient and valuable tool. The concerns raised by a small minority should be considered as opportunities for improvement, and efforts should be made to maintain and enhance the system's effectiveness and user satisfaction.

CONCLUSIONS

The following conclusions were formulated in consideration of the results and discussions presented:

There is a need for Department of Education Central Office to come up with a mandate that would specify the details of the program for standard operations in the different regional and field offices of the Department of Education.

Given that orientation training appears to be the most prevalent and effective method for equipping staff with Document Tracking System (DTS) skills, it is recommended to continue and possibly expand such training programs. All new staff members should receive this training to ensure a strong foundation in DTS skills.

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While seminars are less commonly utilized, they are valued for their ability to provide in-depth knowledge and practical experience. Department of Education may want to consider increasing the frequency of seminars and expanding their coverage to reach a wider audience. These seminars can benefit both new and experienced users.

Recognize the varying skill levels among respondents, especially those who rated themselves as "satisfactory." Department of Education may want to offer tailored skill development programs or resources to help individuals improve their proficiency with the Document Tracking System.

Acknowledging the critical importance of a stable internet connection and the ongoing need for system maintenance and enhancement, it is imperative to invest in system updates, regular upkeep, and sufficient bandwidth to ensure the reliability and efficiency of the Document Tracking System (DTS).

A persistent focus on optimizing the user-friendliness and convenience of the DTS is warranted. Incorporating user feedback to refine the system's interface and streamline access to document status, ultimately reducing the necessity for manual tracking, is recommended.

Despite the identified areas requiring attention, respondents continue to recognize the inherent benefits of the Document Tracking System (DTS) in simplifying document tracking and diminishing the need for manual follow-ups. It is paramount for organizations to address these

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technical challenges while concurrently considering user-friendly training and orientation methods to maximize the system's efficacy and user satisfaction.

In terms of research, it is recommended that further studies be undertaken to explore other areas of the DTS, particularly as it affects the field of records generation and management.



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