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**EFFECTIVENESS AND EFFICIENCY OF THE DEPARTMENT OF PUBLIC  
WORKS AND HIGHWAYS (DPWH) TRANSPARENCY PORTAL:  
BASES FOR POLICY DEVELOPMENT**

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**ABSTRACT**

This study assessed the effectiveness and efficiency of the Department of Public Works and Highways (DPWH) Transparency Portal as a tool for promoting transparency and accountability in public infrastructure projects in Region VI (Western Visayas). Using a descriptive-survey research design, data were collected from 100 portal users through a structured questionnaire measuring perceived effectiveness and efficiency. Findings revealed that the DPWH Transparency Portal was generally perceived to have a high level of effectiveness and efficiency. Despite this positive assessment, results also showed that most users access the portal only rarely, suggesting a gap between availability and actual utilization. Statistical analysis showed no significant differences in the perceived effectiveness and efficiency of the portal when respondents were grouped according to sociodemographic variables. The results suggest that higher efficiency is associated with higher perceived effectiveness of the portal.

**Keywords:** *DPWH Transparency Portal, Effectiveness, Efficiency, Policy Development*

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## INTRODUCTION

Public trust in government is strongly influenced by how transparent and accountable public institutions are, particularly those entrusted with managing significant public funds.

In the Philippine context, infrastructure projects such as roads, bridges, and flood control systems have a direct impact on the everyday lives of citizens. Because these projects are publicly funded and highly visible, people naturally expect government agencies to be open about how they are planned, financed, and implemented.

Among the agencies responsible for this mandate is the Department of Public Works and Highways (DPWH), which plays a major role in national and local infrastructure development. Due to the magnitude of its responsibilities and budget allocations, the DPWH has consistently been subject to public interest and scrutiny. In response to increasing calls for openness and in support of broader government transparency initiatives, the agency introduced the DPWH Transparency Portal. This online platform was intended to provide the public with access to information on infrastructure projects, procurement activities, and the utilization of public funds.

The establishment of the Transparency Portal reflects the government's effort to make public information more accessible not only to oversight bodies, researchers, and policymakers, but also to ordinary citizens. Through this platform, the public is expected to gain a clearer understanding of how government resources are being used in their respective communities. Ideally, such access to information can help narrow information gaps, encourage

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informed civic participation, and reinforce accountability by allowing stakeholders to monitor project implementation and government spending more closely.

Despite these intended benefits, the presence of an online transparency platform does not automatically guarantee actual transparency. In practice, many users may still encounter difficulties when trying to access or interpret government information. Challenges such as a complicated interface, poorly organized data, outdated or incomplete project details, and limited public awareness of the platform may reduce its usefulness. When information is difficult to locate or understand, users may become discouraged from engaging with the portal, thereby weakening its intended purpose.

In addition, a transparency portal must not only provide information, but must also do so in a manner that is efficient, understandable, and user-centered. If users are required to spend too much time navigating the system or making sense of technical content, the platform may fall short of serving as an effective transparency mechanism.

For this reason, it is important to examine how the DPWH Transparency Portal performs from the perspective of its users, particularly in terms of whether it effectively and efficiently delivers the information it is intended to provide.

Given these concerns, there is a clear need to assess the effectiveness and efficiency of the DPWH Transparency Portal in actual use. Examining user experiences, identifying the challenges they encounter, and determining areas for improvement are essential in evaluating whether the portal truly fulfills its purpose. More importantly, such an assessment can provide

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valuable insights into how the portal may better contribute to transparency, accountability, and public trust in the DPWH.

## MATERIALS AND METHODS

### Research Methodology

This chapter presents the research design, methodology, and procedures used in conducting the study. It outlines the approach taken to assess the effectiveness and efficiency of the DPWH Transparency Portal among users in Region VI. Specifically, it discusses the research design, respondents, sampling procedure, data-gathering instruments, validation, data collection procedure, and data analysis methods.

### Research Method

This study utilized a quantitative descriptive-survey method to assess the effectiveness and efficiency of the DPWH Transparency Portal among users in Region VI. The survey method was employed to systematically collect data from respondents who have actual experience using the portal, allowing the researcher to measure their perceptions without manipulating any variables. A researcher-made questionnaire served as the primary instrument for data collection, consisting of sections on respondents' profile, perceived effectiveness, and perceived efficiency.

### Research Design

This study employed a descriptive-survey research design. The descriptive approach allows the researcher to systematically gather and present information about the effectiveness

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and efficiency of the DPWH Transparency Portal from the perspective of its users. This design is appropriate because the study seeks to measure user perceptions of effectiveness and efficiency without manipulating variables (Creswell, 2014).

A survey method was chosen to efficiently collect data from a large number of portal users in Region VI, enabling generalizations about their experiences and evaluations. The design also allowed for quantitative analysis, providing numerical data to assess the effectiveness and efficiency of the DPWH Transparency Portal.

### **Respondents of the Study**

The study was conducted in Region VI (Western Visayas) but only focused in the Regional Office. Region VI was chosen because it has significant DPWH infrastructure projects and a substantial population of internet users who are likely to access the DPWH Transparency Portal. Conducting the study in this region ensures the research reflects the portal's performance in a regional context.

The respondents of this study were stakeholders and civil society representatives in Region VI who had used or accessed the DPWH Transparency Portal.

The following are the criteria for inclusion: (1) Must be 18 years old or above; and (2) Must have accessed the DPWH Transparency Portal.

### **Sampling Design**

Convenience sampling was used to select respondents who are knowledgeable about or have practical experience with the portal. The target sample size was 100 respondents,

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ensuring sufficient data for meaningful analysis while remaining manageable for survey administration.

## Research Instrument

The primary instrument for data collection was a researcher-made questionnaire. The questionnaire was divided into three sections:

Part I is the Sociodemographic Profile: Collects information about age, gender, stakeholder type, educational attainment, frequency of use and type of information accessed.

Part II is the Perceived Effectiveness: Measures user perceptions of achievement of purpose, intended purpose, accuracy and reliability, accessibility and usability, and stakeholder satisfaction of the DPWH Transparency Portal.

Part III is the Perceived Efficiency: Assesses portal in terms of time efficiency, resource optimization, and system performance.

Part IV is the open feedback and suggestions.

Responses were measured using a Likert scale (1 = Strongly Disagree to 5 = Strongly Agree) to quantify user perceptions.

## Validity of the Instrument

The questionnaire was validated by experts in the fields of public administration, information systems, and research methodology to ensure content validity. A pilot test with 30 respondents was conducted to check for clarity, reliability, and user understanding. Minor revisions are made based on feedback to improve the clarity and relevance of questions. The result of the pilot reliability analysis yielded a Cronbach's alpha coefficient of 0.996, indicating

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an excellent level of internal consistency among the items in the instrument. This suggests that the items are highly correlated and consistently measure the same underlying construct. Therefore, the instrument is considered highly reliable for assessing the variables in the study.

## Data-Gathering Procedure

The data-gathering procedure follows these steps:

Permission. Approval was sought from relevant authorities, including DPWH Region VI, for conducting the study.

Pre-Test. A pilot survey was conducted to identify potential issues with the questionnaire, specifically its reliability and usability.

Survey Administration. Questionnaires were distributed electronically via Google Forms and shared through email, social media, and community networks targeting Region VI DPWH Transparency Portal users.

Data Collection Period. The survey was conducted over 3-4 weeks to allow adequate participation.

Ethical Considerations. Ethical standards were strictly followed to protect the rights and privacy of respondents. Respondents were provided with informed consent, explaining the purpose of the study, voluntary participation, confidentiality, and the option to withdraw at any time. Data were securely stored and used solely for research purposes.

## Data Analysis

The collected data were analyzed using both descriptive and inferential statistical tools. Descriptive statistics such as frequency, percentage, median, and mean were used to

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summarize the respondents' profile and determine the level of effectiveness and efficiency of the portal. Inferential statistics, including the Kruskal–Wallis test, were used to identify significant differences in responses across sociodemographic variables, while Spearman's Rho was applied to examine the relationship between effectiveness and efficiency. All statistical analyses were conducted to provide a comprehensive evaluation of the portal's performance based on user perceptions.

### Scale of Interpretation for the Level of Effectiveness and Efficiency

Rating	Interpretation
5	Very High Level
4	High Level
3	Moderate Level
2	Low Level
1	Very Low Level

## RESULTS AND DISCUSSIONS

This study was conducted to assess the effectiveness and efficiency of the DPWH Transparency Portal and to examine whether significant differences exist in the respondents' assessments when they are grouped according to selected sociodemographic variables.

More specifically, the study sought to describe the respondents' profile in terms of age, gender, stakeholder type, educational attainment, frequency of portal usage, and type of information accessed.

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The study used a quantitative-descriptive research design. Data were gathered through a structured survey questionnaire administered to 100 users of the DPWH Transparency Portal. The data collected were analyzed using frequency count, percentage, median, and chi-square test of independence to describe the respondents' profile, measure their assessment of the portal, and determine the presence of significant differences across groups.

The following are the findings of the study:

Most of the respondents belong to the 31–45 age group, followed closely by those aged 18–30, which indicates that the portal is mainly used by individuals who are within the working-age population. In terms of gender, most respondents were male, while female respondents made up a smaller portion of the sample. Only a very limited number identified as LGBTQ or preferred not to disclose their gender.

In relation to stakeholder type, the largest group of respondents consisted of government employees, followed by students. Smaller groups included private employees, self-employed individuals, and others. In terms of educational attainment, most respondents were college-level or college graduates, followed by those with high school education and those with master's degree or higher.

As for portal usage, most respondents reported that they rarely use the portal, while smaller groups accessed it monthly, weekly, or daily. In terms of the type of information accessed, most users visited the portal primarily for project updates, followed by budget and

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financial reports. Only a few respondents accessed policies and guidelines, procurement or tender announcements, and other information such as project locations or visual updates.

On the level of effectiveness of the DPWH Transparency Portal, the results showed that the DPWH Transparency Portal has a high level of effectiveness. All indicators of effectiveness, namely intended purpose, accuracy and reliability, accessibility and usability, and stakeholder satisfaction, obtained a median rating of 4, interpreted as High Level of Effectiveness. The overall median rating for effectiveness was likewise 4, which indicates that the portal is generally effective in meeting user expectations and carrying out its intended purpose.

When grouped according to age, respondents aged 31–45 and 46–60 both rated the portal highly, while respondents aged 18–30 gave a slightly lower rating. In terms of gender, both male and female respondents gave the same high rating. In relation to stakeholder type, students gave the lowest rating, while self-employed respondents gave the highest. Respondents grouped according to educational attainment all rated the portal highly.

When respondents were classified according to frequency of portal usage, all groups gave the portal a high level of effectiveness. Similarly, when grouped according to type of information accessed, most categories received a high rating, while procurement or tender announcements received the highest evaluation.

On the level of efficiency of the DPWH transparency portal, the findings revealed that the portal has a high level of efficiency. The indicators time efficiency, resource optimization, and system performance all obtained a median rating of 4, interpreted as High Level of

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Efficiency. The overall median rating for efficiency was also 4, which means that respondents generally consider the portal efficient in actual use.

When classified according to age, younger respondents gave a lower rating compared to older groups. In terms of gender, both male and female respondents gave the same high rating. As to stakeholder type, students gave the lowest evaluation, while private employees gave the highest. Respondents with higher educational attainment also tended to give more favorable ratings compared to those with lower educational attainment.

When grouped according to frequency of portal usage, daily users gave a slightly lower rating compared to weekly, monthly, and rare users. In terms of type of information accessed, most categories were rated highly, while procurement or tender announcements and other information received relatively higher ratings.

On the significant difference in the level of effectiveness, the results of the chi-square test showed that most sociodemographic variables do not significantly influence respondents' assessment of the portal's effectiveness. Specifically, age, gender, educational attainment, frequency of portal usage, and type of information accessed did not show significant differences in ratings.

However, stakeholder type showed a significant difference, which means that respondents' assessment of the portal's effectiveness varies depending on the stakeholder group to which they belong.

On the significant difference in the level of efficiency, the chi-square test revealed that most of the selected sociodemographic variables do not significantly affect respondents'

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assessment of the portal's efficiency. Variables such as age, gender, educational attainment, frequency of portal usage, and type of information accessed did not show significant differences.

However, stakeholder type again showed a significant difference, indicating that the respondents' perception of the portal's efficiency differs depending on their stakeholder classification.

## Conclusions

Based on the findings of the study, the following conclusions are drawn:

The users of the DPWH Transparency Portal are largely composed of working-age adults, most of whom are male, government-employed, and college-educated. Most respondents access the portal occasionally or rarely, and the most viewed content relates to project updates and financial information.

The DPWH Transparency Portal is generally perceived to be highly effective. The portal is seen as capable of fulfilling its intended purpose, providing dependable information, and offering a generally accessible and satisfactory user experience.

The portal is also perceived to be highly efficient. Respondents generally view it as capable of delivering information and performing its functions in a timely, practical, and manageable manner.

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Although there are slight differences in the ratings given by different respondent groups, the portal's effectiveness is generally consistent across most classifications. However, stakeholder type significantly influences how respondents assess its effectiveness.

The same pattern is observed in terms of efficiency. While the portal is generally rated highly across most groups, stakeholder type significantly affects how users evaluate its efficiency.

The results suggest that although the portal is already functioning at a high level of effectiveness and efficiency, there is still room for improvement, particularly in making it more responsive to the needs and expectations of different types of users.

Overall, the study concludes that the DPWH Transparency Portal is an effective and efficient digital platform for providing access to public information. However, further improvements in usability, engagement, and accessibility may help strengthen its value and usefulness to a wider range of users.

## Recommendations

Based on the findings and conclusions of the study, the following recommendations are offered:

The DPWH should improve the overall usability and user experience of the portal. Although the portal was generally rated highly, some respondent groups, such as students and younger users, gave relatively lower assessments in certain areas. Improvements in layout, navigation, search functions, and interface design may help make the platform more user-friendly and easier to understand.

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The DPWH should strengthen user awareness and encourage more regular portal usage. Since a large portion of respondents reported that they rarely use the portal, the department may intensify efforts to promote the platform through public information campaigns, social media, orientations, and stakeholder outreach activities.

The DPWH should present information in a simpler and more understandable format. Because some users may find technical or administrative content difficult to interpret, the portal could be improved by using plain language, visual summaries, dashboards, project maps, and a more reader-friendly presentation of data.

The DPWH should sustain the reliability and timeliness of posted information. Since the portal was generally rated highly in both effectiveness and efficiency, it is important to continue ensuring that the information posted is accurate, updated, and consistent, as these factors are essential in maintaining user trust and credibility.

The DPWH should enhance the visibility of other types of information available in the portal. Since most respondents mainly access project updates and financial reports, it may be helpful to improve the presentation of other content—such as procurement announcements, policies, project locations, and visual progress updates—so users can maximize the portal’s full range of information.

The DPWH should conduct regular user feedback and portal assessments. Periodic evaluations through surveys, feedback forms, and usage monitoring may help identify recurring concerns and guide future improvements to the portal.

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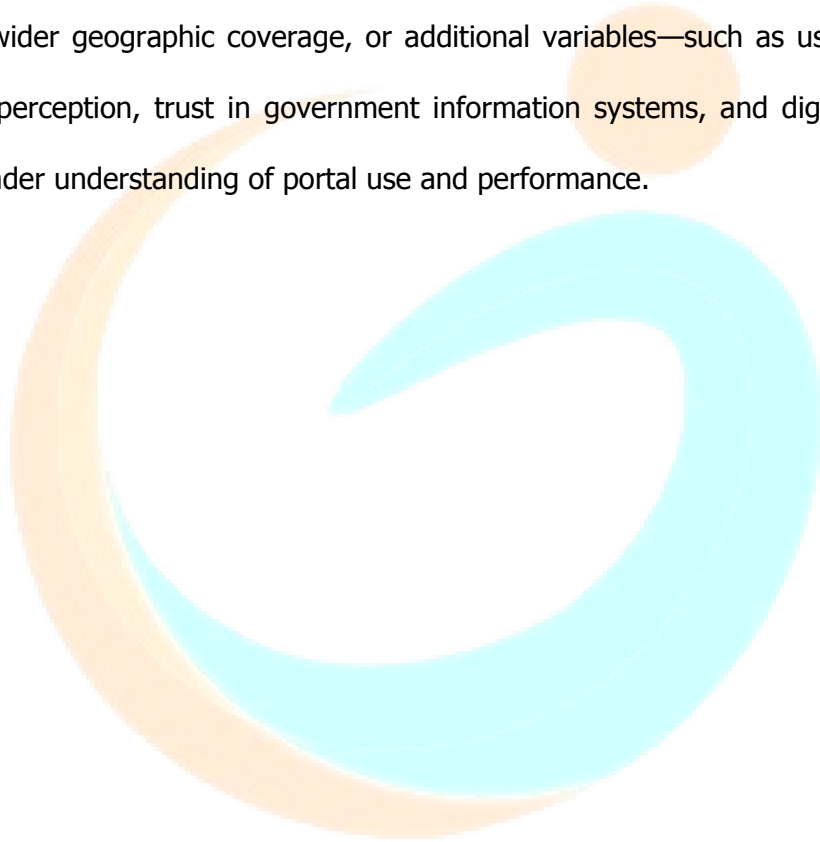
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The DPWH should encourage stakeholders to make greater use of the portal. Users and stakeholders should be encouraged to access the portal more regularly so they can better benefit from the information it provides and further support the promotion of transparency, accountability, and public awareness.

Future researchers should expand the study. Future research could involve a larger sample size, wider geographic coverage, or additional variables—such as user satisfaction, transparency perception, trust in government information systems, and digital literacy—to provide a broader understanding of portal use and performance.



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