

Level of Skills on Ms-Office Productivity Software and Use of Internet for Communication of Office Clerks

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ABSTRACT

The ability to use office productivity tools is an essential skill in the ever-changing workplace brought about by the advancements in technology. The study was conducted to determine office clerks' level of

skill on MS-Office Productivity Software and the use of the internet in the communication in the municipalities of Balilihan and Catigbian in relation to their profile in terms of age, length of service, number of times in using the computer, and seminars/training attended on computer education. The descriptive method with the aid of a modified questionnaire was used. The findings showed a significant relationship between the skills of office clerks in MS-Office Productivity software operations and the use of the internet in communication in response to the specified demographics. The level of their skills is on average, between extensive and sufficient ability. Since many persons entering the workforce of office clerks are expected to have skills in MS-Office Productivity Software Applications and use the internet for communication, training and workshops should be designed and conducted to provide office clerks an adequate literacy on the said computer competencies.

KEYWORDS

Technology, productivity software, office clerks, skills, descriptive research design, Philippines

INTRODUCTION

Office clerks need to perform various duties to ensure that an office runs efficiently and effectively. They are responsible for performing clerical and administrative duties in an office setting. Their basic job description includes the need to create documents, data entry, compile financial records, copy and sort, and file records of office activities and transactions, among others.

The business office has changed a great deal. Many persons entering the workforce are expected to have basic MS-Office skills or competencies. Technology has dramatically reshaped the average workplace over the past decades. The office environment of yesteryear is no longer and has taken over by rapid technological advancement, allowing employees to interact with personal computers daily. The level of expectation of clients and co-workers has also changed due to technology in the workplace; results are expected much faster than before.

The utilization of new technologies in the organization requires the upgrading of the technical capabilities of the employees. Many personnel

resists learning new technology because they are far more comfortable with their old or traditional approaches. Besides, they see no need to apply new approaches when they are successful in performing their jobs.

Motivated by the vision of empowering government office clerks, the researchers aimed to assess their productivity skills as the outcome of this assessment will serve as a basis for training, educating, and exposing office clerks to computer technology and its uses in rendering public service in the most efficient way. It will help hasten the transactions performed and documents provided by their respective offices.

Furthermore, this project aims to develop basic computer expertise among office clerks while providing them with immediate strategies and resources to enable them to utilize computers with their office works.

The results of this research will be used to help identify, prioritize, design training and development programs that best suit office clerks' needs and fit within organizational parameters.

OBJECTIVES OF THE STUDY

The main goal of this study is to assess the level of MS-Office Productivity Software skills of office clerks in the municipalities of Baliilihan and Catigbian. This study also serves as a baseline for a proposed MS-Office Productivity Software skill training program.

Specifically, this study seeks to answer the following queries:

1. What is the profile of the office clerks in the Municipalities of Baliilihan and Catigbian in terms of:

- 1.1. Age;
- 1.2. Length of Service;
- 1.3. No. of Times in Using the Computer;
- 1.4. Seminars/Training attended in computer education?

2. What is the level of skills of the respondents in relation to:

- 2.1. Age;
- 2.2. Length of Service;
- 2.3. No. of Times in Using the Computer;
- 2.4. Seminars/Training attended in computer education?

3. Is there a significant difference in the computer skills of the respondents in relation to:

- 3.1. Age;
- 3.2. Length of Service;
- 3.3. No. of Times in Using the Computer;
- 3.4. Seminars/Training attended in computer education?

4. What proposed training program should be designed to upgrade the level of MS-Office Productivity Software skills among office clerks in the municipalities of Balilihan and Catigbian?

METHODOLOGY

Design

The study utilized the descriptive survey method.

Environment and Participants

The locale of this study was the municipalities of Balilihan and Catigbian. The participants were the office clerks in each office.

Instruments

The descriptive survey method, with the aid of a modified questionnaire and supplemented by an interview as a data-gathering tool, was utilized to accomplish research aims. Upon the distribution of the questionnaire, the respondents were given instructions by the researchers.

Statistical Treatment

The data were tabulated and interpreted by getting the weighted mean. T-test and ANOVA were used. To determine the significant difference between the two variables, a T-test was used. To determine the significant difference between the 3 and 4 variables, ANOVA was used.

RESULTS AND DISCUSSION

The office clerks of the two municipalities were classified in accordance with their age. It was found out that 64.29% of the total population of the study is from ages 18-30. This implies that 18 out of 28 respondents are

at a young age, which is the in-demand age bracket in getting a job. This also shows that people at this age, called millennials or people new to the workforce, are active and more productive since they are known as experts in the use of technology (Kane, 2014).

The length of service of a worker affects their productivity. The longer they are exposed to the job, the more they become familiar with it, and easier for them to do the task they are assigned. Based on the table, 75% of the respondents have been working for 1-5 years. This means that they are just new to the work world, and they still need guidance in their specific job.

The number of times an office clerk uses the computer. It shows that 71.43% of the respondents use the computer daily. This means that the use of a computer is a need in their field of work.

71.43% of the respondents are people who have not attended any seminars or trainings about the use of the computer. The percentage shows that most of the respondents have no formal training regarding computers.

Table 1. Significant difference in the computer skills of the respondents in relation to age

	F-Value			
	Computed	Tabular	Decision	
A. Word Processing				
Perform Basic	128.7227	3.24		Null hypothesis is rejected
Perform Editing	51.45965	3.24		Null hypothesis is rejected
Perform Formatting	8.177362	2.8		Null hypothesis is rejected
Create References	3630.667	4.07		Null hypothesis is rejected
B. Spread Sheets				
Perform Data Entry	1.24483	4.07		Null hypothesis is accepted
Perform Editing	8.028326	4.07		Null hypothesis is rejected
Perform Formatting	0.000617	3.49		Null hypothesis is accepted
C. Presentation				
Perform Formatting	90.27851	2.88		Null hypothesis is rejected
D. Use the Internet				
Use email	6.754068	6.59		Null hypothesis is rejected
Use the Internet to	24.35347	3.01		Null hypothesis is rejected

Table 1 presents the significant difference in the computer skills of the respondents in relation to Age. It reveals that the null hypothesis was

rejected. Thus, the age of a person can be considered as a factor that affects the computer skills of a person. Young workers or the workers of the new generation has a great advantage when it comes to computer since they are the one who is most exposed to it.

Table 2. Significant difference in the computer skills of the respondents in relation to the length of service

Length of Service	F-Value		Decision
	Computed	Tabular	
A. Word Processing			
Perform basic	16.39407	3.24	Null hypothesis is rejected
Perform editing	-2.67016	3.24	Null hypothesis is rejected
Perform formatting	16.63672	2.8	Null hypothesis is rejected
Create references	944	4.07	Null hypothesis is rejected
B. Spreadsheets			
Perform data entry	0.983108	4.07	Null hypothesis is accepted
Perform editing	18.19556	4.07	Null hypothesis is rejected
Perform formatting	6.181949	3.49	Null hypothesis is rejected
C. Presentation			
Perform formatting	-5.69301	2.88	Null hypothesis is accepted
D. Communication and Internet			
Use e-mail	1.642603	6.59	Null hypothesis is accepted
use the internet to	15.341	3.01	Null hypothesis is rejected

Table 2 shows the significant difference in the computer skills of the respondents in relation to Length of Service. The null hypothesis was rejected. This means one factor that affects the skills of the workers in the use of computers is its length of service. A person who has long experience in work is already a great advantage to those who are new. The length of service in the job can give a person confidence in performing certain tasks.

Table 3. Significant difference in the computer skills of the respondents in relation to no. of times in using computer

No. of Times in Using Computer	F-Value		Decision
	Computed	Tabular	
A. Words processing			
Perform basic	27.61758	3.89	Null hypothesis is rejected
Perform editing	9.023087	3.89	Null hypothesis is rejected
Perform formatting	14.5487	3.28	Null hypothesis is rejected
Create references	10.78378	5.14	Null hypothesis is rejected
B. Spread sheets			
Perform data entry	1.161969	5.14	Null hypothesis is accepted
Perform editing	28.98769	5.14	Null hypothesis is rejected
Perform formatting	4.979143	4.26	Null hypothesis is rejected
C. Presentation			
Perform formatting	19.57531	3.35	Null hypothesis is rejected
D. Communication and Internet			
Use e-mail	0.340807	6.94	Null hypothesis is accepted
Use the Internet to	12.17208	3.55	Null hypothesis is rejected

Table 3 reveals the significant difference in the computer skills of the respondents in relation to the number of times in using a computer. The null hypothesis of the study was rejected. This implies that the more a person is exposed to the computer, the more he/she learns about it. Exposure to a certain thing can develop the learning of a person.

Table 4. Significant difference in the computer skills of the respondents in relation to the seminar

Computed Value	Tabular Value	0.05 Level of Significance		
		Decision	Interpretation	
A. Word Processing				
A.1	1.06	1.86	Null hypothesis is accepted	Not significant
A. 2	1.06	1.86	Null hypothesis is accepted	Not significant
A. 3	5.00	1.72	Null hypothesis is rejected	Significant
A. 4	16.63	3.18	Null hypothesis is rejected	Significant
B. Spreadsheet				
B. 1	39.46	3.18	Null hypothesis is rejected	Significant
B. 2	67.00	3.18	Null hypothesis is rejected	Significant
B. 3	15.70	2.78	Null hypothesis is rejected	Significant
C. PowerPoint				
C. 1	15.70	2.10	Null hypothesis is rejected	Significant
D. Communication and Internet				
D.1	2.27	4.30	Null hypothesis is accepted	Not significant
D. 2	3.24	2.18	Null hypothesis is rejected	Significant

Table 4 reveals the significant difference in the computer skills of the respondents in relation to the seminar. It was found out that there is no significant difference between the respondents in the task of performing basic word processing, editing and the use of e-mails. While the rest of the field of a task in MS-office and internet for communication is found out to have a significant difference.

The researchers have found out that most of the respondents are in the age bracket of 18-30. This is the age bracket that is in demand for getting

a job because of their young age. The level of the skills of the respondents in this age bracket in the use of MS-office and internet for communication is seen as extensive, which means that they have a high level of skills in computer. The level of their skills in terms of the use of a spreadsheet is just average, for it was described as sufficient.

Most of the respondents as well have been working for 1-5 years. The years they are exposed to the job is already a great advantage. It was found out that the level of their skill in the use of MS-office and the internet for communication is extensive. But, in terms of the use of a spreadsheet, their skill was described as sufficient.

In regards to the number of times using the computer, most of the respondents use it daily. It was expected for the respondents are office clerks they are responsible for performing clerical and administrative duties in an office setting, and their basic job description includes the need to create documents, data entry, compile financial records, copy and sort, and file records of office activities and transactions among others. The level of the skills of the workers who use the computer daily and even 1-2 or 3-5 times a week was described as sufficient.

Furthermore, most of the respondents have no experience in attending seminar or trainings in regards to computer education which justify the result that most of them have sufficient ability in the use of MS-office and the internet for communication.

It was found out as well that there was a significant difference of the respondents in their computer skills in respond to their age, number of times in using the computer, and the length of service. While in regards to training and seminars respondents don't see any significant difference in terms of performing basic word processing, editing, and use of emails, while the rest of the type of skills was found out to have a significant difference.

CONCLUSIONS

From the data gathered by the researchers, they have come up to the conclusion that there is a significant difference among the level of the skills of the respondents in age, number of times using the computer, the length of service, and trainings/seminars attended in computer education.

RECOMMENDATIONS

The researchers' recommendation is to provide training and workshop on using Spreadsheet software as it is found out that most office clerks only have sufficient ability in the use of its features. By doing so, the productivity of the workers will be enhanced.

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