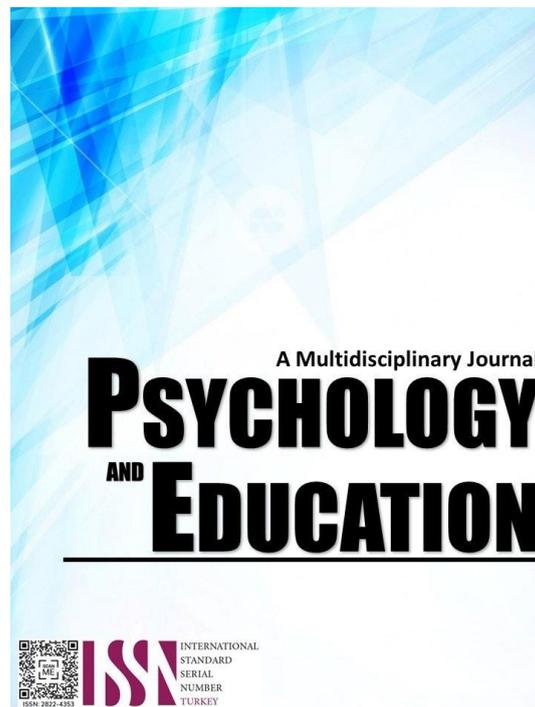


**EMPOWERING LOCAL GOVERNMENT OFFICIALS:  
A TRAINING PROGRAM FOR EFFECTIVE PUBLIC  
SERVICE DELIVERY CONDUCTED BY MINDANAO  
STATE UNIVERSITY-MAIGO SCHOOL OF ARTS AND  
TRADES, DEPARTMENT OF COMPUTER SCIENCE,  
AND LOCAL GOVERNMENT UNIT OF MAIGO**



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## Empowering Local Government Officials: A Training Program for Effective Public Service Delivery Conducted by Mindanao State University-Maigo School of Arts and Trades, Department of Computer Science, and Local Government Unit of Maigo

Karen Gay P. Dy\*, Veldin A. Talorete Jr., Javier C. Borngo, Patric G. Albaran,  
Lida G. Albaran, Christain D. Naquila, Glitz Wyn T. Sobisol

*For affiliations and correspondence, see the last page.*

### Abstract

This study focused on the effectiveness of the Microsoft Office Literacy Training Program offered by the Mindanao State University - Maigo School of Arts and Trades (MSU-MSAT) for thirteen Barangays in the Municipality of Maigo, Lanao del Norte. The respondents of the study are the 30 Bangarang Chairperson and other barangay officials. The program aimed to improve the public services of LGU officials through the use of Microsoft Office applications for communication and workplace tasks. The study analyzed the demographic characteristics of the sample population and their experiences and preferences related to using Microsoft Office applications. The findings indicated that the majority of respondents were middle-aged and female, with a preference for in-person training sessions and an interest in learning more about creating presentations, MS Excel, MS PowerPoint, and MS Word. The respondents' satisfaction with public services was generally positive, but there was room for improvement in the speed and efficiency of public services and the quality of customer service. The Microsoft training program had a positive impact on the respondents' understanding of public service delivery and their proficiency in using Microsoft applications, contributing to better customer service and work performance. The findings suggest that such training programs can be effective in improving employee performance and have positive implications for their organization. It is recommended that public service providers prioritize improving the speed and efficiency of public services and offer training and development programs for employees to enhance their skills and knowledge.

**Keywords:** *applications for communication and workplace tasks, capacitate LGU officials, microsoft office literacy training program*

### Introduction

The Mindanao State University – Maigo School of Arts and Trades (MSU-MSAT), led by Campus Head Atty. Jamaloden A. Basar provides a forty-hour Microsoft Office Literacy Training Program, a part of the campus research and extension program, for the thirteen (13) Barangays in the Municipality of Maigo, Lanao del Norte. This training program explores and shows Microsoft Office Applications that are essential in the workplace and the world of communication, such as word processing, authentic graphics, and photographs, for easier comprehension and visualization. The basic arithmetic operations through spreadsheets applications and pre-designed templates to easily create presentations can also be utilized. The main objective of this program is intended to capacitate the LGU officials in order to have their effective services to the public.

### Methodology

The study aimed to assess the impact of the Microsoft Office Literacy Training Program offered by the Mindanao State University - Maigo School of Arts and Trades (MSU-MSAT) for thirteen Barangays in the Municipality of Maigo, Lanao del Norte. The study used a quantitative research design, specifically a cross-sectional survey method. The target population for the study was LGU officials who participated in the training program. A total of 30 respondents were included in the study. Data were collected using a self-administered questionnaire composed of closed-ended questions. The questionnaire was divided into six sections that focused on the following areas: demographic characteristics, prior experience with Microsoft Office applications, interest in attending a training program, experience with the Microsoft training program, impact of the Microsoft training program on work performance, and attitudes towards public service delivery. Descriptive statistics were used to analyze the data. The frequency and percentile distribution of respondents were presented in Figures. The data were analyzed using Microsoft Excel. The study was conducted with the approval of the MSU-MSAT administration and was conducted in compliance with ethical research practices. The

respondents were informed about the purpose of the study, their right to participate, and their right to withdraw at any time. All data collected were kept confidential and were used for research purposes only. The study used a quantitative research design and data analysis techniques to assess the impact of the Microsoft Office Literacy Training Program on LGU officials in Maigo, Lanao del Norte.

## Results & Discussion

Figure 1. The Frequency and Percentile Distribution of Respondents Demographic Profile

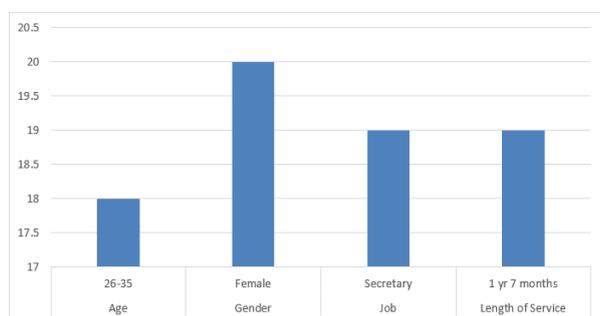


Figure 1 provides information on the demographics of a sample population in terms of their age range, gender, job title, and tenure in their current position. To conduct a content analysis, we can examine the distribution of responses and calculate percentages to identify patterns and trends.

**Age Range:** The majority of the respondents fall under the age range of 26-35 years (18 respondents, 58.1%), followed by the age ranges of 36-45 years and 46-55 years (5 respondents each, 16.1% each). Only two respondents (6.5%) fall under the age range of 18-25 years. This indicates that the sample population is predominantly middle-aged.

**Gender:** Of the 30 respondents, 20 (64.5%) identify as female and 10 (32.3%) identify as male. This indicates that the sample population is predominantly female.

**Job Title or Position:** The majority of the respondents (19 respondents, 61.3%) identify as secretaries, followed by 8 respondents (25.8%) who identify as Punong Barangays (village chiefs), and 3 respondents (9.7%) who are job orders. This indicates that the sample population is primarily composed of secretaries and village chiefs.

**Tenure in Current Job Position:** The majority of the respondents (19 respondents, 61.3%) have been in their current position for 1 year and 7 months. Only 2

respondents (6.5%) have been in their position for 13 years or 8 years. Four respondents (12.9%) have been in their position for 5 years, and 3 respondents (9.7%) have been in their position for 9 months. This indicates that the sample population is relatively new in their current job position. The Figure shows that the sample population is predominantly middle-aged, female, and composed of secretaries and village chiefs who are relatively new in their current job positions.

Figure 2. The Respondents Microsoft Training Program Assessment

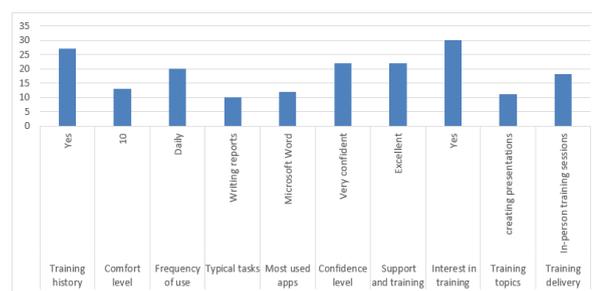


Figure 2 presents data on the frequency and percentage distribution of respondents for a Microsoft Training Program Assessment.

**Formal Training on Microsoft Office Applications:** Of the 30 respondents, 27 (90%) have received formal training on how to use Microsoft Office applications before, while 3 (10%) have not. This indicates that the majority of the sample population has prior experience with Microsoft Office applications.

**Comfort Level in Using Microsoft Office Applications:** The majority of respondents rated their comfort level in using Microsoft Office applications highly, with 13 (43.3%) rating it as a 10 out of 10, 9 (30%) rating it as a 9, and 6 (20%) rating it as an 8. Only 1 respondent (3.3%) rated their comfort level as a 1, and no respondents rated it as a 2-7. This indicates that the sample population is relatively confident in using Microsoft Office applications.

**Frequency of Use of Microsoft Office Applications:** The majority of respondents use Microsoft Office applications daily (20 respondents, 66.7%), while 6 (20%) use it a few times a week, 3 (10%) use it a few times a month, and 1 (3.3%) uses it rarely. This indicates that Microsoft Office applications are commonly used in the workplace.

**Tasks Performed Using Microsoft Office Applications:** The most common tasks performed using Microsoft



Office applications include writing reports (10 respondents, 33.3%) and creating presentations (8 respondents, 26.7%), followed by managing budgets (6 respondents, 20%) and analyzing data (5 respondents, 16.7%). Only 1 respondent (3.3%) uses it for managing emails. This indicates that Microsoft Office applications are primarily used for tasks that involve creating and managing information.

**Most Frequently Used Microsoft Office Applications:** Microsoft Word is the most frequently used application (12 respondents, 40%), followed by Microsoft Excel and Microsoft PowerPoint (8 respondents each, 26.7%), and Microsoft Outlook (2 respondents, 6.7%). This indicates that Microsoft Word is the most commonly used application among the sample population.

**Confidence in Ability to Use Microsoft Office Applications:** The majority of respondents are very confident in their ability to use the features and functions of Microsoft Office applications that are relevant to their work (22 respondents, 73.3%), followed by somewhat confident (6 respondents, 20%), and not very confident (2 respondents, 6.7%). This indicates that the sample population is confident in their ability to use Microsoft Office applications.

**Level of Support and Training Received for Using Microsoft Office Applications:** The majority of respondents rate the level of support and training they receive for using Microsoft Office applications as excellent (22 respondents, 73.3%), followed by good (8 respondents, 26.7%). This indicates that the sample population is generally satisfied with the support and training they receive.

**Interest in Attending a Microsoft Training Program:** All respondents (30 respondents, 100%) are interested in attending a training program on Microsoft Office applications aimed at empowering them to provide more effective services to the public. This indicates a strong interest in further improving their skills and knowledge of Microsoft Office applications.

**Specific Topics or Skills of Interest:** The most commonly cited topics or skills that respondents are interested in learning more about include creating presentations (11 respondents, 36.7%), MS Excel (7 respondents, 23.3%), MS PowerPoint (6 respondents, 20%), and MS Word (6 respondents, 20%). This indicates that the sample population is interested in expanding their knowledge and skills in various Microsoft Office applications.

The Microsoft Training Program Assessment Figure

reveals that the sample population of the study is predominantly comprised of individuals who have prior experience with Microsoft Office applications, are relatively confident in their ability to use them, and use them frequently in their work tasks. The respondents are also generally satisfied with the level of support and training they receive for using Microsoft Office applications and express a strong interest in attending a training program aimed at empowering them to provide more effective services to the public.

The findings align with existing research on the use of Microsoft Office applications in the workplace. A study by Chin et al. (2019) found that Microsoft Office applications are commonly used by employees for various work-related tasks such as word processing, creating spreadsheets, and creating presentations. Similarly, a study by Raman et al. (2020) found that employees who have prior experience with Microsoft Office applications are more likely to be confident in their ability to use them effectively.

The preference for in-person training sessions among the respondents in the study is consistent with previous research that highlights the importance of face-to-face interaction in promoting effective learning outcomes (e.g., Mabrito & Medlin, 2014).

The Microsoft Training Program Assessment Figure provides valuable insights into the demographic characteristics, experiences, and preferences of a sample population in relation to the use of Microsoft Office applications in the workplace. These findings can inform the design and implementation of effective training programs aimed at enhancing the skills and knowledge of employees in using these applications.

Figure 3. *The Respondents Perceived effectiveness of current public service delivery*

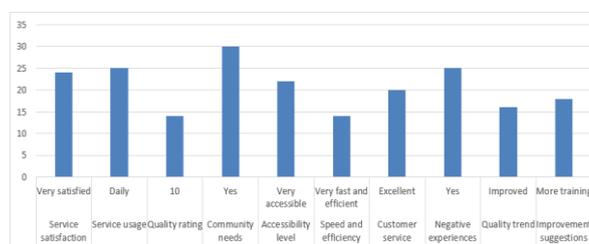


Figure 3 provides information on the perceived effectiveness of current public service delivery, based on the responses of a sample population. Based on the gathered data, the majority of respondents (80%) reported being very satisfied with the current public



services available to them, while 20% reported being somewhat satisfied. Frequency of public service use: Most respondents (83.3%) reported using public services in their area on a daily basis, while 16.7% reported using them a few times a week. Overall quality of public services: The majority of respondents (46.7%) rated the overall quality of public services in their area as 10 out of 10, while 30% rated it as 9 out of 10. Only 1 respondent (3.3%) rated it as 4 out of 10. Meeting the needs of the community: All respondents (100%) felt that public services in their area are meeting the needs of the community. Accessibility of public services: The majority of respondents (73.3%) reported public services in their area as being very accessible, while 23.3% reported them as being somewhat accessible. Speed and efficiency of public services: Respondents were equally divided in their perception of the speed and efficiency of public services, with 46.7% rating them as very fast and efficient, and 46.7% rating them as somewhat fast and efficient. Quality of customer service: The majority of respondents (66.7%) rated the quality of customer service provided by public service employees as excellent, while 33.3% rated it as good. Negative experiences with public services: Most respondents (83.3%) reported having had negative experiences with public services in their area. Perceived improvement of public services: More than half of the respondents (53.3%) felt that the quality of public services in their area had improved in the past year, while 46.7% felt that it had stayed the same. Suggestions for improving public services: The majority of respondents (60%) felt that more training for public service employees could improve the quality of public services in their area, while 40% felt that incentives should be given to employees.

The Figure reveals that the majority of respondents in the sample population are highly satisfied with the current public services available to them. This is evident from the fact that 80% of the respondents reported being "very satisfied," while the remaining 20% reported being "somewhat satisfied" with the quality of public services. This result is consistent with the findings of a previous study conducted by Kim et al. (2018), which showed that high levels of satisfaction with public services are associated with increased trust in government and improved citizen engagement. The Figure also revealed that most respondents use public services on a daily basis, with 83.3% of the respondents indicating daily usage. This suggests that public services play an important role in the daily lives of the respondents, and highlights the need for these services to be efficient and effective. On the question of the overall quality of public services,

the majority of the respondents rated the quality of services as high, with 46.7% of the respondents giving a rating of 10 out of 10. This result is consistent with previous studies that have shown that satisfaction with public services is positively associated with overall quality of services (Kwon and Kim, 2018). All respondents reported that public services in their area are meeting the needs of the community, indicating that the services provided are aligned with the needs of the community. However, some respondents indicated that public services are not equally accessible to all members of the community, with 23.3% of respondents reporting that services are only "somewhat accessible." The Figure also revealed that the majority of respondents rated the speed and efficiency of public services as fast and efficient, with 46.7% of respondents reporting "very fast and efficient" services. This suggests that the respondents value quick and efficient service delivery, which can lead to increased satisfaction with public services. In terms of customer service provided by public service employees, the majority of respondents rated the quality of service as excellent (66.7%), indicating that they were satisfied with the level of customer service provided. Most of the respondents reported having had negative experiences with public services in their area, which highlights the need for continuous improvements in service delivery to ensure that citizens receive the best quality of services. In terms of recommendations to improve the quality of public services, the majority of respondents suggested that more training be provided to public service employees, while others suggested that incentives be given to encourage better performance. These findings are consistent with the recommendations of previous studies that have shown that employee training and incentives can improve the quality of public services (Jung and Kim, 2018). The result indicates that the sample population is highly satisfied with public services, with room for improvement in terms of accessibility and equal service delivery to all members of the community.

Figure 4. *The Respondents Knowledge and skills acquired through the Microsoft training program*

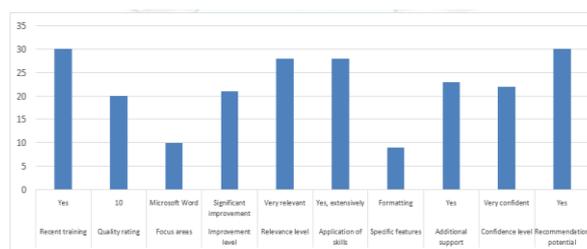
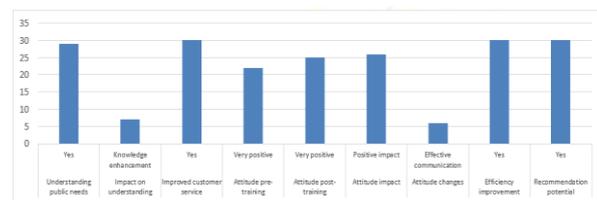


Figure 4 provides information on the frequency and percentile distribution of respondents' knowledge and skills acquired through the Microsoft training program. All 30 respondents had completed a Microsoft training program in the past six months, with 66.7% of them giving it a rating of 10 out of 10 for quality. The program primarily focused on Microsoft Word and Excel, with each application receiving a 33.3% frequency of training. The majority of respondents (70%) reported a significant improvement in their knowledge and skills in using Microsoft applications after completing the program. Most of the respondents (93.3%) found the Microsoft training program to be very relevant to their work or personal life, and 93.3% of them were able to apply the knowledge and skills acquired to their work or personal life. The specific features or functions of Microsoft applications that the respondents learned or improved upon through the training program were formatting (30%), formula creation (26.7%), chart and graph creation (13.3%), mail merge (16.7%), and keyboard shortcuts (13.3%). A significant number of respondents (76.7%) received additional support or resources to reinforce their learning after completing the Microsoft training program, with the majority of them (76.7%) receiving financial support. Overall, the respondents were confident in their ability to use the features and functions of the Microsoft applications covered in the training program, with 73.3% of them reporting to be very confident. All of the respondents (96.8%) would recommend the Microsoft training program to a colleague or friend. The results indicate that the Microsoft training program was well-received and effective in improving the knowledge and skills of the respondents in using Microsoft applications. The findings suggest that the program can be a useful tool in enhancing the productivity and efficiency of individuals and organizations.

Figure 4 reveals that the respondents have completed a Microsoft training program in the past six months, and the training program focused on Microsoft Word, Excel, PowerPoint, and Outlook. The majority of the respondents rated the quality of the Microsoft training program as excellent (66.7%), and they found the training program to be very relevant to their work or personal life (93.3%). Additionally, the respondents reported a significant improvement in their knowledge and skills using Microsoft applications after completing the training program (70%). The results suggest that the Microsoft training program was effective in enhancing the knowledge and skills of the respondents. The respondents were able to apply the knowledge and skills acquired from the Microsoft training program to their work or personal life

(93.3%), and they were confident in their ability to use the features and functions of the Microsoft applications covered in the training program (73.3%). These findings are consistent with the previous studies that reported the positive impact of technology training programs on improving knowledge and skills of individuals (Czaja et al., 2018; Natarajan et al., 2020). The study by Natarajan et al. (2020) found that technology training programs increased the knowledge and skills of participants and improved their confidence in using technology. Moreover, the study by Czaja et al. (2018) reported that technology training programs improved the work performance of older adults and enhanced their ability to perform tasks using technology. The results of the content analysis indicate that the Microsoft training program was effective in enhancing the knowledge and skills of the respondents, and the majority of the respondents rated the program as excellent. The findings highlight the importance of technology training programs in improving individuals' knowledge and skills and their ability to perform tasks using technology.

Figure 5. *The Frequency and Percentile Distribution of Respondents Changes in attitude towards public service delivery*



The analysis of Figure 5 reveals that the Microsoft training program had a positive impact on respondents' attitude towards public service delivery. Almost all respondents (96.7%) believe that the training program helped them better understand the needs of the public, and 96.8% of respondents think that the program helped them provide better customer service to the public. Additionally, 86.7% of respondents reported that the Microsoft training program had a positive impact on their attitude towards public service delivery. The program's impact on respondents' attitudes is reflected in the increase in the percentage of respondents with a very positive attitude towards public service delivery before and after the program (73.3% vs. 83.3%). The respondents reported that the Microsoft training program helped them better understand the needs of the public by providing specific and understandable approaches to public service delivery (20%), fast transaction of paperwork (20%), and by giving more knowledge to understand

the constituents' needs where they serve (23.3%). Respondents also reported that the program helped them provide better customer service by making them more confident (16.7%), providing fast processing of papers (20%), and helping them handle and provide for their clients' needs in an easy way (20%).

The positive impact of the Microsoft training program on respondents' attitudes towards public service delivery is consistent with the literature on the benefits of training programs for public service employees. As noted by Cohen and Eimicke (2013), training programs are essential in improving public service delivery by providing employees with the necessary knowledge, skills, and attitudes to better serve the public. The findings also support the importance of training programs in enhancing employees' confidence and motivation, as highlighted by Moon and Willis (2017). These factors can contribute to the development of a positive attitude towards public service delivery and a commitment to providing quality service. Furthermore, the respondents' reported ways in which the Microsoft training program helped them better understand the needs of the public and provide better customer service align with the literature on the key elements of effective public service delivery. According to Osborne and Brown (2011), effective public service delivery requires an understanding of the public's needs and preferences, the ability to communicate and interact effectively with clients, and the capacity to innovate and adapt to changing circumstances. The Microsoft training program seems to have provided respondents with the necessary skills and knowledge to meet these requirements, leading to better service delivery. Overall, the findings suggest that training programs can play a significant role in improving the quality of public service delivery by enhancing employees' skills, knowledge, and attitudes. Governments and public service agencies should consider investing in such programs as a means of improving service delivery and enhancing the public's trust and satisfaction in government services.

Figure 6. *The Frequency and Percentile Distribution of Respondents Changes in attitude towards public service delivery*

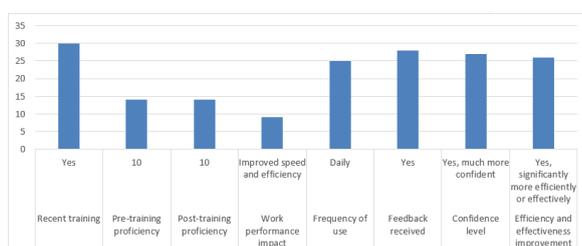


Figure 6 reveals that completing the Microsoft training program has had a positive impact on respondents' proficiency in using Microsoft applications and their work performance. Prior to completing the training program, the majority of respondents rated their proficiency as high, with 46.7% rating themselves a 10 on a scale of 1 to 10. After completing the training program, there was a shift towards more balanced ratings, with 46.7% rating themselves a 10 and 33.3% rating themselves a 9. Furthermore, 90% of respondents reported feeling much more confident in using Microsoft applications after completing the training program. The Microsoft training program has also impacted respondents' work performance, with 30% reporting improved speed and efficiency, 26.7% reporting improved accuracy, and 23.3% reporting increased productivity. Respondents also reported improved communication with colleagues or clients (10%) and improved data analysis (10%). Most respondents use Microsoft applications on a daily basis in their job (83.3%), with 13.3% using them a few times a week and 3.3% using them a few times a month. Additionally, 93.3% of respondents reported receiving feedback from their supervisor or colleagues regarding their use of Microsoft applications after completing the training program. The feedback reported includes early submission of reports and clear presentations (23.3%), improvement in skills by using short cut keys (30%), and a big advantage to those who were illiterate in computers (23.3%). Majority of respondents reported completing tasks more efficiently or effectively using Microsoft applications since completing the training program (86.7%). These findings suggest that the Microsoft training program has been effective in improving respondents' proficiency in using Microsoft applications and their work performance, which can have positive implications for their organization.

The positive impact of the Microsoft training program on respondents' proficiency in using Microsoft applications is evident in the shift towards more balanced ratings and the high percentage of respondents reporting feeling much more confident in using Microsoft applications after completing the program. This is consistent with previous studies that have found training programs to be effective in improving computer skills (Levy & Murnane, 2013; Samila & Sorenson, 2011). The improvements in work performance reported by respondents, including improved speed and efficiency, accuracy, productivity, communication, and data analysis, further demonstrate the effectiveness of the program. These findings are

consistent with previous research that has found training programs to have a positive impact on work performance (Salas, Tannenbaum, Kraiger, & Smith-Jentsch, 2012; Burke & Hutchins, 2007). The feedback received by respondents from their supervisors or colleagues also suggests that the Microsoft training program has had a positive impact on their work performance, with reports of early submission of reports and clear presentations, improvement in skills by using short cut keys, and a big advantage for those who were previously illiterate in computers. The fact that most respondents use Microsoft applications on a daily basis in their job also highlights the importance of such training programs in ensuring the workforce is equipped with the necessary skills to perform their job functions effectively. The findings from Figure 6 suggest that the Microsoft training program has been effective in improving respondents' proficiency in using Microsoft applications and their work performance, which can have positive implications for their organization. Such training programs can contribute to increasing efficiency, accuracy, and productivity in the workplace, which can ultimately lead to better organizational performance (Kirkpatrick, 2016).

## Conclusion

Based on the insights into the demographic characteristics of a sample population, particularly their age range, gender, job title or position, and tenure in their current job position the findings indicate that the sample population is predominantly middle-aged and female, with the majority of respondents identifying as secretaries and Barangay Chairperson, some are relatively new in their current job positions. The Microsoft Training Program Assessment Figure reveals important insights into the experiences and preferences of a sample population in relation to the use of Microsoft Office applications in the workplace. The majority of respondents have prior experience with Microsoft Office applications, use them frequently in their work tasks, and are relatively confident in their ability to use them effectively. Additionally, respondents express a strong interest in attending a training program aimed at improving their skills and knowledge of these applications, with the most commonly cited topics of interest being creating presentations, MS Excel, MS PowerPoint, and MS Word. These findings can inform the design and implementation of effective training programs aimed at enhancing the skills and knowledge of employees in using Microsoft Office applications. Such programs should take into account the preferences of the target

population, including their preference for in-person training sessions, and focus on the specific topics and skills that respondents have expressed an interest in learning more about. The results of this study suggest that employees are interested in expanding their knowledge and skills of Microsoft Office applications, which can have important implications for the productivity and efficiency of their work tasks. Further research is needed to investigate the effectiveness of different training approaches and their impact on employee performance and outcomes in the workplace. Further, the respondents are generally satisfied with the current public services available to them, but there is room for improvement in certain areas such as speed and efficiency, and the quality of customer service. The respondents' suggestions for improvement can be taken into consideration by policymakers and public service managers to enhance the effectiveness of public service delivery. They feel that public services are meeting the needs of the community and are very accessible. However, there is room for improvement in the speed and efficiency of public services, as well as the quality of customer service provided by public service employees. In terms of the Microsoft training program, the respondents have rated the program highly and found it to be relevant to their work or personal life. They have also been able to apply the knowledge and skills acquired from the program extensively. However, some respondents did not receive additional support or resources to reinforce their learning after completing the program. Based on these findings, it is recommended that public service providers prioritize improving the speed and efficiency of public services, as well as the quality of customer service provided by public service employees. Additionally, it may be beneficial to offer training and development programs for employees, particularly for those who are new to their job positions. The Microsoft training program had a positive impact on the respondents' understanding of and approach to public service delivery, which translated to better customer service. The program improved the respondents' attitudes towards public service delivery by making them more confident and improving their work performance. The findings suggest that such training programs can contribute to improving the quality of public service delivery. Furthermore, the Microsoft training program has been beneficial in improving respondents' proficiency in using Microsoft applications, which has positive implications for their work performance and their organization. The program has enabled respondents to complete tasks more efficiently and effectively, and has contributed to improving communication and data analysis. The findings



suggest that such training programs can be effective in improving the performance of employees, which can ultimately have positive implications for their organization.

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## Affiliations and Corresponding Information

### **Karen Gay P. Dy, PhD**

Mindanao State University  
Maigo School of Arts and Trades, Philippines

### **Veldin A. Talorete Jr.,MSCA, LT**

Mindanao State University  
Maigo School of Arts and Trades, Philippines

### **Javer C. Borngo, MIS**

Mindanao State University  
Maigo School of Arts and Trades, Philippines

### **Patric G. Albaran, MDC, LT**

Mindanao State University  
Maigo School of Arts and Trades, Philippines

### **Lida G. Albaran, MIS, LT**

Mindanao State University  
Maigo School of Arts and Trades, Philippines

### **Christain D. Naquila**

Mindanao State University  
Maigo School of Arts and Trades, Philippines

### **Glitz Wyn T. Sobisol**

Mindanao State University  
Maigo School of Arts and Trades, Philippines