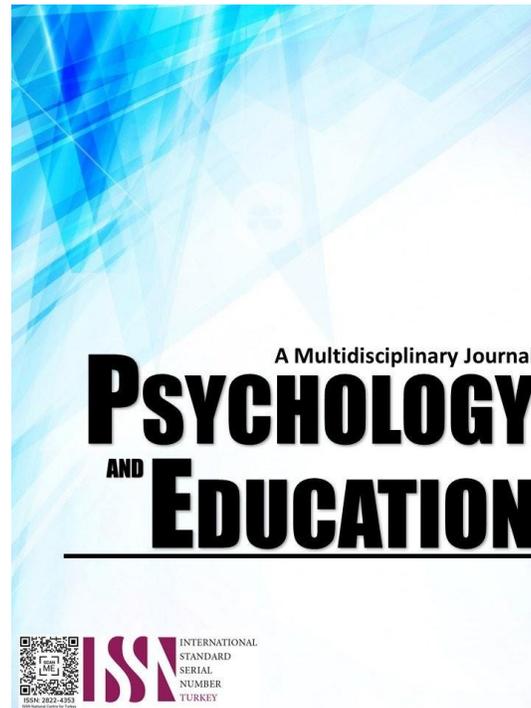


COMPETENCIES AND PERFORMANCE OF ADMINISTRATIVE ASSISTANTS IN THE DEPED SCHOOLS DIVISION OFFICE OF BUTUAN CITY



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Competencies and Performance of Administrative Assistants in the DepEd Schools Division Office of Butuan City

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Abstract

The study, Competencies and Performance of Administrative Assistants in the DepEd Schools Division Office of Butuan City, investigates the relationship between the competencies and performance of administrative assistants (ADAS) for the calendar year 2020-2021. Specifically, it examines competencies in technology skills, communication, written expression, time management, office coordination, and problem-solving, alongside job performance metrics such as record management, reporting, technical assistance, and supply management. Using a descriptive research design, the study surveyed 34 administrative assistants, 17 section heads/supervisors, and 68 peers from the DepEd Schools Division Office. Data analysis employed mean and Pearson R to assess competency levels and their correlation to performance. Findings revealed that ADAS demonstrated a high level of competency across the six areas, supported by orientation and training aligned with Results-Based Performance Management Systems (RPMS). Despite their strengths, areas for development included basic troubleshooting, database software use, online presentation skills, and proofreading. Job performance was rated very satisfactory, with a significant positive relationship identified between competency levels and job performance. The study concluded that high competency levels drive high performance, suggesting that upgrading skills further enhances results. Recommendations include regular in-service training by DepEd to address technological advancements and encourage outstanding performance, as well as additional studies to validate and expand on these findings. The research highlights the critical role of continuous skill enhancement in achieving organizational excellence and responsive public service within the education sector.

Keywords: *competencies, performance, administrative, division office*

Introduction

The Civil Service Commission (CSC), per dissemination of Memorandum Circular (MC) No. 6 series of 2012, posted the instructions on the formation and enactment of the Strategic Performance Management System (SPMS) covering the whole agencies of government. It stresses the necessary arrangement of the organization's push with the daily activities of the departments and every employee. It centers on the degree of execution of the focused indicator and gives the public servants a good and unquestionable performance.

The commitment of the Department of Education to Filipino children and the public is unwavering, making sure it delivers good service and easy access to quality education. As the agency embraces the SPMS, it fortifies the tradition, execution, and responsibility within the office alongside its mission, vision, core, and mandate. The DepEd makes sure that the efficiency of an organization and traces employees' development and productivity should be of utmost importance through streaming institutional responsibilities in different positions, sections, employees who are linked to the formation of an accurate and rational ground for production scales and targets.

The Department of Education (DepEd), per dissemination of DepEd Memorandum DM-OUFDA-2019-0005 series of 2019, posted guidelines on the placement and supplementation of the recently established Administrative Assistant II and III items. Indicating the procedures that are already existed on the formation of office personnel posts for DepEd, the DBM Regional Office (RO), and the organization, Position classification and compensation Bureau (OPCCB) had released the corresponding Notice of Organization Staffing and Compensation Action (NOSCA) immediately to DepEd Schools and SDOs to expedite effectiveness in their operations. Items were made to supply support staff in executing the School heads / Principals' duties but not restricted to do budgeting roles and Schools Division Office (SDO) in the day-to- day operation related to budgeting, cash and payroll services, accounting, and any other fiscal associated roles.

The DepEd Order No. 2 series of 2015 posted the instructions on forming and applying the Results-based Performance Management System (RPMS) in the agency, specifying the procedure, bonus, instrument, and techniques in evaluating the achievements regarding how committed they are to the organization. It is utilized to measure and reward high-performing departments and the progression outlook in different levels of all employees. So as accomplishing the Results-based Performance Management System (RPMS) enactment, administrative assistants play their part as support to their heads about typing files, safekeeping records, communicating, gathering data and photos needed for necessary reports, preparing presentations using PowerPoint or excel.

The contribution of the Administrative Assistants to the success of the organization is quite crucial. According to Perdiguerra L. & Guillo R. Jr. (2019), among the different causes that might have the administrative assistants' dissatisfaction, including lack of motivation to utilize their competencies, lack of confidence in their abilities, and struggling to have a life and work balanced. Furthermore, the organization must look over all aspects when choosing appropriate training mediation that aids in addressing issues,

finding solutions, and boosting workers' drive to actively engage and meet the organization's aspirations by displaying yearned production. The researcher observed that some of the major hurdles were insufficiency of appropriate seminars/workshop/training competencies, inaccessibility of modern technology devices, technical personnel, and speakers who are experts in communication and information and technology (ICT). Along with the new emphasis on the competencies in the workplace is a growing need to assess Administrative assistants' competencies and performance. Administrative assistants must keep up with recent trends, skills, and innovation to not leave behind. It is on this premise that the researcher is interested in conducting the research.

As technology advances at a bewildering pace, so does the nature of the job. It appears there are several latest innovations, aptitude, or gadget experts who are vying to excel in each year. This consistent deluge of modern tech and abilities to ace gives everyone the feeling as they will never capture up (Slyter, 2019). And in the highly competitive business of the 21st century, having acquired only technical skills is not enough for workers (Lazarus, 2013). An employee who developed soft skills has become increasingly in demand (Seetha, 2014). Excellent personnel who possess those skills have a combination of both soft and hard skills. Griffith & Hoppner, 2013).

An employee who possesses those skills, likes problem-solving, ICT, naming a few, has influenced and altered most of the areas of an organization. This case affirmed the need for such skills for Administrative assistants to acquire. The heightened importance of critical thinking in solving problems, planning skills, organization ability, time management, communication (verbal or written), and administrative services in handling difficulties and modernization in 21st century competencies has emerged as the most critical competencies of Administrative assistants.

Consequently, one will be off the pace when failing to grasp the underlying worth of it. And the researcher thinks this is a concern gave to rise in the DepEd Schools Division Office of Butuan City and where at the same is aiming for an international standard of service by applying to acquire International Organization for Standardization (ISO) Certificate, which means be prepared enough to reshape procedures and guidelines to adhere to the modern concepts and reformations in the organization. The office is situated at Rosal Street, Butuan City. More so, the strong urge for information and technology today has clearly shown the inadequacy of the Administrative Assistants in terms of technology skills. The technology skills include utilization and assistance to establish openness to the public, build strong relationships, boost performance, and effectively allot people's funds. The DepEd Schools Division Office of Butuan must take immediate action against this inadequacy to keep up with the constant emerging of modern technology. Employees' work performance and the organization will not be affected eventually.

This paper examines the performance of an assistant, an account that is executed in support of another performance. This means that most of the individuals' work, particularly those in a higher rank in an organization, is directly supporting someone else. Having possessed the right competencies needed in these modern times will significantly impact the performance of another person or in the organization. In this sense, an Administrative Assistant is generally provided for them. However, the researcher finds this study extremely challenging as there are only quite a few or limited related studies on Administrative Assistants about modern skills and performance.

Furthermore, the Department of Education, where the researcher was assigned in the Curriculum Implementation Division as Administrative Assistant II, was promoted as Administrative Assistant III and assigned at Doongan Integrated School has also observed that it focuses more on the teachers in terms of encouraging them to make action research and get a master's degree or doctors' degree for professional development and promotion. In this way, access to information, articles, related studies, and references is quite easy.

On the other hand, those in the non-teaching personnel, particularly the Administrative Assistant II, are quite unnoticed and regarded solely as support staff. Only if they have encouraged and pushed to make local or case studies and get another degree like a master would discover their creativity in writing and can be used not only as references for a research paper but more importantly, improve the performance of the personnel and the organization.

As elucidated by the researcher, this research aims to examine the competencies and performance of Administrative Assistants in the DepEd Schools Division Office of Butuan City. The study results shall examine specific competencies, performed tasks, and roles that administrative assistants presently carry out. Finally, it will determine if there is a significant relationship between competencies and the performance of Administrative Assistants, which will be the basis for future interventions.

Research Questions

The purpose of the study was to assess the competencies of administrative assistants and their performance in the Schools Division Office of Butuan City. Specifically, it aimed to answer the following questions:

1. As assessed by the Administrative Assistants themselves, their Section Heads, and their Peers, what is the level of the competencies of Administrative Assistants in the DepEd Schools Division Office of Butuan City in terms of:
 - 1.1. technology;
 - 1.2. oral communication;
 - 1.3. written expression;
 - 1.4. time management;
 - 1.5. office coordination; and

- 1.6. problem-solving?
2. As assessed by the Administrative Assistants themselves, their Section Heads, and their Peers, what is the extent of the Job Performance of Administrative Assistants in the DepEd Schools Division Office of Butuan City in terms of:
 - 2.1. records management system;
 - 2.2. reporting;
 - 2.3. technical assistance; and
 - 2.4. supply and material management?
3. Is there a significant relationship between the level of the competencies and the level of the Job Performance of Administrative Assistants in the DepEd Schools Division Office of Butuan City?
4. Based on the findings of the study, what interventions can be designed?

Methodology

Research Design

This study used the descriptive-correlational design of research utilizing a survey design with a modified researcher-made questionnaire. It was descriptive because it described the personal profile of the respondents, the state of the competencies, and the performance of Administrative Assistants.

It was correlational since it described the relationship of the competencies and performance of Administrative Assistants. In addition, questionnaires were used to gather data from the respondents in the DepEd Schools Division Office of Butuan City.

Respondents

The study respondents were the permanent Administrative Assistants and their respective supervisor/head, and their peers of the Department of Education Division Office of Butuan City for the calendar year 2020 - 2021. It has a total administrative assistants' population of 34, total supervisors/heads of 17, and peers of 68. Table 1 shows the distribution of respondents.

Table 1. *Distribution of Respondents*

Office / Section/heads	Peers	Administrative Assistants	
Office of the Schools Division Superintendent	1	6	3
Office of the Assistant Schools Division Superintendent	1	4	2
Office of the Cashier Administrative Office	1	8	4
COA	1	2	1
Curriculum Implementation Division	1	4	2
Finance Section	1	6	3
Human Resource Management Office	2	10	5
ICT Section	1	10	5
Legal Section	1	2	1
Medical Section	1	2	1
Records Section	1	4	2
School Governance & Operation Division	3	6	3
Supply Office	1	2	1
Sub-Total	17	68	34
Total		119	

Instrument

A researcher-made survey questionnaire was used in this study. This instrument was used in gathering the data from the respondents. For the process of validation, the researcher underwent a series of pilot testing of the survey questionnaire utilizing the method of test-retest where his respondents were the Administrative Assistants of the DepEd Regional Office of Caraga at a different time that is a difference of 1 week. Hence, the researcher found out the reliability coefficient of 0.8216, came up with the final version of his research survey instrument and produced 119 copies altogether for the main and secondary respondents. It is composed of the following main part.

Part I focused on the personal profile. It started with an instruction, which explained the purpose of the survey and guided the respondents on how to fill out the instrument.

Part II was on getting the data on the performance of Administrative Assistants. The competencies and their indicators were identified in the Office of the Schools Division Superintendent – Administrative Records of Butuan and some in the Office Dynamics International 2020, "Administrative Professional Effectiveness Assessment for Professional Development Improvement." The researcher improved several indicators to integrate job functions based on the experience of the respondents.



Part III identified the level of Competencies of Administrative Assistants based on the modified research-made questionnaire. The skills and their indicators were based on the concepts of Audra Bianca, 2018, entitled "Nine Skills Needed to Become a Successful Administrative Assistant," and the Office Dynamics International 2020, "Administrative Professional Effectiveness Assessment for Professional Development Improvement." It was used because of its completeness and thoroughness of the organization's tasks. The researcher also enhanced few indicators to encompass job responsibilities and technology trends in the future covered in the literature review.

Procedure

The researcher sent a letter of request to the Schools Division Superintendent (SDS), asking permission to conduct the study. After obtaining the authorization, the researcher informed the HR Head Officer about the study and asked her assistance to get the Administrative Assistants, Section heads, and colleagues/peers. The researcher has then distributed the instrument to his main and secondary respondents in their respective offices, presented the approved letter from the SDS, and asked their permission to conduct the survey and personally administer it to them. Through purposive sampling, a total of 34 administrative assistants' respondents were involved in the study. All duly accomplished questionnaires were retrieved, processed, tabulated, and analyzed, and interpreted.

Data Analysis

To facilitate quantitative analysis, the following statistical tools were used:

Mean. This tool was used to determine the central tendencies of the level of competencies and performance. This measure was used for the descriptive part of the analysis in Problems 1 and 2.

Pearson Product-Moment-Correlation (Pearson-r). This was used to test if there is a significant relationship between the independent and dependent variables of the study, as stated in Problem 3.

Ethical Considerations

The researcher asked permission from the Schools Division Superintendent and Non-Teaching Administrative Assistants to survey determining the competencies and performance of Administrative Assistants in the DepEd Schools Division Office of Butuan City. The survey questionnaire was distributed and answered by the respondents in the fourteen departments/sections. They were oriented on the purpose of the study, and the respondents were free to withdraw at any time during the data gathering. The purpose of the study was explained clearly to each of the respondents.

Results and Discussion

This section undertakes the presentation, analysis, and interpretation of data based on the problems mentioned in Chapter 1.

Problem 1. As assessed by the Administrative Assistants themselves, their Section Heads, and their Peers, what is the level of the competencies of Administrative Assistants in the DepEd Schools Division Office of Butuan City in terms of technology, oral communication, written expression, time management, coordination, and problem-solving?

Table 2. *Level of Technology Competency of Administrative Assistants*



The Administrative Assistant is able to	Mean Rating			Overall Mean	Verbal Interpretation
	Self	Head	Peer		
1. Do basic troubleshooting computer problems.	4.09	4.17	4.18	4.15	High
2. upload and download files.	4.66	4.66	4.58	4.63	Very High
3. use database software.	4.29	4.34	4.31	4.31	High
4. import or export data from other sheets to google sheet.	4.57	4.63	4.46	4.55	Very High
5. use email to send attachments.	4.83	4.74	4.72	4.76	Very High
6. make presentations online through teleconferencing	4.26	4.49	4.18	4.31	High
7. use Microsoft Word to streamline the job.	4.69	4.63	4.75	4.69	Very High
8. use excel in making reports such as financial/ annual/ completion and other related reports.	4.83	4.77	4.70	4.77	Very High
9. use PowerPoint presentation for report presentation.	4.37	4.60	4.36	4.44	High
10. use graphics, charts, or images to enhance the visual appearance of documents of presentation	4.43	4.69	4.50	4.54	Very High
Overall Mean	4.50	4.57	4.47	4.51	Very High

Legend: 4.51-5.00 (Very High); 3.51-4.50 (High); 2.51-3.50 (Moderate); 1.51-2.50 (Low); 1.00-1.50 (Very Low)

The level of the competency of Administrative Assistants in the DepEd Schools Division Office of Butuan City in terms of technology skills as assessed by the Administrative Assistants themselves, their Section Heads, and their Peers displays a very high rating with a grand mean of 4.51.

It is also shown that the overall weighted mean of 4.77 was attained the highest rating by using excel in making reports such as financial/ annual / completion and other related reports, which closely followed by the overall weighted mean of 4.76 by using email send attachments. This can be concluded that using excel in making reports such as financial/ annual/ completion and other related reports and using email to send attachments act as an effective process to help organize various reports and processes of data and information and can be sent and received right away in just a matter of seconds via email. When a staff sends reports to his/her Section Head or colleagues through email, they can be accessed and responded immediately to the email. This can be supported by the theory of Nova Medical Centers (2020) advanced spreadsheets like excel, which can help ensure accuracies, such as Accounting programs that allow him or her to keep inventory accurate, handle payroll, manage and pay bills, and make and record sales. Hence, it maintains complete records having no mistakes and keeps data regularly maintained through a software program. It also makes section heads conveniently trace the development on every phase of objectives accomplishment and give immediate support or guidance to keeping the deadlines on time and performance.

Furthermore, it is finding matches Motowildo and Schmit (2011) that communication in the organization with handling email and using LAN and services in Web-based mail is significant to public sectors as it enables them to work effectively and efficiently.

Table 3 shows the level of the competencies of Administrative Assistants in the DepEd Schools Division Office of Butuan City in terms of communication skills attained a very high rating with an overall mean of 4.53 as assessed by the Administrative Assistants themselves, their section by communicating with different people such as supervisors, client, stakeholders, and co-workers.

Table 3. *Level of Communication Competency of Administrative Assistants*



The Administrative Assistant is able to	Mean Rating			Overall Mean	Verbal Interpretation
	Self	Head	Peer		
1. Communicate in a friendly tone when on the telephone.	4.57	4.66	4.61	4.61	Very High
2. process telephone calls and respond to inquiries immediately.	4.54	4.66	4.54	4.58	Very High
3. assist/greet visitors and clients cordially.	4.40	4.57	4.56	4.51	Very High
4. demonstrate proficiency in speaking standard English.	4.06	4.37	4.44	4.29	High
5. articulate what she/he needs to be successful in his/her role.	4.43	4.57	4.59	4.53	Very High
6. stick to the issue at hand when involved in a discussion.	4.40	4.56	4.61	4.52	Very High
7. communicate with different people such as supervisors, clients, stakeholders, and co-workers.	4.60	4.63	4.69	4.64	Very High
Overall Mean	4.43	4.57	4.58	4.53	Very High

This can be concluded that ADAS acquired quite advance communication competence which is one of the essential competencies. Employees regularly interact and exchange information about the organization's operation from the Section head to colleagues to clients and stakeholders. Hence, all sorts of communication are crucial for this sort of proficiency. The finding supports the statement of Moeller et al. (2012) that to be able to communicate well is an integral skill for personnel. Deficiency interpersonal skills might be exposed to social misunderstanding. More so, the findings of Puni, Agyemang, & Asamoah (2016) also support that workers feel under-performed of their obligations when leaders come up short of communicating audibly.

Table 4 illustrates the level of the competencies of Administrative Assistants in the DepEd Schools Division Office of Butuan City in terms of written skills as assessed by the Administrative Assistants themselves, their Section Heads, and their Peers reached an overall mean of 4.21.

This implies that the respondents got a high rating in which, in looking up the data, every indicator has attained an overall mean equivalent to a high rating. An employee's good writing skills can improve office correspondence, email, and memos, which make the organization's operation organized and smooth. A staff successfully passes on numerous messages in different shapes to different shifting gatherings of people through a composed medium is essential.

The findings entirely agree with Ahmed's (2019) article stated when personnel has no capabilities to share records via writing, they may not do their work efficiently, and inadequate writing skills may be prevented from doing their primary duties. Thus, workers' overall performance can be affected.

Table 4. *Level of Written Expression Competency of Administrative Assistants*

The Administrative Assistant is able to	Mean Rating			Overall Mean	Verbal Interpretation
	Self	Head	Peer		
1. Write clear, concise correspondence.	4.11	4.26	4.26	4.21	High
2. demonstrate the proper structure of sentences and paragraphs.	4.11	4.23	4.26	4.20	High
3. proofread all materials for errors, omission, and consistency.	4.14	4.20	4.20	4.18	High
4. deliver difficult messages in a tactful manner.	4.06	4.37	4.24	4.22	High
5. share records via writing.	4.09	4.37	4.19	4.22	High
6. look for written correspondence regarding upcoming meetings and file in the proper meeting folder.	4.23	4.37	4.20	4.27	High
Overall Mean	4.12	4.30	4.22	4.21	High

Moreover, as also found in the study by Byakutaga et al. (2016), written conversation techniques, whether actually or generically tended



to, printed a statistically extensive correlation with the educational staff’s overall performance. They added that the variety of verbal exchange strategies that managers/administrators appoint to their team of workers has a bearing on how their workers’ bodies operate their obligations.

Table 5 presents the level of the competencies of Administrative Assistants in the DepEd Schools Division Office of Butuan City in terms of time management skills as assessed by the Administrative Assistants themselves, their Section Heads, and their Peers attained an overall mean rating of 4.46.

As revealed in Table 5, 4.60 and followed by 4.53 were achieved by prioritizing demanding workload and transmitting notices, billing, memos, orders, and decisions quickly. From this result, respondents work wiser by monitoring the time required to get assignments done and finding out what plan maximizes their efficiency.

Table 5. *Level of Time Management Skills of Administrative Assistants*

The Administrative Assistant is able to	Mean Rating			Overall Mean	Verbal Description
	Self	Head	Peer		
1. Complete tasks in a timely manner.	4.29	4.40	4.38	4.36	High
2. evaluate work habits for greater efficiency.	4.31	4.46	4.46	4.41	High
3. monitor deadline dates set by supervisors / heads.	4.43	4.51	4.46	4.47	High
4. work important reports in a timely, efficient manner above and beyond the minimum required.	4.40	4.49	4.50	4.46	High
5. seek and create a method to streamline processes.	4.31	4.46	4.51	4.43	High
6. establish deadlines with others.	4.37	4.49	4.49	4.45	High
7. find out what plan maximizes efficiency.	4.34	4.51	4.51	4.45	High
8. prioritize a demanding workload.	4.54	4.63	4.63	4.60	Very High
9. transmit notices, billing, memos, orders, decisions in a timely manner.	4.40	4.60	4.59	4.53	Very High
Overall Mean	4.38	4.50	4.50	4.46	High

The findings match Harahsheh (2019) that personnel must recognize between vital & insignificant assignments & pay consideration to total their work on time because it appeared to be critical variables impacting worker’s performance. This strongly supported the findings of Fatima (2020) as revealed the average critical association between time management & work performance is considered noteworthy between them.

Table 6 presents the level of the competency of Administrative Assistants in the DepEd Schools Division Office of Butuan City in terms of office coordination. This item attained a mean of 4.52 as assessed by the Administrative Assistants themselves, their Section Heads, and their Peers.

Table 6. *Level of Office Coordination of Administrative Assistants*

The Administrative Assistant is able to	Mean Rating			Overall Mean	Verbal Description
	Self	Head	Peer		
1. perform simple maintenance on office equipment.	4.31	4.37	4.44	4.37	High
2. run / operate office machines.	4.40	4.60	4.55	4.52	Very High
3. provide input for equipment purchases.	4.00	4.23	4.41	4.21	High
4. scan data or graphics into a document electronically.	4.49	4.49	4.61	4.53	Very High
5. insert scanned photos/documents into an existing page layout.	4.46	4.49	4.59	4.51	Very High
6. maintain a pleasing office environment.	4.60	4.57	4.73	4.63	Very High
7. demonstrate office ethics.	4.63	4.63	4.80	4.69	Very High
8. provide active support for supervisors/heads.	4.54	4.66	4.81	4.67	Very High
Overall Mean	4.43	4.50	4.62	4.52	Very High

This could mean that respondents have a verbal description of a very high rating. Almost all of the indicators have attained such ratings except one. This can be concluded from the data that they have considerable understanding and knowledge of this variable. Personnel



oversees office operations to maintain work streaming without diversion or interference and utilize and keep up office hardware, such as scanners, printers, computers, and copiers. This supports the All Management Articles (2020) statement that is integral to deliver unity of motion in an official agency, and its shape has to set up.

Table 7 reveals the level of the competencies of Administrative Assistants in the DepEd Schools Division Office of Butuan City regarding time management skills with a mean of 4.47 as assessed by the Administrative Assistants themselves, their Section Heads, and their Peers.

Table 7. Level of Problem-Solving Competence of Administrative Assistants

The Administrative Assistant is able to	Mean Rating			Overall Mean	Verbal Description
	Self	Head	Peer		
1. Address potential problems before they occur.	4.23	4.29	4.30	4.27	High
2. identify problems and suggest solutions to the organization.	4.09	4.31	4.31	4.24	High
3. evaluate positive or negative outcomes of each possible solution.	4.14	4.31	4.47	4.31	High
4. handle demanding workload.	4.40	4.34	4.49	4.41	High
5. manage difficult situations.	4.43	4.34	4.46	4.41	High
6. work under pressure.	4.46	4.46	4.59	4.50	High
7. establish and maintain effective working relationships.	4.66	4.54	4.71	4.64	Very High
8. work independently and exercise initiative.	4.69	4.57	4.74	4.67	Very High
9. take responsibility for the consequences of an action.	4.60	4.54	4.71	4.62	Very High
10. offer creative solutions when faced with challenges.	4.60	4.51	4.76	4.62	Very High
Overall Mean	4.43	4.42	4.55	4.47	High

This could mean, as reflected in the data, that the respondents attained an overall high rating. Employees are anticipated to have the capability to distinguish, characterize, and solve issues as they advance within the working environment. Hence, respondents were more than capable enough & equipped with time management skills. This supports Kenworthy & Kielstra (2015) findings that the best three skills that organizations want to and will progressively demand in the coming years include problem-solving, teamwork, and communication. Furthermore, Careet et al. (2016) also supported that several sectors have already acknowledged the significance of modern skills by incorporating them into their academic objectives.

Table 8 reveals the summary of the level of the competencies of Administrative Assistants in the DepEd Schools Division Office of Butuan City as assessed by the Administrative Assistants themselves, their Section Heads, and their Peers with a grand mean of 4.45.

Table 8. Summary of the Level of Competencies of Administrative Assistants

Areas	Mean Rating			Overall Mean	Verbal Description
	Self	Head	Peer		
1. Technology	4.50	4.57	4.47	4.51	Very High
2. Oral Communication	4.43	4.57	4.58	4.53	Very High
3. Written Expression	4.12	4.30	4.22	4.21	High
4. Time Management	4.38	4.50	4.50	4.46	High
5. Office Coordination	4.43	4.50	4.62	4.52	Very High
6. Problem-Solving	4.43	4.42	4.55	4.47	High
Grand Mean	4.38	4.48	4.49	4.45	High

Table 8 reveals that Administrative Assistants have obtained similar high-level ratings in technology, oral communication, and office coordination with a verbal description of a very high. This indicates that Administrative Assistants were quite competent with advanced



knowledge and comprehension in modern skills. However, this does not mean that they should be content with it as new skills, trends, and technology pop up now and then that they need to keep an eye on in order not to leave behind.

This supports the theory of Slyther (2020) that as several latest innovations, aptitude or gadgets experts are vying to excel each year, the consistent deluge of modern technology and abilities to ace give everyone the feeling as they will never capture up.

Problem 2. As assessed by the Administrative Assistants themselves, their Section Heads, and their Peers, what is the extent of the Job Performance of Administrative Assistants in the DepEd Schools Division Office of Butuan City in terms of the records management system, reporting, technical assistance, and supply and materials management?

The data shown in Table 9 indicate that the extent of the Job Performance of Administrative Assistants as assessed by the Administrative Assistants themselves, their Section Heads, and their Peers in Records Management is outstanding rating with a grand mean of 4.57.

Table 9. *The extent of the Performance of Administrative Assistants in terms of Records Management*

The Administrative Assistant being rated.....	Mean Rating			Overall Mean	Verbal Interpretation
	Self	Head	Peer		
1. updates filing system.	4.46	4.49	4.5	4.48	Very Satisfactory
2. receives, records, and files documents.	4.63	4.6	4.68	4.64	Outstanding
3. logs incoming records.	4.6	4.6	4.51	4.57	Outstanding
4. maintains personnel and electronic files.	4.66	4.57	4.61	4.61	Outstanding
5. conserves classified or confidential files.	4.77	4.66	4.67	4.7	Outstanding
6. keeps file of addresses and telephone numbers.	4.4	4.66	4.51	4.52	Outstanding
7. transfers files manually/electronically.	4.63	4.71	4.69	4.68	Outstanding
8. prepares certification for the signature of the appropriate management level.	4.14	4.49	4.41	4.35	Very Satisfactory
9. releases, routes, or files non-routine critical documents.	4.43	4.66	4.59	4.56	Outstanding
10. maintains cleanliness and orderliness of record storage area.	4.57	4.57	4.75	4.63	Outstanding
Grand Mean	4.53	4.6	4.59	4.57	Outstanding

It also shown that the 4.70 overall mean was attained the highest rating by conserving classified or confidential files with a verbal interpretation of outstanding. As a result, indicated, it can be concluded that conserving classified or confidential files act as an efficient method to keep the latest and correct documents, be it e-filing system or hard copy and misplaced or stolen files can be avoided which agreed the findings of Tagbotor, Adzid, Agbanu (2015) that without the records management control systems, files could quickly hide, chaotic, stolen, misplaced, ruined, or altered.

Table 10 shows the extend of the Job Performance of Administrative Assistants as assessed by the Administrative Assistants themselves, their Section Heads, and their Peers in terms of Reporting attained a grand mean of 4.37. It means that respondents got a very satisfactory rating.

The data also revealed that 4.39 overall mean was the highest by assisting the supervisor/head's various reports with very the verbal interpretation of very satisfactory. Having sustainable reporting enable the organization to monitor their growth, address issues, and avoid chaos.

This supports the statement of Gray (2010) that organizations' growth solely depends on sustainability reporting (SR), minimizing organizational destruction. Furthermore, also in the findings of Oncioiu et al. (2020), sustainability reporting has a strong impact both on the outward (on stakeholders) and inward (on the personnel performance). And can be productive for better assessing the success of an organization when combined with the financial and non-financial sides into a similar analysis.

Table 10. *The extent of the Job Performance of Administrative Assistants in terms of Reporting*



The Administrative Assistant being rated.....	Mean Rating			Overall Mean	Verbal Interpretation
	Self	Head	Peer		
1. Stores data in preparation for the annual report.	4.40	4.26	4.39	4.35	Very Satisfactory
2. implements process for conducting an annual inventory of records.	4.03	4.26	4.19	4.16	Very Satisfactory
3. gathers information in preparation of administrative reports.	4.34	4.37	4.44	4.38	Very Satisfactory
4. submits the findings of data or information to the head.	4.31	4.31	4.54	4.39	Very Satisfactory
5. consolidates various reports.	4.34	4.34	4.60	4.43	Very Satisfactory
6. assists supervisor/head's various reports.	4.46	4.43	4.54	4.48	Very Satisfactory
7. processes for reproduction of printed materials.	4.46	4.29	4.61	4.45	Very Satisfactory
Overall Mean	4.33	4.32	4.47	4.37	Very Satisfactory

Table 11 shows the extend of the Job Performance of Administrative Assistants as assessed by the Administrative Assistants themselves, their Section Heads, and their Peers in terms of Technical Assistance with a grand mean of 4.10. This could mean that respondents attained a verbal interpretation of very Satisfactory.

Table 11. *The extent of the Job Performance of Administrative Assistants in terms of Technical Assistance*

The Administrative Assistant being rated.....	Mean Rating			Overall Mean	Verbal Interpretation
	Self	Head	Peer		
1. coordinates logistics on record management to staff, in the school division office, schools, and learning centers	4.06	4.09	4.16	4.10	Very Satisfactory
2. assists supervisors/heads in gathering data needed.	4.29	4.26	4.38	4.31	Very Satisfactory
3. cooperates with the stakeholders.	4.03	4.06	4.00	4.03	Very Satisfactory
4. provides technical assistance in the seminars/meetings/training/workshops.	3.91	3.97	3.99	3.96	Very Satisfactory
5. supports effective record management.	4.40	4.26	4.41	4.36	Very Satisfactory
6. makes follow-up and confirms the participants' attendance at meetings.	3.80	3.94	4.00	3.91	Very Satisfactory
7. provides technical support for equipment and software applications.	4.06	4.09	4.04	4.06	Very Satisfactory
Overall Mean	4.08	4.09	4.14	4.10	Very Satisfactory

The data also shown, all indicators attained a similar verbal interpretation of a very satisfactory rating. This can be concluded that ADAS have enough knowledge and understanding in this area of skills. An employee who possesses this skill is really important in the organization. The way he/she coordinates with the superiors, colleagues, faculties, and stakeholders can help increase the organization's service.

This supports the statement of Le et al. (2016), which says that Technical Assistance provides specifically to stakeholder groups to bring productivity or positive changes among people, organizations, and entire systems.

Table 12 presents the Job Performance of Administrative Assistants as assessed by the Administrative Assistants themselves, their Section Heads, and their Peers in terms of Supply and Material Management with a grand mean of 4.07.

Table 12. *The extent of the Job Performance of Administrative Assistants in terms of Supply and Material Management*



The Administrative Assistant being rated.....	Mean Rating			Overall Mean	Verbal Interpretation
	Self	Head	Peer		
1. Receives and records supplies, materials, and equipment upon delivery.	4.09	4.09	4.03	4.07	Very Satisfactory
2. keeps adequate supplies and material management at the workplace.	4.20	4.11	4.26	4.19	Very Satisfactory
3. maintains orderliness of the supplies and materials in the stockroom.	4.06	4.29	4.10	4.15	Very Satisfactory
4. prepares supplies and materials for issuance to the requesting units.	3.63	4.09	3.89	3.87	Very Satisfactory
5. processes records for destruction or disposition.	3.51	4.00	3.98	3.83	Very Satisfactory
6. ensures easy identification, access, and preservation, and safety of material resources.	4.00	4.23	4.10	4.11	Very Satisfactory
7. recommends equipment for purchase.	3.86	4.03	4.00	3.96	Very Satisfactory
8. monitors office inventories.	3.89	4.17	4.17	4.08	Very Satisfactory
9. implements a backup of a system.	3.94	4.29	4.35	4.19	Very Satisfactory
10. uses a database for records.	4.09	4.35	4.36	4.27	Very Satisfactory
Overall Mean	3.93	4.16	4.12	4.07	Very Satisfactory

This implies that the respondents attained a verbal interpretation of very satisfactory. The data also revealed that the 4.19 overall mean is the highest rating by using a database for records. It can be concluded that the respondents are quite advance in supply and material management in terms of using a database for records. An employee who has this competency is significant in the workplace. How they organize, keep, and manage supplies and materials can measure their failure or success as a staff This supports Al-Aomar (2019) findings that maintaining adequate supplies and material management at the workplace enhances the organization.

Table 13 summarizes the extent of the Job Performance of Administrative Assistants with a grand mean of 4.28, which means that the ADAS's job performance attained a Very Satisfactory rating.

Table 13. Summary of the Extent of Job Performance of Administrative Assistants

Areas	Mean Rating			Overall Mean	Verbal Interpretation
	Self	Head	Peer		
1. Records Management System	4.53	4.60	4.59	4.57	Outstanding
2. Technical Assistance	4.33	4.32	4.47	4.37	Very Satisfactory
3. Reporting	4.08	4.09	4.14	4.10	Very Satisfactory
4. Supply and Materials Management	3.93	4.16	4.12	4.07	Very Satisfactory
Grand Mean	4.22	4.30	4.33	4.28	Very Satisfactory

This implies that they have comprehensive knowledge and understanding of their roles and functions. Although they have not attained an outstanding rating, the researcher believes that their efforts have contributed significantly to the success of the agency and the DepEd Regional Office of Caraga for being compliant with the 4 Core Systems of the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) last August 2019 as assessed by the Civil Service Commission (CSC).

Concerning the agency's excellent evaluation, Lead Assessor and Chief Human Resource Specialist Ms. Mantilla said that "DepEd Caraga is now recommended for Level II accreditation by the CSC Central Office. Currently, the Regional Office has attained the PRIME-HRM level II accreditation, which means that it has implemented a set of defined and documented Standard Operating Procedures (SOPs) active to the organization's special needs and automation to a certain extent, is being utilized. This is categorized by goal-oriented decision-making. And the office is pursuing Level III accreditation in the future. Administrative Assistants who execute their functions well and help accomplish the organization's goal, mission, and vision have a considerable contribution to its success.

Problem 3. Is there a significant relationship between the level of the competencies and the extent of the Job Performance of Administrative Assistants in the DepEd Schools Division Office of Butuan City?

Table 14 shows a significant relationship between the level of the skills and the level of the Job Performance of Administrative Assistants in the DepEd Schools Division Office of Butuan City.

Table 14. *Result of the Test of Significant Relationship Between Variables*

Statistics	Independent Variable (Skill)	Dependent Variable (Job Performance)
N	34	34
Mean	4.4421	4.2591
Median	4.4390	4.2583
StDev	0.0384	0.0473
Pearson R	0.450099	
Result	Reject Ho	
Remarks	Significant relationship	

The Pearson R is 0.450099, which means that there is a significant relationship between the level of the competencies and the extent of the Job Performance of Administrative Assistants in the DepEd Schools Division Office of Butuan City, $R(32) = 0.450099$, $p < 0.05$. Hence, the research hypothesis cited that "there is no significant relationship between the level of the competencies and the extent of the Job Performance of Administrative Assistants in the DepEd Schools Division Office of Butuan City" is rejected. It can be concluded that having updated oneself, particularly Administrative Assistants, to modern skills in the new era can make their performance better even best which eventually will contribute a lot to the organization's success.

Conclusions

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

The Administrative Assistants in the DepEd Schools Division Office of Butuan City possess a high level of technology, communication, written expression, time management, office coordination, and problem-solving.

The Administrative Assistants in the DepEd Schools Division Office of Butuan City perform very satisfactorily in records management, reporting, technical assistance, and supply and material management.

The high level of competencies is a significant element that results in the very satisfactory performance of the Administrative Assistants in the DepEd Schools Division Office of Butuan City. As the competencies are upgraded, the performance is expected to get improved.

The suggested ICT and Communication Skills training/workshop for ADAS can upskill them for more effective, efficient, and quality work performance and career development.

Recommendations were formed for the following organizations and individuals.

Administrative Assistants. Endeavor to improve performance from very satisfactory to outstanding performance by keeping abreast of new trends and reforms particularly in meeting the technological readiness needed in the new normal.

DepEd. Institute regular In-Service Training Programs to the web in the administrative assistants' day-to-day performance the needed skills to attain a level of OUTSTANDING performance of a responsive, accessible, courteous, and effective public servant as mandated in the CSC- SPMS and RPMS.

Future Researchers. A study may be done further to validate the findings and encourage other researchers to widen the result of this study through simulating this research in their localities.

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