

Competencies and Challenges among Newly Appointed Barangay Secretaries in One Local Government Unit of Bicol Region, Philippines

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RESEARCH ARTICLE

Abstract

This study assessed the office competencies and challenges among the newly appointed Barangay Secretaries of Local Government Unit (LGU) of Nabua in Camarines Sur, Bicol Region in the Philippines. This descriptive method of research used questionnaire and interview using the percentage method and mean as its statistical tools using the four-scale rating to interpret the gathered data. The actual respondents of the study were the 35 of the 45 Barangay Secretaries of LGU-Nabua. Findings reveal that the office competencies of barangay secretaries along stenography, office management, records management, and human relations were all assessed as satisfactory except for computer operation which was assessed as fair. The study further revealed that challenges were seldom encountered by the respondents along their work performance. Majority of the respondents preferred training program on records management and office management but computer operation in varied software with ease may also be given emphasis. Recommendations to enhance the office competencies and address the challenges encountered by barangay secretaries in their present job were also proposed in this study.

Keywords: Computer Operation, Office Management, Office Competencies, Records Management, Stenography

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1 INTRODUCTION

The generation today has brought more advances with modernized technology. All of the fields are being manipulated by high-tech gadgets and machines. The field of office management has an important role in emerging technologies when it comes to the office profession. In addition to the skill to operate modern office equipment, the demand for good secretaries who can take dictation and transcribe rapidly and accurately is increasing daily. All indications show that this demand will continue to grow in the years ahead. Automation may have eliminated some clerical jobs but has not affected the demand for persons with stenographic skills. Dictation can be recorded on various mechanical devices, but these devices cannot replace competent stenographers. A major reason is that stenography is such a convenient tool. All the stenographers need is a pad, a pen, and a stenography machine that can be used efficiently and effectively anywhere at any time. Stenography is a vital skill for the secretary; it is also valuable as a personal-use tool (Leslie and Zoubek, 2001).

Generally, secretaries can be more valuable if they have more than basic skills to offer because of the additional knowledge they can apply to a job. A college graduate secretary has a wider

range of knowledge and greater familiarity with areas common to all business economics, finance, management, and general business organization. Moreover, secretaries can be considered mature, sophisticated individuals who possess competencies. These are clusters of related knowledge, skills, and attitudes that affect a major part of one's job in terms of role or responsibility that correlates with the performance on the job that can be measured against well-accepted standards, which can also be further improved through training and development. In today's modern and very competitive business world, secretaries must possess office skills to help their own organization's production, growth, and development. These skills may include, among others, the filing of important records, especially confidential documents. They must be familiar with the steps in filing, such as inspecting the material to make sure it has been appropriately released for filing, indexing the name by which correspondence or record is most likely to be requested from files, coding through marking the files to indicate how they have been indexed and stored by placing the papers in proper folders in the filing cabinets (De Vera, 2004).

Similar to any organization, there is also a need for human resources in barangays to carry out its mandate. The 1991 Local Government Code (LGC) stresses the democratization of power as a mode of decentralization. As a political unit in the Philippines, the barangay serves as the primary planning and implementing unit of government policies, plans, programs, projects, and activities in the community. Each barangay is composed of a Punong Barangay, seven (7) Sangguniang Barangay members, the Sangguniang Kabataan chairman, a Barangay Secretary, and a Barangay Treasurer. The Punong Barangay appoints the barangay secretary with the concurrence of most of the Sangguniang Barangay members. The role of the barangay secretary is imperative in the course of its daily transactions (LGCode 1991).

In the municipality of Nabua in the province of Camarines Sur, there are 42 barangays where these appointive positions as barangay secretaries are deployed. With the barangay election in 2018, elected punong barangay appointed their respective barangay secretary. Challenges faced by the secretarial profession nowadays and the emergence of information technologies have affected the way people behave, office functions, equipment used by the workers, skills used in different fields, and so many others on hand. For these reasons, the researcher was prompted to look into the present competency level and challenges encountered by the barangay secretaries during their performance as appointed public servants. The need to enhance their competencies may be undertaken in the Skills Training Program by the College of Business Management through Extension Services of the institution as one of the four-fold functions of a State University and Colleges. True enough, enhancement of capability may be done through effective training to office staff to learn more about the job and perform better. Again, the backdrop and advanced technology, the need for continuous and adequate office and clerical personnel training have become more important to the organization. Training is an attribute of many successful companies to assist new employees and equal-to make present workers conversant with recent changes and developments to upgrade their skills and thus prepare for positions of higher responsibilities (Miranda and Gow, 1997).

This study helped the researcher identify the competencies that barangay secretaries should be equipped with and prepare them to become skillful enough to meet the demands of the profession they soon will be partaking. Another relevant skill a secretary should develop is to work professionally with those who direct the activities and contribute vigorously to the innumerable management decisions that are made daily. These various competitive skills are deemed of equal relevance and are greatly needed by the secretaries so that they can proficiently perform their expected tasks. Performing all these duties requires the skill of a professional, one who is an important member of the management team.

Furthermore, it is the primary objective of this study to come up with recommendations as inputs for a research-based extension project for the College of Business Management. The Bachelor of Science may initiate extension projects and activities in Office Administration faculty as its continuing commitment to community development.

This study aims to evaluate the competency level and determine the challenges among the newly appointed barangay secretaries in the municipality of Nabua, Camarines Sur. Specifically, it

sought to know the socio-economic and professional profile; evaluate the level of competencies of barangay secretaries along stenography, office management, records management, human relations, and computer operation; determine the challenges encountered by the respondents, and their preferred training program to address the perceived weaknesses; and propose recommendations to address the challenges encountered by the barangay secretaries in LGU-Nabua, Camarines Sur.

2 METHODOLOGY

This research used a descriptive method of research. It was used to describe and analyze the existing conditions regarding the competency level of office skills and challenges encountered by the respondents. The researcher made use of the questionnaire, interview, and documentary analysis. From the list provided by LGU-Nabua to the researcher, there were 35 actual respondents out of the total 42 Barangay Secretaries. The percentage method and mean were the statistical tools. A 4 - point Likert scale was used: 4 - Very Competent/Always/Very Satisfactory, 3 - Competent/Often/Satisfactory, 2 - Less Competent/Seldom/Fair, 1 - Not Competent/Never/Poor. The following range were adopted: 3.50-4.00, 2.5-3.49, 1.50-2.49 and 1.00-1.49 (Terano, 2015).

3 RESULTS AND DISCUSSION

3.1 Profile of the Respondents

The following data provides information on the profile of the respondents in terms of age, gender, civil status, family members, educational attainment, monthly income, and length of service. Table 1 shows the profile of the respondents according to age

Table 1. Profile of the Respondents According to Age

Age	Frequency	Percentage
20-25 years old	2	6
26-30 years old	8	23
31-40 years old	9	26
41-50 years old	11	31
51-60 years old	4	11
61 years old and above	1	3
Total	35	100

The majority of the respondents are those within the age bracket of 41-50, with eleven (11) respondents or 31 percent; within the age bracket of 31-40 with nine (9) respondents or 26 percent; within the age bracket of 26-30 with eight (8) respondents or 23 percent; within the age bracket of 51-60 with four (4) respondents or 11 percent; within the age bracket of 20-25 with two (2) respondents or 6 percent; within the age bracket of 61 years old and above with one (1) respondent or 3 percent. As shown, most respondents are within the age bracket of 41- 50. With this result, most of the respondents are among those aged 31-50 years old, which implies that they are pressured to have enough work experience and, thus, are well committed in their profession and job functions. As Stephen Bastien (2011) cited, older workers in a company are dependable and very steady workers with no plans to move up and out.

As for Table 2, the majority of the respondents are female, with twenty-six (26) or 74 percent, while there are nine (9), or 26 percent, male respondents. Based on the findings, it can be inferred that most females are more inclined to do office work than other jobs. This finding was supported by the study of Dorming (2015), "Women in the Professional Workforce," wherein she stated that women make up more than half of the technical workforce. While the status of women in the workforce has improved over the last several decades, many still struggle for equality in many occupations. Women perceive that an individual work style should be collaborative, where

everyone works as a whole. On the other hand, men perceive that work should be completed independently without the assistance of others. Women are more supportive managers, whereas men are more direct.

Table 2. Profile of the Respondents According to Gender

Gender	Frequency	Percentage
Male	9	26
Female	26	74
Total	35	100

Shown in Table 3 is the profile of the respondents according to civil status, majority of the respondents are married, with twenty (20), or 57 percent; twelve (12), or 34 percent, are single; and three (3), or 9 percent, being widows. These findings show that most of the respondents are married. This implies that most of them have to meet the growing demands of their families to improve their standard of living. Thus, their attention may be divided between their profession and personal competencies.

Table 3. Profile of the Respondents According to Civil Status

Civil Status	Frequency	Percentage
Single	12	34
Married	20	57
Widow	3	9
Total	35	100

As shown in Table 4, the majority of the respondents are within the bracket of 3-4 family members with seventeen (17) or 48 percent; within 5-6 family members with eleven (11) or 31 percent; and 4th on rank are both within the members of the family bracket of 1-2 and more than 6 with two (2) respondents or 6 percent.

Table 4. Profile of the Respondents According to Member of the Family

Member of the Family	Frequency	Percentage
None	3	9
1-2	2	6
3-4	17	48
5-6	11	31
More than 6	2	6
Total	35	100

As reflected in Table 5, the majority of the respondents are college graduates, with thirty-two (32) or 91 percent, while three (3) or 9 percent are high school graduates. These findings show that most of the respondents are college graduates. It implies that most of the respondents are college graduates in their respective fields of profession, making them competent enough to possess the necessary knowledge and skills to discharge their duties and functions effectively. It means that they are educated enough to perform their duties and responsibilities. Well-educated workers have higher wages, higher wage growth, and lower unemployment rates than workers with lower levels of educational attainment. This was supported by the study of Follero et al (2015) entitled "Office Management Practice of the Employees in the LGU Nabua, Camarines Sur.

Table 5. Profile of the Respondents According to Educational Attainment

Educational Attainment	Frequency	Percentage
High school	3	9
College	32	91
Total	35	100

As shown in Table 6, most of the respondents are within the monthly income bracket of P5,000 - P10,000, with seventeen (17) or 48 percent, while a good number of them are those within the monthly income bracket of P10,000- P15,000 with nine (9) or 25 percent; and few are within the monthly income of P15,000 to P20,000-P25,000 and below P5,000 with three (3) or 9 percent.

Table 6. Profile of the Respondents According to Monthly Income

Monthly Income	Frequency	Percentage
20,000 – 25,000	3	9
15,000 – 20,000	3	9
10,000 – 15,000	9	25
5,000 – 10,000	17	48
Below 5,000	3	9
Total	35	100

The profile of the respondents according to the length of service is shown in Table 7. The majority of the respondents are within the length of service bracket of 1-3 years with eleven (11) or 31 percent; 10 or 28 percent of the respondents have 4-6 years length of service; below 1 year with seven (7) respondents or 20 percent; while the rest of the respondents have 7-9 years with three (3) or 9 percent; have 10-12 years and 13 years and above with two (2) respondents or 6 percent respectively. Thus, it shows that most respondents have worked in their barangay as secretaries for less than a year to 3 years.

Table 7. Profile of the Respondents According to Length of Service

Length of Service	Frequency	Percentage
13 years and above	2	6
10-12 years	2	6
7-9 years	3	9
4-6 years	10	28
1-3 years	11	31
Below 1 year	7	20
Total	35	100

3.2 Competencies Possessed by Barangay Secretaries in LGU-Nabua

In this study, the competencies of the barangay secretaries are categorized in terms of Shorthand Writing Skills, Office Management, Records Management, Human Relations, and Computer Literacy and Operations. These are presented and organized in the accompanying table.

Table 8 shows the data on the competencies of barangay secretaries in terms of shorthand writing skills. It can be noted that; familiarity with the steno alphabet has a weighted mean of 1.57, interpreted as Less Competent; Ability to immediately make a change in case of correction in dictation has a weighted mean of 2.26, interpreted as Less Competent; Ability to construct

outlines of unfamiliar words under the stress dictation has a weighted mean of 2.34 interpreted as Less Competent; Familiarity with the brief forms, abbreviations, and phrases has a weighted mean of 2.34 interpreted as Less Competent; Ability to transcribe rapidly and accurately has a weighted mean of 1.97 interpreted as Less Competent. The Average Weighted Mean (AWM) of all these items under the category is 2.1. This means that the skills possessed by barangay secretaries in terms of shorthand writing skills are Less Competent. It implies a need to enhance the competencies in terms of shorthand writing skills of the barangay secretaries effectively and efficiently perform their job.

Table 8. Skills Possessed by Barangay Secretaries in terms of Shorthand Writing Skills

Shorthand Writing Skills	Weighted Mean	Verbal Interpretation
1. Familiarity with the steno alphabet	1.57	Less Competent
2. Ability to immediately make changes in case of correction in dictation	2.26	Less Competent
3. Ability to construct outlines of unfamiliar words under the stress dictation	2.34	Less Competent
4. Familiarity with the brief forms, abbreviations, and phrases	2.34	Less Competent
5. Ability to transcribe rapidly and accurately	1.97	Less Competent
Average Weighted Mean	2.1	Less Competent

As shown in Table 9, it can be noted that; Good organizational and planning skills have a weighted mean of 2.77, interpreted as Competent; Oral communication skills have a weighted mean of 2.77, interpreted as Competent; Command of basic filing rules and principles has a weighted mean of 2.68, interpreted as Competent; Ability to follow instructions from superior has a weighted mean of 2.91 interpreted as Competent; Manage without close supervision has a weighted mean of 2.51 interpreted as Competent; Ability to handle office routine efficiently has a weighted mean of 2.8 interpreted as Competent; Assist in the budgeting workshop effectively has a weighted mean of 2.66 interpreted as Competent; Time management skills has a weighted mean of 2.8 interpreted as Competent; Monitor that annual budget is fully utilized has a weighted mean of 2.57 interpreted as Competent; and Interpersonal skills using positive approach towards achieving teamwork has a weighted mean of 2.8 interpreted as Competent.

Table 9. Skills Possessed by Barangay Secretaries in terms of Office Management

Office Management	Weighted Mean	Verbal Interpretation
1. Good organizational and planning skills	2.77	Competent
2. Oral communication skills	2.77	Competent
3. Command of basic filing rules and principles	2.68	Competent
4. Ability to follow instructions from superior	2.91	Competent
5. Manage office without close supervision	2.51	Competent
6. Ability to handle office routines efficiently	2.8	Competent
7. Assist in the budgeting workshop effectively	2.66	Competent
8. Time management skills	2.8	Competent
9. Monitor that the annual budget is fully utilized	2.57	Competent
10. Interpersonal skills using a positive approach toward achieving teamwork	2.8	Competent
Average Weighted Mean	2.73	Competent

The Average Weighted Mean (AWM) of all these indicators under this category is 2.73, interpreted as Competent. This means that the skills possessed by barangay secretaries in terms of Office

Management are Competent. Verbally interpreted as Competent. It implies that the skills possessed by barangay secretaries in office management may still be enhanced for them to be more efficient, which will lead to better office management.

Table 10 shows the skills of barangay secretaries in terms of record management. It can be noted that; Good organizational and filing skills have a weighted mean of 2.91, interpreted as Competent; Oral and written communication skills have a weighted mean of 2.77, interpreted as Competent; Command of basic filing rules and principles has a weighted mean of 2.68 interpreted as Competent; Ability to follow instructions from superior has a weighted mean of 2.77 interpreted as Competent; Knowledgeable in records creation tasks has a weighted mean of 2.6 interpreted as Competent; Indexing office documents efficiently has a weighted mean of 2.8 interpreted as Competent; Knowledgeable in records disposition has a weighted mean of 2.66 interpreted as Competent; Time management skills has a weighted mean of 2.6 interpreted as Competent; Ensure that annual budget is fully utilized has a weighted mean of 2.83 interpreted as Competent; Interpersonal skills using positive approach has a weighted mean of 2.57 interpreted as Competent.

Table 10. Skills Possessed by Barangay Secretaries in terms of Records Management

Records Management	Weighted Mean	Verbal Interpretation
1. Good organizational and filing skills	2.91	Competent
2. Written communication skills	2.77	Competent
3. Command of basic filing rules and principles	2.68	Competent
4. Ability to follow instructions from superior	2.77	Competent
5. Knowledgeable in records creation tasks	2.6	Competent
6. Indexing office documents efficiently	2.8	Competent
7. Knowledgeable in records disposition	2.66	Competent
8. Time management skills	2.6	Competent
9. Ensure that the annual budget is fully utilized	2.83	Competent
10. Interpersonal skills using a positive approach	2.57	Competent
Average Weighted Mean	2.72	Competent

The Average Weighted Mean (AWM) of all the indicators under the category is 2.72, interpreted as Competent. This means that the skills possessed by barangay secretaries in terms of Records Management are Competent. It further implies that the work competencies in records management are good enough, but these could still be improved by enhancing the skills they already possess.

It can also be noted in Table 11 that; Speaking fluently to people has a weighted mean of 2.91, interpreted as Competent; Smile at people has a weighted mean of 3.06, interpreted as Competent; Call people by name with courtesy, has a weighted mean of 3.11, interpreted as Competent; Friendly and helpful has a weighted mean of 3.2 interpreted as Competent; Cordial has a weighted mean of 3.03 interpreted as Competent; Genuinely interested in people has a weighted mean of 3.08 interpreted as Competent; Courteous with criticism has a weighted mean of 2.97 interpreted as Competent; Considerate on the feeling of others has a weighted mean of 2.94 interpreted as Competent.

The Average Weighted Mean (AWM) is 3.04, which means that the skills possessed by barangay secretaries in terms of human relations are Competent. The result implies that good human relationship is vital to any organization, which should be reflected in the good personal characteristics among the respondents in the delivery of their responsibilities to their constituents and to better serve them with quality and excellence. This was supported by the study of

McClelland and Allen, which focused on skills development and characteristics of secretary and also specified that competency always involves personal characteristics as significant predictors of the student or employee performance and success that will result in good integration and meaningful job to the worker as well.

Table 11. Skills Possessed by Barangay Secretaries in terms of Human Relations

Human Relations	Weighted Mean	Verbal Interpretation
1. Speak fluently to people	2.91	Competent
2. Smile at people	3.06	Competent
3. Call people by name with courtesy	3.11	Competent
4. Friendly and helpful	3.2	Competent
5. Cordial	3.03	Competent
6. Genuinely interested in people	3.08	Competent
7. Courteous with criticism	2.97	Competent
8. Considerate of the feeling of others	2.94	Competent
Average Weighted Mean	3.04	Competent

As shown in Table 12, the Ability to use various software tools with ease has a weighted mean of 2.50, interpreted as Less Competent; Accurately encode at the speed of at least 45-50 words a minute, has a weighted mean of 2.83, interpreted as Competent; Encode rapidly with clear even touch and accurately has a weighted mean of 2.68 interpreted as Competent; Arrange materials, letters, reports, tables in proper format has a weighted mean of 2.74 interpreted as Competent; Proofread your work carefully, making sure no error creep in has a weighted mean of 2.66 interpreted as Competent. Able to maintain, keep and troubleshoot office equipment has a weighted mean of 2.51, interpreted as Competent; Able to encode rapidly with a clear even touch has a weighted mean of 2.63, interpreted as Competent; Able to format documents appropriately has a weighted mean of 2.54 interpreted as Competent.

Table 12. Skills Possessed by Barangay Secretaries in terms of Computer Literacy and Operation

Computer Literacy and Operation	Weighted Mean	Verbal Interpretation
1. Ability to use varied software tools with ease	2.50	Competent
2. Accurately encode at the speed of at least 45-50 words a minute	2.83	Competent
3. Encode rapidly with accuracy	2.68	Competent
4. Arrange materials, letters, reports, and tables in a proper format	2.74	Competent
5. Proofread your work carefully, making sure no error creep in	2.66	Competent
6. Able to maintain, keep and troubleshoot office equipment	2.51	Competent
7. Able to encode rapidly with a clear, even touch	2.63	Competent
8. Able to format documents appropriately	2.54	Competent
Average Weighted Mean	2.64	Competent

The Average Weighted Mean (AWM) of all these items under the category is 2.64 and is interpreted as Competent. It implies that barangay secretaries can perform their job, but they have admitted they need to be more competent in using varied software with ease. This was given much emphasis by Yakubu and Ugwu (2015), who advocates that modern technology skills required

by secretaries include: the ability to use a computer to create spreadsheets with packages like Microsoft Excel, compose correspondences using packages like Microsoft Word, word star, word perfect; manage databases using software like Microsoft Access, create presentations with Microsoft PowerPoint, publish reports and documents using desktop publishing software like Microsoft office publisher. Secretaries are to acquire these technological skills to be technologically acquainted with innovations in modern offices. The computer helps prepare different tasks and assignments in an office. Added also is the aesthetic part of the output through the computer because it shows how artistic the worker is. The worker shows initiative and applies creativity through a computer application.

Table 13 shows the data on the summary of skills possessed by Barangay Secretaries. It can be noted that competencies possessed along Shorthand writing skills have an average weighted mean of 2.1 and are interpreted as Less Competent; Office Management has an average weighted mean of 2.73 and is interpreted as Competent; Records Management has an average weighted mean of 2.72 and interpreted as Competent; Human relations has an average weighted mean of 3.04 and interpreted as Competent. Computer Literacy and Operation has an average weighted mean of 2.63 and is interpreted as Competent. The total average weighted mean of skills possessed by barangay secretaries is 2.64 and verbally interpreted as Competent.

Table 13. Summary of the Skills Possessed by Barangay Secretaries

Skills Possessed	Weighted Mean	Verbal Interpretation
Shorthand Writing Skills	2.1	Less Competent
Office Management	2.73	Competent
Records Management	2.72	Competent
Human Relations	3.04	Competent
Computer Literacy and Operation	2.63	Competent
Average Weighted Mean	2.64	Competent

3.3 Challenges Encountered by the Barangay Secretaries

Shown in Table 14 are the results of the challenges encountered by the barangay secretaries. Based on the weighted mean, Lack of productive interaction among co-workers has a weighted mean of 2.48 interpreted as Seldom Encountered; Communication gap between/among personnel has a weighted mean of 2.31 interpreted as Seldom Encountered; Stressful job has a weighted mean of 2.83 interpreted as Often Encountered; Delays in the release of budget has a weighted mean of 2.43 interpreted as Seldom Encountered; Insufficient annual budget to accomplish the target has a weighted mean of 2.57 interpreted as Often Encountered; Inability to fully utilize office equipment and devices has a weighted mean of 2.51 interpreted as Often Encountered; Inadequate office supplies and materials has a weighted mean of 2.37 interpreted as Seldom Encountered; Staff development programs and training grants is seldom provided has a weighted mean of 2.57 interpreted as Often Encountered; Non- cooperation among colleagues has a weighted mean of 2.54 interpreted as Often Encountered; Insufficient office space and poor office layout has a weighted mean of 2.4 interpreted as Seldom Encountered; Poor working environment has a weighted mean of 2.4 interpreted as Seldom Encountered; Time management to meet deadlines has a weighted mean of 2.0 interpreted as Seldom Encountered.

The Average Weighted Mean (AWM) of all these items is 2.45 and verbally interpreted as Seldom Encountered. It implies that generally, the barangay secretaries seldom encountered challenges in their job performance except for some indicators that may be considered beyond their control and personal nature.

Table 14. Challenges Encountered by the Barangay Secretaries

Skills Possessed	Weighted Mean	Verbal Interpretation
1. Lack of productive interaction among co-workers	2.48	Seldom Encountered
2. Communication gap between/among personnel	2.31	Seldom Encountered
3. Stressful job	2.83	Often Encountered
4. Delays in the release of the budget	2.43	Seldom Encountered
5. Insufficient annual budget to accomplish the target	2.57	Often Encountered
6. Inability to fully utilize office equipment and devices	2.51	Often Encountered
7. Inadequate office supplies and materials	2.37	Seldom Encountered
8. Staff development programs and training grants are seldom provided	2.57	Often Encountered
9. Non-cooperation among colleagues	2.54	Often Encountered
10. Insufficient office space and poor office layout	2.4	Seldom Encountered
11. Poor working environment	2.4	Seldom Encountered
12. Time management to meet deadlines	2.0	Seldom Encountered
Average Weighted Mean	2.45	Seldom Encountered

3.4 Training Program Preferred by Barangay Secretaries to Enhance their Competencies

Table 15 shows the training program preferred by barangay secretaries to enhance their competencies along the identified categories. Ranked first with twenty-eight (28) responses, or 80 percent preferred training on records management; second in rank is training in office management with twenty-six (26) responses, or 74 percent; third in rank is computer literacy, with twenty-five (25) responses or 71 percent; fourth in rank is on human relations with eighteen (18) responses or 51 percent; and fifth in rank is on stenography with fifteen (15) responses or 43 percent.

Table 15. Training Program Preferred by Barangay Secretaries to Enhance their Capabilities

Preferred Training Programs	Frequency	Percentage	Rank
1. Stenography	15	43	5
2. Office Management	26	74	2
3. Records Management	28	80	1
4. Human Relations	18	51	4
5. Computer Literacy	25	71	3

4 CONCLUSION AND RECOMMENDATION

Based on the findings, the majority of the respondents preferred training programs in Records Management and Office Management; this implies that the desire to be trained and enhance their competencies in these aspects are their priorities. It may be noted that the least preferred training program is stenography. This may be due to the fact that many of them need to be more interested. It was validated in the informal interview that most respondents find the shorthand training program difficult and prefer computer literacy/operation and human relations training. However, training on stenography could still be considered by the College in the delivery of extension services as the researcher sees the need to enhance their capability on this competency.

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