

## **BIBLIOGRAPHY**

BERTO, JAYSON C. 2012. E-Readiness Assessment of La Trinidad Local Government Employees. Benguet State University, La Trinidad, Benguet.

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## **ABSTRACT**

The study was conducted to assess the e-readiness of the La Trinidad Local Government Unit employees. It aims to gauge their adoption and application of ICT tools in their workplace. Specifically, the study aimed to : determine the socio-demographic profile of the respondents; identify the ICT infrastructure of the La Trinidad LGU; identify the available ICT tools used by the employees; determine the level of expertise in using the identified ICT tools of the respondents; determine the level of support of the La Trinidad LGU to improve the ICT readiness and application of the employees; identify the problems encountered by the employees with regards to ICT use; and identify recommendation of the employees in improving their use of ICT tools.

Survey questionnaire and interview schedules were used in data gathering. Data collected were consolidated, analyzed and tabulated using frequency, percentage and weighted mean.

The result of the study shows that majority of the respondents belonged to the age bracket of 30-38 and there were more females than male respondents. Most of them were married and a college graduate.

With regards to the availability of ICT tools, television is the most common used audio visual ICT tools, digital for camera, desktop for computers, printer for computer accessories and cellular phone. The Kiosk Gw@ps and biometrics was also included.



On the other hand, their levels of expertise in hardware programs particularly in Audio and AV players are excellent. They are very good in using camera, computer accessories and phone. However, they are average in using the computers and the Kiosk Gw@ps and biometrics.

The result of the study shows that the respondents' level of expertise in using the web-based programs like e-mail, blog and internet research are very good. However, they were average in using the MS Office and Audio/AVP editing software.

The LGU La Trinidad is moderately supportive to the employees in terms of the availability and accessibility of internet connection, accessibility of resources, upgrading ICT tools and implementation of training or workshops.

With these, it is then recommended that the La Trinidad LGU should come up with an ICT division managed by professional technicians and Information Technology specialists. The LGU should initiate to implement or conduct trainings or workshops to enhance the employees' skills with regards to ICT use.

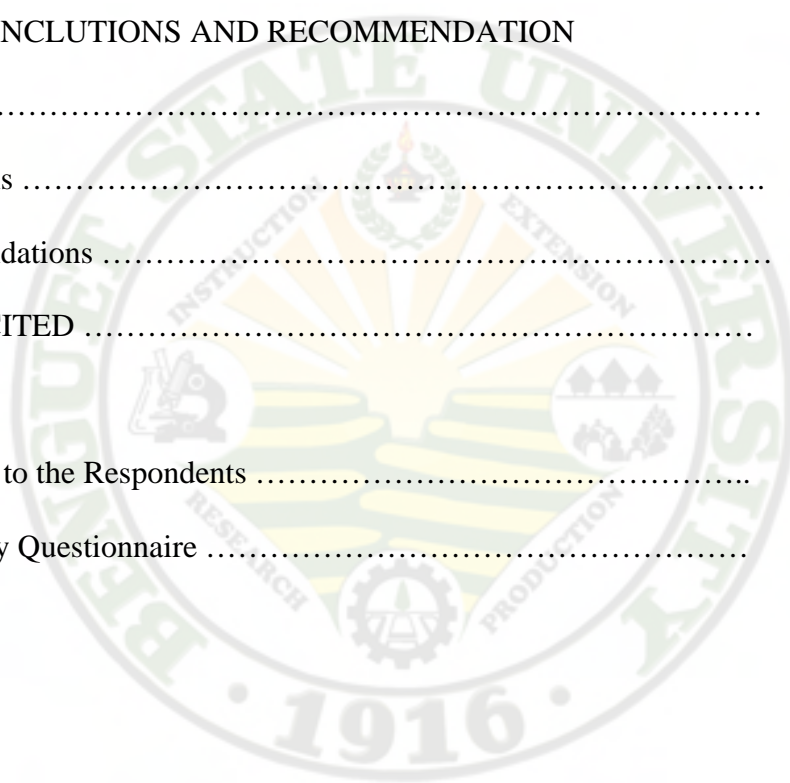
The researcher also recommended that further studies on E-Readiness Assessment may be conducted to LGUs or NGOs to have a comparison of the results and assess their e-governance.



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## INTRODUCTION

### Rationale

One of the most pressing challenges of e-government development in developing countries is lack of e-readiness assessment in order to sustain the appreciation, adoption and application of Information Communication Technology (ICT) tools in providing services.

Yet, digital integration, with its ICT infrastructure, and its applications of e-government, e-learning, and other e-applications, is becoming of increasing importance both nationally and internationally.

ICT tools have been a great influence in the services of various organizations and most especially the government agencies. This is primarily meant for a more effective, efficient and transparent government activities. The same is true in the Philippine setting.

With the demand for government offices to go away with the manual or tedious paper works in delivery of public services, in order to save time; and be at par with globalization, the Municipality of La Trinidad adopted the R.A 8792 or “Electronic Commerce Act of 2000 as backed up by Administrative Order No. 332. This directs all government agencies and instrumentalities including Local Government Units (LGUs) to undertake electronic connection through the internet.

E-readiness assessments are meant to guide development efforts by providing some suitable tools for comparison and gauging progress. Several e-readiness initiatives have been launched to help LGUs in this area. Also, there are many factors why LGUs need to become e-ready in motivating decision makers to improve e-readiness and adoption of ICT tools in theirfield of services. One factor is that ICT tools promises



enormous benefits as part of the solution to economic and social problems and the integration of ICT into development and aid programs.

ICT tools, when used properly offers a tremendous potential to empower people in developing municipality to overcome development obstacles; to address the most important social problems they face; and to strengthen communities, democratic institutions, a free press, and local economies (USAID 2010).

However, experts have pointed out that in order for the local governments to put ICT to effective use, they must be first “e-ready” in terms of ICT infrastructure and the accessibility of ICT to the population (infoDev, 2005).

In La Trinidad-Local Government Unit (LGU), the process of switching to e-LGU is on its way to being fully-developed. According to Mayor Abalos on his statement, the municipality has recently revived the website in order to complete the transfer and access of information which is also known as “real time”. Thus, this is one signal of resuming the ICT development.

It is then interesting to analyze the e-readiness of the employees who are in the field of ICT operations under the Office. The results are hoped to prompt awareness and priorities for the planning and implementation of the program, hence this study.

### Statement of the Problem

This study generally focused on the e-readiness assessment among the La Trinidad LGU employees. Hence, it to answered the following questions:

1. What is the socio-demographic profile of the respondents?
2. What are the available ICT tools used by the employees?
3. What are the employees’ level of expertise in using the ICT tools?



4. What are the levels of support of the La Trinidad LGU to enhance ICT use to the employees?
5. What are the problems experienced by the employees with regards to ICT use?
6. What the recommendations of employees in improving their e-readiness?

### Objectives of the Study

This study specifically aimed:

1. To determine the socio-demographic profile of the respondents;
2. To identify the available ICT tools used by the employees;
3. To determine the employees' level of expertise in using the ICT tools;
4. To determine the levels of support of the La Trinidad LGU to enhance ICT skills of the employees;
5. To determine the problems experienced by the employees with regards to ICT use; and
6. To list down the recommendations of the respondents in improving their e-readiness.

### Significance of the Study

Results of the study may enable the La Trinidad government come up with possible strategies on how they will help the employees go through in the adaptation and developing phase in the field of ICT use. Through this, LGU officials and employees would know the problems, necessities and advantages on the improvement of their performances with regards to ICT tools. It will also help the municipality to manage and



maximize the utilization of ICT tools for easy accomplishments of works and particularly for the storage and retrieval of information.

Researchers may also use this study for verification of related information and for comparison of results to other LGUs or NGOs.

### Scope and Limitation

The study focused on the assessment on the adoption and application of ICT tools among the Local Government Unit employees. It was limited to the ICT infrastructure of the La Trinidad LGU, resources of ICT of the La Trinidad LGU, the available ICT tools used by the employees, the level of expertise in using the identified ICT tools of the respondents, the level of support of the La Trinidad LGU to improve the ICT readiness and application of the employees, the problems encountered by the employees with regards to ICT use and, recommendation of the employees in improving their use of ICT tools.

The information gathered in this study was limited to some rank and file employees from different municipal offices. There were few respondents who represented their office to answer the questionnaires.

The study was conducted from December 2011 to March 2012 in Km 5, Municipality of La Trinidad, Benguet.





## REVIEW OF LITERATURE

### E-Readiness Assessment

E-readiness is the degree to which a community is prepared to participate in the networked world, which is gauged by assessing a community's relative advancement in the areas that are most critical for ICT adoption and the most important applications of ICTs (CID, 2006).

According to Lavin and Qiang (2004), higher levels of e-readiness can create a ripple effect, increasing the competitiveness of national economies, and their ability to create wealth. Hence, employment empowerment to local communities leads to poverty reduction. However, Picci (2006) stated on his research that though e-readiness measures can provide useful summaries he pointed out that inherent difficulties arise when attempting to measure the relevant extent, which most particularly the case in the local government, where decision makers are required to satisfy their goals such as social cohesion and environmental sustainability.

Thus, e-readiness assessment is generally defined as the degree to which a society (particularly LGUs and NGOs) is prepared to participate in the digital economy with the underlying concept that the digital economy can help to build a better economy. It would also help the government to measure and plan for ICT integration, focus their efforts and identify areas for further prioritization (INA Academy, 2008).

According to the infoDev (2005), e-readiness assessment has the following factors in gauging whether the government has an access to ICT exploitation:

*Physical Access to ICT.* Most assessments calculated fixed line and mobile teledensity, and internet access, but other ICT infrastructure was looked at less intensely.



For instance, there are about twenty employees but the available computers are just five. Thus, this could affect the employees in the fast accomplishment of their tasks.

*Affordability of ICT in the Local Context.* Despite significant variations in local economic conditions and prices, all assessments found that most ICT access and use prohibitively expensive for the majority of the governments. This is one of the greatest obstacle to widespread the access of ICT tools.

*Integration of ICT into People's Lives.* Few reports looked at how ICT was integrated into people's lives, whether the use of ICT was an additional burden (such as the need to travel long distance to access telecentre services) , or whether it reduce a burden (such as improved work efficiencies).

*Government's Role in Driving E-readiness.* Governments were usually involved in assessments, and most of the reports described the governments' active involvement and political will in this area. All assessments that mentioned public-private partnerships were in agreement about their benefits.

### ICT in Local Government Sector

Through the strategic use of Information and Communications Technologies (ICT), to build a local government system which is seen as the first choice for the delivery of a wide range of local services to all citizens, and a strategic partner with central government in preparing for and implementing the Information Society (Doelg, 2000).

Local municipalities are fertile ground for the application of ICTs and the front lines of the government in their service oriented interaction with the public and business



where there are electronic linkages to help in the integration of ICTs to the citizens (Jensen, 2002).

Moreover, the internet gives the local government the opportunity to offer public services and to provide information and policies more efficiently. The more public services can be delivered through electronic media, such as the internet, the larger the potential savings, processing documents such as licenses, or collecting taxes electronically.

According to Suttle (2012), like businesses, state and federal government offices use computers. Government employees must set up meetings and distribute various reports. Computers help these workers expedite these tasks, as most government-issued computers contain numerous software programs like word processing, spreadsheets and database management programs, according to the Bureau of Labor Statistics. Computer uses in government offices also include various e-mail functions, payment distribution, record keeping and even coordinating mailings.

*E-mail Functions.* Government offices that have computers usually have some type of email system in place. Emails enable government workers to compose, send or read emails from other workers and people outside the municipal offices. For example, a state unemployment office employee might answer a person's question about eligibility by email. This might inevitably save the worker time, as she would not need to speak with the person by phone. Government employees might also use emails to distribute copies of reports or presentations.

*Distributing Payments.* State and federal offices use computers to distribute payments to people. These payments can be sent electronically like most Social Security



payments, or by check. For example, the Internal Revenue Service will usually issue checks to people for refunds. Similarly, state treasury offices often send state refund checks. Government offices also use computers to send or print disability, Medicare, Medicaid and other payments. The checks are usually produced on various printers in the government offices.

*Record Keeping.* The government often hires computer programmers or database managers to maintain records of employees and citizens, according to the Bureau of Labor Statistics. Most of these records are kept in large databases, which can store records of people's gender, age, address, phone number and other important information. Government offices also keep records of dates, such as when people file taxes, and amounts that are due and paid. Computer record keeping is an essential function for government offices because of the need for accuracy and timeliness--like for Medicaid payments.

*Direct-Mail Promotions.* Some government agencies or offices might use computers to produce various direct-mail advertising campaigns. Government workers might produce these various documents on their computer, and then have them professionally done through their printing office. Government workers will use various name and address files to arrange the mailing, and then print them directly on envelopes or brochures.

### E-Governance

According to Alampay (2007), e-governance defines the ways that government institutions, businesses and citizens are using electronic means for the purpose of enhancing good democratic governance processes and for achieving better public service



delivery-based on transparency, accountability and public feedback mechanisms. As added by UNESCO (2002) that e-government is the use of ICT to enable more efficient, cost effective, and participatory government, facilitate more convenient government services, allow greater public access to information and make government more accountable to citizens.

The United Nations (2003) also stated e-government as a government that applies ICT to transform its internal and external relationships. ICT allows a government's internal and external communications to gain speed, precision, simplicity, outreach and networking capacity, leading to reduce costs and increase effectiveness. ICT can increase the efficiency of an organization's work by automating existing processes; it can improve these processes by introducing changes; and it can even enable a fundamental rethinking of the process.

Moreover, the e-government strategy is a fundamental element in modernizing the public sector, through identifying and developing organizational structure, the ways of interaction with citizens and business and reducing cost and layers of organizational business processes. It provides a wide variety of information to citizens and business through internet. However, the role of government is not only to provide information and services to citizens, which could be provided by commercial firms. E-government can develop the strategic connections between public sector organizations and their departments, and make a communication between government levels. This is to support the fast emergence of the ICT tools appropriate in the field of government services.(Ebrahim and Zahir, 2005).



The Philippines has recently identified five key reform packages where information and communications technology (ICT) will play a key role: job creation through economic growth, anti-corruption through good government, social justice and basic needs, education and youth opportunity, and energy independence and savings (Patricio, 2004). Such an important role of ICT can be seen in terms of the signing of the Electronic Commerce Act of 2000, or the E-Commerce Act in June 2000. The law mandates all government agencies to adopt electronic means in their transactions within a period of two years (2000) of its signing (Mariano, 2004).

### ICT in the Philippines

The Philippine government through the Commission on Information Communication Technology (CICT) set up telecentres throughout the country as part of the Community e-Center (CeC) program, to provide the general public with meaningful and affordable access to ICT. LGUs have utilized the CeC model to offer various e-governance services.

The National Audit Office on the other hand has published a review of how government uses Information and Communications Technology (ICT) to deliver public services particularly to inform the debate about government's new use of ICT, gives an overview of existing uses, as well as initiatives and changes underway. It details a number of big challenges the government faces in protecting and improving the value for money of ICT and in ensuring that ICT is deployed fully in the drive to secure sustainable cost reduction (Morse, 2011).



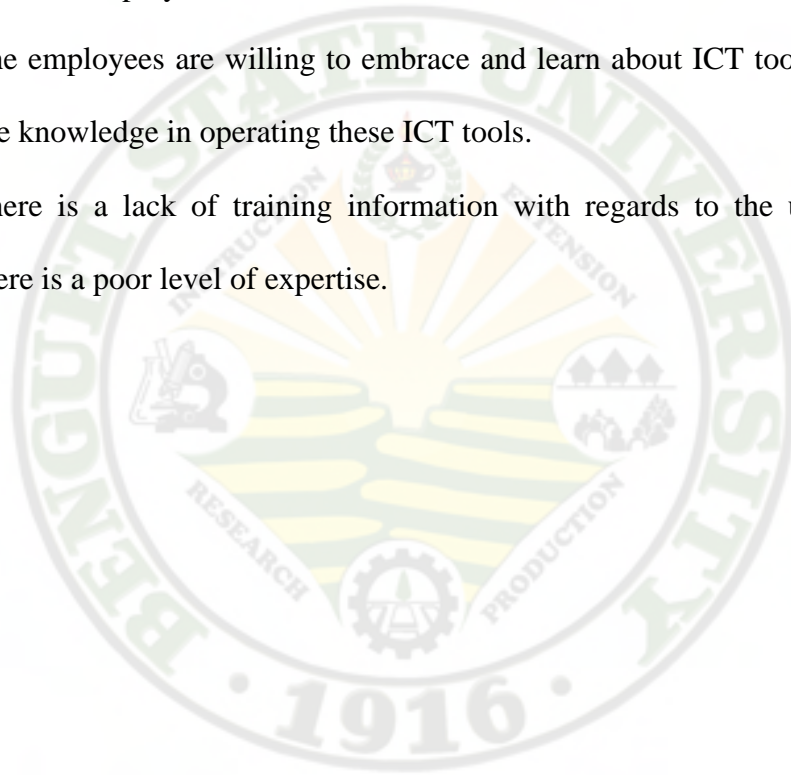
## E-readiness Assessment of the Benguet Provincial Capitol

According to Jose (2009), the results of her study on assessing the e-readiness among the employees were interpreted according to some of the objectives, which are also related to this manuscript. Based on the study, it was concluded that in 2009:

Each department is adequately equipped with computer, completed with basic accessories but those are not used to their optimum levels due to the lack of knowledge and skills of the employees.

The employees are willing to embrace and learn about ICT tools even they have inadequate knowledge in operating these ICT tools.

There is a lack of training information with regards to the use of ICT tools. Hence, there is a poor level of expertise.



## **METHODOLOGY**

### Locale and Time of the Study

The study was conducted at the Municipality of La Trinidad, Benguet.

(Figure 1)

The La Trinidad government has recently revived and restructured their mode of providing services through the adoption and utilization of ICT pursuing its purpose: as a channel of public sentiment; means to empower people; and serve as a window to the world.

The municipality is relatively the most developed settlement in the province of Benguet because of its proximity to the City of Baguio. It is the gateway of the southern lowlands into the Cordillera Region. Due to its advanced development, La Trinidad is considered as one of the Central Business Districts of Benguet (La Trinidad Profile, 2011)

The study was conducted on December 2011 to March 2012.

### Respondents of the Study

Table 1. The table shows the number of respondents from the thirteen municipal offices of La Trinidad.

The respondents of the study were the employees of La Trinidad municipal office. They were chosen through accidental sampling.





MUNICIPAL OFFICES INCLUDED	NO. OF RANK- AND-FILE RESPONDENTS
Mayor's	9
Accounting	6
Planning and Development	5
Assessors	4
Engineering	4
Sanguniang Bayan	4
Budget Office	3
Social Welfare and Development	3
Treasury	3
Health	3
Legal	2
Agriculture	2
Civil Registrar	2

There were 50 respondents comprising the heads and rank and file employees belonging to the 13 departments of the municipal office. Key informants were: Christopher C. Bansan (Admin Aid Officer), Algernon Calvin M. Bangilan (Admin Aid Officer), Chris L. Eban (Casual Aid Officer), Raquel O. Anas (Admin Aid Officer), Francis A. Batnag (Legal Assistant), Felipe P. Esnara (Engineer), and Marilyn M. Mangeg (Admin Aid Officer).



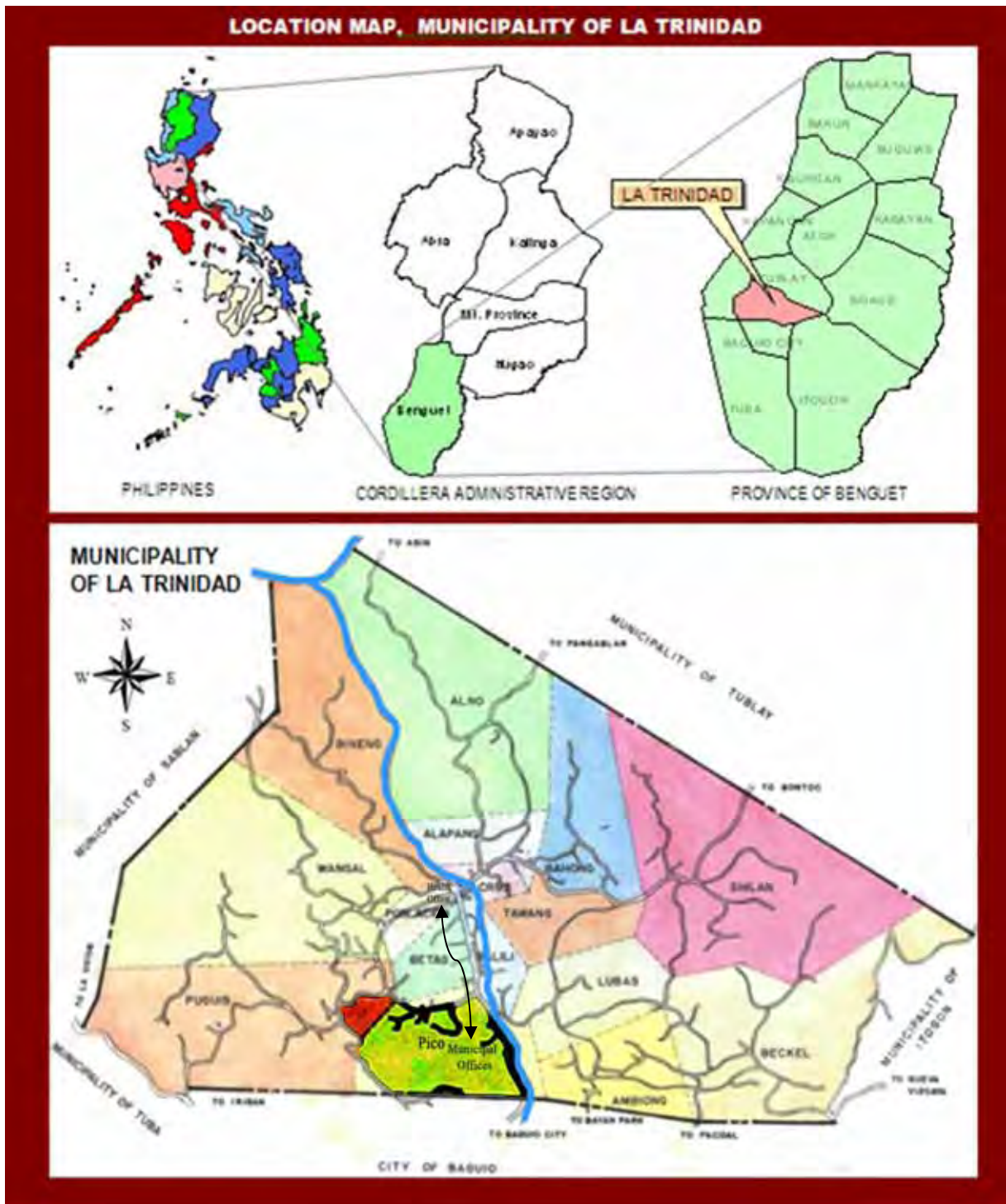


Figure 1. Map of Benguet showing the locale of the study



### Data Collection

Survey questionnaires were floated in different offices to gather the needed information. Interview schedule was also used to gather data from key informants who provided the ICT infrastructure of their offices.

The researcher did follow-up interviews with some heads and staffs in the offices to fill the lacking information about the adoption and operation problems in ICT tools and the ratio of ICT tools used by the employees in their respective offices.

### Data Gathered

The data gathered were the socio-demographic profile of the respondents, the ICT infrastructure of the La Trinidad LGU, resources of ICT of the La Trinidad LGU, the available ICT tools used by the employees, the level of expertise in using the identified ICT tools of the respondents, the level of support of the La Trinidad LGU to improve the ICT readiness and application of the employees, the problems encountered by the employees with regards to ICT use and, recommendation of the employees in improving their use of ICT tools.

### Data Analysis

The data collected were consolidated, tabulated and analyzed using descriptive statistics like frequency counts and percentage.



## RESULTS AND DISCUSSION

### Socio-demographic Profile of the Respondents

Table 2 shows the socio-demographic profile of the respondents in terms of age, sex, civil status, educational attainment and the years of service as an employee of Local Government Unit at La Trinidad, Benguet.

*Age and sex.* There were more female (56%) respondents than male (38%) respondents, majority of them belonged to the age bracket 30-38 (48%) followed by 38-47 (26%) and 21-29 (22%), respectively.

*Civil status.* There were thirty one (62%) married respondents; sixteen (32%) single; and one (2%) widowed.

*Educational Attainment.* Thirty six (72%) of the respondents were college graduate while seven (14%) of them have finished masteral degree. Only five (10%) were in the college level and two (4%) finished vocational course.

This implies that regardless of their educational attainment, the respondents are capable of using ICTs in delivering services.

*Years of service.* Most (32%) of the respondents have rendered 6 to 10 years of service; 11 to 15 years (28%); and followed by less than 5 years of service (22%). Only 3 (6%) have rendered more than 21 years of service. This indicates that most of the respondents have rendered service of not less than five years.



Table 2. Socio-demographic profile of the respondents

CHARACTERISTICS	FREQUENCY n=50	PERCENTAGE %
<b>Age</b>		
21-29	14	28
30-38	24	48
38-47	12	24
TOTAL	50	100
<b>Sex</b>		
Male	21	42
Female	29	58
TOTAL	50	100
<b>Civil Status</b>		
Single	16	32
Married	33	66
Widow/er	1	2
TOTAL	50	100
<b>Highest Educational Attainment</b>		
College level	5	10
College graduate	34	68
Masters	9	18
Vocational Graduate	2	4
TOTAL	50	100
<b>Years of Service</b>		
5 or less years	12	24
6 to 10 years	16	32
11 to 15 years	14	28
16 to 20 years	5	10
More than 21 years	3	6
TOTAL	50	100



Availability of Information Communication Technology Tools Identified by the Respondents and Frequency of Use

Table 3 shows the availability of ICT tools in different offices of La Trinidad – LGU.

*Audio and Audio Visual players.* The results show that Audio and AVP as a medium of information, TV ranked first with (98%) followed by the radio with (92%).

The researcher did an ocular observation and listed two TVs with cable connection installed in the waiting area of the Municipal office and at the Mayor's office. The televisions were purposely installed not only for the employees' benefit but also for the clients to take time while waiting during tax payments and other transactions. The presence of the television also helped the employees and clients acquire the latest news since this is being used daily.

One respondent said that the use of television was not strictly limited to the employees or even the public as long as the programs were purposive and appropriate to them.

*Camera.* Table 3 shows that most of the respondents had digital camera (60%), then followed by manual camera (56%). The DSLR (8%) and Handy Camera (8%) were only identified available most at the Mayor's and Accounting office and were used three to four times a month.

This implies that digital camera is still affordable and suitable to the employees' specialties in maximizing its use. However, due to inaccessibility of cameras in some offices, the employees need to use their personal cameras.

According to Raquel O. Anas of the Municipal Planning and Development Office, the presence of camera whether a digital or DSLR is only limited in some offices.



However, the employees borrowed cameras from other offices if it is available. The camera was a very important tool for photo documentation especially during seminars, festival and other trainings conducted by the LGU.

*Computers.* Table 3 shows that the most available type of computer in different offices is the desktop (98%) followed by the laptop (78%) and the Android APAD (8%). Only two had the Handheld Palmtop (4%).

This shows that the LGU maximizes the use of desktop and laptop in their offices since it is being used daily. Most of the employees used the flat screen monitor but, there were still using the desktop PC. However, the respondents also claimed that not all offices had computers.

In an interview with Felipe P. Esnara Jr. of the Engineering Office, he pointed out that they experienced problems with the availability of computers in their office because they only had four or five units. According to him, these were not enough since they are required to produce documents using computers most of the time. There were more or less fifteen employees in their office.

*Computer Accessories.* The results show that the printer (94%) was primary available followed by the flash drive or the external hard drive (74%) and digital photocopier (72%). The results also show that LCD projector (70%), scanner (68%), and webcam (56%) are available in their respective offices.



Table 3. Availability of ICT tools identified by the respondents and frequency of use

ICT TOOLS	FREQUENCY		FREQUENCY OF USE	MEAN $\mu$
	n=50	%		
<b>Audio and AV players</b>				
Television	49	98	Daily	5
Radio	46	92	1-3 times a week	4
DVD Player	44	88	3-4 times a month	3.1
CD Player	39	78	1-3 times a month	2.5
<b>Camera</b>				
Digital/DigiCam	30	60	3-4 times a month	3.2
Manual/Instamatic	28	56	3-4 times a month	2.6
DSLR	4	8	1-3 times a month	1.75
Handy Camera	4	8	3-4 times a month	2.5
<b>Computers</b>				
Desktop (PC)	49	98	Daily	4.65
Laptop/Notebook	39	78	Daily	4.62
Android APAD	4	8	1-3 times a week	4
Handheld Palmtop	2	4	-	-
<b>Computer Accessories</b>				
Flash Drive/External HDD	37	74	1-3 times a week	4.25
Printer (LAN)	47	94	1-3 times a week	4.11
Digital Photocopier	36	72	3-4 times a month	2.72
LCD projector	35	70	3-4 times a month	2.31
Webcam	28	56	1-3 times a month	2.27
Scanner	34	68	1-3 times a month	2.18
<b>Phone</b>				
Cellular	50	100	Daily	4.95
Landline	41	82	1-3 times a week	4.18
<b>Others</b>				
Biometrics	43	86	Daily	5
Gw@ps Kiosk	38	76	3-4 times a month	2.88

Scale:

Frequency of Use	Mean
1-3 times a month	1.6-2.5
3-4 times a month	2.6-3.5
1-3 a week	3.6-4.5
Daily	4.6-5.5





Table 3 shows that the flash drive or the external hard drive (4.25) and the printer (4.11) were used at least once to thrice a week. This implies that the use of flash drive or the external hard drive is very important device for the fast storage, retrieval and transfer of files. Also, the printer was very helpful tool in printing high quality text and graphics.

However, one respondent shared that printers were not readily available in each office, citing that some need to go to another office to print their files or documents in case their respective printers were dysfunctional.

On the other hand, the presence of digital photocopier was also a helpful tool for the reproduction of printed materials. This was used for office reports, communication letters for copies and handouts for seminars.

*Phone.* Most of the respondents have cellular phone (94%) and forty one (82%) are using the landline phone.

The results show that most of the respondents are using cellular phone daily (4.95) while the landline is being used once to thrice a week.

This shows that the use of cellphone is also important in dealing with people whether at home or at the workplace. There were some department heads and staffs who have their calling cards purposively given to their clients for easy communication. The use of landline on the other hand was very helpful tool also in communicating with some LGUs, NGOs and other private sectors; however, it was minimized due to the presence of cellphones.

*Gw@ps Kiosk.* The results show that most of the respondents included the Gw@ps Kiosk or the GSIS Wireless Automated Processing System which resembles an automated teller machine (ATM) that has a touch screen monitor. But the Gw@ps kiosk



was not an ATM since it does not dispense money. This was developed in the GSIS and make use of world-class technologies, such as radio frequency identification, biometrics, and virtual private network to come up with a secure system that can perform processing remotely in a paperless manner.

The results show that the Gw@ps Kiosk was used three to four times a month (2.88).

According to an interview with Christopher C. Bansan of the Human Resource Management, the Kiosk Gw@ps was adopted on September 13, 2010 so that employees will no longer take time going to Baguio to have process loans and to update or browse their database profile using their e-cards Plus.

*Biometrics.* Most of the respondents also included the availability of the biometrics or the finger print clock. This tool is purposely installed at the opposite side of the stairs – this is to avoid queue of the employees’ during their log in and out.

The researcher has observed there were two biometrics installed purposely for the employees only. This was used daily for the employees’ attendance monitor since it works independently without installing a computer unit. This identifies and records the Daily Time Records (DTR) of the employees and served as the basis of presence and absence of work.

### Levels of Expertise in Using the ICT

*ICT Tools.* The level of expertise in terms of hardware was determined by distributing and multiplying the frequency of the respondents in each of the given



descriptive equivalent. The result from each of the descriptive equivalents were added then divided into the overall frequency of respondents.

On the other hand, the individual weighted mean of the identified hardware from each category were added then divided to the number of variable to come up with its weighted mean.

Table 4 shows that the respondents are “excellent” in using the television (4.88), DVD player (4.88), CD player (4.70) and the radio (4.69).

As mentioned earlier, the frequency of use of the television by the employees is daily, thus, the result was evident that they had a high level of expertise also with the DVD and CD players. Some of them related that their expertise on the operation of the Audio and AV players was acquired through peer teaching.

The respondents were also “excellent” in using the digital camera (4.70) and average in the use of handy camera or the video cam (3.75). The level of expertise on the use of Digital Single Lens Reflex (DSLR) camera was also “average” (2.69).

With these, it shows that most of the respondents know very much the operation of the digital camera. They were also equipped with regards to the use of the handy camera or video cam. However, they need to improve more their skills in using the DSLR camera.

Anas also included that the proper operation of camera was very much important to the employees in order to capture and get the best angle of the picture. This is so since the LGU is on its track of conducting seminars and the yearly festival and other important events.



Moreover, results show that the respondents were “very good” in using the desktop (4) and laptop (3.83). This implies that their skills in using the computers were sufficient enough for their work.

Francis A. Batnag of the Legal Office also claimed that the laptops and desktop computers provided by the government were very much helpful to the employees even though some were already obsolete. However, the employees still maximizes the presence of ICT tools in their workplace in order to accomplish their daily tasks.

This relates to the report of Flynn (2009) that new emerging information and communication technologies can no longer be ignored by individuals. They could bring these technologies to their workplace whether government provides it or not. However, like any technology, it has its advantages and disadvantages. Effectively managing the risks and maximizing compliance on the new ICT’s proper use requires the development of the comprehensive organizational policies. The presence of computers for each employee will surely help the fast processing and completion of their tasks.

Further, the respondents were “very good” in using webcam (4.27), flash drive (4.18) or external hard drive, printer (4), and digital photocopier (3.77). However, the respondents were “average” in using scanner (3.43) and LCD projector (2.81).

This implies that the available computer accessories were maximized since these were commonly used in their respective offices. The respondents however need to improve more their skills in using the scanner and LCD projector. Some respondents claimed that the LCD projector was mostly used by the head or assistant of the office during seminars or conferences.



Obviously, the respondents claimed that they had an “excellent” level of expertise in using cellular phone (4.62) and very good in using landline phone (4). This implies that the respondents were “excellent” in operating their cellphones since they used it daily in their workplace. Using the landline phone also is sufficient in the work of the respondents since they know the proper operation during the communication.

On the other hand, there were about 80% who are used the Kiosk Gw@ps (3.05) but most of them need to be assisted due to lack of operational knowledge. This implies that the respondents need basic assistance in the operation of the Kiosk Gw@ps since this was recently adopted by the LGU for transaction.

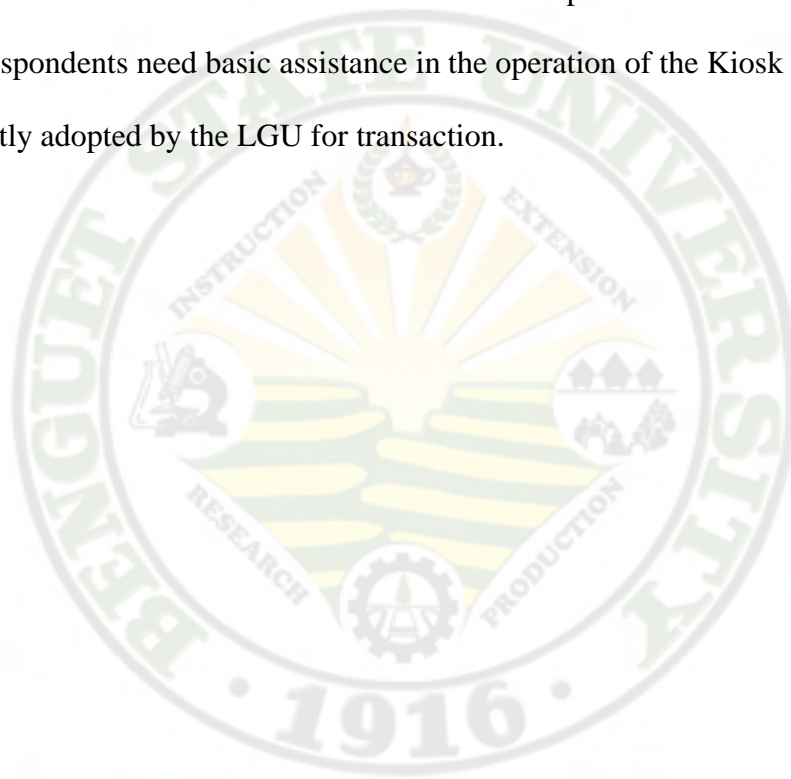


Table 4. Levels of expertise in using ICT tools

ICT TOOLS	MEAN	DESCRIPTION
<b>Audio and AV Players</b>		
Television	4.88	Excellent
DVD player	4.88	Excellent
CD player	4.70	Excellent
Radio	4.69	Excellent
<b>Camera</b>		
Manual	4.94	Excellent
Digital Camera	4.70	Excellent
Handy Camera (Video Cam)	3.75	Very Good
DSLR	2.69	Average
<b>Computers</b>		
Desktop	4	Very Good
Laptop	3.83	Very Good
Android APAD	1	Never Used
<b>Computer Accessories</b>		
Webcam	4.27	Very Good
Flash Drive/External HDD	4.18	Very Good
Printer	4	Very Good
Digital Photocopier	3.77	Very Good
Scanner	3.43	Average
LCD Projector	2.81	Average
<b>Phone</b>		
Cellular	4.62	Excellent
Landline	4	Very Good
<b>Others:</b>		
Kiosk Gw@ps	4	Very Good
Biometrics	3.05	Average
<b>Grand Mean</b>	3.91	Very Good

**\*Legend:**

- (N) – I have never used this
- Poor (P) – I need more basic trainings/workshop
- Average (AV) – I need to improve my skills
- Very Good (VG) – My skills are sufficient for my work
- Excellent (E) – I am willing enough to teach this to others

**Scale:**

N	P	AV	VG	E
0.15-1.5	1.6-2.5	2.6-3.5	3.6-4.5	4.6-5.5



## Levels of Expertise in Software Programs

Table 5 shows the respondent's level of expertise in software programs which includes the Microsoft Office, Audio, AV and Photo Editing, and Web-based programs.

*Software Programs.* In terms of Microsoft Office, Table 5 shows that the respondents are excellent in using the Microsoft Word (4.16). They are very good in using the Microsoft excel (4) but have an average level in using the Publisher (3) and PowerPoint (3.56). On the other hand, the respondents did not use both the Microsoft Access Database (1.44) and FrontPage (1.54).

Generally, the respondents claimed that the MS word (94%), MS excel (84%), MS PowerPoint (82%) and MS Publisher (77%) were purposely used for office documentation and assignments. The MS Access Database (55%) and MS FrontPage (41%) were used by the respondents to learn more new things such of these.

With these, it shows that the MS word is the common office software used by the employees in their workplace. The respondents indicated that most of the time, they used MS Word in doing reports, letters and other paper works such as encoding and editing.

This relates to the study of Pratt (2010) that MS Word is one of the most widely used word-processing programs. Word-processor programs primarily allow users to create and edit text documents. Typical use may include writing an essay or report, creating a resume, or writing notes. In addition, work can be presented in the form of inserted tables, diagrams or pictures.



Table 5. Levels of expertise in software programs

SOFTWARE PROGRAMS	MEAN	DESCRIPTION	PURPOSE	%
<b>Microsoft Office</b>				
Word	4.16	Excellent	1	94%
Excel	4.0	Very Good	1	82%
PowerPoint	3.56	Average	1	84%
Publisher	3.0	Average	1	83%
FrontPage	1.54	Never used	3	41%
Access Database	1.44	Never used	3	55%
<b>Grand Mean</b>	<b>2.96</b>	<b>Average</b>		
<b>Audio, AV/P Editing Software</b>				
Adobe Photoshop	3.10	Average	1	23%
Moviemaker	2.33	Poor	2	5%
<b>Grand Mean</b>	<b>2.71</b>	<b>Average</b>		
<b>Web-based Programs</b>				
Internet Research	4	Very Good	1	91%
Social Networking	4.14	Very Good	4	79%
<b>Grand Mean</b>	<b>4.07</b>	<b>Very Good</b>		

Legend 1:

- |   |              |
|---|--------------|
| • (N) – I have never used this                                | Scale:       |
| • Poor (P) – I need more basic trainings/workshop             | N – 0.15-1.5 |
| • Average (AV) – I need to improve my skills                  | P – 1.6-2.5  |
| • Very Good (VG) – My skills are sufficient for my work       | AV – 2.6-3.5 |
| • Excellent (E) – I am willing enough to teach this to others | VG – 3.6-4.5 |
|   | E – 4.6-5.5  |

Legend 2:

- 1 – For office documentation reports and assignments
- 2 – To enhance more what I know
- 3 – To learn more new things
- 4 – For social networking

On the other hand, the respondents were also very good in using the MS excel. This proves that the MS Excel is also designed for the employees to use in computations or even in tabulating data for record files.

According to Chris L. Eban of the Budget Office, when he said that the MS excel is very much useful not only for computations of figures but also for cataloguing –





transferring of hard copy into e-copy. Although it is difficult to transfer, the MS excel is still an advantageous office software because of its design and specifications, according to him. In using such office requires patience in exploring the functions of each of the icons in order to discover more the specialties provided by the software.

This supports Kelly (2010), emphasizing that MS Excel is an important tool in management of an organization, one of the most important features is that it can be used as a database where all the information regarding employees, production, products and consumers can be stored. Excel with therefore act at a data base in the organization where data can be added, manipulated and deleted.

Moreover, the Budget Office worked to consolidate, review and prepare budget proposals from different departments for hearings. This was to provide budget updates to the municipal and barangay officials including the general public. With these, the use of MS word and excel was very much applicable in making reports particularly the general and specific funds, statement of cash flow of budget.

Also, the Health Office uses MS word and excel since this was the common software programs used in delivering services. One respondent claimed that MS word was used in making communication letters, reports and calendar of activities as to MS excel which is being maximized in tabulation and chart.

The Treasury and Accounting Office also maximizes the operation of MS word and MS excel since the office was in charge of providing financial information and disbursements of the municipal funds entrusted by the law. The MS Word and MS Excel is very much used in reproducing reports such as statement of receipts, expenditures and



total revenue receipts through tabulation and graphs. The use of MS Word and MS Excel helps provide understandable information to the public in their respective bulletins.

According to Marilyn M. MangegAdmin Aid officer of the Agriculture Office, though the office was still using 2003 version MS office, this was still maximized in making documents. The MS word was used for communication letters and researches. The MS PowerPoint was also commonly used programs since the office implements extension services such as seminars and workshops for farmers. Doing so was very advantageous to the participants of the seminar since the MS Word was used in reproducing hand-outs for lecture and MS PowerPoint to show pictures and demonstrations.

The Engineering Office also initiate, review and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in infrastructure development and public works in general of the local government concerned. With these, the most of the respondents from the office have a “very good” level of expertise in using MS word and MS excel since they often used the software programs in making flowcharts, reports, and other documents. There were some respondents also who are very good in using AutoCAD in their workplace. This is used provide a blueprint or a perspective in construction, maintenance, improvement and repair of roads and bridges and other engineering and public projects of the LGU.

Furthermore, the Planning and Development Office conducted continuing studies, researches and training programs necessary for implementation. The respondents from the office claimed that the MS Office was very much applicable to their work but lacks expertise in particularly in MS Database. The MS Word and MS Excel were also used in



providing preliminary statistics as basis for planning and researches, provide project proposals/feasibility studies for possible fund sourcing and provide technical services in infrastructure projects, technical surveys and social projects.

The respondents also claimed that the use of MS PowerPoint was really applicable to their work since most of them preferred to use in their seminars for lecture.

However, the respondents still need to improve more their knowledge in MS PowerPoint through exploring more of its functions.

Generally, the respondents need to improve their skills with regards to the use of the Microsoft Office especially MS Publisher and PowerPoint since most of them identified that this is applicable to their work documentation and assignments.

In terms of Audio, Audio Visual and Photo editing software, Table 5 shows that the respondents have an average level of expertise in editing photos (3.10) and poor level of expertise in editing videos (2.33). The respondents claimed this so since this are not applicable to their work. However, such simply that they might want to improve their skills on this software.

The result shows that most of the respondents did not use much the video, audio and photo editing software. Most of the respondents claimed that such editing was only done by the employees who were tasked to edit videos and photos. There were some respondents from the Mayor's Office who really specialize the use of Photoshop and MovieMaker since most of the time they were in charge of doing the photo enhancement for exhibit and video clips assigned by the different offices. However, some of them also related that since the installer of these software were quite expensive, they did not chose to acquire it, more so that it was not needed in their work.



In terms of the expertise in using web-based programs, the result shows that the respondents are very good in using the internet in both research (4) and social networking (4.14) sites.

The respondents were knowledgeable in terms of electronic research and social networking. Anas said that some employees practiced their expertise in e-mail, blogging and Facebook during their convenient time. However, most of the respondents were not knowledgeable in the building of the LGU website.

This supports Homburg (2008), who said that the potential in using the internet in government offices is very crucial to the employees because it will enhance their perspectives in service delivery or transactions and increase their ideas through knowledge-based sites as seen in the growing literature of e-governance.

On the other hand, internet was one source of software for installation used in different offices. This could offer a lot of software downloaded for free or could be bought online. Thus, most of the employees depended on the products from the internet with regards to software downloads.

Moreover, Bansan explained that because of the fast emergence of free software downloaded from the internet, employees could easily and freely acquire from it, hence, most of the software used in the thirteen offices were pirated. The original installer of software was no different from the pirated copy. The difference was its cost.

According to Algermon Calvin M. Bangilan of the Mayor's Office, they had to hire a professional Information Technologist from another region in order to develop the official La Trinidad website.



Generally, results indicated that the respondents' level of expertise in using software programs ranged from average to very good. Moreover, only few of the respondents maximize the use of all software programs and some software programs are not applicable to their work.

#### Level of Support of the La Trinidad LGU with regards to ICT Skill of the Employees

In terms of the levels of support of the La Trinidad LGU, it was moderately supportive which means that they have provided some of the employees need in terms of ICT tools.

Table 6 shows that the level of support given by the LGU to the employees was moderately supportive in terms of the availability and accessibility of internet connection (1.86); accessibility of resources (2.14); and implementation of training/workshops related to ICT use. This means that the LGU have provided the internet access in different offices.

With this, it was evident that the LGU was moving towards e-government. However, Bangilan recommended that the internet connection in different offices would be better if it was controlled by a single server. This accessibility of internet to the employees would be difficult because of the very low speed provided by the LGU. This may affect other employees who access the internet for research. Thus, the LGU should come up with a faster and reliable internet access to the offices.

This relates to the study of Gupta and Zweig (2004) emphasizing that in the modern office the internet links the organization to the outside world, making it more easier and cost effective for employees to coordinate and transact with their clients or



customers. These technologies allow co-employees to work in different geographical locations. This is because distance-separated team members can be monitored and connected by communication technologies that allow supervision even at a distance.

Table 6. LGU La Trinidad levels of support in the enhancement of the employees' ICT skills

SUPPORTS PROVIDED	MEAN	DESCRIPTION
Accessibility of resources	2.14	Moderately Supportive
Accessibility and availability of internet connection	1.86	Moderately Supportive
Implementation of training or workshops related to ICT use	1.84	Moderately Supportive
Upgrading ICT tools (changing of obsolete Software and hardware to new)	1.54	Less Supportive
Grand Mean	1.84	Moderately Supportive

Legend: 1 – Less Supportive (LS) They give less priorities to ICT needs

2 - Moderately supportive (MS) They have provided most of the things I needs with this matter

3 - Very Supportive (VS) I am satisfied with what they provide. They provide needs of the office

Scale:

LS	MS	VS
0.15-1.5	1.6-2.5	2.6-3.5

On the other hand, the result shows that the LGU is less supportive enough in terms of upgrading ICT tools or changing the obsolete into latest tools.



However, Bansan explained that the respondents who chose to consider the LGU's less support was in terms of the software programs. He said this so since there were some employees who depend on the free software downloads from the internet because of unavailability of original software provided by the LGU.

However, acquiring of new ICT tools requires an official process that depends on the yearly budget allocation. He further explained that the replacement or repairs of any units outside the office will be spent from their budget appropriation in their respective offices.

On the other hand, the LGU adopted computerization in terms of software applications. The Municipal Planning and Development Office have recently adopted and applied the "Digitization" of different barangays in La Trinidad. This is by the use of the Natural Resources Database NRDB software for the developing and distributing environmental databases. However, this requires a Windows-based computer and requires only standard desktop peripherals such as a scanner and a printer.

Also, Anas said that the Community Based Monitoring System was adopted by the LGU in 2008 which was created by the CBMS Program Office in 2002. This provides the LGU a local-level census of poverty indicators, measurement of many dimensions of poverty and the identification of households that were poor in each dimension.

Moreover, the La Trinidad - LGU also adopted the computerization of Real Property Tax System which provides an automated system for assessing taxes due on real estate properties performed by the Assessor's office.

However, it was mentioned by some respondents that when these software programs were required to them, they learned most of how to use it through peer



teaching. Although they were oriented on how to use it at first, when they were using it already, they had to seek other people's assistance.

Such imply that there was a minimal support to the employees in terms of providing trainings or seminars to enhance their ICT skills. This is because there were some employees who are not open-minded in terms of the use of ICT tools in their workplace, Bansan added.

#### Problems Experienced by the Employees in Starting and Improving ICT Use

The researcher used an open-ended survey questionnaire in identifying the problems of LGU employees in ICT use. The problems are categorized in terms of personal, technical, resource and support.

As it is reflected in Table 7, some respondents indicated one of their personal problems with regards to ICT use was that the radiation of the computers affects their eyes when used for several hours. They emphasized that because of the strong brightness of their computer screen, it was more likely to weaken their eyesight. Thus, they recommended ICT tool that is a specialized eyewear to protect their eyesight especially to old employees.

On the other hand, the respondents claimed that they had no official technician at their respective offices to replace or repair defective ICT tools, hence, most of the time they brought it to a private technician. This was supported by one of the respondents pointing out that because of the absence of an ICT administration or personnel; it could affect the functions or services of the offices due to unmonitored utilization of ICT tools.





Moreover, due to no restrictions of internet use among the employees, it results to a slow access and even spread of viruses in computer units. This is due to some units were not updated of Anti-Virus since not all of the units have the connection of internet for automatic update. Also, the unrestricted use of software downloads in different websites lead to the spread of virus to the computers.

Table 7. Identified problems of the employees with regards to ICT use.

PROBLEMS
<p>Personal</p> <p>The radiation of computers affects the eyes of the employees</p>
<p>Technical</p> <p>There is no official technician. No maintenance administrator of ICT</p> <p>Lack of knowledge in hardware maintenance and software installation</p> <p>There are no available parts for hardware replacements</p> <p>Spread of virus in computer units</p> <p>Slow internet connection</p> <p>No restriction on use of internet access</p>
<p>Resource</p> <p>Lack of computers in some offices</p> <p>High cost of original software</p>
<p>Support</p> <p>LGU- Lack of trainings or workshop/hands on to enhance more the skills</p>



According to Mayor Gregorio T. Abalos Jr. as quoted by Anas, the internet access in the different offices should be used purposively for task-based only and avoid of overusing for personal pleasures.

This supports the report of Triallon (2009) that despite the great benefits the internet gives businesses or services, office heads also need to control what their employee's access and how they use it. Many times, internet access is an open invitation to waste time. Many employees increasingly participate in Internet chat, personal e-mailing, and online shopping and bill-paying. Gupta (2004) also included that although the potential for improving the productivity through ICTs are clear, there are also problems related to the misuse of the internet. For instance, providing access to the internet in the workplace may give employees the opportunity to use it for self-gain and other activities that go beyond official purposes.

Most of the respondents claimed that the LGU lacks initiatives in implementing trainings or workshops regarding the application of ICT use. The respondent specified that there was a proposal being initiated by some offices to conduct a workshop and seminars regarding the software applications but was not pursued due to lack of quota for participants.



## **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

The study was conducted from December 2010 to March 2012 at the Municipality of La Trinidad.

The study focused on the e-readiness assessment of the Local Government Unit of La Trinidad. Specifically, the study was conducted to determine were the socio-demographic profile of the respondents, the ICT infrastructure of the La Trinidad LGU, resources of ICT of the La Trinidad LGU, the available ICT tools used by the employees, the level of expertise in using the identified ICT tools of the respondents, the level of support of the La Trinidad LGU to improve the ICT readiness and application of the employees, the problems encountered by the employees with regards to ICT use and, recommendation of the employees in improving their use of ICT tools.

There were 50 respondents and seven key informants coming from the different offices/departments of the LGU.

The result of the study shows that majority of the respondents belonged to the age bracket of 30-38 and there were more females than male respondents. Most of them were married and a college graduate.

With regards to the availability of ICT tools, television is the most common used audio visual ICT tools, digital for camera, desktop for computers, printer for computer accessories and cellular phone. The Kiosk Gw@ps and biometrics was also included.

On the other hand, their levels of expertise in hardware programs particularly in Audio and AV players are excellent. They are very good in using camera, computer accessories and phone. However, they are average in using the computers and the Kiosk Gw@ps and biometrics.



The result of the study shows that the respondents' level of expertise in using the web-based programs like e-mail, blog and internet research are very good. However, they were average in using the MS Office and Audio/AVP editing software.

The LGU La Trinidad is moderately supportive to the employees in terms of the availability and accessibility of internet connection, accessibility of resources, upgrading ICT tools and implementation of training or workshops.

Generally, the problems experienced by the respondents include the slow internet access, lack of training or workshops with regards to ICT use, lack of computers in some offices and lack of knowledge in hardware maintenance and software installation.

### Conclusions

Based on the findings of the study, the following conclusions were obtained:

1. The employees of the La Trinidad LGU are e-ready in the adoption and applications of hardware tools such as computers and software programs particularly the MS office and the social networking including the major software used only in their respective offices.
2. Some offices or department in the municipal office are inadequately equipped with ICT tools.
3. Expertise in using ICT tools including the software is in accordance to the needs and functions of the departments.
4. Similar to other organizations' experiences in using ICT, personal, technical and resource-related problems are experienced by the employees in LGU-La Trinidad.
5. Support of LGU is essential to enhance e-readiness of its employees.



## Recommendations

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

1. The La Trinidad LGU may come up with an ICT division managed by professional technicians or IT specialists to strengthen the ICT infrastructure.
2. The LGU may implement trainings or workshops with regards to ICT use to lessen the ICT divide.
3. E-readiness assessment and applications in other LGUs or NGOs may also be conducted for evaluation of the feasibility of e-governance and its development to the offices.
4. To get the over-all e-readiness assessment, other researchers may opt to conduct wider research in the same office by including all employees in the study.



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Republic of the Philippines  
**BENGUET STATE UNIVERSITY**  
La Trinidad, Benguet

**College of Agriculture**  
**DEPARTMENT OF DEVELOPMENT COMMUNICATION**

**GOALS and OBJECTIVES**

The Department exists to:

1. Provide instruction for the acquisition of relevant knowledge and skills essential to development communication work;
2. Provide training ground for development communicators who will uphold the ideals and standards of instruction, research and extension in the fields of development journalism, community broadcasting and educational communication;
3. Create innovative alternative communication strategies and opportunities that shall draw the full potentials of learners and practitioners of print, radio, and television.
4. To conduct researches or field studies; and
5. To formulate and implement extension and development programs.

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January 26, 2012

**HON. GREGORIO T. ABALOS JR.**

Municipal Mayor  
La Trinidad, Benguet

SirAbalos Jr.:

Greetings!

I am a 4<sup>th</sup> year College student of Benguet State University, taking up Bachelor of Science in Development Communication. One of the requirements needed for us to graduate is to complete a thesis. At present, I am conducting my thesis titled "E-Readiness Assessment of La Trinidad Local Government Unit Employees". This entails conducting interviews with some of the department heads and floatsurvey questionnairesto staffs.

In this regard, may I request for an interview with the heads of different departments and float my survey questionnaires to the respective staffs? This will provide me with the desired data for my study.

Rest assured that the data will be used for academic purposes only.Thank you very much and your positive response to this request is highly anticipated.

Respectfully yours,

**JAYSON C. BERTO**  
Researcher

Noted:

**CHRISTINE GRACE B. SIDCHOGAN**  
Adviser

**ANNA LIZA B. WAKAT**  
Department Chairperson



APPENDIX B  
Survey Questionnaire  
For the Respondents

E-READINESS ASSESSMENT OF LA TRINIDAD LOCAL GOVERNMENT EMPLOYEES

This study aims to assess the e-readiness and application of La Trinidad Local Government Unit employees specifically it aims to determine the status of employees on adoption and application of ICT tools.

All information in the questionnaire will be treated confidentially and will be used for academic purposes only. Thank you very much for your time and cooperation.

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PLEASE READ THE FOLLOWING QUESTIONS CAREFULLY AND ANSWER HONESTLY.

I. RESPONDENT'S PERSONAL DATA

1. Name: \_\_\_\_\_
2. Age: \_\_\_\_\_
3. Gender:    Male            Female
4. Civil Status:        Single                    Widow/Widower  
                                  Married                    Separated
5. Highest Educational Attainment:  

<input type="checkbox"/> Elementary level	<input type="checkbox"/> Vocational level
<input type="checkbox"/> Elementary graduate	<input type="checkbox"/> Vocational graduate
<input type="checkbox"/> Secondary level	<input type="checkbox"/> Masters
<input type="checkbox"/> Secondary graduate	<input type="checkbox"/> Doctorate
<input type="checkbox"/> College level	<input type="checkbox"/> College graduate
6. No. of Years in Government Service: \_\_\_\_\_
7. Office/Department: \_\_\_\_\_





## II.b. Use of Software programs

Please answer the identified software with a checkmark. This will answer what are the software programs you know to operate. How often do you use it? And what's your purpose of using it?

Legend:

### Level of Expertise

- 1 – I have never used this
- 2 – I need more basic training/Assistance
- 3 – I need to improve my skills
- 4 – My skills are sufficient for my work
- 5 – I am open enough to teach this to others

### Frequency of Use

- 1 – I never used it
- 2 - I use it at least once to twice a month
- 3 – I use it three to four times a month
- 4 – I use it at least once to thrice a week
- 5 – I use it daily

### Purpose of Using

- 1 – for office documentation reports and assignments
- 2 –to enhance more what I know
- 3 –to learn more new things
- 4 – for social networking

SOFTWARE PROGRAMS	LEVELS OF EXPERTISE					FREQUENCY USE					PURPOSE				APPLICATION	
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	Applicable to my work	Not applicable to my work
MICROSOFT OFFICE																
MS Word																
MS Excel																
MS Publisher																
MS PowerPoint																
MS Frontpage																
MS Access Database																
Others please specify:																



III. Levels of support of the La Trinidad LGU to enhance the skills of employees with regards to ICT use.

Please put a check mark to level the support of the La Trinidad LGU.

Legend:

Levels of Support

1 – Less supportive (NS) – They give less priorities to ICT needs

2 – Moderately Supportive (MS) – they have provided most of the things I need with this matter

3 – Very Supportive (VS) – I am satisfied with what they provide. They provide the needs of the office.

LEVELS OF SUPPORT	1 LS	2 MS	3 VS
Accessibility and availability of internet connection			
Accessibility of resources			
Upgrading ICT tools (changing of obsolete hardware and software to the latest )			
Implementation of trainings/workshops related to ICT use			
Others please specify:			

IV. Problems experienced by the employees in starting and improving ICT use.

v.i. PERSONAL PROBLEMS

In terms of :	Problems	Recommendations/Suggestion
Age		
Sex		
Economic Status		
Degree (Course Attained)		
Willingness to learn ICT tools		
Others please specify:		

v.ii. TECHNICAL PROBLEMS

	Problems	Recommendations
Hardware maintenance (Computers, printers, scanner, etc)		
Network Connections (connections of computers such as LAN or wireless)		
Others please specify:		

v.iii. RESOURCE PROBLEM

In terms of:	Problems	Recommendations
Accessibility of ICT tools		
Availability of ICT tools		
Others please specify:		



v.iv. SUPPORT PROBLEM

	Problems	Recommendations
Trainings (for enhancement)		
Peer teaching (willingness of colleagues to teach you use any ICT facility)		
Others please specify:		

