

Factors related to the work productivity of senior administrative employees in the public hospitals of Eastern Samar

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Abstract: This study explored the factors related to the work productivity of senior administrative employees in public hospitals of Eastern Samar. Using a quantitative correlational design, data were collected from 41 respondents through a structured questionnaire. Results showed that training and education, computer literacy, awareness of office systems, job competence, and workplace relationships all had significant positive relationships with work productivity. The study concludes that both individual skills and organizational support play vital roles in enhancing administrative performance. It recommends continuous staff development and supportive workplace practices to sustain productivity in public healthcare institutions.

Keywords: Work Productivity, Senior Administrative Employees, Public Hospitals, Training and Education, Computer Literacy, Job Competence, Workplace Relationships

Date Submitted: May 25, 2025

Date Accepted: June 16, 2025

Date Published: June 25, 2025

INTRODUCTION

In the evolving landscape of public healthcare, administrative efficiency is vital to the overall functionality and service delivery of hospitals. Senior administrative employees serve as the operational backbone, ensuring that internal processes are executed efficiently and that institutional goals are achieved. In Eastern Samar, public hospitals face growing demands for improved service delivery, and understanding the drivers of administrative productivity has become a pressing concern.

This study explores the key factors influencing the work productivity of senior administrative employees in the public hospitals of Eastern Samar. Anchored on Human Capital Theory and Organizational Systems Theory, the study investigates the roles of training and education, computer literacy, awareness of systems of office transactions, job competence, and workplace relationships in shaping productivity outcomes.

Problem Statement

Specifically, the research addresses the following questions:

1. What are the levels of training and education, computer literacy, awareness of systems, job competence, and workplace relationships among senior administrative employees?
2. What is the level of work productivity among these employees?
3. Is there a significant relationship between the identified factors and their level of work productivity?

METHODOLOGY

Research design

A quantitative correlational research design was employed to determine the relationship between selected factors and the work productivity of senior administrative personnel in Eastern Samar's public hospitals.

Locale of Study

This research was conducted in selected public hospitals in Eastern Samar.

Respondents of the study

The participants were 41 senior administrative employees aged 45 to 64 from selected public hospitals in Eastern Samar. These individuals were chosen using a total population sampling technique, ensuring that all eligible personnel meeting the inclusion criteria were represented.

Data Gathering Instruments

A structured questionnaire was developed and pilot-tested to ensure reliability and contextual relevance. It was divided into two parts: (1) respondent demographics and (2) items measuring five independent variables (training and education, computer literacy, awareness of office systems, job competence, and workplace relationships) and the dependent variable (work productivity). Responses were rated on a 5-point Likert scale ranging from 1 (Strongly Disagree) to 5 (Strongly Agree).

Data Gathering Procedure

Data collection commenced after securing approval from hospital authorities and ethics review boards. Questionnaires were distributed both in-person and electronically. Participation was voluntary, and all responses were kept anonymous and confidential to uphold research ethics and protect respondents' rights.

Data Analysis Procedure

Descriptive statistics (means, standard deviations) were used to assess the level of each factor. Pearson's correlation coefficient tested the relationships between the independent variables and work productivity. The significance level was set at $p < 0.05$, and analyses were conducted using SPSS.

DISCUSSION OF FINDINGS

Training and Education

Respondents agreed that their training and education were relevant and supportive of their work productivity (Overall Mean = 4.10). The most strongly endorsed statement was the effectiveness of training in improving skills and knowledge.

Computer Literacy

The level of computer literacy was high (Overall Mean = 3.90), with respondents showing strong proficiency in office software and frequent computer use. There was slightly less confidence in troubleshooting, suggesting a minor area for development.

Awareness of Office Systems

Participants expressed a solid understanding of office policies and workflow processes (Overall Mean = 3.79), with “Understanding workflow processes” receiving the highest rating.

Job Competence

Respondents rated themselves highly competent in performing administrative tasks, adapting to changes, and problem-solving (Overall Mean = 3.91), suggesting strong job-related skills and professionalism.

Workplace Relationships

Overall, respondents perceived a healthy and supportive work environment (Overall Mean = 3.96), particularly in terms of cooperation and support from colleagues and supervisors.

Work Productivity

Work productivity was generally rated as high, with respondents reporting effective, timely, and goal-oriented task completion.

Correlation Analysis

All five independent variables were found to have significant positive correlations with work productivity, confirming that improvements in training, computer literacy, system awareness, job competence, and workplace relationships are associated with higher productivity.

CONCLUSION

Senior administrative employees in Eastern Samar’s public hospitals exhibit high levels of competence, training, digital literacy, and workplace engagement. These factors are strongly associated with elevated levels of work productivity.

The study confirms that both personal capabilities and organizational conditions play integral roles in shaping administrative efficiency. These findings validate the theoretical underpinnings of the research and highlight the importance of holistic development strategies.

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