

## **End-User computing satisfaction on the enhanced property and supply system of the Department of Education - San Pablo City, Philippines**

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### **ABSTRACT**

In the Philippine education sector, efficient property and supply management is essential for effective delivery of quality education. To address this, the Department of Education (DepEd) San Pablo City implemented the Enhanced Property and Supply System (EPASS), an online platform that is intended to optimize asset management and procurement procedures. This study assessed satisfaction with EPASS of property custodians and administrative personnel using the End-User Computing Satisfaction (EUCS) Model. Employing a descriptive quantitative approach, the study evaluated five dimensions: content, accuracy, format, simplicity of use, and timeliness. Results showed that overall satisfaction was moderate to high, especially in terms of usability, accuracy, and the relevance of the information provided by the system. Notably, satisfaction levels varied by gender and job title but were less affected by age and length of service suggesting the need for personalized support and training. The findings recommended a two-phase strategy for system enhancement: Phase 1 prioritizes the development of role-based dashboards, while Phase 2 emphasizes real-time data synchronization. In order to guarantee user satisfaction and sustained system efficacy, it is advised to implement continuous monitoring. This research underscores the importance of user feedback in the optimization of digital resource management systems and advocates for the continued integration of technology into educational administration to enhance service delivery and educational outcomes.

**Keywords:** End-User computing satisfaction; work satisfaction; property and supply management; non-teaching staff; system enhancement.

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## INTRODUCTION

Effective governance rests heavily on the efficient and accountable management of resources, particularly within government and educational institutions where adherence to policies and regulations prevents wastage and promotes optimal utilization. In the Philippines, this responsibility is institutionalized through Presidential Decree 1445, which prescribes strict compliance with resource allocation and management guidelines. The Commission on Audit (COA) plays a central role in this process by ensuring transparency and accountability, especially in procurement procedures, where Section 356 of the General Rule in Procurement and Disposal underscores the importance of competitive public bidding. The decentralization of power through Republic Act 7160, otherwise known as the Local Government Code of 1991, further emphasizes efficient property and supply management as a cornerstone of fostering self-reliant communities. Within this framework, the processes of planning, procurement, custodianship, and disposal each demand adherence to specific procedures and documentation, ensuring both efficiency and accountability in public resource management.

Globally, the integration of technology has transformed public service delivery, with significant implications for developing countries such as the Philippines. As Abiad et al. (2018) note, governments are increasingly leveraging digital innovations to create more responsive and accountable systems. National projects such as the rollout of digital identification systems, the adoption of blockchain for secure transactions, targeted education and training programs, improved healthcare delivery, and enhanced transportation and urban management demonstrate the breadth of this transformation. These initiatives exemplify how technology can strengthen governance systems by streamlining processes, fostering transparency, and improving service delivery across multiple sectors.

In the education sector, efficient property and supply management is indispensable for institutional effectiveness. Each phase—from procurement to storage, distribution, and disposal—requires standardized procedures and strict documentation to ensure smooth operations (Funtanilla, 2024). Effective systems reduce administrative inefficiencies and allow schools to concentrate on their primary mission of delivering quality education. Responding to these needs, the Department of Education (DepEd) has integrated digital tools into its operations, most notably through the Electronic Procurement System (ePAS), which seeks to modernize procurement processes and ensure compliance with national procurement laws. To complement this initiative, DepEd San Pablo City developed the Enhanced Property and Supply System (EPASS), a platform designed to strengthen supply chain management and streamline reporting.

The development of EPASS is particularly significant in San Pablo City, where public schools cater to nearly 60,000 students. Prior inefficiencies in inventory reconciliation and delays in reporting, as highlighted by COA's Audit Observation Memoranda (AOM), contradicted the objectives of Republic Act 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which mandates faster and more efficient government transactions. EPASS was thus introduced as an online platform to facilitate asset management, improve procurement alignment with budgetary frameworks, and enhance reporting accuracy. Initially confined to the Property and Supply Unit of the Schools Division Office (SDO), the system was later expanded to include division and school-level personnel. Its development also incorporated surveys among personnel to align functionality with user needs. Early observations indicated improvements in

procurement efficiency and data management; however, a systematic evaluation of end-user satisfaction remains necessary to ensure EPASS's long-term effectiveness and sustainability.

The success of EPASS depends not only on its technical capacity but also on how satisfied end-users are with its usability, responsiveness, accuracy, and efficiency. Feedback from property custodians and administrative staff at both division and school levels offers crucial insights for refining the system. Existing studies, such as that of Deng et al. (2022), highlight that end-user satisfaction with management information systems influences not only task efficiency but also employee innovation and performance, as emotional attitudes toward system use affect overall engagement. Measuring satisfaction, therefore, functions as both a prerequisite for integrating technology effectively within DepEd San Pablo City and a tool for assessing administrative performance.

This study adopts the End-User Computing Satisfaction (EUCS) Model developed by Doll and Torkzadeh (1988) to provide a structured theoretical lens for evaluating EPASS. The EUCS framework identifies five dimensions of user satisfaction: content, accuracy, format, ease of use, and timeliness. Content assesses the ability of the system to deliver complete, relevant, and useful information aligned with users' needs, enabling them to make informed decisions and accomplish tasks effectively. Accuracy evaluates the dependability and correctness of system outputs, ensuring minimal errors in procurement, reports, and inventory management. Format concerns the clarity, organization, and comprehensibility of information, which aids in user interpretation and evaluation. Ease of use assesses the intuitiveness and accessibility of the system interface, encouraging user confidence even among those with limited technological expertise. Finally, timeliness measures the system's capacity to deliver information and services when needed, reducing delays in procurement and supporting efficient school operations. Together, these dimensions offer a comprehensive framework for understanding the usability and functionality of EPASS from the perspective of its users.

The conceptual framework of this study integrates the EUCS model with the demographic characteristics of end-users—such as age, sex, job status, and length of service—to explore how these variables may influence satisfaction. By examining both demographic factors and the EUCS dimensions, the framework enables a systematic investigation of end-users' computing experiences and their overall level of satisfaction with EPASS. This dual focus provides insights into whether demographic traits account for differences in user perceptions and whether adjustments to system design or implementation are necessary. Ultimately, the study aims to generate evidence-based recommendations for enhancing the usability, responsiveness, and efficiency of EPASS in DepEd San Pablo City. Through this approach, it contributes not only to improving property and supply management in the local education sector but also to strengthening the broader goals of governance, accountability, and service delivery in the Philippines.

### Statement of the problem

The study aimed to evaluate the end-user computing satisfaction on the Enhanced Property and Supply System of the Department of Education, San Pablo City. Specifically, the study aimed to answer the following questions:

1. What is the demographic profile of the respondents in terms of age, sex, job position, and length of service?
2. What is the degree of end-user computing satisfaction in the EPASS of DepEd San Pablo City with regard to content, accuracy, format, ease of use, and timeliness?
3. Is there a significant difference in end-user computing satisfaction when respondents are grouped according to their demographic profile?

## METHODOLOGY

The approaches of research design, study participants, sampling strategies, data collecting tools, analytical or data analysis plan procedure of discussion in this chapter.

The degree of end-user computing satisfaction with the Enhanced Property and Supply System (EPASS) of the Department of Education (DepEd) in San Pablo City was evaluated in this descriptive quantitative research project. It was fitting since the descriptive approach aimed to terminate people about the system without altering any factors. It enabled the determination of user degree of satisfaction with the system based on specified elements defined in the End-User Computing Satisfaction (EUCS) model.

Participants in the study were end users of the Enhanced Property and Supply System (EPASS), kept within the Department of Education, San Pablo City Division. These individuals were chosen based on their direct involvement in property and supply-related activities as well as their consistent use of the system in the discharge of their official responsibilities.

Selected with great care depending on specific criteria, the participants of this study ensure that the data acquired using the Enhanced Property and Supply System (EPASS) of the Department of Education in San Pablo City is valid, relevant, and reflects real user experiences.

To be qualified as a response, one must be a current Department of Education employee working in the San Pablo City Division—either in any of its public elementary or secondary schools or at the Schools Division Office. More crucially, the individual must possess direct and consistent knowledge in using the EPASS for goals linked to operations involving supplies and property. This covers tasks such report authoring, asset tracking, procurement processing, and inventory control. Those qualified also have positions related to property and supply networks. The responders also mentioned Property Custodians responsible for inventory and asset monitoring using the EPASS and Administrative Assistants supporting property and supply documentation and reporting activities using the system.

The survey included only those who have been using the EPASS for at least six months in order to ensure that respondents possessed adequate expertise with the features and capability of the system.

At last, study participation was optional. Respondents consisted only in individuals who were prepared to provide informed permission and complete the study tool. These criteria ensure that the research gathers accurate concepts from users who have pretty good knowledge of the system.

This study sought and selected directly involved Department of Education, San Pablo City, users of the Enhanced Property and Supply System (EPASS) using a purposive sample methodology. Purposive sampling was appropriate for this study since it allowed the selection of

persons with the necessary knowledge and experience to provide important remarks on the user satisfaction and system performance.

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The main instrument for data collecting in this study was a researcher developed survey questionnaire aimed to assess the degree of satisfaction of end users with the Enhanced Property and Supply System (EPASS), based on the End-User Computing Satisfaction (EUCS) paradigm. Content, accuracy, format, simplicity of use, and timeliness define the EUCS framework in five basic points. Participants answered their degree of agreement or pleasure to a set of nicely written questions assessing every area.

The questionnaire comprised in two main elements. The first part compiled the demographic profile of the respondents covering age, sex, job position, and length of service. Usually ranging from 1 (strongly disagree) to 5 (strongly agree), objects graded on a Likert scale were the subject of the second portion focused on the five EUCS dimensions. This system let one gauge customer satisfaction levels and made comparison of factors easy.

Professional content evaluation helped to ensure questionnaire dependability and validity. A pilot test with a small group of respondents who meet study criteria but were not included into the final sample was also conducted in order to increase item uniformity and clarity. One could assess the reliability of the survey instrument by means of Cronbach's Alpha, a measurement of internal consistency. With a Cronbach's Alpha score of 0.7 or above, considered reasonable was the indication that the survey questions routinely measured the respondents' degrees of satisfaction. This phase assured the correctness of the data and ensured that the items of the questionnaire fairly reflected the experiences and satisfaction of the EPASS users.

The data collecting approach was deliberately and ordered to ensure that the information gathered for this study was accurate and consistent. The operation took place in several important stages.

The first phase was receiving clearance from the relevant authorities. Before beginning any data collecting, formal approval from the Graduate School of Pamantasan ng Lungsod ng San Pablo was sought to ensure that the study follows academic standards and institutional norms. An official letter of request covering the aim of the study, the method to be used, and the probable impact on administrative and scholarly procedures was received by the Graduate School. Approved, the researcher could start the investigation.

Approved by the Graduate School, the researcher next inquired of the San Pablo City Department of Education (DepEd). This phase was vital to secure the necessary permission to conduct the research under the jurisdiction of the San Pablo City DepEd Division. Submitted to the Schools Division Superintendent was a formal letter outlining the objectives of the study and the requirement of obtaining views on the Enhanced Property and Supply System (EPASS). This letter guaranteed that the DepEd is informed and in favor of the study by including a summary of the research, the methodology, and the expected period of the survey distribution.

Once DepEd approved, the researcher started to get ready the survey forms. Emphasizing the five elements of the End-User Computing Satisfaction (EUCS) model—content, accuracy, format, ease of use, and timeliness—the poll sought to evaluate end-user satisfaction with the EPASS. The researcher made sure the ready-for-distribution questionnaires were straightforward and brief. Respondents were administrative staff members routinely using the EPASS and property custodians. The respondents chose electronic distribution of the survey; hence it was done just that.

The survey's administration was done with great consideration toward guaranteeing voluntary participation. The researcher underlined the need of honest and confidential answers since respondents were given thorough directions on how to finish the survey. The researcher clearly scheduled the completion of the survey and followed up with individuals who had not yet sent in their answers within the given period. Given that an electronic survey platform was employed, a link to the survey was given together with a reminder to inspire involvement.

The researcher went into the data analysis stage once the surveys were gathered. Appropriate statistical techniques were applied in compiling and evaluating the responses. The findings were compiled and explained using descriptive statistics including frequencies, means, and standard deviations. These studies were arranged according to the five aspects of the EUCS model, which let one clearly grasp user satisfaction levels and point up areas requiring development.

The researcher made sure all ethical norms were followed all through the data collecting process. This covered honoring respondent data's confidentiality, making sure participation was voluntary, and keeping openness all through the process.

Different statistical approaches were used to examine the responses from the survey questionnaires in order to get significant results on the end-user satisfaction with the Enhanced Property and Supply System (EPASS) of the Department of Education, San Pablo City. Content, accuracy, format, ease of use, and timeliness—the five aspects of the End-User Computing Satisfaction (EUCS) model—were the main areas of analysis concentration.

Descriptive statistics was employed to offer a general picture of the respondents' demographic traits. For numerical and categorical variables—such as age, sex, work position, and length of service—this covers frequencies and percentages. Particularly for the five main dimensions, descriptive statistics was also employed to compile the degrees of satisfaction of respondents with the EPASS. For every dimension, the general degree of pleasure was gauged using the mean and standard deviation, therefore accounting for variation in responses. Frequencies and Percentages were also used to describe the distribution of respondents' demographic profiles (e.g., age, sex, job position). Means and Standard Deviations were calculated to determine the central tendency and variability of responses regarding satisfaction levels for each EUCS dimension.

Since the survey uses a Likert scale for responses (ranging from 1 = strongly disagree to 5 = strongly agree), the mean score for each item was calculated to determine the general satisfaction level for each dimension of the EUCS model. Higher mean scores indicated greater satisfaction, while lower mean scores signified areas for improvement.

To assess if there are significant differences in satisfaction levels based on the respondents' demographic profiles (e.g., job position, length of service, etc.), inferential statistical tests was

employed. Kruskal Wallis H Test was used to test for significant differences in satisfaction across the different groups, particularly regarding the five EUCS dimensions.

## RESULTS AND DISCUSSION

### Demographic profile of the respondents

The distribution of respondents according to their age is presented in the first dataset. Most respondents belonged to the 26–35 age group, accounting for 45.6% ( $n = 47$ ) of the total sample. This was followed by the 36–45 age group with 37.9% ( $n = 39$ ). Fewer respondents were from the 46–55 age group (11.7%,  $n = 12$ ), while the least representation came from the 18–25 (2.9%,  $n = 3$ ) and 56 and above (2.9%,  $n = 3$ ) brackets. This distribution indicates that the majority of Enhanced Property and Supply System (EPASS) users are young to middle-aged professionals. Such a pattern is typical in government institutions where employees are primarily in their career-building years. Perez and Santos (2021) argued that this age group forms the organizational core, being most likely to engage in administrative and operational functions, while Garcia and Bautista (2020) highlighted their responsiveness to development initiatives. The findings suggest that most users are technologically adaptive, which enhances their likelihood of embracing digital systems. This supports the observations of Sonderegger et al. (2015), who found younger adults to outperform older ones in task completion. Nevertheless, the presence of older respondents indicates that EPASS should be designed with inclusive features, supported by comprehensive training and accessible assistance, to ensure effective use across all age categories.

The second dataset presents respondents by sex. The majority were female, comprising 55.3% ( $n = 57$ ), followed by male respondents at 24.3% ( $n = 25$ ). Notably, 20.4% ( $n = 21$ ) chose “prefer not to say.” Lopez and Chan (2021) noted that diversity across gender categories enhances research validity by incorporating all perspectives while respecting identity. The predominance of women may reflect the actual gender distribution in administrative and supply roles within the Department of Education, consistent with national data showing that women outnumber men in teaching and administrative fields (Ajdukovic et al., 2021). The high proportion of participants opting not to disclose their sex suggests an increasing sensitivity to gender inclusivity and privacy, which Alvarez and Jimenez (2022) emphasized as an ethical best practice that fosters participation. This data implies that female respondents largely shape the usability and satisfaction outcomes of the system, though all groups contribute valuable insights. Furthermore, the notable percentage of non-disclosure underscores the need for systems and services that are inclusive and gender-sensitive. Sobieraj et al. (2019) observed that although men and women may perceive technologies differently, their performance outcomes are often similar, stressing the value of inclusivity in technological interventions.

The third dataset outlines respondents by job position. The largest group were Administrative Officers, comprising 69.9% ( $n = 72$ ), followed by Administrative Assistants at 19.4% ( $n = 20$ ). Administrative Aides accounted for 6.8% ( $n = 7$ ), while 3.9% ( $n = 4$ ) were categorized as “Others,” which may include contractual or specialized staff. This distribution reflects the hierarchical structure of administrative staffing in DepEd San Pablo City, with officers handling complex responsibilities such as procurement, inventory oversight, and reporting.

Morales and Santiago (2020) emphasized that administrative officers are central in government institutions because of their roles in policy implementation and compliance. Similarly, Cruz et al. explained that hierarchical frameworks in government offices assign Administrative Officers critical leadership roles. The findings imply that EPASS effectiveness and satisfaction are largely shaped by officers tasked with supervisory and reporting duties. Their frequent interaction with the system makes their feedback highly significant. However, De Guzman and Ramos (2021) warned of possible bias when one occupational group dominates the sample, as perspectives may disproportionately reflect their experiences. The presence of assistants and aides also highlights the need for role-based access and simplified interfaces to accommodate varying levels of responsibility, while the “Others” category suggests the potential for EPASS use beyond traditional administrative functions, reinforcing the need for flexible and adaptive system design.

The fourth dataset presents respondents by length of service. Nearly half (48.5%,  $n = 50$ ) had 0–5 years of service, while 44.7% ( $n = 46$ ) had 6–10 years. Only 6.8% ( $n = 7$ ) had worked for 11–15 years. This means 93.2% of users had 10 years of service or less, indicating a predominantly early- to mid-career workforce. Such a profile implies that most users are adaptable to technology and less resistant to digital transformation, consistent with Perez and Gomez (2020) who reported that younger personnel dominate public service due to retirements and recruitment reforms. However, the low percentage of longer-tenured staff highlights the need for continuous training and mentorship to ensure intergenerational knowledge transfer. The predominance of newer employees suggests that onboarding and capacity-building efforts directly influence system satisfaction. Previous studies by Fraser et al. (1998) and Oshagbemi (2000) showed that longer tenure can sometimes correlate with lower work satisfaction, though this may not necessarily reflect system performance. Thus, designing EPASS training to support both new and experienced employees is critical for sustained system efficiency.

The dataset on content satisfaction revealed an overall mean of 3.36, interpreted as “Moderately Satisfied.” Users particularly agreed that the system “provides complete and relevant information about property and supply management” ( $M = 3.45$ ) and “provides detailed information regarding each property item” ( $M = 3.45$ ), both interpreted as “Satisfied.” This demonstrates the system’s strength in supplying essential data. However, users were less satisfied with accuracy ( $M = 3.24$ ), timeliness ( $M = 3.32$ ), and task relevance ( $M = 3.40$ ). These findings align with Tambunan (2020) and Wahyuningsih et al. (2020), who emphasized the importance of reliable, up-to-date, and accurate content in academic information systems. Cruz et al. further highlighted that accurate and accessible data are essential for decision-making in enterprise systems. The implication is that EPASS requires ongoing review and validation of its content to enhance accuracy and contextual relevance. Feedback mechanisms and user-driven updates are also vital to maintaining user trust.

The dataset on accuracy satisfaction produced an overall mean of 3.35, also “Moderately Satisfied.” The highest-rated indicators were “The system generates reliable reports on property and supply inventory” ( $M = 3.46$ ), “The system accurately reflects changes in real time” ( $M = 3.43$ ), and “The system provides correct reports on the status of all supplies and assets” ( $M = 3.43$ ). These ratings confirm that users value EPASS for reliable reporting and real-time updates, which support faster decision-making. Lacasandile and Niguidula (2018) also emphasized the importance of real-time reflection in improving user efficiency. However, weaker ratings were given to “The system’s records are correct and free of errors” ( $M = 3.17$ ) and “The information does not require

frequent corrections” ( $M = 3.18$ ), suggesting occasional inconsistencies. This mirrors findings by Kuo et al. (2018) and Pagayonan (2021), who underscored the risks of data anomalies in enterprise systems. Although the system meets baseline standards, improvements in error prevention, audit trails, and validation are needed to strengthen reliability.

#### Degree of end-user computing satisfaction in the EPASS of DepEd San Pablo City

The dataset on format satisfaction reported an overall mean of 3.41, interpreted as “Satisfied.” Users particularly found the data “easy to read and understand” ( $M = 3.49$ ), and they praised the “well-structured interface” ( $M = 3.46$ ) and “clear, organized presentation” ( $M = 3.45$ ). These findings reflect user appreciation for accessibility and logical structure, consistent with Wahyuningsih et al. (2024), who emphasized that user interfaces greatly influence satisfaction. However, weaker ratings were noted in layout navigation ( $M = 3.39$ ), clarity of visual presentation ( $M = 3.38$ ), logical sequencing ( $M = 3.37$ ), and quick comprehension ( $M = 3.32$ ). Farisi and Zuraidah (2022) confirmed that moderate satisfaction with layout and design indicates acceptance but highlights the need for refinement. The implication is that EPASS developers should improve navigation, layout intuitiveness, and incorporate interactive features for better usability.

The dataset on ease of use yielded an overall mean of 3.35, with all items rated “Moderately Satisfied.” Indicators included “user-friendly and intuitive” ( $M = 3.37$ ), “easy to navigate” ( $M = 3.36$ ), “minimal training required” ( $M = 3.35$ ), and “quick system response” ( $M = 3.32$ ). Jetter et al. (2018) stressed that ease of use reduces cognitive load and improves productivity. These results suggest that while EPASS is generally functional, users still face occasional difficulties. The dispersion of responses indicates varying experiences, suggesting a need for additional training, better in-system help features, and simpler interfaces. Shaji and Mathews (2020) also highlighted that ease of use is the most critical determinant of satisfaction, further emphasizing the importance of continuous refinement in this area.

The dataset on timeliness reported an overall mean of 3.38, interpreted as “Moderately Satisfied.” The highest indicators included “reports are provided promptly” ( $M = 3.47$ ) and “real-time updates on inventory” ( $M = 3.43$ ). Users value these capabilities for efficient operations, as supported by Lim et al. (2016) who emphasized the importance of quick processing in technical systems. However, weaker scores were noted in “system alerts on updates” ( $M = 3.26$ ) and “timely information for urgent tasks” ( $M = 3.35$ ). This indicates a need for improved alert mechanisms and system responsiveness during critical operations. Nugraha and Paryanto (2019) stressed that real-time systems must continually evolve to meet users’ changing needs.

#### Difference in end-user computing satisfaction when respondents are grouped according to their demographic profile

Tests of difference across demographic variables revealed varied outcomes. For age, no significant differences were found in any dimension, with p-values exceeding 0.05 for content ( $p = 0.091$ ), accuracy ( $p = 0.365$ ), format ( $p = 0.429$ ), ease of use ( $p = 0.393$ ), and timeliness ( $p = 0.387$ ). This suggests system usability is uniform across age groups, confirming findings by Carvajal et al. (2019) and Staddon (2020) that technology satisfaction can equalize with exposure.

For sex, significant differences were recorded across all dimensions, with p-values less than 0.05 for content ( $p = 0.016$ ), accuracy ( $p = 0.004$ ), format ( $p = 0.001$ ), ease of use ( $p = 0.003$ ), and timeliness ( $p = 0.004$ ). Males rated the system more highly than females, consistent with Marra (2017) and Tantia et al. (2023), who found gender-based variations in technology satisfaction. These results underscore the need for gender-sensitive training and inclusive design to bridge perceptual differences.

For job position, significant differences were also found across all measures, with p-values of 0.014 for content, 0.023 for accuracy, 0.012 for format, 0.050 for ease of use, and 0.048 for timeliness. These findings reflect variations in satisfaction shaped by role-specific system use, consistent with Menon and Athanasoula-Reppa (2011), who argued that job roles influence perceptions of satisfaction. Tailored support and training for each job category are therefore recommended.

Finally, for length of service, no significant differences were found, with p-values above 0.05 for all variables: content ( $p = 0.136$ ), accuracy ( $p = 0.077$ ), format ( $p = 0.196$ ), ease of use ( $p = 0.120$ ), and timeliness ( $p = 0.127$ ). This suggests that satisfaction with EPASS remains stable regardless of tenure, supported by Navarro et al. (2020), who observed that continuous technical support helps equalize user satisfaction across levels of experience. This consistency indicates that the system is adaptable and accessible to both new and experienced staff, reinforcing its capacity to serve the organization uniformly.

## CONCLUSION

This study assessed the level of end-user computing satisfaction with the Enhanced Property and Supply System (EPASS) of the Department of Education in San Pablo City. The majority of respondents were women, primarily from younger and middle-aged groups, most of whom were serving as administrative officers with relatively short tenure in the service. The findings revealed that satisfaction with EPASS was generally moderate to high across all measured parameters, namely content, accuracy, format, ease of use, and timeliness. This indicates that the system has been able to provide relevant, accurate, and well-structured information that supports decision-making in property and supply management. However, despite these positive results, users also pointed out areas that require enhancement, particularly in improving accuracy, refining real-time data synchronization, and increasing the timeliness and relevance of the system's outputs.

The analysis revealed important demographic trends. Most respondents belonged to the 26–35 age group, followed closely by those aged 36–45, with far fewer from the 46–55 and 56 and above brackets. This age distribution implies that EPASS is mainly used by digitally adaptive professionals who are open to technological innovations, though inclusive training must remain available for older employees who may be less accustomed to computerized systems. In terms of sex, more than half of the respondents were female, reflecting the dominance of women in administrative roles within the education sector. A notable proportion, however, preferred not to disclose their sex, a finding that underscores the increasing importance of gender privacy and inclusivity in system evaluation. For job positions, Administrative Officers formed the majority of respondents, followed by Administrative Assistants and Administrative Aides, with a small proportion falling into other categories. This suggests that system feedback is heavily shaped by

higher-ranking personnel tasked with procurement, compliance, and reporting responsibilities. With regard to length of service, almost all respondents had been in service for 10 years or less, pointing to a workforce dominated by early- to mid-career professionals who are generally adaptable to new technologies. Only a small percentage had 11–15 years of experience, highlighting the need for continuous mentorship and retraining to support intergenerational knowledge transfer.

In terms of end-user satisfaction, the results showed moderate to high satisfaction across the system dimensions. For content, the system achieved an overall mean of 3.36, interpreted as “Moderately Satisfied,” with users appreciating the completeness and relevance of information but expressing concerns about accuracy and timeliness. For accuracy, the overall mean was 3.35, also “Moderately Satisfied.” Users valued the reliability of reports and real-time updates, but occasional inconsistencies in records suggested the need for stronger validation and correction mechanisms. Regarding format, the system earned an overall mean of 3.41, “Satisfied,” with users praising the clarity, organization, and user-friendliness of data presentation, though some pointed out areas for improvement in navigation and visual aids. For ease of use, the system registered an overall mean of 3.35, “Moderately Satisfied,” with users agreeing that it was intuitive and required minimal training, but still highlighting the need for more responsive interfaces and better in-system support. Finally, for timeliness, the overall mean was 3.38, “Moderately Satisfied.” Respondents recognized the value of prompt reporting and real-time updates, but some expressed dissatisfaction with the alert system and the reliability of urgent updates. These findings suggest that while EPASS performs well overall, focused improvements are needed in data accuracy, real-time responsiveness, and user support features.

The tests of difference further clarified how demographic variables shaped user satisfaction. When grouped according to age, no significant differences were observed in any dimension—content ( $p = 0.091$ ), accuracy ( $p = 0.365$ ), format ( $p = 0.429$ ), ease of use ( $p = 0.393$ ), and timeliness ( $p = 0.387$ ). This indicates that satisfaction with EPASS was not influenced by respondents’ age, suggesting that the system is generally acceptable across age groups. Similarly, when grouped according to length of service, no significant differences emerged across all parameters, with  $p$ -values of 0.136 (content), 0.077 (accuracy), 0.196 (format), 0.120 (ease of use), and 0.127 (timeliness). This suggests that regardless of whether users were relatively new or more experienced, their satisfaction remained consistent, reflecting the system’s adaptability to both early- and long-term employees.

In contrast, significant differences were found when respondents were grouped according to sex and job position. For sex, statistically significant differences were recorded across all dimensions—content ( $p = 0.016$ ), accuracy ( $p = 0.004$ ), format ( $p = 0.001$ ), ease of use ( $p = 0.003$ ), and timeliness ( $p = 0.004$ )—with men generally rating the system higher than women. This highlights the need to address gender-related differences in user satisfaction, possibly by tailoring training and support to the needs and expectations of different groups. Similarly, when respondents were grouped by job position, significant differences emerged across all dimensions: content ( $p = 0.014$ ), accuracy ( $p = 0.023$ ), format ( $p = 0.012$ ), ease of use ( $p = 0.050$ ), and timeliness ( $p = 0.048$ ). This indicates that job responsibilities strongly influence user experiences with EPASS, suggesting the need for role-specific system features and customized training programs.

Drawing from these findings, the study concludes that while EPASS has achieved moderate to high satisfaction levels across key dimensions, significant variations based on sex and job position indicate that user experiences are not uniform. This emphasizes the importance of a tailored approach to system support and training, rather than a one-size-fits-all model. The absence of significant differences in satisfaction by age and tenure, however, indicates that the system is accessible across generational and experiential divides, affirming its adaptability. To enhance performance further, a two-phased strategy is proposed. The first phase should introduce role-based access controls and customized dashboards aligned with users' tasks, improving efficiency and relevance. The second phase should prioritize real-time data synchronization and validation to strengthen accuracy and timeliness. Continuous monitoring and evaluation will be essential to ensure that these improvements translate into sustained user satisfaction and system efficiency.

Based on these conclusions, several recommendations are made. The Department of Education in San Pablo City should maintain an inclusive approach by involving users from diverse demographic groups in system evaluations and upgrades. Active participation of both new and experienced staff will ensure that the system remains responsive to evolving needs. Customized communication strategies, clearer user instructions, and enhanced help features should be provided to boost usability and confidence. Regular updating of content, stricter error-minimization measures, and periodic user feedback sessions are necessary to strengthen system accuracy, relevance, and timeliness. Additionally, tailored training and support programs should be developed to address the specific needs of groups where differences in satisfaction were observed, particularly by sex and job role. Focus groups or targeted surveys can further clarify the reasons behind these variations, enabling more effective interventions. Since age and tenure did not significantly affect satisfaction, the existing universal training approach may continue, supplemented by targeted improvements to ensure inclusivity and consistency.

Finally, future researchers are encouraged to explore other possible predictors of end-user satisfaction that could inform the design of more effective procurement and supply management systems. Expanding the scope of study to include additional variables may provide deeper insights into user-system dynamics, further strengthening the development of technology-based solutions for educational governance.

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