

THE ROLE OF ORGANIZATIONAL COMMUNICATION IN MINIMIZING OFFICE PROCEDURES DELAYS AT A GOVERNMENT AGENCY IN QUEZON CITY

ABSTRACT

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This research investigates the role of organizational communication in minimizing delays in office procedures within a government agency in Quezon City. Guided by Max Weber's Bureaucracy Theory, the study examines how communication effectiveness, transparency, and clarity contribute to operational efficiency. Findings suggest that office delays frequently stem from miscommunication, lack of coordination, and overly complex procedures—factors that hinder timely service delivery and erode public trust in government operations. This study employed a quantitative-correlational research design to examine the relationship between organizational communication and office procedure delays. The respondents consisted of 20 administrative staff members from the Novaliches Police Station – 4, under the Quezon City Police District. Data were collected through structured questionnaires designed to assess key communication indicators and their correlation with procedural delays within the agency. The findings revealed that, although communication practices within the agency were generally functional, persistent issues remained, such as outdated communication systems, vague directives, and staffing gaps. Statistical analysis indicated a weak correlation between organizational communication and office procedure delays. This suggests that while communication contributes to procedural efficiency, it is not the sole determinant, highlighting the influence of other structural and operational factors. The results underscore the importance of integrating communication strategies with broader organizational reforms. Respondents emphasized that ineffective communication contributes to confusion, extended processing times, and reduced productivity. However, the study also identified other critical factors—such as poor interdepartmental coordination, insufficient training, and procedural redundancy—that significantly impact operational efficiency. These findings suggest that enhancing communication alone is insufficient; meaningful improvements require addressing underlying structural and procedural inefficiencies within the organization.

RECOMMENDED CITATION

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