

OPTIMIZE OFFICE PRODUCTIVITY: AN EVALUATION OF DIGITAL TOOLS EFFECTIVENESS AT NORTH CALOOCAN CITY HALL

ABSTRACT

AUTHORS

Diana Isabel Bainto
Merylle Bisnar
Jesslie Felizarta
Jheah Loberas
Maria May Punay
Cristine Joy Ramirez

RESEARCH ADVISER

Kimberly Joyce B. Embile,
LPT

AFFILIATION

Bestlink College of the
Philippines

DISCIPLINE

Business

KEYWORDS

*north caloocan city hall;
digital tools; office
productivity; digital
transformation; public sector
efficiency; document
management*

ARTICLE ID

AASGBCPJMRA-B90979

This study aims to evaluate the effectiveness of digital tools in optimizing office productivity at North Caloocan City Hall. The increasing demand for efficiency in public service has led to the adoption of digital technologies. The research focuses on understanding current practices in digital tool adoption, identifying the factors influencing their implementation, and assessing both the benefits and challenges experienced by employees in their use. A descriptive quantitative research design was utilized, engaging fifteen (15) purposively selected employees from North Caloocan City Hall. Data were collected using structured survey questionnaires, which served as the primary research instrument to measure the respondents' experiences and perceptions of digital tool effectiveness. The findings showed that most respondents were female, aged 36 to 45, and had at least five years of employment. The results indicated that employees were generally proficient in using digital tools. Document management tools were particularly effective, with 46.67% of respondents reporting a reduction in errors and rework, 40% citing increased work volume, 33.33% noting time saved on routine tasks, and 13.33% stating improvements in data sharing and collaboration. Overall, respondents found the integration of digital tools beneficial to their workflow. The study concluded that digital tools significantly enhanced employee productivity and collaboration. However, several challenges were identified, including communication delays, system crashes, poor video and audio quality during virtual meetings, and connectivity issues. Additional problems such as delayed document access, file corruption, and data loss also impacted productivity. These findings suggest the need for improved infrastructure, training, and support systems to maximize the effectiveness of digital tools in government operations.

RECOMMENDED CITATION

Bainto, D. I., Bisnar, M., Felizarta, J., Loberas, J., Punay, M. M., & Ramirez, C. J. (2025). Optimize Office Productivity: An Evaluation of Digital Tools Effectiveness at North Caloocan City Hall. *Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts*, 7(2), 53.