

THE IMPACT OF TRAINING ON MICROSOFT OFFICE SOFTWARE UPGRADES ADAPTION AT GOVERNMENT AGENCY IN QUEZON CITY

ABSTRACT

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Founded in 1975, Microsoft has continually evolved, introducing numerous upgrades to its products, including Microsoft Word and the Microsoft 365 suite. Employees are among an organization's most valuable assets, and training them enhances productivity and efficiency. At SSS Diliman, the adoption of Microsoft Office upgrades varies, particularly due to differing digital capabilities among employees, with older workers often facing greater challenges. Training programs help bridge this gap, fostering both productivity and inclusivity. This study investigated the impact of training on employees' adoption of software updates. A quantitative descriptive research design was employed to measure employees' readiness and adaptability. The respondents were 30 purposively selected frontline employees of SSS Diliman, Quezon City, chosen for their daily interaction with office systems and clients. Data were collected using a standardized questionnaire, and the results were analyzed by determining the frequency of responses, calculating percentages and weighted averages, ranking survey question scores, and interpreting the findings using a Likert scale. The results showed that most respondents were aged 32–42, female, and had over 10 years of work experience. The majority possessed middle-level computer skills, with no respondents classified as beginners or experts. While some employees adapted easily to the new Microsoft Office software, many encountered challenges, particularly in terms of ease and confidence of use. Training improved knowledge and efficiency but fell short in developing practical skills. Feedback indicated that the training was generally effective but limited by time, resources, and clarity. Statistical analysis revealed that age, gender, experience, and computer skill level significantly influenced training outcomes, with younger, less experienced, and more skilled users adapting more successfully. The researchers recommend that to enhance the adoption of Microsoft Office at SSS Diliman, training programs should be tailored according to age, gender, skill level, and experience. Senior employees would benefit from gradual, buddy-assisted sessions, while ensuring equal training opportunities for all personnel. Targeted, practice-intensive modules, frequent refreshers, and encouragement of personal use can further improve adaptation. Agencies should address digital skill gaps by integrating online modules and strengthening resource management. Continuous feedback, along with personalized and interactive courses, is essential to sustaining training effectiveness despite staff and budget limitations.

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