

TECHNOLOGICAL AGILITY OF THE HUMAN RESOURCE EMPLOYEES OF GOLDWAYS MANPOWER SERVICES IN BARANGAY TALIPAPA, QUIRINO HIGHWAY, NOVALICHES QUEZON CITY

ABSTRACT

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This study explored the technological agility of Human Resource (HR) employees at Goldways Manpower Services, focusing on their adaptability to emerging HR technologies, capacity for data-driven decision-making, and commitment to continuous learning. Guided by the Dynamic Capabilities Theory and the Input–Process–Output (IPO) model, the research addresses the widening gap between existing technological competencies and the demands of modern HR functions. It seeks to identify skill deficiencies and examine the influence of demographic factors on technological adaptability, with the goal of enhancing operational efficiency and aligning HR practices with evolving recruitment standards. A descriptive research design was used, targeting the total population of 20 HR employees through total population sampling. Data were collected via a structured survey questionnaire covering four core areas: proficiency in HR tools, adaptability to new technologies, data-driven decision-making, and continuous learning. Statistical tools, including frequency, percentage, weighted mean, Kruskal-Wallis H test, and Mann-Whitney U test, were employed to analyze the data and identify key challenges, which served as the foundation for a proposed training intervention. The majority of respondents were female (70%) and aged 51 and above (55%), with most having 4 to 5 years of service and all holding a bachelor's degree. Findings indicated that HR employees demonstrated agility in HR tool proficiency and data-driven decision-making and very high agility in adaptability and continuous learning. While no significant differences were observed based on gender, length of service, or educational attainment, age showed a significant influence on technological adaptability. The primary challenge identified was insufficient institutional support for new technologies. The findings suggest that despite strong adaptability, the technological effectiveness of HR staff is hindered by limited training opportunities, resource constraints, and resistance to change. Demographic factors had minimal influence on agility, reinforcing the importance of institutional investment in focused training and change management. To address this, the proposed Tech Agility Advancement Program aims to enhance HR capabilities in software proficiency, troubleshooting, and digital analytics. This initiative is designed to foster a more agile, tech-empowered HR department capable of making strategic, data-informed decisions.

RECOMMENDED CITATION

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