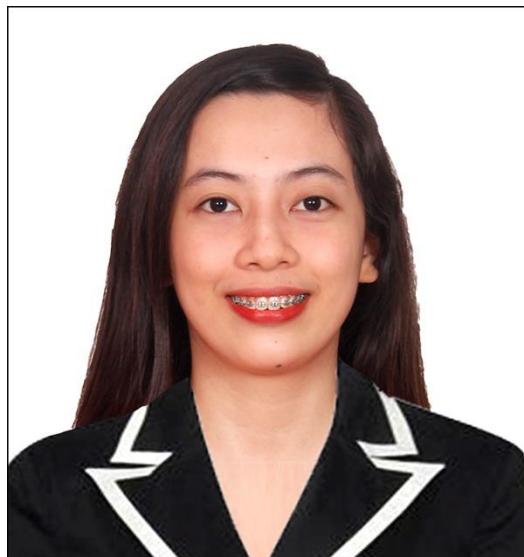


**TRAINING NEEDS ASSESSMENT OF ALL LEVEL 1 NON-TEACHING
GROUP IN THE CITY SCHOOLS DIVISION OF BIÑAN CITY:
A BASIS FOR PROJECT PROPOSAL**



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ABSTRACT

Relative to the Implementation of Learning and Development for Non-Teaching Personnel in the Department of Education in View of the COVID-19 Pandemic, this study determined the gap between the current capability and the required/desired capability of the respondents in the New Normal as they are very essential in executing the organization's mission-vision-values and goals. They assessed their needs based on their general roles and responsibilities which are: coordination and organization, service orientation, technology, and work ethics that originated in their Key Result Areas (KRA).

It focused on the training needs assessment of all level 1 non-teaching group in the City Schools Division of Biñan City wherein the results are used as basis for a project proposal.

Keywords: *Training Needs Assessment, Project Proposal, Non-Teaching Personnel, Key Result Areas, Coordination and Organization, Service Orientation, Technology, and Work Ethics*

INTRODUCTION

With the emerging challenges brought by COVID-19 pandemic, the Department of Education adjusted to the existing needs of the primary reason as to why the agency exist, which is the learners. Teachers, school heads, and others are attending different training and workshops due to the current crisis to pursue the DepEd Order No. 012, s. 2020 and DepEd Order No. 040, s. 2020. With this, the City Schools Division of Biñan City support the continuity of the implementation of learning and development of non-teaching personnel in view of the COVID-19 pandemic.

This action research focused on the training needs assessment of all level 1 non-teaching group in the City Schools Division of Biñan City in which the results were used as the basis for a project proposal.

Furthermore, this study sought to determine the gap between the current capability and the required/desired capability of the respondents in the New Normal as they are very essential in executing the organization's mission-vision-values and goals. They provide assistance to the management - internal and external clients, who greatly affects the performance of the Division.

The new normal situation encountered by the whole world has a greater impact on the system and procedure that they used to do. Hence, this action research can help the respondents' productivity in terms of performing their task. The advantage of being updated with the high technology generation can make their work easier and convenient. Also, the quality of service that they give

requires a lot of patience due to the situation nowadays.

METHODOLOGY

The researcher used a descriptive quantitative design. A survey questionnaire was reviewed by the Administrative Officer of the Personnel Unit and a research expert which utilized to assess the training needs of the participants.

The questionnaire has three (3) parts. It was comprised of six (6) questions in the first part, forty (40) in the second part, and two (2) in the last part, with a total of forty-eight (48) questions.

Specifically, it sought answers for the following questions:

1. What is the profile of the respondents in terms of:
 - a. age,
 - b. highest educational attainment,
 - c. related course/s attained,
 - d. assigned school/office/unit,
 - e. current position, and
 - f. length of service?
2. What is the level of respondent's skills in terms of their:
 - a. coordination and organization,
 - b. service orientation,
 - c. technology, and
 - d. work ethics?
3. What are the significant training, workshops, seminars, or webinars the respondents attended that are conducted by the City Schools Division of Biñan City and by an external party?

To acquire pertinent data and to achieve the objectives of the study, the researcher utilized diverse participants in the Division of Biñan City. The participants of the study were selected purposively. Since, the Personnel Unit have pre-identified the level 1 non-teaching group in various schools and offices of the division.

The disseminated Google Form was used to gather information from 49 personnel (with plantilla items only) who provided the best information needed. Respondents assessed their skills in four (4) areas according to their general roles and responsibilities which originated in their Key Result Areas (KRA) which are coordination and organization, service orientation, technology, and work ethics using this scale: 5 (Excellent), 4 (Good), 3 (Fair), 2 (Poor), 1 (Bad).

These skills are very important in performing their tasks and in assessing their training needs. Coordination and organizational skills will help them use all their resources efficiently and effectively. This will help them manage their time, energy, and workspace well. Service orientation skills will help them easily address people's needs and satisfy their worthwhile concerns. The importance of technology skills will help them innovate the systems to make easier transactions, especially to files and details compilation. Lastly, work ethics will give quality service towards one goal.

RESULTS

Among the three (3) questions being identified and upon analyzing the results based from the collected information, the following findings were revealed:

As to the number of respondents according to age, majority of the participants belong to ages 31 to 40 with 21 personnel or 42.86% of the total respondent. Followed by ages 21-30 with 15 personnel or 3.06%. While only 10 or 2.04% for ages 41-50. Lastly, 3 personnel are 50 years old and above.

Education

Master's degree - 3
College Degree - 20
2 years graduate - 11
Undergraduate - 5

Out of the 23 degree holders, 17 have attained a course relevant to the job. 8 out 11 personnel with 2 years studies have a relevant vocational/trade course. The remaining 5 personnel are undergraduate.

DISCUSSION

Results were used as basis for a project proposal conducted to reduce, if not eliminate, the gap, by equipping the participants with knowledge and skills and by encouraging them to build and enhance their capabilities.

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