

Awareness and Compliance of Non-Teaching Personnel on the Anti-Red Tape Act (Arta) Implementation

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Abstract

This study entitled “Awareness and Compliance of Non-Teaching Personnel on the Anti-Red Tape Act Implementation” is conducted to determine the level of awareness and compliance of non-teaching personnel concerning the Anti-Red Tape Act. The study specifically focuses on identifying the profile of the respondents based on their age, gender, years of service, designation/position, and educational attainment; measuring the level of awareness and compliance of the respondents to ARTA implementation, and analyzing significant differences when the respondents were categorized using their profile variables.

This study made use of the descriptive comparative research methodology. The respondents for this study are non-teaching personnel of Public Elementary and Secondary Schools of District of Kalibo. The data are collected using a questionnaire developed by the researcher and verified by experts. The statistical tools used in the study include frequency counts, percentages, weighted means, standard deviations, Mann-Whitney U Test, and Kruskal-Wallis Test.

It was observed that the respondents showed a Very Highly Aware level of awareness on the implementation of the Anti-Red Tape Act. In addition, the level of compliance of the respondents towards ARTA was also classified as Very Highly Compliant. Moreover, it was observed from the analysis that there is no significant difference between the level of awareness and the level of compliance when the respondents were grouped according to sex. No significant difference was likewise observed when the level of awareness and compliance were analyzed in terms of age, years of service, position/designation, and educational attainment.

Therefore, the finding concludes that the non-teaching personnel in the Department of Education, District of Kalibo have a very high awareness and level of compliance towards the implementation of ARTA. It is noted that the implementation of ARTA is well institutionalized even if taken into consideration the demographic background of the respondents. The researcher recommends that more orientation and capability building should be pursued to strengthen and maintain awareness and compliance.

Keywords: Anti-Red Tape Act (ARTA), awareness, compliance, Department of Education, non-teaching personnel

Introduction

The Anti-Red Tape Act (Republic Act No. 9485) came into effect in 2007; it was aimed at increasing the

quality and efficiency of government services. Along with the amendments from Republic Act No. 11032 (2018) known as the “Ease of Doing Business and Efficient Government Service Delivery Act” to further develop the quality-of-service delivery to the constituents of a local government unit by eliminating unnecessary steps in the processes, reducing processing time caused by inefficient systems, as well as eliminating the opportunity for corrupt practices.

As a result of ARTA’s transformation efforts through each of these initiatives, it is the goal of the government to deliver more efficient, client-centered services that create an environment of trust and confidence from the public on the integrity of its public service infrastructure.

The Anti-Red Tape Act (ARTA) promotes the principles of transparency, accountability and efficiency as guiding principles for the delivery of public services. It mandates that government entities streamline their processes; create clearly defined service standards for all government services in the “Citizen’s Charter”; and adhere to prescribed timeframes for completing those processes. ARTA has and will continue to reduce bureaucratic red tape and promote an attitude of integrity and professionalism within the public service by simplifying and strengthening the accountability process while creating a culture of excellence throughout the entire process of delivering public services. Ultimately, ARTA provides an avenue for improving governance and ensuring that all citizens are provided quality and timely public services.

The Department of Education (DepEd), as one of the largest government institutions in the Philippines, plays a vital role in ensuring quality public service delivery while teachers directly provide instruction to learners, non-teaching personnel perform administrative, financial, records management, human resource, and operational functions necessary to support educational services.

Knowledge of legal responsibilities and compliance with existing policies are considerations that contribute to the effective implementation of policy. Non-teaching employees who have enough knowledge concerning ARTA are expected to comply with the set standards concerning openness, accountability, timeframes, and procedure requirements.

While recognizing the importance of the implementation of ARTA, there are potential concerns related to the awareness and compliance of employees with the policy. Getting insights about the awareness and compliance of non-teaching employees will be beneficial in addressing possible issues in implementing the policy in the DepEd.

Consequently, this research focuses on assessing the level of awareness and compliance of non-teaching personnel concerning the implementation of ARTA in the DepEd.

This study draws its framework from the concept of Institutional Theory, which provides an explanation about how organizations formulate structures, policies, and practices as a way of achieving. This study seeks to determine the level of awareness and compliance of non-teaching personnel regarding the implementation of the ARTA.

Methodology

This chapter presents the discussion on the research methodology used in this study. The discussion includes the research design, locale of the study, the respondents of the study, sampling procedure, data gathering instrument, data gathering procedure, and statistical tools used to interpret the data.

Research Design

This study employs a multi-method quantitative research design, integrating descriptive, correlational, and causal-comparative approaches.

The purpose of the study's descriptive design is to assess both the extent of awareness and the level of compliance of non-teaching personnel with the ARTA in the DepEd. Descriptive approach is employed to characterize systematically the current perceptions, behaviors and conditions of participants without manipulating any variables. The descriptive design of this study provides a description of the current level of both awareness and compliance among the sampled respondents.

The researcher uses a correlational design to evaluate the relationship between awareness and compliance. With the use of the correlational design, researchers are able to determine if variations in the levels of awareness of participants were associated with corresponding variations in compliance through the use of statistical methodologies that provide for appropriate measures of association.

The researcher employs a causal-comparative design to assess the differences between levels of awareness and compliance between groups that were differentiated by specific profile variables: age, gender, length of service, educational attainment, and position. The causal-comparative design is used in identifying existing differences between groups while allowing possible inferences regarding a causal relationship based on the differences observed.

The quantitative approach is appropriate for this research as data are collected in numerical form, thus allowing for statistical analysis of the obtained results.

This study utilizes a combination of descriptive, correlational, and causal-comparative research designs to:

1. describe respondents' level of awareness and compliance;
2. measure the direction and degree of relationship between awareness and compliance, and
3. compare group awareness and compliance based on selected demographic and/or professional characteristics. The descriptive research design is ideal where the intention is to describe the characteristics, behavior, perception, or conditions of a particular group without manipulation of variables.

The use of correlational research design is used to determine whether there is any correlation between the awareness and compliance among non-teaching personnel about the ARTA implementation.

Locale of the Study

The study is conducted within the District of Kalibo which is one of the administrative regions under the DepEd, Schools Division of Aklan. Kalibo is the capital municipality of Aklan, in Western Visayas Region in the Philippines. The district serves as one of the educational administrative regions in charge of implementing educational policies and programs and the regulations issued by the DepEd.

The District of Kalibo contains public elementary and secondary schools which offer educational services to the learners and administrative assistance from the teaching and non-teaching personnel of these schools. The non-teaching personnel perform essential administrative and operational functions that contribute to the effective implementation of school programs and delivery of public services. Their responsibilities include record management, accounting and financial transactions, administrative assistance, procurement processes, human resource functions, office operations, and frontline services.

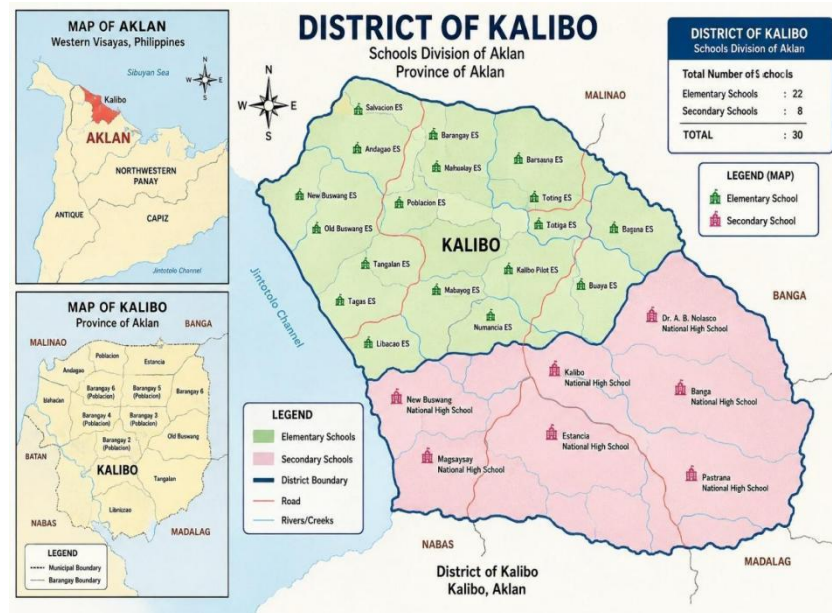
The respondents include non-teaching personnel of the public elementary and secondary schools in the District of Kalibo. These are administrative officers, administrative assistants, record personnel, accounting personnel, school administrative support staff among others.

The District of Kalibo is an ideal venue that can provide sufficient context in understanding the awareness and compliance of non-teaching personnel when it comes to implementing the provisions of the ARTA in

the DepEd. Both elementary and secondary schools were included as the respondents in the survey to give a wider picture of the respondents' awareness and compliance practices.

Moreover, the accessibility of the area made the administration of research tools easier.

Figure 1. Research Setting of the Study



Respondents of the Study

The participants of the study include 30 non-teaching personnel employed in both Public Elementary and Secondary Schools of the District of Kalibo, Division of Aklan. These participants are administrative assistants, administrative officers, registrars, bookkeepers, personnel dealing with school records, and other forms of young support staff responsible for administrative and operational activities within the schooling system.

Full enumeration sampling is used in this study. Since the present study discusses a relatively small and manageable population, all qualified members within the population could be effectively surveyed. Total enumeration provides almost a guarantee that all non-teaching personnel under the District of Kalibo, including their attributes, would be represented in the study, enhancing the reliability, accuracy, and depth of the collected information. Additionally, it limits the sampling bias and offers a more accurate picture of the actual level of awareness of these respondents concerning the implementation of the ARTA.

Similarly, total enumeration sampling is used as the sample method. All 30 non-teaching personnel who made up the target population is forming the sample. Total enumeration sampling is used to the target population consisted of a small enough size for the researcher to collect data from every qualified respondent of the target population. In using total enumeration sampling, the results yield complete representation of all non-teaching personnel within the district of Kalibo as well as improved reliability, accuracy, and completeness of data collected. Additionally, by using total enumeration sampling, sampling bias is being reduced and more accurate evaluation is achieved of respondents with respect to the level of awareness and compliance with respect to the implementation of the ARTA.

Sample Size and Sampling Techniques

The respondents of the study consist of non-teaching personnel both from public elementary and public secondary schools within the District of Kalibo. The study uses total enumeration sampling. With total enumeration sampling, every member of the identified population who satisfies the inclusion requirements is included as a study participant. When the population size is manageable and the researcher wants to collect detailed data from every eligible participant, this sampling strategy is suitable.

To guarantee that all non-teaching staff members from elementary and secondary schools in the District of Kalibo are fairly represented, the researcher used total enumeration. The whole target population is included, which reduced sampling bias and increased the findings' dependability.

Based on the identified demographic within the chosen research location, thirty (30) non-teaching personnel consists the total number of respondents for the study. The total enumeration is deemed the most suitable sample technique to offer a comprehensive assessment of awareness and compliance regarding the implementation of the ARTA since the population size was relatively small.

Research Instrument

The researcher utilizes a researcher-made survey questionnaire as the primary instruments for gathering data. The questionnaire is based on the Statement of the Problem, provisions of **Republic Act No. 9485** (Anti-Red Tape Act 2007), **Republic Act No. 11032** (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) as well as related literature related to the studies concerning awareness and compliance in government service delivery.

The survey questionnaire forms three major parts intended to obtain comprehensive information related to the research objective. The first part focuses on the profile of the respondents, such as age, sex, educational attainment, length of service, and position or designation. This section describes the characteristics of the respondents and provide background information necessary for data analysis and interpretation.

The second part of the questionnaire determines the level of awareness of non-teaching personnel regarding Anti-Red Tape Implementation within the DepEd. This indicator relates to the awareness regarding the Citizen's Charter, awareness of processing time requirements, awareness of transparency mechanisms, and awareness of accountability measures implemented within government offices. The statements developed under these indicators shall determine the respondents' knowledge and understanding regarding institutional regulations, government standards, and administrative procedures required under the ARTA.

The third part of the questionnaire measures non-teaching personnel's compliance with the ARTA. This section's metrics includes adherence to office protocols, processing time constraints, transparency standards, accountability measures, and service delivery standards. The statements under these indicators are created to assess how well non-teaching staff personnel follow established protocols, institutional rules, and government service standards when performing their operational and administrative duties.

The study utilized a Five-Point Likert Scale to measure the responses of the participants. Responses to awareness indicators varies from Not Aware (1) to Very Highly Aware (5). Responses to compliance indicators also varies from Very Highly Compliant (5) to Not Compliant (1). Respondents are able to express their degree of agreement, awareness, and compliance with the ARTA Implementation in their respective institution using a Likert Scale.

Before administering the research instrument, content validation of the questionnaire is performed; to

determine whether the questionnaire was relevant, clear and appropriate for the study's objectives. A Personnel Department Administrative Officer with experience in personnel administration, implementation of policy, and regulations relating to government service reviewed and validated the questionnaire. The suggestions and recommendations made by the Administrative Officer who validated the questionnaire are incorporated in order to improve the content, organization and fullness of the questionnaire.

In order to measure the reliability of the questionnaire, a pilot test was conducted. The pilot test was conducted with ten (10) non-teaching personnel from the District of Kalibo II; these ten (10) employees are not included in the final sample for the study. The purpose of the pilot testing is to determine if the research instrument consistently and reliably measured the variables of interest to the researcher. The pre-survey responses from the pilot test are analyzed to determine the reliability of the questionnaire using Cronbach's Alpha Coefficient, a statistical method of determining the internal consistency of research instruments. A Cronbach's Alpha Coefficient of 0.70 or higher indicates the research instrument is reliable while values close to 1.00 indicate a greater degree of internal consistency between the questionnaire items.

The primary source of quantitative data required to determine non-teaching personnel's awareness and compliance with the Implementation of ARTA is the survey questionnaires.

Data Gathering Procedure

This study will be conducted by the data collection process in accordance with a systematic and organized manner to ensure accuracy, reliability and ethics. Before conducting the actual data collection, the researcher carried out a detailed literature review about the ARTA to provide an appropriate background for developing the research tool. The survey questionnaire is based on the Statement of the Problem, objectives of the study, provision of Republic Act No 9485 and Republic Act No. 11032, and literature concerning the awareness and compliance in public service delivery.

Upon successful completion of the validation stage, the researcher prepared and submitted a formal request letter to the appropriate authorities of the DepEd, District of Kalibo, seeking permission to conduct the study. The request clearly outlined the purpose of the research, its objectives, and the target respondents. Approval and authorization were sought from the concerned offices to facilitate the distribution of survey questionnaires to non-teaching personnel from both elementary and secondary schools within the District of Kalibo. Upon approval, the researcher proceeded with the administration of the survey instruments in accordance with established research protocols and ethical standards.

After obtaining all the needed permissions, the researcher directly handed out the survey questionnaires to the selected respondents. Prior to administering the questionnaire, the respondents were first oriented on the purpose of the study, the voluntary nature of their participation, and the confidentiality of their responses.

After the conclusion of the survey, the researcher retrieve the accomplished questionnaires and scrutinize them in order to check for their completeness and accuracy. The data obtained from the respondents were subsequently processed by organizing, encoding, tabulating, and analyzing the data using the following statistical tools namely: frequency, percentage, weighted mean, standard deviation, the Mann-Whitney U test, and the Kruskal-Wallis Test.

During the process of gathering data, due consideration was always given to ethics in order to safeguard the rights of the respondents, as such information gathered shall only be used for academic use and no

other purpose.

Data Analysis Procedure

Upon the receipt of the completed survey questionnaire forms, the researcher thoroughly reviewed each survey questionnaire form to make sure that all the data required had been fully filled out. Data collected from the study were properly arranged, coded, tabulated and statistically analyzed to aid in the proper interpretation of results. Statistical techniques suitable for the analysis of the collected data as well as the Statement of The Problem were used in the study. The Statistical tool used in the description of the demographic profile characteristics of the respondents included frequency count and percentage distribution. The two techniques gave information about the characteristics of the respondents and distribution of the respondents based on their profile variable scores of the respondents along the indicators included in the research questionnaire. The obtained weighted mean was further analyzed using the existing *Likert Scale* to assess the awareness and compliance of the respondents.

In addition to the computation of the weighted means, the standard deviation was used as an additional statistical treatment in the study. It measured the variation of the scores obtained from the respondents' responses.

In determining the significant difference in the level of awareness and level of compliance depending on the classification of the respondents by sex, *Mann-Whitney U Test* was employed. This test was utilized since two classifications of the respondents are independent from each other and ordinal type of data was collected through the use of the Likert scale questionnaire.

On the other hand, in determining the significant difference in the level of awareness and compliance of the respondents classified by various profile variables such as age, length of service, position/designation, and educational attainment, *Kruskal-Wallis Test* was utilized. This non-parametric test was used because there are at least three independent groups being compared.

The statistical test that was performed in the course of this research enabled an objective analysis of the data obtained and laid the foundation for the formulation of the findings and recommendations concerning the knowledge and compliance of non-teaching personnel to the ARTA in the DepEd.

To determine the Level of Awareness of non-teaching personnel regarding the Implementation of ARTA in the Department of Education, the Five-point Likert Scale is utilized.

Table 1. Likert Scale for the Level of Awareness of Non-Teaching Personnel on the ARTA Implementation

SCALE	NUMERICAL RANGE	VERBAL INTERPRETATION
5	4.21-5.00	Very Highly Aware
4	3.41-4.20	Highly Aware
3	2.61-3.40	Moderately Aware
2	1.81-2.60	Slightly Aware
1	1.00-1.80	Not Aware

To determine the Level of Compliance of Non-Teaching Personnel on the ARTA Implementation, the Five-point Likert Scale is utilized.

Table 2. Likert Scale for the Level of Compliance of Non-Teaching Personnel on the ARTA Implementation

SCALE	NUMERICAL RANGE	VERBAL INTERPRETATION
5	4.21-5.00	Very Highly Compliant
4	3.41-4.20	Highly Compliant
3	2.61-3.40	Moderately Compliant
2	1.81-2.60	Slightly Compliant
1	1.00-1.80	Not Compliant

Presentation, analysis and interpretation of data

This chapter presents, analyzes, and interprets the data gathered in the study. The presentation of the data follows the sequence of the Statement of the Problem to ensure a systematic discussion of the findings. Statistical tools such as frequency count, percentage, weighted mean, standard deviation, Mann-Whitney U Test, and Kruskal-Wallis Test are utilized to analyze and interpret the responses of the non-teaching personnel from both elementary and secondary schools in the District of Kalibo. The results serve as the basis for drawing conclusions and formulating recommendations relevant to the objectives of the study.

Profile of the respondents in terms of Age, Sex, Length of Service, Educational Attainment, and Position/Designation

The average mean score for all respondents was 4.693, which reflects a level of awareness classified as “Very Highly Aware”. Respondents generally are well-versed with the procedures, responsibilities, and administrative procedures under ARTA, and thus have a high degree of knowledge of the efforts made to meet the policies and standards for the delivery of efficient, transparent, and accountable public services. Overall, the indicator related to understanding the required steps for processing client transactions had the highest mean score of 5.000 with a standard deviation of 0.000, reflecting a level of awareness classified as “Very Highly Aware” and demonstrating total agreement among respondents regarding their knowledge of appropriate methods to process client transactions and provide services to clients.

Respondent profiles indicate that a majority of respondents were (40.0%) 50 years old and above; followed by 36.7% were between ages 40 to 49. These age groups suggest that a vast number of respondents are middle-aged with a good amount of experience in the world of work and instinctive familiarity with administration and institutional policies. There was also a gender breakdown of 77% females and 23% males, thus showing that females are better represented among the non-teaching staff in the schools in the study.

Respondents’ education was also collected and, again, the college or university graduate rank had the largest number of respondents (43.3%); implying that they enjoyed a high level of formal education. In the distribution of positions or designations, respondents’ positions included 46.7% are Administrative Officers, 20.0% are Principals and 10.0% are District Supervisors, while the remaining respondents included Administrative Aides, Administrative Assistants, Registrars and one Guidance Counselor. These distributions suggest that the study primarily represents the views of people performing administrative or managerial functions, along with opinions from members of the support staff.

Regarding the amount of time working in this organization, a large number (46.7%) reported working 0-10 years; while a sizable portion (30.0%) worked 21-30 years. Fewer had worked for either 11-20 years

(13.3%) or 31-40 (10.0%). The responses illustrate the diversity of professional experience among those filling out a survey providing information on their level of awareness and compliance related to the ARTA; thus, creating a more complete overall picture of the respondents from new employees to veterans.

The findings indicate that female non-teaching personnel constitute a larger proportion of the administrative and support workforce in the schools included in the study. This suggests that women play a significant role in carrying out administrative and operational functions within the educational institutions of the District of Kalibo.

Overall, the results show that the respondents occupy a variety of professional positions within the organization, with a substantial concentration in administrative roles. This diversity of positions enables the study to obtain perspectives from both managerial and support personnel, thereby providing a more comprehensive understanding of the variables under investigation. However, because Administrative Officers comprise the largest group of respondents, the overall findings may be more reflective of their experiences, perceptions, and level of awareness regarding the implementation of the ARTA.

Regarding the amount of time working in this organization, a large number (46.7%) reported working 0-10 years; while a sizable portion (30.0%) worked 21-30 years. Fewer had worked for either 11-20 years (13.3%) or 31-40 (10.0%). The responses illustrate the diversity of professional experience among those filling out a survey providing information on their level of awareness and compliance related to the ARTA; thus regarding the amount of time working in this organization, a large number (46.7%) reported working 0-10 years; while a sizable portion (30.0%) worked 21-30 years. Fewer had worked for either 11-20 years (13.3%) or 31-40 (10.0%). The responses illustrate the diversity of professional experience among those filling out a survey providing information on their level of awareness and compliance related to the ARTA; thus, creating a more complete overall picture of the respondents from new employees to veterans.

Table 3. Frequency and Percentage Distribution of Profile of the respondents According to Age, Sex, Length of Service, Educational Attainment, and Designation/Position.

VARIABLE	CATEGORY	FREQUENCY	PERCENTAGE
AGE	30-39 years old	7	23.30%
	40-49years old	11	33.70%
	50 years old & above	12	40.00%
SEX	Male	7	23.30%
	Female	23	76.70%
EDUCATIONAL ATTAINMENT	College Graduate	13	43.30%
	Master's Level	5	16.70%
	Master's Graduate	10	33.30%
	Doctoral Graduate	2	6.70%
POSITION/ DESIGNATION	Administrative Aide	2	6.70%
	Administrative Assistant	2	6.70%
	Administrative Officers	14	46.70%

	Registrar	2	6.70%
	Guidance Counselor	1	3.30%
	Principal	6	20.00%
	District Supervisor	3	10.00%
LENGTH OF SERVICE	0-10 years	14	46.70%
	11-20 years	4	13.30%
	21-30 years	9	30.00%
	31-40 years	3	10.00%

Level of Awareness of Non-Teaching Personnel regarding the Implementation of the ARTA Knowledge of ARTA procedures

Familiarity with ARTA procedures is knowledge possessed by non-teaching staff pertaining to policies, guidelines, standards for processing documents, and the way of providing services to the public, in accordance with the ARTA. This knowledge enables staff to carry out their daily activities in an efficient manner, to have a high level of transparency and accountability in carrying out their responsibilities, and to provide quality public services. The assessment of non-teaching staff's knowledge will provide information on the degree to which ARTA has been implemented and disseminated within the Department of Education.

Table 4 presents the respondents' level of awareness regarding the procedures under ARTA. The results of the study indicate that the respondents possess an extremely high level of knowledge regarding the procedures and requirements of the ARTA, as evidenced by the overall mean score of 4.693.

This finding suggests that the non-teaching personnel have a comprehensive understanding of the policies, responsibilities, and operational procedures that support the delivery of efficient, transparent, and accountable public service. Moreover, the results imply that information regarding ARTA and its implementing guidelines has been effectively disseminated within the DepEd, enabling personnel to perform their duties in accordance with established standards and regulatory requirements.

Among the indicators, the statement "I understand how to properly follow the steps to complete client transactions" obtained the highest mean score of 5.000, with a standard deviation of 0.000, indicating unanimous agreement among the respondents. This finding demonstrates a consistently high level of familiarity with transaction procedures and service delivery processes. Such a result is significant because proper adherence to transaction procedures is essential in ensuring the accuracy, efficiency, and reliability of government services, thereby strengthening public trust and confidence in government institutions.

The second-highest ranked indicator was "I know the required processing time for office transactions and understand how to process requests and documentation in a timely and efficient way," which garnered a mean score of 4.800 and a standard deviation of 0.407. This result indicates that respondents are highly aware of the prescribed processing periods and service standards mandated under ARTA. Their strong agreement suggests a commitment to complying with established timelines and procedures, which contributes to the prompt and efficient delivery of services.

Overall, the findings demonstrate that the respondents are well-informed about ARTA provisions and their corresponding responsibilities in service delivery. The high level of knowledge exhibited by the respondents may contribute positively to organizational efficiency, regulatory compliance, transparency, and accountability, thereby supporting the effective implementation of ARTA within the educational

institutions covered by the study.

The respondents' mean scores of 4.733 for transparency/accountability processes and 4.700 for Citizen's Charter knowledge strongly demonstrate their familiarity with the principles of transparency, accountability, and acceptable levels of service that government employees should provide to the public. This familiarity allows respondents to better understand the importance of promoting good governance and improving the delivery of public service as it pertains to these areas.

Although respondents received their lowest mean score of 4.233 for familiarity with the procedures and responsibilities of non-teaching personnel under the ARTA, this score still indicates that the majority of respondents possess very high levels of understanding of ARTA and their obligations under the Act; however, due to possible variations in the depth of their knowledge about aspects of the Act, some respondents may have less familiarity than others. While the differences among the respondents do not negate the overall finding of strong awareness of the implementation of ARTA, they do indicate the potential for continued growth in knowledge and performance on the part of the majority.

Table 4. Level of Awareness of Non-Teaching Personnel regarding the Implementation of the ARTA in terms of Knowledge of ARTA Procedures

Indicators	SD	WM	VD
1. I am familiar with the procedures required and understand the responsibilities of non-teaching personnel under the ARTA (ARTA)	0.430	4.233	VHA
2. I understand the proper steps in processing client transactions.	0.000	5.000	VHA
3. I know the standard procedures stated in the Citizen's Charter.	0.466	4.700	VHA
4. I am knowledgeable about transparency and accountability procedures in the office.	0.450	4.773	VHA
5. I am aware of the required processing time for office transactions and understand the guidelines for handling requests and documents efficiently.	0.407	4.800	VHA

AVERAGE MEAN		4.693	VHA
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Legend:

- SD -Standard Deviation
- WM -Weighted Mean
- VD -Verbal Description
- VHA -Very Highly Aware
- HA -Highly Aware
- MA -Moderately Aware
- SA -Slightly Aware
- NA -Not Aware

Citizen's Charter Awareness

Department of Education Non-Teaching Personnel's awareness of the Citizen's Charter applies to how much the non-instructional staff understands the service process, duration, and policies outlined in the Citizen's Charter. High levels of awareness means that the employee understands their duties and responsibilities in delivering services in accordance with the Anti-Reckoning Act (ARTA) and Republic Act No. 11032 and efficiently delivering those services. This can help staff provide a higher quality of service with greater transparency and ultimately increase customer satisfaction.

Table 5 presents the respondents' level of awareness regarding the Citizen's Charter. The conclusion indicates an extremely high degree of citizen awareness (4.753) concerning the Charter for Citizens as indicated by the total overall weighted mean of Thus, the level of knowledge that the respondents had in relation to the Charter was very high.

The highest rated item of all indicators was knowledge pertaining to the display of the Charter (4.800), showing that almost all of the respondents are aware of the manner in which they can view and access the Charter in their workplace. The second highest rated item was knowledge of the Scope and Purpose of the Charter (4.767). Overall, the results indicate that the respondents have been provided with a significant number of useful basic pieces of information concerning the Charter thus allowing them to utilize their knowledge and skill set to assist in the Charter's efficient implementation in accordance with the principles of transparency and good governance.

Table 5. Level of Awareness of Non-Teaching Personnel regarding the Implementation of ARTA in terms of Citizen's Charter Awareness

INDICATORS	SD	WM	VD
1. I am aware of the existence and familiar with the procedures stated in the Citizen's Charter in our institution.	0.450	4.733	VHA
2. I understand the purpose and service	0.430	4.767	VHA

covered by the Citizen's Charter.			
3. I know the required documents, steps indicated, standard processing time, and rights of clients as stated in Citizen's Charter.	0.450	4.733	VHA
4. I know where the Citizens' Charter is displayed in the office.	0.407	4.800	VHA
5. I am aware that the Citizen's Charter promotes transparency and accountability.	0.450	4.733	VHA
AVERAGE MEAN		4.753	VHA

Legend:

- SD -Standard Deviation
- VD -Verbal Description
- VHA -Very Highly Aware
- HA -Highly Aware
- MA -Moderately Aware
- SA -Slightly Aware
- NA -Not Aware

Processing Time Requirements

Processing Time Requirements are a time frame set by the Philippine government for the processing and completion of all transactions, requests, and applications received from clients. Under the ARTA and Republic Act No. 11032, Philippine government agencies must follow specified processing time periods to provide timely and efficient delivery of public services. The processing time periods for each service provided by the various Philippine governmental agencies are published in each agency's respective Citizens Charter and provide an indication of how responsive and effective the agency serving the public is. By adhering to the Processing Time Requirements within the Citizen's Charter, government agencies will be able to eliminate delays, minimize the amount of red tape created by the government; promote transparency and accountability of the government; and increase client satisfaction. Processing Time Requirements in this study are defined as the level of awareness and the degree of adherence to the established service processing time periods for all non-teaching personnel to use in completing their administrative work for and to provide services to other clients of the DepEd.

Table 6 represents the respondents' level of awareness regarding the Processing Time requirements in government transactions.

Table 6. Level of Awareness of Non-Teaching Personnel regarding the Implementation of the ARTA in terms of Processing Time requirements

INDICATORS	SD	WM	VD
1. I understand prescribed processing periods for government transactions.	0.504	4.567	VHA
2. I know that delays should be minimized during transactions.	0.498	4.600	VHA
3. I understand the importance of timely service delivery.	0.563	4.600	VHA
4. I know procedures intended to improve transaction efficiency.	0.606	4.667	VHA
5. I know measures intended to prevent unnecessary processing delays.	0.346	4.867	VHA
AVERAGE MEAN		4.660	VHA

Legend:

- SD -Standard Deviation
- VD -Verbal Description
- VHA -Very Highly Aware
- HA -Highly Aware
- MA -Moderately Aware
- SA -Slightly Aware
- NA -Not Aware

The table presents the respondents' level of awareness regarding processing time requirements in government transactions. According to research conducted on this matter, all respondents demonstrated an extremely high level of awareness of required processing timeframes, given that the average of all means resulted in a 4.660. Non-teaching personnel have an excellent understanding of the significance of delivering services in a timely, efficient, and client-oriented manner according to recognized government standards and procedures.

Of the indicators used in this evaluation, there was one statement rated highest overall: knowledge of

measures designed to reduce unnecessary process delays ($M = 4.867$), indicating that respondents have a strong understanding of how to facilitate efficient office transaction processes. The second-highest-rated indicator was knowledge of procedures designed to enhance transaction efficiency ($M = 4.667$). The lowest mean score was recorded for the: “knowledge of required processing times for government transactions” ($M = 4.567$); this indicator was still categorized as being “Very Highly Aware.” All of the results indicated that the respondents were knowledgeable about required processing times and understood how important it is to minimize delays and provide timely and efficient public service.

Transparency and Accountability Measures

Transparency and accountability in accordance with the ARTA is measured by how well the Citizen's Charter is implemented, processing times and procedures are adhered to; information is provided accurately to clients; ethical standards are adhered to, and all government regulations are complied with. For the purposes of this research study, transparency and accountability concern the extent of awareness and degree of compliance regarding practices that promote transparency, accountability and quality service delivery among non-teaching employees within the Department of Education.

Table 7 below presents the respondents' level of awareness regarding the Transparency and Accountability Measures.

Table 7. Level of Awareness of Non-Teaching Personnel regarding the Implementation of the ARTA in terms of Transparency and Accountability Measures

INDICATORS	SD	WM	VD
1. I provide access to accurate and understandable information about its processes.	0.507	4.467	VHA
2. I keeps clear records of user activities and transactions.	0.498	4.600	VHA
3. I can easily trace or verify changes made within the system and shows how decision or results are generated.	0.679	4.433	VHA
4. I ensures accountability for actions performed by users or administrators.	0.629	4.533	VHA
5. I provides reliable logs or reports when needed and roles within the system are clearly defined and visible.	0.535	4.700	VHA
AVERAGE MEAN		4.547	VHA

Legend:

SD -Standard Deviation

- VD -Verbal Description
- VHA -Very Highly Aware
- HA -Highly Aware
- MA -Moderately Aware
- SA -Slightly Aware
- NA -Not Aware

The results show respondents to be "Very Highly Aware" of transparency and accountability practices as indicated by an overall average score of 4.547. This indicates non-teaching staff members having a strong understanding of the need for visibility, responsibility, accurate documentation and recordkeeping to operate organizationally effective and provide public service delivery.

The highest rated response, $M = 4.7$, indicated that respondents place a high value on the need for reliable logs/reports and defined roles in a system (to ensure clear accountability) with the next highest ranking of $M = 4.6$ stating the importance of keeping accurate records of user activity and transactions. While the lowest rated category $M = 4.433$ was tracing or verifying changes made in the system and understanding how decisions are made, this response still corresponds to the "Very Highly Aware" category.

The overall results suggest that respondents understand that transparency, accountability, traceability, and proper information management are critical components of promoting efficient, ethical and accountable organizational practices.

Level of Compliance of Non-Teaching Personnel on ARTA Implementation in terms of: Observance of ARTA Procedures

Compliance with the provisions of the ARTA among non-teaching personnel refers to the extent to which they adhere to the standards, procedures, and requirements prescribed under the law. This includes compliance with established office procedures, prescribed processing times, service delivery standards, transparency and accountability measures, and documentation requirements designed to promote efficient, transparent, and responsive public service. Assessing the level of compliance is essential in determining how effectively non-teaching personnel apply their knowledge and understanding of ARTA in the performance of their duties and responsibilities. A high level of compliance indicates adherence to government service standards and contributes to the effective implementation of ARTA within the organization.

Table 8 below presents the respondents' level of awareness regarding the Observance of ARTA Procedures.

Table 8. Level of Compliance of Non-Teaching Personnel on the ARTA Implementation in terms of Observance of ARTA procedures

INDICATORS	SD	WM	VD
1. I follow the prescribed ARTA procedures in processing transactions and follow office policies that promote efficient and transparent service.	0.507	4.533	VHC

2. I comply with the standard processing time stated in the Citizen's Charter.	0.507	4.533	VHC
3. I ensure that clients are properly informed about transaction procedures.	0.498	4.400	VHC
4. I observe proper documentation, record-keeping procedures and avoid unnecessary delays in handling client transactions.	0.479	4.667	VHC
5. I practice professionalism and accountability when serving clients, and ensure transactions are completed according to ARTA guidelines.	0.479	4.667	VHC
AVERAGE MEAN		4.560	VHC

Legend:

SD -Standard Deviation

VD -Verbal Description

VHC -Very Highly Compliant

HC -Highly Compliant

MC -Moderately Compliant

SC -Slightly Compliant

NC -Not Compliant

The table above shows how well the respondents comply with the ARTA. The average mean score of 4.560 (or "Very Highly Compliant") demonstrates that the respondents have consistently followed the procedures and guidelines outlined by ARTA while performing their duties. This reflects a high level of commitment from the personnel to provide an efficient, transparent, and client-oriented public service. Each of the indicators indicates that "I follow the guidelines for documenting and maintaining records and do not engage in unnecessary delays in the processing of client transactions," and "I adhere to a high standard of professionalism and accountability in my service to clients, and that I complete all transactions in accordance with ARTA requirements" received the highest mean score of 4.667 and a standard deviation of 0.479, which represent a "Very Highly Compliant" level of observance. Overall, this indicates that the respondents are highly compliant with respect to proper record keeping, professionalism, and accountability when delivering service to clients.

Both the statement indicating that staff follow the ARTA procedures and those of the office to provide efficient and transparent service rated a mean of 4.533 and Standard Deviation of 0.507, which is interpreted as a high level of compliance. This shows that the staff are consistently following the procedures and processing times as specified by the ARTA and the Citizen's Charter.

On the other hand, there is some indication of inconsistency with regard to communicating the procedures to clients, indicated by the statement "I ensure that my clients are informed of the procedures of the

transaction.” This statement received a mean score of 4.400, with a Standard Deviation of 0.498, yet this too has been interpreted as “Very Highly Compliant.” This suggests that while most third-party respondents inform their clients of necessary information regarding the transaction procedures, there may be minor differences in the methods and amounts of information provided to clients.

In general, it can be deduced from these results that the groups of staff are demonstrating a very high level of compliance with the provisions of ARTA and the established procedures of their office. This indicates that these individuals are properly applying the policies of transparency, accountability, and professionalism, and delivering services in a timely fashion. All of these factors contribute to improved service to the public and improved satisfaction from the clients.

Processing Timelines

A compliance measurement for compliance with established processing timelines is developed from the level of compliance by non-teaching personnel in relation to completing their transactions, processing their requests, and completing administrative processes according to their statutory obligations under the ARTA and the Citizen’s Charter by the prescribed timeframes. Timely processing of transactions under the ARTA and the Citizen's Charter are important for delivering services efficiently; reducing processing delays; and improving client satisfaction. It also indicates employees’ willingness to provide a high level of customer service through timely, responsive delivery of quality services to customers pursuant to the provisions established by the Government.

Table 9 below presents the respondents’ Level of Compliance in terms of processing time requirements.

Table 9. Level of Compliance of Non-Teaching Personnel on the ARTA Implementation in terms of Processing Time Requirements

INDICATORS	SD	WM	VD
1. I process transactions within the prescribed timelines	0.479	4.667	VHC
2. I avoid necessary delays in completing assigned operations.	0.498	4.600	VHC
3. I follow defined time standards when processing requests.	0.507	4.533	VHC
4. I prioritize time delivery of services.	0.450	4.733	VHC
5. I follow procedures intended to improve transaction processing.	0.563	4.600	VHC
AVERAGE MEAN		4.627	VHC

Legend:

SD -Standard Deviation

VD -Verbal Description

VHC -Very Highly Compliant
 HC -Highly Compliant
 MC -Moderately Compliant
 SC -Slightly Compliant
 NC -Not Compliant

The respondents' level of compliance with regards to processing times has been summarized in the table below. The overall mean score is 4.627, which is considered as "Very Highly Compliant". This indicates that all respondents are consistently compliant with the timelines that have been prescribed to them and reflect strong commitment to delivering quality services in a timely manner. Accordingly, the personnel as a whole consistently exhibit the time standards required for completing tasks in an acceptable manner, as per transaction completed and there is a high degree of importance placed by the personnel on completing each part of a request timely.

The highest mean score for any of the indicators, was for the statement "I give priority to the timely delivery of services", with a score of 4.733 and a standard deviation of 0.450. This shows that the respondents have strong emphasis on delivering services in a timely manner for the benefit of their clients, reflecting a service-driven and efficiency-oriented workplace environment.

The statement "I complete transactions within the established timelines" came in a close second place with an average score of 4.667 and a standard deviation of 0.482.

The lowest mean with respect to the three basic questions was for the statement "I use set standards when submitting a request", which received an average score of 4.533 and a standard deviation of 0.507. Nonetheless, with this, it can be seen that the respondents as a whole are still very highly compliant with respect to the set standards; however, the response indicates that some employees may not be as strictly following the time standards as perhaps they should be.

In general, these findings indicate the existence of a high level of compliance by respondents to processing time standards. Respondents demonstrate priority to efficiency and following established timelines and ensuring service delivery by the government occurs in a timely and effective manner.

Adherence to Service Standards

The degree of commitment non-teaching staff has towards following the defined procedures, guidelines, policies, and rules set out for them when carrying out their work duties or responsibilities is referred to as adherence to office standards. It is based upon conforming to companywide protocols, ethics, service minimums, and operating procedures that help to achieve efficiency, accountability, professionalism, and the highest level of quality service. In addition to providing consistent operations and supporting good governance; adherence to office standards will also promote the successful implementation of ARTA.

Table 10. Level of Compliance of Non-Teaching Personnel on the ARTA Implementation in terms of Service Standards

INDICATORS	SD	WM	VD
1. I comply with established service standards and guidelines.	0.504	4.567	VHC

2. I consistently deliver services according to defined quality standards.	0.479	4.667	VHC
3. I support initiatives intended to improve service standards.	0.504	4.567	VHC
4. I observe policies intended to reduce bureaucratic delays.	0.498	4.600	VHC
5. I performed assigned duties according to office requirements.	0.466	4.700	VHC
AVERAGE MEAN		4.620	VHC

Legend:

- SD -Standard Deviation
- VD -Verbal Description
- VHC -Very Highly Compliant
- HC -Highly Compliant
- MC -Moderately Compliant
- SC -Slightly Compliant
- NC -Not Compliant

The overall mean score ($M = 4.620$) represents that the respondents exhibited a very high level of adherence to service standards. An apparent indication of this is the frequency with which non-teaching staff members comply with established policies, procedures, and standards of quality when performing their roles. This demonstrates the non-teaching staff member's commitment to the effectiveness and quality of public service delivery.

The highest mean score ($M = 4.700$) among all indicators was for "performing assigned duties per office requirements," followed closely by "consistently providing services per defined quality standards" ($M = 4.667$). Both the indicators "complying with the established service standards/guidelines" and "supporting service standard improvement initiatives" had lower mean scores than the previous two indicators ($M = 4.567$), however, both remained in the "Very Highly Compliant" range. In total, the results suggest that the respondents continue to uphold institutional policies, maintain service quality, and support continuous improvement initiatives to deliver effective, professional, and client-focused public service.

Transparency and Accountability

Level of Compliance in the Observance of Transparency and Accountability Measures refers to the extent to which an organization, agency, or respondents adhere to established policies, procedures, and ethical standards that promote openness, responsibility, and answerability in public service or institutional operations.

Table 11. Level of Compliance of Non-Teaching Personnel on the ARTA Implementation in terms of Transparency and Accountability Measures

INDICATORS	SD	VM	VD
1. I maintain transparency in work-related transactions	0.509	4.500	VHC
2. I provide accurate information to clients.	0.498	4.400	VHC
3. I observe ethical standards in my work.	0.479	4.667	VHC
4. I demonstrate accountability in performing duties.	0.498	4.600	VHC
5. I uphold integrity upon delivering services.	0.479	4.667	VHC
AVERAGE MEAN		4.567	VHC

Legend:

- SD -Standard Deviation
- VD -Verbal Description
- VHC -Very Highly Compliant
- HC -Highly Compliant
- MC -Moderately Compliant
- SC -Slightly Compliant
- NC -Not Compliant

The table shows the degree of understanding among respondents on the concepts of accountability and transparency. The mean average across all responses to these two concepts was 4.567, interpreted as "very highly compliant," which means that respondents show a very high level of transparency and accountability in how they conduct themselves at work; they behave ethically and with integrity when completing their responsibilities. Overall, this suggests that there is a strong commitment to professional and ethical behavior when delivering government services.

Among the measures of this, the statements "I follow the rules of ethical behavior in my work" and "I practice integrity when providing services" both received the highest mean of 4.667 and a standard deviation of 0.479, interpreted as "very highly compliant," which means that the respondents highly value both ethical behavior and integrity as key components of providing trustworthy and accountable government services.

The next highest score was for the phrase "I am accountable for my actions when I perform my job," which had a mean score of 4.600 and a standard deviation of 0.498 and again was classified as "very highly compliant." This indicates that respondents take responsibility for their actions and carry out their job duties in accordance with the established procedures.

The final consumption of the measure was for the phrase "I am transparent in my job-related transactions,"

which had a mean score of 4.500 and a standard deviation of 0.509. This shows that respondents demonstrate a consistent level of transparency when they engage in job-related transactions, which creates trust and clarity when providing services.

Relationship in the level of awareness when respondents are grouped according to their profile variable.

Sex

Table 12 below presents the result of whether there is a relationship in the respondents' *level of awareness* when grouped according to *sex*.

Table 12. Test for Significant difference in the level of awareness when respondents are grouped according to their profile variables in terms of Sex

TEST STATISTICS	LEVEL OF AWARENESS
Mann-Whitney U	20.500
Wilcoxon W	156.500
Z	-1.093
Asymp. Sig. (2-tailed)	0.274
Exact Sig. [2*(1-tailed Sig.)]	.290 ^b

The table presents the results of the Mann–Whitney U test, which was used to determine whether there is a significant difference in the respondents' level of awareness when grouped according to sex.

The results show a Mann–Whitney U value of 20.500 and a Wilcoxon W value of 156.500, with a Z-value of -1.093. The corresponding Asymp. Sig. (2-tailed) is 0.274, while the Exact Sig. (2-tailed) is 0.290. Both p-values are greater than the standard level of significance ($\alpha = 0.05$), indicating that the result is not statistically significant.

This means that there is no significant difference in the level of awareness between male and female respondents. In other words, both groups demonstrate relatively similar levels of awareness regarding the variables studied, suggesting that sex does not influence or affect their awareness levels.

Overall, the findings imply that awareness is consistent across gender groups, and any observed differences in mean ranks are due to random variation rather than a meaningful or systematic difference.

Length of Service

Table 13 below presents the result whether there is a significant difference in the respondents' *level of awareness* when grouped according to *Length of Service*

Table 13. Test for Significant difference in the level of awareness when respondents are grouped according to their profile variables in terms of Length of Service

Test Statistics ^{a,b}	Level of Awareness

Kruskal-Wallis H	5.639
Df	3
Asymp. Sig.	0.131
a. Kruskal Wallis Test	Not Significant / Accept Hypothesis
b. Grouping Variable: Length of Service	

The Kruskal–Wallis Test was used to determine whether there is a significant difference in the Level of Awareness when respondents are grouped according to their Length of Service.

The test results showed a Kruskal–Wallis H value of 5.639 with 3 degrees of freedom and an Asymptotic Significance (p-value) of 0.131.

Since the obtained p-value (0.131) is greater than the standard level of significance of 0.05, the result is not statistically significant. This means that there is no sufficient evidence to conclude that the level of awareness differs significantly across groups based on length of service.

In other words, respondents with varying years of service appear to have relatively similar levels of awareness. The differences observed among the groups may only be due to chance rather than an actual effect of length of service.

Therefore, the null hypothesis stating that there is no significant difference in the level of awareness according to length of service is accepted (or failed to be rejected).

The Kruskal–Wallis test revealed no statistically significant difference in the respondents' level of awareness when grouped according to length of service, $H(3) = 5.639$, $p = .131$. This indicates that length of service does not significantly influence the respondents' level of awareness.

Position/ Designation

Table 14 below presents the result whether there is a significant difference in the respondents' level of awareness when grouped according to Position/ Designation

Table 14. Test for Significant difference in the level of awareness when respondents are grouped according to their profile variables in terms of Length of Service

Test Statistics ^{a,b}	
	Level of Awareness
Kruskal-Wallis H	7.580
Df	5
Asymp. Sig.	0.181
a. Kruskal Wallis Test	Not Significant / Accept Hypothesis
b. Grouping Variable: Length of Service	

The results of the Kruskal–Wallis test revealed that there was no statistically significant difference in the Level of Awareness when respondents were grouped according to their Position.

The computed Kruskal–Wallis H value was 7.580 with 5 degrees of freedom, and the corresponding p-value (Asymp. Sig.) was 0.181. Since the p-value is greater than the 0.05 level of significance, the result is considered not significant, and the null hypothesis is accepted.

$p=0.181>0.05$

This finding indicates that respondents holding different positions demonstrated relatively similar levels of awareness. Position did not significantly influence the respondents' awareness regarding the subject being studied. The result may imply that information dissemination, orientation programs, or awareness initiatives are effectively reaching employees across various positions within the organization.

The Kruskal–Wallis test showed no significant difference in the level of awareness of respondents when grouped according to position ($H = 7.580$, $df = 5$, $p = 0.181$). Since the computed p-value was greater than the 0.05 level of significance, the null hypothesis was accepted. This indicates that respondents' position does not significantly affect their level of awareness. The finding further suggests that awareness is consistently observed across different positions in the organization.

Educational Attainment

Table 15 below presents the result whether there is a significant difference in the respondents' level of awareness when grouped according to Educational Attainment

Table 15. Test for Significant difference in the level of awareness when respondents are grouped according to their profile variables in terms of Educational Attainment

Test Statistics ^{a,b}	
Level of Awareness	
Kruskal-Wallis H	3.019
Df	2
Asymp. Sig.	0.221
a. Kruskal Wallis Test	
b. Grouping Variable: Educational Attainment	

The results of the Kruskal–Wallis test indicated that there was no statistically significant difference in the Level of Awareness when respondents were grouped according to their Educational Attainment.

The computed Kruskal–Wallis H value was 3.019 with 2 degrees of freedom, while the p-value (Asymp. Sig.) was 0.221. Since the p-value is greater than the 0.05 level of significance, the result is considered not significant, and the null hypothesis is accepted.

$p=0.221>0.05$

This finding means that respondents with different levels of educational attainment demonstrated relatively similar levels of awareness. Educational attainment did not significantly influence the respondents' awareness regarding the subject under study. The result may imply that awareness programs, policies, or information dissemination within the organization are equally accessible and understood regardless of educational background.

The Kruskal–Wallis test revealed no significant difference in the level of awareness of respondents when grouped according to educational attainment ($H = 3.019$, $df = 2$, $p = 0.221$). Since the obtained p-value was greater than the 0.05 level of significance, the null hypothesis was accepted. This indicates that educational attainment does not significantly affect the respondents' level of awareness. The finding further suggests that awareness is consistently observed among respondents regardless of their educational attainment

Age of the Respondents

Table 16 presents the result of whether there is a significant difference in the respondents' level of awareness when grouped according to Educational Attainment.

Table 16. Test for Significant difference in the level of awareness when respondents are grouped according to their profile variables in terms of Age

Test Statistics ^{a,b}	
	Level of Awareness
Kruskal-Wallis H	4.981
Df	2
Asymp. Sig.	0.083
a. Kruskal Wallis Test	
b. Grouping Variable: Age of the Respondents	

The result shows a Kruskal-Wallis H test used to determine whether there are significant differences in the Level of Awareness across different age groups of respondents.

Interpretation

Kruskal-Wallis H = 4.981, df = 2, p = 0.083

The p-value (0.083) is greater than 0.05, which is the common level of significance.

Decision

Since $0.083 > 0.05$, we fail to reject the null hypothesis.

Conclusion

There is no statistically significant difference in the level of awareness when respondents are grouped according to their age.

Discussion

Although there appears to be some variation in awareness levels among different age groups (as suggested by the H value), the difference is not strong enough to be considered statistically significant. This means that age does not have a meaningful effect on the respondents' level of awareness in this study. In practical terms, respondents across different age categories tend to have similar levels of awareness, and any observed differences may be due to random variation rather than a real underlying effect.

Relationship in the level of compliance when respondents are grouped according to their profile variables in terms of:

Length of Service

Table 17 presents the result showing that there was no statistically significant difference in the level of compliance when respondents were grouped according to their *Length of Service*.

Table 17. Test for the Significant difference in the level of compliance when respondents are grouped according to their profile variables in terms of Length of service

Test Statistics ^{a,b}	
	Level of Compliance
Kruskal-Wallis H	2.524
Df	3
Asymp. Sig.	0.471
a. Kruskal Wallis Test Not Significant/ Accept Hypothesis	
b. Grouping Variable: Length of Service	

The results of the Kruskal–Wallis test showed that there was no statistically significant difference in the Level of Compliance when respondents were grouped according to their Length of Service.

The computed Kruskal–Wallis H value was 2.524 with 3 degrees of freedom, and the corresponding p-value (Asymp. Sig.) was 0.471. Since the p-value is greater than the standard level of significance of 0.05, the null hypothesis is accepted. This indicates that differences in the respondents' length of service did not significantly affect their level of compliance. $p=0.471>0.05$

This finding suggests that employees or respondents, regardless of whether they have shorter or longer years of service, tend to exhibit relatively similar levels of compliance. It may imply that compliance practices, policies, or organizational standards are consistently observed across all groups, regardless of experience or tenure in service.

The Kruskal–Wallis test revealed no significant difference in the level of compliance of respondents when grouped according to length of service ($H = 2.524$, $df = 3$, $p = 0.471$). Since the obtained p-value exceeded the 0.05 level of significance, the null hypothesis was accepted. This means that length of service does not significantly influence the respondents' level of compliance. The result implies that compliance behaviors are generally consistent among respondents regardless of the number of years they have been in service.

Position/Designation

Table 18 presents the result showing that there was no statistically significant difference in the level of compliance when respondents were grouped according to their *Position/Designation*

Table 18. Test for the Significant difference in the level of compliance when respondents are grouped according to their profile variables in terms of Length of service

Test Statistics ^{a,b}	
Kruskal-Wallis H	4.030
Df	5
Asymp. Sig.	0.545
a. Kruskal Wallis Test Not Significant/ Accept Hypothesis	
b. Grouping Variable: Position/ Designation	

The results of the Kruskal–Wallis test indicated that there was no statistically significant difference in the Level of Compliance when respondents were grouped according to their Position/Designation.

The computed Kruskal–Wallis H value was 4.030 with 5 degrees of freedom, and the obtained p-value (Asymp. Sig.) was 0.545. Since the p-value is greater than the 0.05 level of significance, the result is considered not significant, and the null hypothesis is accepted.

$p=0.545>0.05$.

This means that the respondents' position did not significantly influence their level of compliance. Regardless of their job position or designation, respondents demonstrated relatively similar levels of compliance. The finding may suggest that organizational policies, rules, or compliance standards are uniformly implemented and followed across different positions within the organization.

The Kruskal–Wallis test showed no significant difference in the level of compliance of respondents when grouped according to position ($H = 4.030$, $df = 5$, $p = 0.545$). Since the computed p-value was greater than the 0.05 level of significance, the null hypothesis was accepted. This indicates that respondents' position does not significantly affect their level of compliance. The result further implies that compliance practices are consistently observed across different positions in the organization.

Age

Table 19 presents the result showing that there was no statistically significant difference in the level of compliance when respondents were grouped according to their *Age*.

Table 19. Test for the Significant difference in the level of compliance when respondents are grouped according to their profile variables in terms of Age of the Respondents

Test Statistics ^{a,b}	
	Level of Compliance
Kruskal-Wallis H	0.683
df	2
Asymp. Sig.	0.711
a. Kruskal Wallis Test	
Not Significant/ Accept Hypothesis	
b. Grouping Variable: Age of the Respondents	

The results of the Kruskal–Wallis test revealed that there was no statistically significant difference in the Level of Compliance when respondents were grouped according to their Age. The computed Kruskal–Wallis H value was 0.683 with 2 degrees of freedom, and the corresponding p-value (Asymp. Sig.) was 0.711. Since the p-value is greater than the 0.05 level of significance, the result is considered not significant, and the null hypothesis is accepted

$p=0.711>0.05$

This finding indicates that age does not significantly influence the respondents' level of compliance. Respondents from different age groups exhibited relatively similar compliance levels. The result may imply that compliance with organizational policies, procedures, or standards is consistently practiced regardless of the respondents' age.

The Kruskal–Wallis test showed no significant difference in the level of compliance of respondents when grouped according to age ($H = 0.683$, $df = 2$, $p = 0.711$). Since the obtained p-value exceeded the 0.05 level of significance, the null hypothesis was accepted. This means that age does not significantly affect the respondents' level of compliance. The finding further suggests that compliance behaviors are

consistent across different age groups.

Educational Attainment

Table 20 below presents the result showing that there was no statistically significant difference in the level of compliance when respondents were grouped according to their *Educational Attainment*.

Table 20. Test for the Significant difference in the level of compliance when respondents are grouped according to their profile variables in terms of Educational Attainment of the Respondents

Test Statistics ^{a,b}	
	Level of Compliance
Kruskal-Wallis H	2.160
Df	2
Asymp. Sig.	0.340
a. Kruskal Wallis Test Not Significant/ Accept Hypothesis	
b. Grouping Variable: Educational Attainment	

The results of the Kruskal–Wallis test indicated that there was no statistically significant difference in the Level of Compliance when respondents were grouped according to their Educational Attainment.

The computed Kruskal–Wallis H value was 2.160 with 2 degrees of freedom, while the p-value (Asymp. Sig.) was 0.340. Since the p-value is greater than the 0.05 level of significance, the result is considered not significant, and the null hypothesis is accepted.

$$p=0.340>0.05$$

This finding means that respondents with different educational attainment levels demonstrated relatively similar levels of compliance. Educational attainment did not significantly influence the respondents' compliance behavior. The result may imply that compliance with organizational policies and procedures is uniformly practiced regardless of educational background.

The Kruskal–Wallis test revealed no significant difference in the level of compliance of respondents when grouped according to educational attainment ($H = 2.160$, $df = 2$, $p = 0.340$). Since the obtained p-value was greater than the 0.05 level of significance, the null hypothesis was accepted. This indicates that educational attainment does not significantly affect the respondents' level of compliance. The finding further suggests that compliance practices are consistently observed among respondents regardless of their educational background.

Sex

Table 21 presents the result showing that there was no statistically significant difference in the level of compliance when respondents were grouped according to their *Sex*.

The results of the Mann–Whitney U test showed that there was no statistically significant difference in the Level of Compliance when respondents were grouped according to their Sex.

The computed Mann–Whitney U value was 22.500, with a Z-value of -0.915 and an Asymp. Sig. (2-tailed) of 0.360. Since the p-value is greater than the 0.05 level of significance, the result is considered not significant, and the null hypothesis is accepted.

$$p=0.360>0.05$$

Table 21. Test for the Significant difference in the level of compliance when respondents are grouped according to their profile variables in terms of Age of the Respondents

Test Statistics ^a	
	Level of Compliance
Mann-Whitney U	22.500
Wilcoxon W	32.500
Z	-0.915
Asymp. Sig. (2-tailed)	0.360
Exact Sig. [2*(1-tailed Sig.)]	.385 ^b
a. Grouping Variable: Sex of the Respondents	
Interpretation: Not Significant	
Decision: Accept Hypothesis	

This finding indicates that there is no significant difference in the level of compliance between male and female respondents. Both groups exhibited relatively similar compliance levels. The result suggests that sex does not significantly influence how respondents comply with organizational rules, policies, or standards.

The Mann–Whitney U test revealed no significant difference in the level of compliance of respondents when grouped according to sex ($U = 22.500$, $Z = -0.915$, $p = 0.360$). Since the computed p-value exceeded the 0.05 level of significance, the null hypothesis was accepted. This means that sex does not significantly affect the respondents' level of compliance. The finding further suggests that both male and female respondents demonstrate similar compliance behaviors.

Significant relationship between awareness and compliance on the implementation of the ARTA
Table 22 presents the relationship between the respondents' level of awareness and level of compliance.

Table 22. Test for the Significant relationship between awareness and compliance on the implementation of the ARTA

Correlations			
Level of Compliance			
Spearman's rho	Level of Awareness	CorrelationCoefficient	0.373
		Sig. (2-tailed)	0.105
		Interpretation	Not Significant
		Decision	Accept Null Hypothesis

The table presents the results of the Spearman's rho correlation analysis between the respondents' level

of awareness and level of compliance. This statistical test was used to determine whether a significant relationship exists between the two variables.

The results show a correlation coefficient (r_s) of 0.373, indicating a positive but weak relationship between awareness and compliance. This suggests that as the level of awareness increases, the level of compliance tends to increase as well; however, the relationship is not strong.

The p-value (Sig. 2-tailed) is 0.105, which is higher than the standard significance level of 0.05. This means that the relationship is not statistically significant. Therefore, the observed correlation may have occurred by chance and is not strong enough to generalize a real association between the variables.

Based on the results, the decision is to accept the null hypothesis, meaning there is no significant relationship between the level of awareness and the level of compliance among the respondents.

Overall, the findings imply that although respondents who are more aware may tend to show slightly higher compliance, awareness alone does not significantly predict or influence compliance behavior in this study.

Summary of the Findings:

Based on the analysis and interpretation of the data, the following findings were obtained:

1. In terms of demographic characteristics, the majority of the respondents belonged to the 41–50 age group, were predominantly female, had rendered six to ten years of service, and occupied various non-teaching positions in both elementary and secondary schools within the District of Kalibo.
2. The respondents demonstrated a **Very High Level of Awareness** regarding the implementation of the ARTA, as evidenced by the overall mean score of **4.693**. This indicates that the respondents possess substantial knowledge and understanding of ARTA provisions, particularly those relating to transparency, accountability, and prescribed processing times for government transactions.
3. The respondents exhibited a **Very High Level of Compliance** with the implementation of ARTA. This finding suggests that non-teaching personnel consistently adhere to ARTA requirements, including service standards, procedural guidelines, transparency and accountability measures, and prescribed processing periods.
4. The results of the Mann-Whitney U Test revealed no significant difference in the level of compliance with ARTA when respondents were grouped according to sex.
5. The results of the Kruskal-Wallis Test showed no significant differences in the levels of awareness and compliance with ARTA when respondents were grouped according to age, length of service, position/designation, and educational attainment.
6. The findings further indicate that awareness and compliance with ARTA are consistently manifested among non-teaching personnel regardless of their demographic and professional characteristics, suggesting a uniform understanding and application of ARTA provisions within the schools covered by the study.

Conclusions:

Based on the findings of the study, the following conclusion were drawn:

1. Non-teaching personnel in both elementary and secondary schools within the District of Kalibo possess a very high level of awareness of the Anti-Red Tape Act (ARTA), including its provisions, procedures, and requirements. This indicates that they are well-informed about the standards and expectations governing the delivery of efficient, transparent, and accountable public services.

2. The level of compliance with the provisions of ARTA among non-teaching personnel is very high, demonstrating strong adherence to prescribed office procedures, transparency and accountability mechanisms, and quality service standards established under the law.
3. The consistently high levels of awareness and compliance among respondents suggest that ARTA-related policies, guidelines, and service standards have been effectively disseminated and integrated within the Department of Education. This institutionalization promotes uniform adherence to ARTA provisions among non-teaching personnel.
4. The study found no significant differences in ARTA compliance when respondents were grouped according to age, sex, educational attainment, position/designation, and length of service. This indicates that compliance with ARTA is consistently practiced regardless of the respondents' demographic and professional characteristics.
5. The high levels of awareness and compliance among non-teaching personnel contribute positively to the promotion of transparency, accountability, efficiency, and responsiveness in the delivery of public services within educational institutions. These findings highlight the effectiveness of ARTA implementation in fostering a culture of quality public service within the Department of Education in the District of Kalibo.

Recommendations:

In view of the findings and conclusions of the study, the following recommendations are offered:

1. The Department of Education (DepEd) may continue to strengthen its information dissemination programs regarding the Anti-Red Tape Act (ARTA) and Republic Act No. 11032 to sustain and further enhance the high level of awareness among non-teaching personnel.
2. School administrators may conduct regular seminars, orientations, and training programs on ARTA, the Citizen's Charter, and other related policies to further enhance employees' knowledge, competencies, and compliance with established service standards.
3. Non-teaching personnel are encouraged to maintain their commitment to delivering quality public service by performing their duties in an efficient, professional, transparent, and accountable manner consistent with the principles of ARTA.
4. School heads and administrative supervisors may establish or strengthen monitoring and evaluation mechanisms to ensure continuous compliance with ARTA provisions and service delivery standards. Such mechanisms may help identify areas for improvement and promote the consistent delivery of quality services to clients.
5. The Department of Education may intensify efforts to promote the Citizen's Charter and other ARTA-related materials through visible postings, information campaigns, and regular orientations. Increased visibility and accessibility of these materials may further enhance awareness, compliance, and accountability among both employees and clients.
6. Future researchers may conduct similar studies involving a larger population or other government agencies and institutions to validate and expand the findings of the present study. Additional variables such as organizational culture, leadership support, employee engagement, job satisfaction, and the effectiveness of training programs may also be examined to provide a more comprehensive understanding of factors influencing awareness and compliance with ARTA.

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