International Journal for Multidisciplinary Research (IJFMR)
E-ISSN: 2582-2160 ● Website: www.ijfmr.com ● Email: editor@ijfmr.com

Effectiveness of the Document Tracking System in Improving Administrative Efficiency among Non-Teaching Staff of the Deped Schools Division Office of Surigao Del Norte

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ABSTRACT

This study aimed to determine the effectiveness of the Document Tracking System in improving administrative efficiency among non-teaching staff of the Department of Education Schools Division Office of Surigao del Norte. Specifically, it focused on assessing the effectiveness of the document tracking system in terms of document monitoring, processing time, accessibility of records, accuracy of information, and timeliness of document retrieval. It also examined the administrative efficiency of non-teaching staff in terms of productivity, task completion, coordination, and service delivery. Furthermore, the study sought to determine the relationship between the effectiveness of the document tracking system and administrative efficiency and identify challenges encountered by non-teaching staff in using the system as a basis for developing an improvement program. A descriptive-correlational research design was adopted, with a structured questionnaire as the proposed data-gathering instrument. The data analysis included frequency and percentage, weighted mean, and Pearson product-moment correlation, as appropriate to the research questions. The study was intended to provide insights into how an organized document tracking system could support efficient records management, improve workflow coordination, reduce delays in document processing, and strengthen administrative service delivery. The findings would serve as the basis for a Document Tracking System-Oriented Administrative Efficiency Improvement Program focusing on staff capability development, standardized tracking procedures, system maintenance, records security, monitoring, and continuous evaluation. The results are intended to guide administrative personnel and school division management in identifying practical strategies to enhance document management and operational efficiency. The statistical findings must be finalized using actual responses from the study participants before the abstract is submitted as a completed research report.

Keywords: Document Tracking System, Administrative Efficiency, Non-Teaching Staff, Document Management, Records Monitoring, Processing Time, Department Of Education

CHAPTER I
THE PROBLEM AND ITS SCOPE
INTRODUCTION
Rationale of the Study

The effective management, processing, and monitoring of documents are essential components of administrative operations in educational institutions, particularly in government offices where large volumes of records are routinely received, processed, routed, reviewed, approved, released, and archived.

Non-teaching staff play an important role in these processes because they are commonly responsible for administrative documentation, records management, communication, filing, retrieval, and coordination of office transactions. Inefficient document handling may result in delayed processing, misplaced or difficult-to-retrieve records, duplication of work, poor monitoring of document status, and difficulties in determining accountability for pending transactions. Agbajeola et al. (2026) emphasized that effective record management practices, including record classification, retrieval, and disposal, are associated with the effectiveness of non-teaching personnel. Similarly, Adegbore and Sadiku (2024) found that the use of an e-administration information portal is relevant to the continued utilization of digital administrative systems among non-teaching staff, demonstrating the increasing importance of information systems in supporting administrative work. These findings establish that systematic management of institutional records and administrative information is not merely a clerical function but an important factor in improving the efficiency and effectiveness of personnel.

The need for an organized document tracking mechanism becomes particularly important as educational offices increasingly adopt information and communication technologies to improve administrative processes. A document tracking system can provide a structured means of recording document entries, identifying document locations, monitoring processing status, tracking responsible personnel, and determining whether transactions are completed within expected periods. Such functionality can minimize the dependence on manual follow-ups and reduce the possibility of documents being overlooked or misplaced. Castro et al. (2022), through the development of DocTrack for the University of Northern Philippines, demonstrated how a dynamic document tracking system can support paperless transactions, file tracking, and workflow automation. Likewise, Das et al. (2022) explained that integrated document management frameworks can strengthen document lifecycle management, version history, approval workflows, and the security and integrity of records. These technological developments suggest that document tracking systems can provide educational institutions with a more systematic approach to managing administrative transactions. In the context of the DepEd Schools Division Office of Surigao del Norte, such a system may be particularly valuable in establishing greater visibility over the movement and status of documents handled by non-teaching staff.

Administrative efficiency is also closely associated with the ability of non-teaching personnel to perform their responsibilities accurately, promptly, and consistently. The performance of these personnel can be affected by the availability of appropriate technologies, training, organizational support, and efficient administrative procedures. Adegoke and Akanbi (2024) reported that ICT-integrated in-service training can contribute to improved job performance among non-teaching staff, highlighting the importance of developing employees' technological capabilities alongside the adoption of digital systems. Similarly, Cabero and Cervantes (2026) examined technological competence and work performance among non-teaching personnel and emphasized the importance of ICT training and professional development. Jolaade and Kehinde (2023) further found that capacity building is important to the service delivery of non-teaching staff in tertiary institutions. These studies indicate that improving administrative efficiency should not be viewed solely as a technological concern; rather, it requires an appropriate combination of functional systems, employee competence, training, and organizational processes. Therefore, evaluating a document tracking system should consider whether it contributes to more timely document processing, easier retrieval and monitoring, improved accountability, reduced administrative delays, and better overall work performance among non-teaching staff.

Despite the growing evidence on digital transformation, ICT utilization, records management, and employee performance, there remains a contextual gap concerning the effectiveness of document tracking systems specifically among non-teaching personnel in a Philippine Department of Education Schools Division Office. Existing studies have examined record management practices in universities, e-administration portals, document tracking systems in higher education, and digital transformation in educational institutions, but limited attention has been given to the actual effectiveness of a document tracking system in improving the administrative efficiency of non-teaching staff within a Schools Division Office setting. This gap provides a basis for conducting the present study at the DepEd Schools Division Office of Surigao del Norte. The study seeks to determine whether the document tracking system contributes to improved administrative efficiency by examining relevant aspects such as document processing, monitoring, retrieval, timeliness, accuracy, and accountability. The findings may provide empirical evidence that can assist the Schools Division Office in identifying strengths and possible limitations in its existing document tracking practices and in formulating appropriate measures for improving administrative workflows. Ultimately, the study may contribute to more efficient document management, better utilization of digital administrative technologies, and improved delivery of administrative support services within the DepEd Schools Division Office of Surigao del Norte.

Theoretical Background

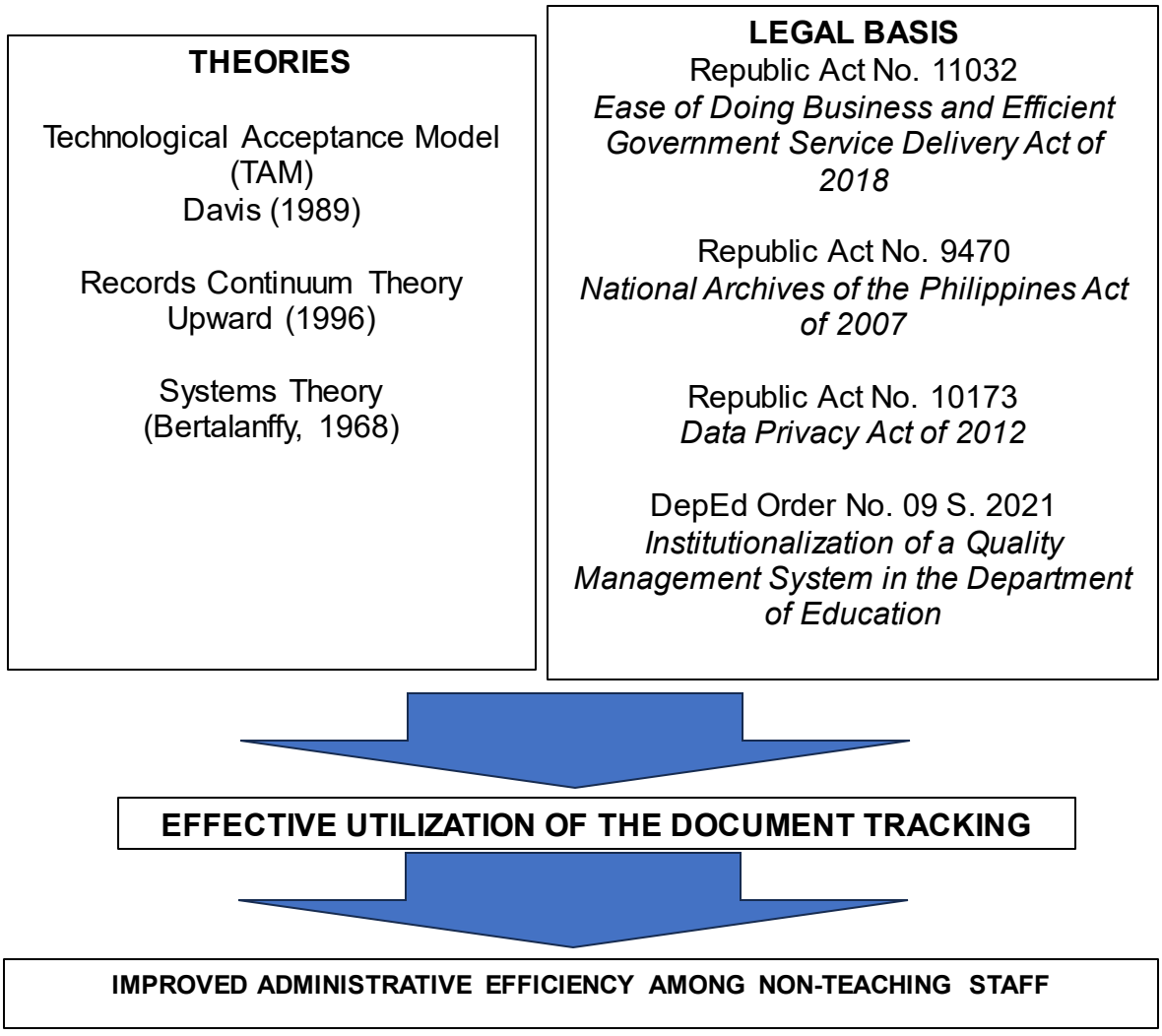


Figure 1.

Theoretical Background

THE PROBLEM

Statement of the Problem

This study assessed the effectiveness of the document tracking system in improving administrative efficiency among non-teaching staff of the Department of Education (DepEd) Schools Division Office of Surigao del Norte. Specifically, it sought to answer the following questions:

1. What relevant information may be derived from the respondents in terms of:
   1.1. Age;
   1.2. Sex;
   1.3. Position/designation;
   1.4. Office or unit assignment;
   1.5. Length of service; and
   1.6. Frequency of use of the document tracking system?
2. What is the perceived level of effectiveness of the document tracking system in terms of:
   2.1. Document registration and recording;
   2.2. Document routing and distribution;
   2.3. Document tracking and status monitoring;
   2.4. Document retrieval and accessibility;
   2.5. Accuracy and completeness of document information; and
   2.6. Security and proper handling of documents?
3. What is the perceived level of administrative efficiency among non-teaching staff in terms of:
   3.1. Timeliness in processing documents;
   3.2. Accuracy of administrative transactions;
   3.3. Productivity and workload management;
   3.4. Responsiveness to document-related requests;
   3.5. Accountability in document handling; and
   3.6. Overall efficiency in administrative processes?
4. What is the perceived contribution of the document tracking system to administrative efficiency in terms of:
   4.1. Reduction of document processing time;
   4.2. Reduction of misplaced or lost documents;
   4.3. Improved monitoring of document status;
   4.4. Improved coordination among offices and personnel;
   4.5. Faster retrieval and completion of documents; and
   4.6. Improved overall administrative workflow?
5. Is there a significant relationship between the overall effectiveness of the document tracking system and the overall administrative efficiency of non-teaching staff of the DepEd Schools Division Office of Surigao del Norte?
6. Is there a significant relationship between the effectiveness of document registration and recording and the administrative efficiency of non-teaching staff?
7. Is there a significant relationship between the effectiveness of document routing and distribution and the administrative efficiency of non-teaching staff?

8. What challenges and difficulties are encountered by non-teaching staff in using and implementing the document tracking system at the DepEd Schools Division Office of Surigao del Norte?
9. Based on the findings of the study, what interventions or recommendations may be developed to strengthen the effectiveness of the document tracking system and further improve administrative efficiency among non-teaching staff?

CHAPTER 3

This chapter presents the summary, findings, conclusions, and recommendations of the study on the effectiveness of the document tracking system in improving administrative efficiency among non-teaching staff of the Department of Education (DepEd) Schools Division Office of Surigao del Norte. The study focused on respondents' profile, perceived effectiveness of the system, perceived administrative efficiency, the system's perceived contribution to administrative efficiency, the relationship between system effectiveness and administrative efficiency, and challenges encountered in using the system.

Summary

The study aimed to assess the effectiveness of the document tracking system in improving administrative efficiency among non-teaching staff of the DepEd Schools Division Office of Surigao del Norte. Specifically, it described the respondents' demographic and work-related profile; assessed system effectiveness in document registration and recording, routing and distribution, tracking and status monitoring, retrieval and accessibility, accuracy and completeness, and security and proper handling; examined administrative efficiency in terms of timeliness, accuracy, productivity, responsiveness, coordination, and accountability; assessed the system's perceived contribution to administrative efficiency; examined selected relationships between system effectiveness and administrative efficiency; and identified challenges encountered by users.

The results indicated generally high ratings across the major dimensions. The overall perceived effectiveness of the document tracking system had a composite mean of 3.96, while perceived administrative efficiency had a composite mean of 3.91. The perceived contribution of the system to administrative efficiency had a composite mean of 3.95. The highest system-effectiveness dimension in the summary was document registration and recording (4.05), while document tracking and status monitoring received 3.94. For administrative efficiency, responsiveness and access to information and accountability and overall efficiency were among the stronger dimensions at 3.98. The listed challenges included limited training, delayed status updates, and inconsistent system use.

Findings

1. Respondent profile. The profile showed that the largest age category was 30–39 years old (31.00%), female respondents represented 59.00%, and Administrative Assistants formed the largest position category at 18.00%. Respondents with at least 10 years of service accounted for 36.00%, while "Often" was the most frequently reported system-use category at 38.00%.
2. Perceived effectiveness of the document tracking system. The overall composite mean was 3.96, interpreted as High in the Chapter 3 draft. Document registration and recording received the highest dimension mean (4.05). Document retrieval and accessibility and security and proper handling both received 3.98, while accuracy and completeness of document information received the lowest dimension mean (3.87).
3. Perceived administrative efficiency. Overall administrative efficiency received a composite mean of 3.91, interpreted as High. Responsiveness and access to information and accountability and overall

efficiency both received 3.98. Timeliness in processing documents and productivity and workload management each received 3.86, the lowest dimension means in this group.

4. Perceived contribution of the system. The overall perceived contribution of the document tracking system had a composite mean of 3.95. Reduction of misplaced or lost documents and improved monitoring of document status both received 3.97, followed by faster retrieval and completion of documents at 3.95.
5. Relationship between system effectiveness and administrative efficiency. The Chapter 3 draft presented positive correlations between overall system effectiveness and administrative efficiency ($r = 0.68$, $p < .001$), registration and recording and administrative efficiency ($r = 0.59$, $p < .001$), and routing and distribution and administrative efficiency ($r = 0.54$, $p < .001$).
6. Challenges encountered. The three most frequently listed challenges were limited training on the use of the system (46.0%), delayed updating of document status (42.0%), and inconsistent use of the system among personnel (39.0%). These results point to the need for user training, standard update procedures, and consistent compliance across offices.

Conclusions

Based on the results presented in Chapter 3, the document tracking system was generally perceived as effective, with an overall composite mean of 3.96. Its strongest dimension was document registration and recording, while accuracy and completeness of document information had the lowest dimension mean among the system-effectiveness areas. Perceived administrative efficiency was also rated High in the draft, with an overall composite mean of 3.91. Responsiveness and access to information, together with accountability and overall efficiency, were among the highest-rated dimensions. Timeliness in processing documents and productivity and workload management had lower means within this group. If verified, these results would suggest that access to information and accountability are perceived strengths, while processing speed and workload management remain areas for development. The system was perceived to contribute to administrative efficiency, particularly through reduced risk of misplaced documents and improved monitoring of document status.

Recommendations

1. **Strengthen user training and technical assistance.** The Schools Division Office, Records Section, Administrative Division, and ICT personnel should conduct practical orientation and periodic refresher sessions on document registration, routing, status updating, retrieval, data accuracy, and proper handling. Training should include a simple assessment to determine whether users can perform the required tasks correctly.
2. **Standardize document-tracking procedures.** The office should prepare or update written standard operating procedures that define required information fields, reference-number conventions, routing responsibilities, status categories, update timelines, and escalation steps for overdue documents.
3. **Improve accuracy and completeness of records.** Records personnel and responsible offices should use standardized entry fields and routine validation checks. Periodic audits should compare encoded information with source documents and identify incomplete, duplicated, or inconsistent entries for correction.
4. **Establish regular monitoring of pending documents.** The responsible units should review pending and overdue documents on a daily or scheduled basis, ensure that status changes are entered promptly, and assign responsibility for follow-up. A simple monitoring report may identify the number of pending, completed, and overdue transactions.

5. **Improve processing timeliness and workload management.** Office heads should review processing steps to identify unnecessary handoffs, repeated manual tasks, and bottlenecks. Where appropriate, responsibilities and workload should be balanced, and priority rules should be communicated for urgent or time-sensitive documents.
6. **Promote consistent use across offices.** All personnel who handle documents should follow the same tracking procedures. Supervisors should communicate expectations clearly, monitor compliance, and provide assistance when inconsistent use is caused by access, skills, or workflow barriers.
7. **Maintain document security and accountability.** The office should regularly review user access, ensure that only authorized personnel can view or modify sensitive records, and maintain traceable records of document movements and transactions in accordance with applicable DepEd policies and data-protection requirements.
8. **Evaluate system performance using actual operational data.** The Schools Division Office should monitor indicators such as average processing time, number of overdue documents, frequency of missing or incomplete records, status-update compliance, and user-reported difficulties. These indicators can be reviewed periodically to determine whether interventions are producing measurable improvements.
9. **Validate all statistical results before final submission.** The researcher should replace simulated frequencies, percentages, weighted means, correlation coefficients, and p-values with results derived from the actual completed questionnaires. The hypotheses and statistical decisions should be reviewed against the approved statement of the problem and research design.
10. **Recommend further research.** Future researchers may examine the system in other Schools Division Offices or compare offices with different levels of system use. Studies may also use actual processing-time records or a pretest–posttest design to assess whether system improvements are associated with measurable changes in administrative efficiency.

CHAPTER 4
DOCUMENT TRACKING SYSTEM-ORIENTED ADMINISTRATIVE EFFICIENCY IMPROVEMENT PROGRAM

RATIONALE

An effective document tracking system is important in maintaining orderly, timely, accurate, and accountable administrative transactions in the Department of Education (DepEd) Schools Division Office of Surigao del Norte. The system can support the registration, routing, monitoring, retrieval, and proper handling of documents by making their status and movement easier to trace. These functions are especially relevant to non-teaching personnel whose responsibilities include receiving, recording, processing, forwarding, and retrieving official documents.

The illustrative findings in Chapter 3 indicated that the document tracking system received an overall perceived-effectiveness composite mean of 3.96, while perceived administrative efficiency received an overall composite mean of 3.91. The strongest-rated areas included document registration and recording (4.05), document retrieval and accessibility (3.98), security and proper handling (3.98), responsiveness and access to information (3.98), and accountability and overall efficiency (3.98). The draft also identified potential areas for improvement, particularly accuracy and completeness of document information (3.87), timeliness in processing documents (3.86), and productivity and workload management (3.86).

The Chapter 3 draft also listed limited training, delayed status updates, and inconsistent system use as challenges that may affect the system's contribution to administrative efficiency. In response, this proposed improvement program focuses on practical user training, standard operating procedures, timely status updating, data-quality checks, routine monitoring, workload and workflow review, and consistent use of the tracking system across offices. The numerical results used to formulate this draft are illustrative and must be verified against actual respondent data before being treated as final research findings.

OBJECTIVES

This program aims to:

1. Improve the accuracy and completeness of document registration and tracking records.
2. Promote timely routing, status updating, follow-up, and completion of administrative documents.
3. Strengthen non-teaching personnel's competence in using the document tracking system through orientation and continuing technical support.
4. Establish consistent procedures for document registration, routing, status classification, retrieval, and accountability.
5. Improve monitoring of pending, overdue, completed, and returned documents.
6. Reduce the risk of misplaced documents and unnecessary delays in document retrieval and processing.
7. Strengthen coordination and communication among offices and personnel handling documents.
8. Evaluate the program through measurable indicators and use the results for continuous improvement.

SCHEME OF IMPLEMENTATION

Area of Concern	Objectives	Strategies / Activities	Budget (PHP)	Budget Source	Time Frame	Implementors	Evaluative Measures	Actual Accomplishment	Remarks
User Training and Technical Assistance	Improve personnel's skills and confidence in using the document tracking system.	Conduct orientation and hands-on training on registration, routing, status updating, searching, retrieval, and troubleshooting;	₱25,000	Subject to SDO approval; available training funds or authorized support	Months 1–2; refresher in Month 7	SDO Management, ICT personnel, Records Section, division/unit representatives	Attendance; pre-/post-training assessment; percentage of trained users able to complete key tasks	To be completed after implementation	Proposed; confirm funding and schedule

Area of Concern	Objectives	Strategies / Activities	Budget (PHP)	Budget Source	Time Frame	Implementors	Evaluative Measures	Actual Accomplishment	Remarks
		provide a quick-reference guide and follow-up coaching.							
Standardized Document Registration and Data Quality	Improve accuracy and completeness of document information.	Adopt standard data fields and reference-number rules; use a checklist for required information; conduct monthly checks for incomplete, duplicated, or inconsistent entries.	₱15,000	Subject to SDO approval; authorized office operating funds	Months 1–3; monthly review thereafter	Records Section, administrative personnel, ICT support, unit heads	Percentage of records complete; error and duplicate rate; monthly audit results	To be completed after implementation	Use approved forms and procedures
Timely Status Updates and	Improve visibility of pending	Define status categories and	₱12,000	Subject to SDO approval;	Months 1–12	Records Section, receiving and	Status-update compliance;	To be completed after	Set realistic service standard

Area of Concern	Objectives	Strategies / Activities	Budget (PHP)	Budget Source	Time Frame	Implementors	Evaluative Measures	Actual Accomplishment	Remarks
Pending-Document Monitoring	, overdue, and completed transactions.	update responsibilities; set a routine for updating status after each handoff; prepare a weekly pending/overdue report and escalation list.		authorized office operating funds		releasing personnel, unit heads	number of overdue documents; average time between handoff and update	implementation	s with management
Workflow and Processing-Time Improvement	Reduce avoidable delays and improve administrative productivity.	Map the document flow; identify repeated steps and bottlenecks; clarify handoff responsibilities; review processing-time records and recomm	₱18,000	Subject to SDO approval; authorized operational or improvement funds	Months 2–5; review in Months 9–12	Administrative Division, Records Section, unit heads, process representatives	Baseline versus follow-up processing time; number of bottlenecks addressed; staff feedback	To be completed after implementation	Changes require management approval

Area of Concern	Objectives	Strategies / Activities	Budget (PHP)	Budget Source	Time Frame	Implementors	Evaluative Measures	Actual Accomplishment	Remarks
		end process changes.							
Consistent System Use and Office Coordination	Promote uniform use of the tracking system across relevant offices.	Issue written procedures; assign a focal person per unit; conduct coordination meetings; review compliance and resolve access or workflow concerns.	₱10,000	Subject to SDO approval; authorized office operating funds	Months 1–12; quarterly review	SDO management, unit heads, Records Section, designated focal persons	Office compliance checklist; percentage of transactions recorded; coordination issues resolved	To be completed after implementation	Ensure consistent procedures across units
Document Security and Access Control	Support secure, accountable handling of official documents.	Review user permissions; reinforce confidentiality and authorized access;	₱12,000	Subject to SDO approval; authorized ICT/office funds	Months 2–4; semiannual review	ICT personnel, Records Section, Data Protection Officer or designated	Access review completed; unauthorized-access incidents recorded and address	To be completed after implementation	Follow applicable DepEd and data-protection policies

Area of Concern	Objectives	Strategies / Activities	Budget (PHP)	Budget Source	Time Frame	Implementors	Evaluative Measures	Actual Accomplishment	Remarks
		document user access changes; orient personnel on proper handling and incident reporting.				privacy focal person, unit heads	ed; staff awareness checks		
Performance Monitoring and Program Evaluation	Determine whether program activities improve tracking and administrative efficiency.	Establish baseline indicators; review monthly reports; conduct staff feedback surveys; compare baseline and follow-up results; prepare a year-end evaluation and	₱15,000	Subject to SDO approval; authorized monitoring/evaluation funds	Baseline in Month 1; quarterly monitoring; final review in Month 12	Program coordinator, Records Section, planning/monitoring personnel, unit heads	Quarterly monitoring reports; changes in processing time, record completeness, overdue documents, and user feedback	To be completed after implementation	Use actual operational records and verified data

Area of Concern	Objectives	Strategies / Activities	Budget (PHP)	Budget Source	Time Frame	Implementors	Evaluative Measures	Actual Accomplishment	Remarks
		action plan.							
TOTAL PROPOSED BUDGET	—	Proposed annual program estimate; subject to review and approval.	₱107,000	Multiple authorized sources, subject to approval	One year	SDO management and designated implementors	Approved budget and documented evaluation reports	To be completed after implementation	Estimate only; not an approved allocation

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