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STREAMLINING OF THE APPROVED APPLICATION FOR LICENSURE EXAMINATION THROUGH E-GOVERNANCE MECHANISM

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ABSTRACT

The study centered on the streamlining of the approved application for Licensure Examination through e-Governance mechanism. The study employed the descriptive method of research with the questionnaire as the main data gathering tool. The respondents of the study are Board/Examinees taking the licensure examination. Statistical tools were used in measuring and analyzing the results. Also, e-Governance mechanism has a high extent of influence to the system generated NOA of streamlining of the approved applications. On System Security, it revealed that the website protects user's privacy as provided under data privacy act. This showed that information in the website is protected under the data privacy act. As to Information Clarity, it indicated that the website is equipped with search capability by the users and the users can quickly find the information and services they need once they enter the system. When it comes to Citizen's Satisfaction of e-Governance Services, it showed that the e-Governance system can improve the efficiency of organizational services, and accelerate the pace of the organization and Information and services provided by the e-Governance system can meet their needs. This revealed that the system improves the productivity and convenience in the working system and that it meets what they needed in the system. Moreover, the approved applications through e-Governance mechanism in claiming the Notice of Admission barely encountered the challenges in using the system. The most challenging aspect was the information provided in the system is not comprehensive and understandable to the target users. The next challenging aspect was updates for the system is difficult to upload and perform because of network trafficking and hacking. This showed that updates being done may be a problem due to internet stability and connectivity. It also revealed that the offline service is not effective in satisfying the needs of the users. Furthermore, there exists a significant relationship between the approved application through e-Governance mechanism and the system generated Notice of Admission. As contrasted, there is no significant difference on the challenges encountered on the approved application through e-Governance mechanism in claiming Notice of Admission when grouped according to profile. In addition, there exists a significant relationship between the effects of the system generated NOA of the approved application through e-Governance mechanism and the challenges encountered.

KEYWORDS: *Streamlining, Approved Application, Licensure Examination, e-Governance Mechanism*

INTRODUCTION

We have seen a big change in our communication system in the last few months into year during this pandemic. With the use of the internet and many latest technologies, people can now access different online transaction options. This has also resulted in giving mock application at home via the internet. They do not have to be physically present to submit in the office or agency to receive quality output.

The Professional Regulation Commission previously used manual transaction for the processing of application for licensure examination and other services offered to the public, registered and licensed professional in terms of verification and validation. To align the Commission's existing programs and projects with social contract with the Filipino people, as well as in compliance with various policies that ensure the effective and timely delivery of key services and availability of information to clients and the general services. PRC is now using the Licensure Examination and Registration Information System (LERIS) portal and continuing to develop and improve its system.

The Licensure Examination is an important indicator of the quality of a person's pre-service training responsiveness and accountability of e-government services. It measures the integrity and credibility of being one of the practicing professionals on their chosen field. Especially, this is intended for the examinees and aspiring professionals in some remote area and island that are most affected because they need to travel back to PRC Office to claim their Notice of Admission (NOA) personally. Despite of their location, schedules, employment status, expenses and other matters that may arise. This is also where e-Governance comes in and how it functions and what is its role in the process of the streamlining the approved of the applications for the Licensure Examination.

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MATERIALS AND METHOD

The study employed quantitative descriptive research design. Descriptive research design is a type of research design that aims to systematically obtain information to describe a phenomenon, situation, or population to determine its effect to the applicants. The locale of the study is the PRC Regional Office 4A – Lucena City in Quezon Province. This is found appropriate since this is the place where the number of examinees apply for a licensure examination of various profession.

The researcher gathered one hundred twenty respondents (120) as the approved applicants and examinees using google forms questionnaire to deliberately share and measure their experiences using the research instrument in data gathering. The researcher used demographic profile to identify the Respondents in terms of Board of/for, Examination place, Age, Sex, Address, and Employment.

RESULTS AND DISCUSSION

Demographic Profile of the Respondents in Terms of Board of/for

Most of the respondents were taking their Board Exam for Midwifery with the highest frequency of 43 (35.83%). Civil Engineer Board exam had the frequency of 3, or 2.50%. Nursing Board exam earned a frequency of 2 (1.67%). A lone respondent tied in taking up Psychometrician, Social Worker, and Mechanical Engineer.

Demographic Profile of Respondents in Terms of Examination Place

Most of the respondents take their Examination place in Lucena City with the highest frequency of 104 (86.67%). This was followed by those who took their Licensure Examination in Manila having the frequency of 14 (11.67%).

Demographic Profile of Respondents in Terms of Age

This was followed by the age bracket of 31 to 40 years old having the frequency of 26, or 21.67%. The age bracket of 41 to 50 years old got the frequency of 8 (6.67%). Three respondents were in the age of 51 to 60 years old.

Demographic Profile of Respondents in Terms of Gender

Most of the respondents were female with a frequency of 74 (61.67%). The remaining respondents were male with a frequency of 46, or 38.33%.

Demographic Profile of Respondents in Terms of Address

Most of the respondents were from Lucena City with the highest frequency of 22 (18.33%). Those who were from Tayabas City got the frequency of 11 (9.17%). Those who were from Sariaya Quezon had the frequency of 8 (6.67%).

Demographic Profile of Respondents in Terms of Employment

Most of the respondents have none when it comes to employment with the highest frequency of 33 (27.50%). Those in the DepEd and Contractual got the frequency of 3, or 2.50%. Working in BFP, Guidance Counselor and Unemployed. Lone respondents were engaged in the Electrician, OFW, RHMPP, undergraduate, Student, Casual and Self-Employed.

Table 1. Respondent's Ratings of the Extent of Influence of the System Generated NOA of Streamlining of the Approved Applications through e-Governance Mechanism in terms of Information Clarity

Information Clarity	Mean	Verbal Interpretation
The website is equipped with search capability by the users.	4.51	Great Extent
The users can conveniently find items that they need via keywords in the system application.	4.45	High Extent
The categorization of website information and functions are reasonable to be used.	4.49	High Extent
The users can quickly find the information and services they need once they enter the system.	4.51	Great Extent
The guidance and instructions of the website is clear, easy to understand and operative to the target users.	4.50	High Extent
Grand Mean:	**4.49**	**High Extent**

Note: "Least Extent (1.00 – 1.50)", "Less Extent (1.51 – 2.50)", "Moderate Extent (2.51 – 3.50)", "High Extent (3.51 – 4.50)", "Great Extent (4.51 – 5.00)"

The general mean was 4.49 with a verbal interpretation of "High Extent." This implied that there is a high extent of influence of the system generated NOA of streamlining of the approved applications through e-Governance mechanism.

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Table 2. Respondent's Ratings of the Extent of Influence of the System Generated NOA of Streamlining of the Approved Application through e-Governance Mechanism in terms of System Security

System Security	Mean	Verbal Interpretation
The website will protect user's privacy as provided under data privacy act.	4.58	Great Extent
They do not have to worry about personal information being leaked in the system.	4.44	High Extent
The website has user's privacy protection settings, such as password authentication and mobile authentication.	4.53	Great Extent
My submitted information will not be disclosed as not allowed by the system.	4.54	Great Extent
Grand Mean:	**4.52**	**Great Extent**

Note: *"Least Extent (1.00 – 1.50)", "Less Extent (1.51 – 2.50)", "Moderate Extent (2.51 – 3.50)", "High Extent (3.51 – 4.50)", "Great Extent (4.51 – 5.00)"*

Table 2 shows the respondent's ratings of the extent of influence of the system generated NOA of streamlining of the approved applications through e-Governance mechanism in terms of System Security. The grand mean was 4.52 with a verbal interpretation of "Great Extent." This implied that there is a great extent of influence of the system generated NOA of streamlining of the approved applications through e-Governance mechanism.

Table 3. Respondent's Ratings of the Extent of Influence of the System Generated NOA of Streamlining of the Approved Application through e-Governance Mechanism in terms of System Stability

System Stability	Mean	Verbal Interpretation
Images, videos and hyperlinks of the website can be displayed properly.	4.42	High Extent
The use of website services rarely appears system failure.	4.23	High Extent
Website information and services are not restricted by the period of time.	4.35	High Extent
The content and performance of the website will not be affected by using different browsers or internet tools to open government portal websites.	4.37	High Extent
Grand Mean:	**4.34**	**High Extent**

Note: *"Least Extent (1.00 – 1.50)", "Less Extent (1.51 – 2.50)", "Moderate Extent (2.51 – 3.50)", "High Extent (3.51 – 4.50)", "Great Extent (4.51 – 5.00)"*

Table 3 shows respondent's ratings of the extent of influence of the system generated NOA of streamlining of the approved applications through e-Governance mechanism in terms of System Stability. The grand mean was 4.34 with a verbal interpretation of "High Extent." This implied that there is a high extent of influence of the system generated NOA of streamlining of the approved applications through e-Governance mechanism.

Table 4 Respondent's Ratings of the Extent of Influence of the System Generated NOA of Streamlining of the Approved Applications through e-Governance Mechanism in terms of Interactive Services

Interactive Services	Mean	Verbal Interpretation
The website has real-time communication channels, such as online customer services.	4.28	High Extent
The website online service or email system, message boards and other channels can reply the users in time and seriously answer their questions and comments.	4.34	High Extent
The website will take the initiative to inform the user the new information or services according to records.	4.43	High Extent
On the basis of meeting on the general requirements, the website also provides personalized custom services for different users.	4.36	High Extent
Online transactions can be completed within a specified time.	4.46	High Extent
After submitting relevant materials, online organization makes user feel satisfied with the results.	4.44	High Extent
Grand Mean:	**4.38**	**High Extent**

Note: *"Least Extent (1.00 – 1.50)", "Less Extent (1.51 – 2.50)", "Moderate Extent (2.51 – 3.50)", "High Extent (3.51 – 4.50)", "Great Extent (4.51 – 5.00)"*

Table 4 shows the respondent's ratings of the extent of influence of the system generated Notice of Admission streamlining of the approved applications through e-Governance mechanism in terms of Interactive Services. The grand mean was 4.38 Table 5. Respondent's Ratings of the Extent of Influence of the System Generated NOA of Streamlining of the Approved Application

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through e-Governance Mechanism in terms of "One-stop" Services. 38 with a verbal interpretation of "High Extent."

Table 5. Respondent's Ratings of the Extent of Influence of the System Generated NOA of Streamlining of the Approved Application through e-Governance Mechanism in terms of "One-stop" Services

"One-stop" Services	Mean	Verbal Interpretation
When handling cross-sector organization, the users can only log on one organization or individual portal to complete all procedures of the organization.	4.41	High Extent
When handling cross-sector organization, the users can only log on the related government websites according to organizational needs, without logging on other government websites of each separate organizational sector.	4.40	High Extent
When handling cross-sector organization, the users only need to care about the process of the organization and don't need to care about who is responsible for specific organization.	4.32	High Extent
Grand Mean:	**4.38**	**High Extent**

Note: "Least Extent (1.00 – 1.50)", "Less Extent (1.51 – 2.50)", "Moderate Extent (2.51 – 3.50)", "High Extent (3.51 – 4.50)", "Great Extent (4.51 – 5.00)"

The grand mean was 4.38 with a verbal interpretation of "High Extent." This implied that there is a high extent of influence of the system generated NOA of streamlining of the approved applications through e-Governance mechanism. The lowest indicator states that "when handling cross-sector organization, the users only need to care about the process of the organization and don't need to care about who is responsible for specific organization" with a mean of 4.32.

Table 6. Respondent's Ratings of the Extent of Influence of the SystemGenerated NOA of Streamlining of the Approved Application through e-Governance Mechanism in terms of Offline Organization Service Quality Perception.

Offline Organization Service Quality Perception	Mean	Verbal Interpretation
The function of e-Governance is clear, comprehensive, and concise.	4.39	High Extent
The e-Governance system is safe, secured and reliable.	4.42	High Extent
The e-Governance system is integrated with other systems.	4.35	High Extent
Grand Mean:	**4.39**	**High Extent**

Note: *"Least Extent (1.00 – 1.50)", "Less Extent (1.51 – 2.50)", "Moderate Extent (2.51 – 3.50)", "High Extent (3.51 – 4.50)", "Great Extent (4.51 – 5.00)"*

Table 6 shows the respondent's ratings of the extent of influence of the system generated NOA of streamlining of the approved applications through e-Governance mechanism in terms of Offline Organization Service Quality Perception. The grand mean was 4.39 with a verbal interpretation of "High Extent." The lowest scorer stated that "the e-Governance system is integrated with other systems" with a mean of 4.35. This indicated that the main system is connected to other support systems.

Table 7. Respondent's Ratings of the Extent of Influence of the System Generated NOA of Streamlining of the Approved Application through e-Governance Mechanism in terms of Online Organization Service Quality Perception

Online Organization Service Quality Perception	Mean	Verbal Interpretation
The offline service of the organization departments is very efficient and cost effective.	4.33	High Extent
Employees or staffs of offline services are professional and enthusiastic.	4.40	High Extent
Grand Mean:	**4.37**	**High Extent**

Note: "Least Extent (1.00 – 1.50)", "Less Extent (1.51 – 2.50)", "Moderate Extent (2.51 – 3.50)", "High Extent (3.51 – 4.50)", "Great Extent (4.51 – 5.00)"

Table 7 shows the respondent's ratings of the extent of influence of the system generated NOA of streamlining of the approved applications through e-Governance mechanism in terms of Online Organization Service Quality Perception. The grand mean was 4.37 with a verbal interpretation of "High Extent." The lowest rater stated that "the offline service of the organization departments is very efficient and cost effective" with a mean of 4.33.

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Table 8. Respondent's Ratings of the Extent of Influence of the System Generated NOA of Streamlining of the Approved Application through e-Governance Mechanism in terms of Citizen's Satisfaction of e-Governance Services.

Citizen's Satisfaction of e-Governance Services	Mean	Verbal Interpretation
The function of the e-Governance system is comprehensive and the process of the e-Governance system is simple.	4.37	High Extent
The e-Governance system can improve the efficiency of organizational services, and accelerate the pace of the organization.	4.42	High Extent
Information and services provided by the e-Governance system can meet their needs.	4.42	High Extent
Grand Mean:	**4.40**	**High Extent**

Note: "Least Extent (1.00 – 1.50)", "Less Extent (1.51 – 2.50)", "Moderate Extent (2.51 – 3.50)", "High Extent (3.51 – 4.50)", "Great Extent (4.51 – 5.00)"

The grand mean was 4.40 with a verbal interpretation of "High Extent." The bottom indicator stated that "the function of the e-Governance system is comprehensive and the process of the e-Governance system is simple" with a mean of 4.37.

Table 9. Summary Table on the Respondent's Ratings of the Extent of Influence of the System Generated NOA of Streamlining of the Approved Application through e-Governance Mechanism

Extent of Influence	Mean	Verbal Interpretation
Information Clarity	4.49	High Extent
System Security	4.52	Great Extent
System Stability	4.34	High Extent
Interactive Services	4.38	High Extent
"One-Stop" Services	4.38	High Extent
Offline Organization Service Quality Perception	4.39	High Extent
Online Organization Service Quality Perception	4.37	High Extent
Citizen's Satisfaction of e-Governance Services	4.40	High Extent
Grand Mean:	**4.41**	**High Extent**

Note: "Least Extent (1.00 – 1.50)", "Less Extent (1.51 – 2.50)", "Moderate Extent (2.51 – 3.50)", "High Extent (3.51 – 4.50)", "Great Extent (4.51 – 5.00)"

Challenges Encountered on the Approved Application through e-Governance Mechanism in Claiming the Notice of Admission

Table 10. Respondent's Ratings of the Challenges Encountered on the Approved Application through e-Governance Mechanism in Claiming the Notice of Admission

Challenges Encountered	Mean	Verbal Interpretation
The information provided in the system is not comprehensive and understandable to the target users.	2.18	Barely Encountered
The information in the system is misleading and disclosing unpublic information.	1.92	Barely Encountered
The username and password in the system is very weak where hackers can hack the system.	1.90	Barely Encountered
The user's privacy is at stake in the system because the security features is not functional and weak.	1.94	Barely Encountered
Updates for the system is difficult to upload and perform because of network trafficking and hacking.	2.01	Barely Encountered
The e-Governance system is not interactive with the users since it is not simple and comprehensive.	1.92	Barely Encountered
There is duplication or replication in the e-Governance system which make the system redundant.	1.90	Barely Encountered
The offline service is not effective in satisfying the needs of the users.	1.98	Barely Encountered
The online service is not efficient in dealing with the target users and other clienteles.	1.83	Barely Encountered
There is a low citizen's satisfaction of the e-Governance system.	1.91	Barely Encountered
Grand Mean:	**1.95**	**Barely Encountered**

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Note: "Never Encountered (1.00 – 1.50)", "Barely Encountered (1.51 – 2.50)", "Sometimes Encountered (2.51 – 3.50)", "Often Encountered (3.51 – 4.50)", "Always Encountered (4.51 – 5.00)"

The most challenging aspect is the indicator "the information provided in the system is not comprehensive and understandable to the target users" with a mean of 2.18. The least challenging aspect is the item "the online service is not efficient in dealing with the target users and other clienteles" with a mean of 1.83. This showed that online services may be not a problem so much in performing the intended of the system installed.

Table 11 shows on Information Clarity vs. System Security, the p-value was less than .001 which is smaller than the 0.05 level of significance. The p-value was 0.317 which is higher than the 0.05 level of significance. Thus, the null hypothesis failed to be rejected. There is no significant difference on the challenges encountered on the approved application through e-Governance mechanism in claiming Notice of Admission when grouped according to the Licensure Examination.

Table 11. Spearman Rank: Significant Relationship Between the Approved Application through e-Governance Mechanism and the System Generated Notices of Admission

Indicators	Spearman Rho	Information Clarity	System Security	System Stability	Interactive Services	"One-Stop" Services	Offline Organization	Online Organization	Citizen's Satisfaction
Information Clarity	Correlation Coefficient	1.00							
	p-value								
System Security	Correlation Coefficient	0.771 Strong Correlation	1.00						
	p-value	<.001							
System Stability	Correlation Coefficient	0.796 Strong Correlation	0.799 Strong Correlation	1.00					
	p-value	<.001	<.001						
Interactive Services	Correlation Coefficient	0.852 Strong Correlation	0.795 Strong Correlation	0.845 Strong Correlation	1.00				
	p-value	<.001	<.001	<.001					
"One-Stop" Services	Correlation Coefficient	0.745 Strong Correlation	0.718 Strong Correlation	0.756 Strong Correlation	0.868 Strong Correlation	1.00			
	p-value	<.001	<.001	<.001	<.001				
Offline Organization	Correlation Coefficient	0.725 Strong Correlation	0.763 Strong Correlation	0.759 Strong Correlation	0.846 Strong Correlation	0.869 Strong Correlation	1.00		
	p-value	<.001	<.001	<.001	<.001	<.001			
Online Organization	Correlation Coefficient	0.740 Strong Correlation	0.727 Strong Correlation	0.711 Strong Correlation	0.849 Strong Correlation	0.826 Strong Correlation	0.840 Strong Correlation	1.00	
	p-value	<.001	<.001	<.001	<0.001	<.001	<.001		
Citizen's Satisfaction	Correlation	0.754	0.728	0.717	0.812	0.809	0.856 Strong Correlation	0.893	1.00

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Coefficient	Strong Correlation	Strong Correlation	Strong Correlation	Strong Correlation	Strong Correlation		Strong Correlation
p-value	<.001	<.001	<.001	<.001	<.001	<.001	<.001

Note: "If p value is less than or equal to the level of significance (0.05) reject Ho, otherwise failed to reject Ho."

Test for Significant Difference on the Challenges Encountered on the Approved Application through e-Governance Mechanism in Claiming Notice of Admission when Grouped According to Profile

Table 12. Kruskal Wallis H-Test: Comparison on the Challenges Encountered on the Approved Application through e-Governance Mechanism in Claiming Notice of Admission when Grouped According to Licensure Examination

Indicator	Board Examination	Mean Rank	K-statistic	p-value	Decision	Remarks
Challenges Encountered	Architect	73.62	14.841	0.317	Failed to Reject Ho	Not Significant
	Registered Master Electrician	67.73				
	Midwife	58.03				
	Registered Electrical Engineer	76.38				
	Guidance Counselor	81.10				
	Professional Teacher	50.65				
	Environmental Planner	31.63				
	Civil Engineer	45.50				
	Psychometrician	68.50				
	Agriculturist	61.42				
	Nurse	106.25				
	Social Worker	50.50				
	Mechanical Engineer	59.50				
	Master Plumber	47.50				

Note: "If p value is less than or equal to the level of significance (0.05) reject Ho, otherwise failed to reject Ho."

Table 12. Kruskal Wallis H-Test: Comparison on the Challenges Encountered on the Approved Application through e-Governance Mechanism in Claiming Notice of Admission when Grouped According to Examination Place

Indicator	Examination Place	Mean Rank	K-statistic	p-value	Decision	Remarks
Challenges Encountered	Lucena	57.85	5.559	0.062	Failed to Reject Ho	Not Significant
	Legazpi	99.50				
	Manila	74.61				

Note: *"If p value is less than or equal to the level of significance (0.05) reject Ho, otherwise failed to reject Ho."*

Table 12 shows the Kruskal Wallis H-Test of the comparison on the challenges encountered on the approved application through e-Governance mechanism in claiming Notice of Admission when grouped according to Board Examination. The p-value was 0.317 which is higher than the 0.05 level of significance. Thus, the null hypothesis failed to be rejected. There is no significant difference on the challenges encountered

Table 13. Kruskal Wallis H-Test: Comparison on the Challenges Encountered on the Approved Application through e-Governance Mechanism in Claiming Notice of Admission when Grouped According

Indicator	Age	Mean Rank	K-statistic	p-value	Decision	Remarks
Challenges Encountered	20 to 30 years old	62.17	0.854	0.837	Failed to Reject Ho	Not Significant
	31 to 40 years old	56.77				

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41 to 50 years old	53.75
51 to 60 years old	64.50

Note: "If p value is less than or equal to the level of significance (0.05) reject Ho, otherwise failed to reject Ho."

Table 13 shows the Kruskal Wallis H-Test of the comparison on the challenges encountered on the approved application through e-Governance mechanism in claiming Notice of Admission when grouped according to age. The p-value was 0.837 which is more than the 0.05 level of significance.

Table 14. Mann Whitney U-Test: Comparison on the Challenges Encountered on the Approved Application through e-Governance Mechanism in Claiming Notice of Admissionwhen Grouped According to Sex

Indicator	Sex	Mean Rank	U-statistic	p-value	Decision	Remarks
Challenges Encountered	Male	59.55	1658.500	0.812	Failed to Reject Ho	Not Significant
	Female	61.09				

Note: "If p value is less than or equal to the level of significance (0.05) reject Ho, otherwise failed to reject Ho."

Table 14 shows the Mann Whitney U-Test of the comparison on the challenges encountered on the approved application through e-Governance mechanism in claiming Notice of Admission when grouped according to sex. The p-value was 0.812 which is greater than the 0.05 level of significance. Thus, the null hypothesis failed to be rejected. There is no significant difference on the challenges encountered on the approved application through e-Governance mechanism in claiming Notice of Admission when grouped according to sex.

Table 15. Kruskal Wallis H-Test: Comparison on the Challenges Encountered on the Approved Application through e-Governance Mechanism in Claiming Notice of Admission when Grouped According to Address

Indicator	Address	Mean Rank	K-statistic	p-value	Decision	Remarks
Challenges Encountered	Bauan Batangas	79.50	38.370	0.363	Failed to Reject Ho	Not Significant
	Lemery Batangas	17.50				
	San Jose, Camarines Norte	17.50				
	Batangas City	87.10				
	Candelaria, Quezon	45.50				
	Padre Burgos, Quezon	17.50				
	Lucban, Quezon	55.83				
	Lucena City	66.66				
	Daet, Camarines Norte	89.50				
	Guinayangan, Quezon	64.00				
	Tayabas City	44.91				
	Lumban, Laguna	75.50				
	Polilio Quezon	66.25				
	Sariaya Quezon	38.81				
	Santa Rosa, Laguna	91.50				
	Lipa City	68.50				
	Pagbilao, Quezon	85.63				
	Makati City	104.00				
	Taysan Batangas	55.00				
	Lobo, Batangas	90.75				
	Calapan City	41.00				

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Puerto Prinsesa City	78.17
Paco, Manila	100.50
Boac Marinduque	49.33
Los Banos, Laguna	17.50
San Roque, Laguna	118.00
San Andres, Quezon	41.00
Magsaysay Occidental Mindoro	73.63
San Jose Occidental Mindoro	58.70
San Miguel Oriental Mindoro	67.75
Tagkawayan Quezon	17.50
Caluya, Antique	52.08
Taal, Batangas	38.50
San Antonio Labo, Camarines Norte	109.50
San Pablo City	17.50
Majayjay Laguna	85.50
Dolores Quezon	41.00

Note: “If p value is less than or equal to the level of significance (0.05) reject Ho, otherwise failed to reject Ho.”

Table 16. Kruskal Wallis H-Test: Comparison on the Challenges Encountered on the Approved Application through e-Governance Mechanism in Claiming Notice of Admission when Grouped According to Employment

Indicator	Employment	Mean Rank	K-statistic	p-value	Decision	Remarks
Challenges Encountered	None	53.08	39.435	0.584	s	Not Significant
	Employed	67.00				
	Government	58.69				
	Architect	80.08				
	Electrician	17.50				
	OFW	17.50				
	BFP	57.75				
	RHMPP	89.50				
	Guidance Counselor	73.50				
	Undergraduate	64.00				
	Student	85.50				
	MGSCI	17.50				
	LGU Polilio	17.50				
	Unemployed	62.75				
	Civil Engineer	43.70				
	MSEUF	100.50				
	DepEd	53.50				
	Carlo Calma Consultancy	104.00				
	Permanent	47.30				

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Philippine Coconut Authority	78.50
PRC	51.50
Public	50.50
Nurse	103.00
Service Engineer	114.00
Freelance	59.50
Private	71.14
Asya Design	100.50
PDRRMO	113.00
Clinic Aide	64.00
MPDC	41.00
Nursing Assistant	78.50
City Department Health Office	98.75
Job Order	111.50
Lserv Corp.	17.50
MHI Power Plant	59.50
LGU – Sariaya	17.50
Nursing Attendant	73.75
Sariaya Institute, Inc.	29.25
Contractual	47.17
Private Sector	59.50
Casual	115.00
DPWH	41.00
Self-Employed	55.00

Note: "If p value is less than or equal to the level of significance (0.05) reject Ho, otherwise failed to reject Ho."

The p-value was 0.584 which is higher than the 0.05 level of significance. Thus, the null hypothesis failed to be rejected. There is no significant difference on the challenges encountered on the approved application through e-Governance mechanism in claiming Notice of Admission when grouped according to employment.

Test for Significant Relationship Between the Effects of the System Generated NOA of the Approved Application through e-Governance Mechanism and the Challenges Encountered

Table 17. Spearman Rank: Significant Relationship Between the Effects of the System Generated NOA of the Approved Application through e-Governance Mechanism and the Challenges Encountered

		Challenges Encountered			
Indicators	**Correlation Coefficient**	**Interpretation**	**p-value**	**Decision**	**Remarks**
Information Clarity	-0.378	Moderate Negative Correlation	<.001	Reject Ho	Significant
System Security	-0.376	Moderate Negative Correlation	<.001	Reject Ho	Significant
System Stability	-0.309	Moderate Negative Correlation	<.000	Reject Ho	Significant
Interactive Services	-0.335	Moderate Negative Correlation	<.001	Reject Ho	Significant
"One-Stop" Services	-0.295	Moderate Negative Correlation	<.001	Reject Ho	Significant

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Offline Organization Service Quality Perception	-0.366	Moderate Negative Correlation	<.001	Reject Ho	Significant
Online Organization Service Quality Perception	-0.338	Moderate Negative Correlation	<.001	Reject Ho	Significant
Citizen's Satisfaction of e-Governance Services	-0.375	Moderate Negative Correlation	<.001	Reject Ho	Significant

Note: "If p value is less than or equal to the level of significance (0.05) reject Ho, otherwise failed to reject Ho."

Table 17 shows the Spearman Rank of the significant relationship between the effects of the system generated NOA of the approved application through e-Governance mechanism and the challenges encountered. On Information Clarity, the p-value was less than .001 which is lower than the 0.05 level of significance. There exists a significant relationship. And, in accordance with Citizen's Satisfaction, the p-value was less than .001 which is lower than the 0.05 level of significance. Thus, the null hypothesis was rejected.

CONCLUSION AND RECOMMENDATION

Conclusion

Based on the data gathered, there exists a significant relationship between the approved application through e-Governance mechanism and the system generated Notice of Admission. There is no significant difference on the challenges encountered on the approved application through e-Governance mechanism in claiming Notice of Admission when grouped according to profile. There exists a significant relationship between the effects of the system generated NOA of the approved application through e-Governance mechanism and the challenges encountered.

Recommendation

The following were recommended to visualize and enhance the system designed in streamlining of e-services mechanism of the organizational process of the application for licensure examination and utilization of the system management designed for the fastest and accessible transactions for the end-user. Since the effects of the system generated NOA of the approved application through e-Governance mechanism were significantly related with the challenges encountered, it is preferably that e-Governance mechanism be enhanced to address the challenges encountered.

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