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OPTIMIZING ONLINE REQUESTS: BASIS FOR AN ENHANCED REGISTRAR'S TRANSACTIONS

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ABSTRACT

This study examined the optimization of online document requests at the Registrar's Office of Cebu Technological University – San Francisco Campus to develop an Enhanced Registrar's Transactions plan. Using a descriptive research design, data were gathered from 150 respondents comprising undergraduates, fresh graduates, and alumni through a structured questionnaire adapted from the DeLone and McLean Information Systems Success Model. The instrument assessed six dimensions: information quality, system quality, service quality, user satisfaction, intention to use, and net benefits. The findings exposed that respondents evaluated the online document request system as "Outstanding" across all dimensions, with overall mean scores ranging from 4.79 to 4.91. The most requested documents were Transcripts of Records (56.54%) and Diplomas (26.64%). Challenges encountered were primarily external, including internet connectivity issues and occasional system lag. Analysis of Variance (ANOVA) indicated no significant differences in client perceptions when grouped according to age, degree program, or type of document requested ($p > 0.05$). The study concludes that the online system is effective, user-friendly, and reliable across diverse user profiles. An Enhanced Registrar's Transactions plan was proposed, incorporating system upgrades, strengthened IT support, user awareness campaigns, security enhancements, and continuous feedback mechanisms to further optimize service delivery.

Keywords: *Digital services, enhance registrar's transaction, information systems management, online document request system, registrar's office, system optimization and user satisfaction.*

INTRODUCTION

The digital transformation of administrative services has fundamentally changed how academic institutions deliver essential functions to students, alumni, and stakeholders. Online transaction processing systems have emerged as critical infrastructure enabling rapid creation, distribution, and management of academic documents. These systems replace traditional paper-based processes with electronic platforms that facilitate document requests through internet-based technologies.

In academic contexts, registrar's offices serve as central hubs for managing student records, processing credential requests, and issuing official documents such as Transcripts of Records, Diplomas, and Certificates. The shift toward online document request systems offers significant advantages including convenience, speed, reduced paperwork, and accessibility. However, these systems also present challenges related to data security, system reliability, user accessibility, and technical support requirements.

At Cebu Technological University – San Francisco Campus, students and alumni increasingly require timely access to academic documents for employment applications, further education, and professional credentialing. Traditional manual processing methods often result in long queues, delayed transactions, and administrative bottlenecks that impede service delivery. These limitations underscore the necessity of optimizing online document request systems to meet contemporary expectations for efficient, reliable, and user-centered services.

The theoretical foundation of this study draws from the DeLone and McLean Information Systems Success Model, which posits that information systems success is determined by six interrelated constructs: system quality, information quality, service quality, use or intention to use, user satisfaction, and net benefits. According to this model, the quality dimensions—information quality, system quality, and service quality—influence both system use and user satisfaction, which subsequently lead to net benefits for individuals and organizations.

Information quality refers to the accuracy, completeness, timeliness, and relevance of system output. System quality encompasses desirable characteristics including ease of use, functionality, flexibility, and reliability. Service quality pertains to support provided by IT personnel, measured through responsiveness, assurance, and training adequacy. User satisfaction reflects overall evaluation of system experience, while net benefits represent the extent to which the system contributes to individual and organizational success.

This study aimed to evaluate the online document request system at the Registrar's Office, identify user challenges, and develop an Enhanced Registrar's Transactions plan that addresses system limitations while maximizing efficiency, accuracy, and user satisfaction. The research contributes practical recommendations for digital service improvement aligned with institutional modernization goals and national policies promoting electronic transactions.

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Online is an activity or service available on or performed using the internet or other computer network. Controlled by or connected to another computer or the internet. Online Transaction Processing (OLTP) is an information system that facilitates and manage transaction-oriented applications, typically for data entry and retrieval transaction processing. The online transaction was completed with the help of the internet. It can't take place without a proper internet connection. Online transactions occur when a process of requesting a document through online takes place through the internet.

Nowadays, electronic systems enable the rapid creation and distribution of documents. Therefore, people replace paper documents with electronic documents, in academic area electronic documents as information sources have increased in number and retrieving the information among huge number of documents become a problem. A current study shows positive feedback from students towards launching a document management system in local universities new ground-breaking tools are necessary to admission related information, in faculty of university student are very interested to have a system to manage, retrieve and sharing documents. Document management system in faculty can improve efficiency and effectiveness of research and also can improve knowledge sharing among students and get new idea from other researches. Students need a efficient knowledge repository in order to reprocess information throughout the research, is creating new chances for collaboration, coordination, and information exchange among students that work on a construction project and consequently reducing costs and response times. The entire service is delivered through INTERNET browse so in any location can access documents.

In the context of a school registrar's office of Cebu Technological University-San Francisco Campus, online document request systems have revolutionized how students and alumni access academic records, such as transcripts, certificates, and enrollment verifications. These systems offer convenience, speed, and reduced paperwork, benefiting both the office staff and the requestors. However, they also present challenges, such as ensuring data security, managing system downtimes, and addressing the needs of users who may lack digital access or proficiency. Evaluating the pros and cons of online document requests is crucial for improving service efficiency while maintaining fairness and accessibility for all stakeholders.

The need for online transactions in the Registrar's Office has become increasingly important due to the growing demand for fast, accessible, and reliable academic services. Traditional manual processes are no longer sufficient to meet the expectations of modern users, especially in a digitally driven environment.

Online document request systems are important because they improve efficiency, accessibility, and accuracy in processing requests. They reduce manual workload, minimize errors, and allow users to request and track documents anytime, resulting in faster service and higher user satisfaction. They also enhance user satisfaction and support digital transformation in institutions (Laudon & Laudon, 2020; Vial, 2019).

With the increasing reliance on digital platforms, there is a growing demand for online tools that simplify the process of creating legal documents. Users seek solutions that are not only easy to use but also secure and reliable (Kim Bon Hwan, 2017).

The Online Document Issuance System ensures that users can access various government documents and certificates easily. By allowing users to obtain these documents with just a click on a web page, the system promotes greater accessibility for all individuals (Amitesh Dongre, 2014).

The online requisition system significantly improved the efficiency of document requests. As institutions grow, manual processes become cumbersome, and the new system streamlined the process, making it quicker and more effective for students to request their credentials. The implementation of the online system provided a safer alternative for students to request their credentials. This was crucial during the pandemic, as it minimized the need for in-person visits to the institution, thereby reducing health risks. (Kylie Ivy R. Abang, 2022).

Students urgently need an academic transcript of records diploma, certification, certified copy of documents and other documents for a job application but faces delays due to the manual processing system at the school registrar's office of Cebu Technological University-San Francisco Campus. Long queues and slow handling make it impossible to obtain the document on time, resulting in a missed opportunity to meet the application deadline.

The primary contribution is the creation of the School Record and Forms-Online Management System (SRF-OMaS), is to enhance the management of student records and school forms, making processes more efficient and effective. The SRF-OMaS aims to streamline enrollment procedures and data management, particularly in generating essential school forms related to student registration, health profiles, and academic records. This addresses a critical need in educational institutions for better data handling (Zaldy T. Ronquillo, 2022).

Documents, which consist of written or printed materials, play a crucial role in educational activities. Private schools in Tangerang still face challenges in efficiently storing, accessing, and managing educational documents. Manual document storage consumes a significant amount of time and physical space. Therefore, a technology-based solution is required to address this issue (Muhammad Hanif Triyana, 2023).

This study aims to explore the advantages and disadvantages of online document request systems, with particular emphasis on their impact on efficiency, accessibility, and user satisfaction within the registrar's office. It highlights the growing need to optimize these systems to ensure faster processing times, minimize manual workload, and enhance overall service delivery. The study evaluates key benefits such as time savings, streamlined operations, and improved convenience for both users and administrative staff. At the same time, it examines existing challenges, including technical issues, data security risks, and

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accessibility barriers that may hinder effective implementation. Furthermore, the study seeks to assess user satisfaction with current processes and identify gaps that affect performance. Ultimately, it aims to provide practical, evidence-based recommendations for optimizing and improving online document request systems to achieve a more efficient, secure, and user-centered registrar service.

Method

A descriptive method of research is use in conducting the study that employs the gathering of data and observation. The questionnaire will be given to the randomly selected respondents and will be evaluated based on the data collected. The main purpose of this study is to determine the optimizing online request as to their basis for enhanced registrar's transactions of the clients at the Registrar's Office of Cebu Technological University-San Francisco Campus, Northern Poblacion, San Francisco Campus. The Undergraduate, Fresh Graduate and Alumni Students at Different Courses as a variable of the study. The randomly selected clients are the ones that will corresponds the questions given. One hundred fifty were made in order to produce at most consistent outcome from the survey. The given questions aim to determine the registrar's transaction of documents at the Registrar's Office of Cebu Technological University-San Francisco Campus. The questionnaires were given to one hundred fifty respondents randomly selected. After the questionnaires are collected, it is prepared for tabulation. The tabulated data were analyzed interpreted and prepare for the presentation.

Research Findings

The findings revealed that the majority of res pondents were young adults aged 18–34, with females comprising a larger proportion of the sample. Most respondents were enrolled in BSED–Mathematics and BIT–Computer Technology programs. In terms of document requests, Transcripts of Records and Diplomas were identified as the most frequently requested documents through the online document request system.

Results further showed that respondents rated the online document request system as highly effective, user-friendly, and reliable. High levels of satisfaction were reported across key dimensions, including information quality, system quality, service quality, and net benefits. Respondents indicated that the system provides accurate, complete, and timely information and operates in a stable, flexible, and responsive manner. The service support and IT assistance were also rated highly by users.

With regard to challenges encountered, respondents reported that issues were mostly external, such as internet connectivity problems and occasional system lag. Login or account-related difficulties were reported infrequently and were not perceived as major concerns affecting system use.

Statistical analysis using the Independent Samples t-test revealed no significant differences in respondents' perceptions of the system when grouped according to gender. Similarly, the One-Way ANOVA showed no significant differences when respondents were grouped by age, academic program, and requested document type across most variables, except for net benefits. This indicates that user perceptions of the online document request system are generally consistent across different demographic and academic groups. However, a significant difference was observed in terms of perceived net benefits.

Age

Age profiling is needed in this study to understand how different age groups engage with online document transaction systems and to ensure that system optimization efforts address the needs, abilities, and limitations of its actual users.

The table presents the age distribution of the 150 respondents involved in the study on optimizing the online request and transaction of documents at the Registrar's Office.

Table 1
Age profile of the Respondents
(n=150)

Age	f	%
35-44	11	7.33
25-34	67	44.67
18-24	72	48.00
Total	150	100

The table shows that the largest proportion of respondents belongs to the 18–24 age group, comprising 72 individuals or 48.00% of the total population. This indicates that nearly half of the respondents are young adults, suggesting that this group is the most represented in the study.

The 25–34 age group follows closely, with 67 respondents or 44.67%. This substantial proportion reflects a strong presence of individuals who are likely engaged in professional or academic pursuits, further contributing to the study's relevance in understanding the preferences of active and digitally inclined users.

In contrast, the 35–44 age group has the smallest representation, with only 11 respondents or 7.33%. This suggests that fewer participants come from this age bracket, which may indicate lower participation or engagement compared to younger groups.

This finding is supported by the Technology Acceptance Model (TAM), which explains that users are more likely to adopt a system if they perceive it as useful and easy to use (Davis, 1989). Younger individuals, being more technologically inclined, are more likely to develop positive perceptions toward digital platforms. Similarly, Alalwan et al. (2017) found that younger users demonstrate higher adoption rates of online services due to their familiarity and frequent interaction with technology. In addition, Laudon and Laudon (2020) emphasized that modern information systems should be designed to accommodate diverse users while maintaining usability and efficiency.

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This finding supports the need to design and optimize online request platforms that are user-friendly, efficient, and aligned with the expectations of younger, tech-savvy users, while also considering strategies to encourage usage among older age groups.

Several studies in recent years have found that younger adults exhibit higher levels of digital adoption and use of online services compared to older populations, supporting the observed distribution in this study where the 18–24 and 25–34 age groups represent over 90% of respondents (Pew Research Center, 2025). Research also shows that age is associated with differences in attitudes toward technology and behavioral intentions to use digital tools, with younger individuals consistently reporting higher engagement and confidence levels (Fazi, Zaniboni, & Wang, 2025). Furthermore, among older adults, psychosocial factors such as confidence and perceived ease of use continue to shape their adoption of online services (Hwang, Byun, & Yi, 2025).

The implications of these findings suggest that the proposed Enhanced Registrar's Transactions for online document requests has a high potential for adoption and successful implementation, given that the majority of respondents are digitally active. However, despite the dominance of younger users, the presence of older respondents highlights the need for an inclusive and user-friendly system design. The platform should provide clear instructions, intuitive navigation, and accessible support features to ensure that users with varying levels of digital literacy can effectively utilize the system. Furthermore, the results reinforce the necessity of implementing online transaction systems in the Registrar's Office, as they align with the capabilities and expectations of the primary user population while promoting efficiency, accessibility, and improved service delivery.

Degree/Program

The table presents the degree or program profile of the respondents in terms of frequency and percentage. It reflects the academic backgrounds of the 150 participants included in the study and provides context for understanding the diversity of programs represented.

The data show that respondents came from a variety of degree programs, indicating a diverse academic composition of the sampl

Table 2
Degree/Program Profile of the Respondents (n=150)

Degree/Program	f	%
MAED	6	4.00
MAVED	3	2.00
BEED	19	12.67
BSED-Math	35	23.33
BSED-Science	12	8.00
BTLED – HE	10	6.67
BIT-CT	34	22.66
BIT ET	3	2.00
BSIE	7	4.67
BSFi	5	3.33
BSHM	9	6.00
BSTM	7	4.67
Total	150	100.00

The table presents the degree or program distribution of the respondents, with a total of 150 participants from various academic programs. These findings align with studies emphasizing that users' academic background influences their interaction with and acceptance of information systems. According to Davis (1989), perceived ease of use and usefulness significantly affect system adoption, particularly among individuals with prior exposure to technology-related tasks. Students from technology-oriented programs, such as BIT-CT, are more likely to demonstrate higher digital competence, which can positively influence system usability perceptions.

The data indicate that the largest proportion of respondents came from BSED–Mathematics (23.33%) and BIT–Computer Technology (22.66%), suggesting that students from education and technology-related programs are strongly represented in the study. This concentration may reflect higher enrollment in these programs or greater willingness among students in these fields to participate in academic research.

Programs such as BEED (12.67%), BSED–Science (8.00%), BTLED–Home Economics (6.67%), and BSHM (6.00%) show moderate representation, while MAED (4.00%), BSIE (4.67%), BSTM (4.67%), BSFi (3.33%), MAVED (2.00%), and BIT–ET (2.00%) account for smaller portions of the sample. The presence of respondents from multiple programs demonstrates a diverse academic background, which can enrich the data by incorporating varied perspectives (Creswell & Creswell, 2018).

However, unequal representation across degree programs should be considered when interpreting the findings. Research methodology literature emphasizes that respondents' academic backgrounds may influence their perceptions, experiences, and responses, potentially affecting the study's outcomes (American Psychological Association, 2020; Johnson & Christensen, 2020). Therefore, the distribution of degree programs should be acknowledged, particularly if the study aims to generalize findings across different academic disciplines.

The implications of these findings suggest that the proposed Enhanced Registrar's Transactions for online document requests must be designed to cater to a heterogeneous group of users with varying levels of digital literacy. While respondents from technology-related programs may easily adapt to the system, those from non-technical or less digitally intensive programs may require additional support. Therefore, the system should prioritize user-friendly design, clear instructions, and accessible help features to ensure inclusivity. Additionally, the presence of a large proportion of education students indicates a strong potential user base, reinforcing the need for a reliable and efficient online

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transaction system in the Registrar's Office. Overall, the results support the importance of developing a flexible, intuitive, and accessible platform that meets the needs of all users, regardless of their academic background.

Type of Document Requested

This table presents the types of documents requested by the respondents, summarized in terms of frequency and percentage. Examining the distribution of document requests provides insight into the primary administrative and academic needs of the respondents. Such information is essential for understanding service demand, improving institutional operations, and guiding evidence-based decision-making regarding resource allocation and administrative processes (Commission on Higher Education [CHED], 2022; OECD, 2021).

Table 3
Type of Document Requested of the Respondents
(n=150)

Type of Document	Frequency	Percentage (%)
Transcript of Records (TOR)	121	56.54%
Diploma	57	26.64%
General Weighted Average (GWA)	14	6.54%
Certified True Copy (CTC)	9	4.21%
Certificate Authentication and Verification (CAV)	8	3.74%
Certification	5	2.34%
Total	214	100%

The table shows that a total of 214 document requests were recorded among six types of documents. The Transcript of Records (TOR) is the most requested document, with 121 requests (56.54%), indicating its critical role in academic verification, employment, and further education applications (CHED, 2022). Following TORs, Diplomas account for 57 requests (26.64%), reflecting the importance of formal proof of academic completion.

These results are consistent with existing literature emphasizing that frequently requested services should be prioritized in system design to improve efficiency and user satisfaction. According to Laudon and Laudon (2020), information systems must be aligned with high-demand processes to optimize performance and resource utilization.

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Other document types show lower frequencies but remain relevant for various administrative purposes. The General Weighted Average (GWA) was requested 14 times (6.54%), the Certified True Copy (CTC) 9 times (4.21%), the Certificate Authentication and Verification (CAV) 8 times (3.74%), and Certification 5 times (2.34%). These documents are often necessary for credential verification, legal requirements, or employment documentation (UNESCO, 2023).

Overall, the distribution demonstrates that requests are heavily concentrated on core academic credentials, emphasizing the need for efficient administrative processing systems. Understanding such patterns can guide institutions in optimizing services and ensuring timely provision of high-demand documents (World Bank, 2021).

The implications of these findings suggest that the proposed Enhanced Registrar's Transactions should prioritize the processing of high-demand documents, particularly Transcripts of Records and Diplomas. By streamlining these services, the system can significantly reduce processing time, improve efficiency, and enhance user satisfaction. Furthermore, the presence of less frequently requested documents indicates the need for a comprehensive system that still accommodates all types of requests while maintaining clarity and ease of use. The results also support the necessity of implementing an optimized online transaction system in the Registrar's Office, as it allows for better management of high-volume requests and ensures that essential academic documents are delivered in a timely and reliable manner.

CLIENTS' PERCEPTION OF THE OPTIMIZATION OF THE ONLINE DOCUMENT REQUEST PROCESS

This section presents the respondents' perceptions of the system based on several usability indicators, summarized in terms of mean, standard deviation, and descriptive interpretation. The indicators assess key aspects of the system, including ease of use, user-friendliness, flexibility, stability, and response time. Understanding these perceptions provides insight into how effectively the system meets user expectations and supports operational efficiency. High mean scores indicate strong agreement among respondents regarding the system's usability, which can inform recommendations for system improvement and enhance user satisfaction (Nielsen, 2022; ISO, 2021).

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Information Quality: The table presents respondents' perceptions of the information quality of the system, measured across five indicators using mean and standard deviation (SD).

Table 4
Clients' Perception of the Optimization of the Online Document Request Process for Information Quality (n=150)

Indicator	Mean	SD	Description
The information provided by the system is accurate.	4.92	0.32	Outstanding
The information is up-to-date and timely.	4.83	0.39	Outstanding
The information is relevant to my tasks.	4.80	0.47	Outstanding
The information is complete and sufficient for decision-making.	4.84	0.40	Outstanding
The information is presented clearly and understandably.	4.83	0.44	Outstanding
Overall	4.91	1.88	Outstanding

The table shows that all indicators received high mean scores, ranging from 4.80 to 4.92, suggesting that respondents strongly agree that the system provides high-quality information. The indicator "The information provided by the system is accurate" received the highest mean of 4.92 (SD = 0.32), indicating strong confidence among users in the correctness of the data. Similarly, "The information is complete and sufficient for decision-making" scored 4.84 (SD = 0.40), reflecting that the system provides adequate and comprehensive data to support user decisions.

The small standard deviations across all indicators (0.32–0.47) suggest a high level of agreement among respondents, indicating consistency in user perceptions (Hair et al., 2022). Overall, the aggregate mean of 4.91 demonstrates that the system is perceived as highly effective in delivering accurate, timely, relevant, and clear information. This finding aligns with recent research emphasizing that high-quality information is critical for effective decision-making, user satisfaction, and organizational efficiency (Laudon & Laudon, 2021; Wixom & Watson, 2023).

System Quality
The table presents the respondents' assessment of the system's usability in terms of ease of use, user-friendliness, flexibility, stability, and response speed.

Table 5
Clients' Perception of the Optimization of the Online Document Request Process for System Quality (n=150)

Indicators	Mean	SD	Description
The system is easy to use.	4.87	0.36	Outstanding
The system is user-friendly.	4.86	0.39	Outstanding
The system is flexible to interact with.	4.77	0.49	Outstanding
The system is stable and rarely malfunctions.	4.67	0.59	Outstanding
The system responds quickly during operation	4.78	0.50	Outstanding
Overall	4.79	0.48	Outstanding

The table indicates that the respondents rated "The system is easy to use" highest (M = 4.87, SD = 0.36), followed closely by "The system is user-friendly" (M = 4.86, SD = 0.39). The overall mean of 4.79 (SD = 0.48) reflects a generally positive user experience with the online document request system. The respondents' ratings across all usability indicators show consistently high mean scores, indicating that users strongly agree the system is easy, user-friendly, flexible, stable, and responsive.

These findings align with research showing that perceived ease of use and user-friendly design are central predictors of user satisfaction and system adoption in information systems (Alalwan et al., 2022). When systems are easy to understand and navigate, users are more likely to continue using them and recommend them to others.

The indicator "The system responds quickly during operation" (M = 4.78, SD = 0.50) and "The system is flexible to interact with" (M = 4.77, SD = 0.49) both received strong agreement. High responsiveness and interaction flexibility are identified as key factors in enhancing the user experience of online and mobile applications, minimizing frustration and task abandonment (Hsu & Lin, 2021). This suggests the system supports efficient online transactions, an important factor for user retention.

Although "The system is stable and rarely malfunctions" had a slightly lower but still strongly positive rating (M = 4.67, SD = 0.59), this indicates that stability is generally satisfactory with only occasional issues perceived by users. System reliability is widely regarded as a core dimension of system quality that influences overall satisfaction and trust (Mbale et al., 2022).

The results confirm that optimizing the online request system in terms of usability, speed, flexibility, and stability contributes significantly to positive user perceptions. This supports the study's objective of enhancing online document transactions and

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reinforces the importance of user-centered system design in academic administrative services.

Service Quality

The table presents respondents' perceptions of the service quality provided by IT support staff and resources, measured through five indicators using mean and standard deviation (SD).

Table 6
Clients' Perception of the Optimization of the Online Document Request Process for Service Quality (n=150)

Indicator	Mean	SD	Description
The support staff are always willing to help when I have problems.	4.91	0.282	Outstanding
The IT services are dependable and available when needed.	4.83	0.374	Outstanding
The IT staff provide prompt service to users.	4.85	0.355	Outstanding
The IT support team has the knowledge to answer my questions.	4.87	0.36	Outstanding
User support resources (manuals, help pages) are easy to access.	4.83	0.445	Outstanding
Overall	4.86	0.37	Outstanding

All indicators received high mean scores, ranging from 4.83 to 4.91, indicating that respondents strongly agree that the system's service quality is excellent. The highest-rated indicator, "The support staff are always willing to help when I have problems" (M = 4.91, SD = 0.282), suggests that users perceive IT support as highly responsive and approachable. Similarly, "The IT support team has the knowledge to answer my questions" (M = 4.87, SD = 0.36) indicates confidence in the competence and expertise of IT personnel.

The low standard deviations across all indicators reflect consistent agreement among respondents, demonstrating uniform satisfaction with the quality of service provided (Hair et al., 2022). The overall mean of 4.86 further confirms that the IT service environment is dependable, prompt, and user-friendly. This aligns with recent research emphasizing that high-quality IT services, characterized by responsiveness, competence, and accessibility, significantly enhance user satisfaction and organizational performance (Parasuraman et al., 2021; Alotaibi et al., 2023).

User Satisfaction

The table presents respondents' perceptions of user satisfaction with the system, measured across four indicators using mean and standard deviation (SD).

All indicators received high mean scores, ranging from 4.83 to 4.86, indicating that respondents strongly agree that they are satisfied with the system. The highest-rated indicators, "Using the system is a pleasant experience" (M = 4.86, SD = 0.385) and "Overall, I am pleased with the system" (M = 4.86, SD = 0.348), suggest that users find the system both enjoyable and effective for accomplishing their tasks.

The relatively low standard deviations (0.348–0.408) indicate consistency in responses, showing that most respondents share similar positive perceptions regarding system satisfaction (Hair et al., 2022).

The overall mean of 4.85 further confirms that users are highly satisfied with the system's performance and usability

Table 7
Clients' Perception of the Optimization of the Online Document Request Process for User Satisfaction (n=150)

Indicator	Mean	SD	Description
I am satisfied with the overall performance of the system.	4.85	0.355	Outstanding
The system meets my expectations.	4.83	0.408	Outstanding
Using the system is a pleasant experience.	4.86	0.385	Outstanding
I am pleased with the system.	4.86	0.348	Outstanding
Overall	4.86	0.348	Outstanding

This aligns with recent studies which suggest that high user satisfaction is strongly associated with continued system use, increased productivity, and overall organizational effectiveness (Alalwan et al., 2023; Venkatesh et al., 2021).

Intention to Use

The table presents respondents' perceptions regarding the use and intention to continue using the system, measured through five indicators using mean and standard deviation (SD).

All indicators received high mean scores, ranging from 4.71 to 4.88, indicating that respondents strongly agree with statements about system use, usefulness, and future intention. The highest-rated indicator, "I intend to continue using the system in the future" (M = 4.88, SD = 0.327), suggests strong commitment and willingness among users to maintain system usage over time. Similarly, "I would recommend the system to others" (M = 4.86, SD = 0.355) reflects high perceived value and satisfaction with the system's performance.

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The relatively low standard deviations (0.327–0.512) indicate consistency in respondents' perceptions, demonstrating agreement on the system's utility and effectiveness (Hair et al., 2022).

Table 8
Clients' Perception of the Optimization of the Online Document Request Process for Intention to Use (n=150)

Indicator	Mean	SD	Description
I use the system frequently to accomplish my work.	4.81	0.444	Outstanding
I depend on the system to perform my daily tasks.	4.71	0.512	Outstanding
I find the system useful in my job.	4.83	0.38	Outstanding
I intend to continue using the system in the future.	4.88	0.327	Outstanding
I would recommend the system to others.	4.86	0.355	Outstanding
Overall	4.81	0.41	Outstanding

The overall mean of 4.81 highlights that the system is widely perceived as useful, reliable, and integral to daily work activities. These findings align with prior research showing that perceived usefulness and satisfaction are key predictors of continued system use and user recommendation (Venkatesh et al., 2021; Alalwan et al., 2023).

Net Benefits

The table presents respondents' perceptions of the net benefits derived from using the system, measured across five indicators using mean and standard deviation (SD).

All indicators received high mean scores, ranging from 4.83 to 4.90, indicating that respondents strongly agree that the system provides significant benefits to both individual work performance and the organization as a whole.

The highest-rated indicator, "The system benefits the organization as a whole" (M = 4.90, SD = 0.301), suggests that users recognize the system's positive impact at an organizational level. Similarly, indicators such as "The system enhances the quality of my work output" (M = 4.85, SD = 0.408) and "The system reduces the time needed to complete tasks" (M = 4.84, SD = 0.368) reflect improved efficiency and productivity among users.

Table 9
Clients' Perception of the Optimization of the Online Document Request Process for Net Benefits (n=150)

Indicator	Mean	SD	Description
The system improves my productivity.	4.83	0.415	Outstanding
The system enhances the quality of my work output.	4.85	0.408	Outstanding
The system reduces the time needed to complete tasks	4.84	0.368	Outstanding
The system contributes to better decision-making.	4.84	0.436	Outstanding
The system benefits the organization as a whole.	4.90	0.301	Outstanding
Overall	4.85	0.39	Outstanding

The relatively low standard deviations (0.301–0.436) indicate consistency in responses, demonstrating a shared perception of the system's effectiveness (Hair et al., 2022). The overall mean of 4.85 confirms that users perceive substantial benefits from the system, consistent with research showing that information systems that improve productivity, decision-making, and work quality positively contribute to organizational performance (Venkatesh et al., 2021; Alalwan et al., 2023).

CHALLENGES EXPERIENCED BY THE CLIENT DURING THE ONLINE TRANSACTION OF DOCUMENTS

The understanding on these challenges is essential for improving system reliability, user experience, and overall service quality. This study aims to examine the common difficulties encountered by clients during their online document transactions and propose recommendations to enhance digital service delivery.

The digital transformation of administrative services has enabled institutions to provide online document transaction systems that improve efficiency, accessibility, and convenience. Through these platforms, clients can request, process, and receive documents without visiting physical offices. This development supports global efforts to strengthen digital government services and enhance public service delivery (United Nations, 2022).

Despite these advantages, clients still experience challenges when completing online transactions. Common issues include unstable internet connectivity, system downtime, slow platform performance, and login or account-related difficulties. According to the International Telecommunication Union (2023), gaps in internet reliability continue to affect users' ability to access digital services effectively. System performance and accessibility barriers may reduce user satisfaction and hinder successful transaction completion.

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Table 10
Responses to the Open-Ended Question

Theme	Frequency	Examples	Interpretation
Internet Connectivity Issues	Majority	"Slow internet connection," "Signal error," "Internet connection interrupted"	The main challenge reported by users relates to internet speed and stability, affecting access and completion of transactions.
System Availability and Performance	Several	"Portal sometimes offline," "Gets lag when many users are using the site"	Users experienced temporary downtime or lag, particularly during peak hours, indicating a need for improved system capacity.
Minimal or No Challenges	Several	"None so far," "Very smooth flow transaction"	A notable portion of users reported no issues, suggesting the system generally meets expectations.
User Account and Access Issues	Few	"Password is incorrect," "Difficulty retrieving grades due to error"	Minor login or account-related challenges exist, pointing to the need for clear account recovery features.
Positive Feedback Despite Minor Issues	Several	"Very easy and user-friendly," "Registrar office is very approachable"	Many users still expressed overall satisfaction, highlighting user-friendliness and helpful administrative support.

Responses to the open-ended question were analyzed using thematic analysis, wherein similar answers were grouped into common themes. Repetitive and related responses were clustered to identify the most frequently mentioned challenges experienced by users of the online document transaction system.

Based on the open-ended responses, the majority of challenges experienced by users were related to internet connectivity, such as slow or unstable connections, which affected system access and transaction completion. Some users also noted occasional system downtime or lag, particularly during peak hours. Despite these issues, several respondents reported no challenges, indicating that the system generally operates smoothly. A few users reported minor login or account-related issues. Overall, the findings suggest that the online document transaction system is effective, user-friendly, and reliable, with most challenges being external rather than system-related."

SIGNIFICANT DIFFERENCE OF CLIENT PERCEPTIONS OF IN THE OPTIMIZATION OF THE DOCUMENT TRANSACTION AS TO THEIR PROFILE

To determine whether significant differences exist in client perceptions of document transaction optimization when grouped according to age profile, an Analysis of Variance (ANOVA) was conducted. This statistical method is appropriate for comparing the mean responses of multiple age groups to assess whether variations are statistically significant. The results presented in Table 11 provide insight into whether age influences clients' evaluation of the online document transaction system.

Digital transformation has significantly improved the efficiency of document transaction systems across institutions. As organizations adopt online platforms to optimize service delivery, understanding client perceptions becomes essential in evaluating system effectiveness. Age is often considered a relevant factor influencing technology adoption and user experience, as different age groups may vary in digital familiarity and accessibility (United Nations, 2022).

Table 11
ANOVA Table of Client Perceptions of the Optimization of the Document Transaction as to Age Profile

Source	SS	df	MS	F	p-value
Between Groups	0.10	5	0.02	0.0109	0.999963
Within Groups	3232.64	1794	1.80		
Total	**3232.74**	**1799**			

An Analysis of Variance (ANOVA) was conducted to examine whether age influenced respondents' perceptions and usage of the system across six age groups. The dependent variables included System Quality (SQ), Information Quality (IQ), Service Quality (SeQ), Use/Intention to Use (USE), User Satisfaction (US), and Net Benefits (NB), each measured using multiple indicators related to usability, information accuracy, service support, system usage, user satisfaction, and organizational benefits.

The ANOVA results indicated no statistically significant differences in any of the measured variables across age groups, $F(5, 1794) = 0.011$, $p = 0.99996$. The variation between age groups (SS = 0.10) was negligible compared to the variation within age groups (SS = 3232.64), suggesting that almost all differences in perceptions and usage were attributable to individual variation rather than age. The effect size ($\eta^2 \approx 0.00003$) confirms that age accounted for virtually none of the variance in system evaluation, usage, or satisfaction measures.

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These findings imply that respondents' age does not significantly affect their perceptions of the system's quality, usefulness, support services, satisfaction, or the net benefits they experience. Users across all age groups appear to evaluate the system similarly in terms of usability, information quality, service support, frequency of use, satisfaction, and organizational benefits. Practically, this suggests that the system is equally accessible and effective for users of different age groups, and interventions to improve system adoption or satisfaction do not need to be age-specific.

Age is not a determining factor in influencing users' experiences or evaluations of the system. Future research may explore other demographic factors or contextual variables, such as job role, experience with technology, or organizational support, to identify factors that more significantly influence user perceptions and system effectiveness.

Table 12
Difference in Client Perceptions on the Optimization of Document Transactions when Grouped According to Degree/Program Profile

Source	SS	df	MS	F	p-value
Between Groups	0.38	5	0.08	0.0223	0.999787
Within Groups	6155.93	1794	3.43		
Total	**6156.31**	**1799**			

There is NO statistically significant difference between the group means (p = 1.000). At the 0.05 significance level, we fail to reject the null hypothesis. The variation between groups is not significantly greater than the variation within groups.

Table 13
Difference in Client Perceptions on the Optimization of Document Transactions when Grouped According to Type of Documents Requested Profile

Source	SS	df	MS	F	p-value
Between Groups	0.28	5	0.06	0.0159	0.999907
Within Groups	6265.96	1794	3.49		
Total	**6266.24**	**1799**			

There is NO statistically significant difference between the group means (p = 1.000). At the 0.05 significance level, we fail to reject the null hypothesis. The variation between groups is not significantly greater than the variation within groups.

DISCUSSION

The findings of this study show that the online document request system of the Registrar's Office at Cebu Technological University–San Francisco Campus is effective, reliable, and helpful to students, graduates, and alumni. Most of the respondents expressed positive experiences in using the system, particularly in terms of convenience, accessibility, and faster processing of academic documents. This means that the system successfully supports the growing need for digital services in educational institutions.

Most of the respondents were between 18–24 years old, followed by those aged 25–34. This indicates that the majority of users are young adults who are already familiar with technology and online transactions. Since younger individuals are more exposed to digital platforms, they can easily adapt to online systems. This supports the idea of Davis (1989) in the Technology Acceptance Model, which explains that people are more likely to use a system when they find it useful and easy to use. Because the respondents are already comfortable with technology, they were able to appreciate the benefits of the online request system.

The respondents also came from different academic programs, with many coming from BSED–Mathematics and BIT–Computer Technology. This shows that the online request system is being used by students from different fields of study. Although students from technology-related programs may have stronger digital skills, the results suggest that the system is still easy to understand even for those from non-technical programs. This means that the system is user-friendly and accessible to a wide range of users.

In terms of requested documents, the Transcript of Records (TOR) and Diploma were the most commonly requested. This is understandable because these documents are often needed for employment, board examinations, scholarships, and further studies. Since these documents are highly requested, the Registrar's Office should continue improving the process for requesting and releasing them. A more organized and faster online process can help students and graduates avoid delays and inconvenience.

The respondents gave very high ratings to the information quality of the system. They agreed that the information provided was accurate, updated, complete, and easy to understand. This is important because users rely on the system to access correct academic information and transaction details. When information is clear and reliable, users become more confident and satisfied

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with the service. Accurate information also reduces confusion and prevents mistakes during transactions.

The system quality was also rated highly by the respondents. They described the system as easy to use, user-friendly, flexible, and responsive. These results suggest that the online request system was designed in a way that users can easily navigate and complete their transactions without difficulty. Fast response time and simple features contribute to a better user experience. However, some respondents mentioned occasional system lag and downtime, especially during peak usage. This means that while the system is generally effective, there is still a need for continuous maintenance and technical improvements to avoid interruptions.

The respondents also expressed satisfaction with the service quality provided by the support staff. Many agreed that the IT personnel and registrar staff were approachable, knowledgeable, and willing to help whenever problems occurred. This shows that good customer support remains important even in online services. Users feel more comfortable and confident when they know that assistance is available whenever they encounter difficulties.

User satisfaction was another area that received excellent ratings. Most respondents stated that they were happy with the overall performance of the system and found the experience pleasant. This indicates that the system meets the expectations of its users. When users are satisfied, they are more likely to continue using the system and recommend it to others.

Similarly, the findings on intention to use showed that respondents are willing to continue using the system in the future. Many of them also said that they would recommend it to other students and alumni. This reflects the usefulness and effectiveness of the online request platform. Users recognize that the system saves time, reduces effort, and provides convenience compared to traditional manual transactions.

The study also revealed that the system provides several benefits to both users and the institution. Respondents agreed that the system improves productivity, reduces the time needed to complete transactions, and contributes to better service delivery. Through online transactions, the Registrar's Office can handle requests more efficiently while minimizing paperwork and long queues. This helps improve overall institutional operations and service quality.

Despite the positive feedback, some challenges were still experienced by users. The most common problem reported was poor internet connectivity. Slow or unstable internet connections affected users' ability to access and complete transactions smoothly. Some respondents also mentioned occasional system lag and portal downtime. These issues may not always come from the system itself but can still affect the overall user experience. A few users also experienced login and password-related problems. Although these concerns were minimal, they highlight the need for better account recovery options and stronger technical support.

The statistical analysis showed that there were no significant differences in the perceptions of respondents when grouped according to age, degree program, and type of document requested. This means that users generally shared the same positive views about the system regardless of their background. The consistency of responses suggests that the online document request system is accessible and effective for different types of users.

Overall, the study confirms that the online document request system is a valuable tool for improving registrar services. It provides convenience, faster processing, and better accessibility for students, graduates, and alumni. Although some technical challenges still exist, the overall performance of the system remains highly positive. Therefore, the proposed Enhanced Registrar's Transactions can serve as an effective solution for improving online services in the Registrar's Office and meeting the increasing demand for efficient and modern academic transactions.

Conclusion

This study concludes that the online document request system of the Registrar's Office functions as an effective and reliable digital platform that enhances the efficiency and accessibility of academic services. Its performance reflects a well-designed information system that aligns with contemporary understandings of information system success, which emphasize not only system and information quality but also user experience and broader system impact as outlined in recent theoretical developments (Saba et al., 2025).

The use of the information system in this academic context demonstrates principles consistent with the updated DeLone and McLean Information Systems Success Model, which remains a foundational framework for evaluating digital system effectiveness and has been expanded to reflect evolving dimensions of quality and user experience in modern information systems research (Saba et al., 2025).

The system's implementation supports national policies that promote efficient electronic transactions and data protection. Its use aligns with the objectives of the E-Commerce Act of 2000, which encourages the adoption of electronic means to improve service efficiency, and the Data Privacy Act of 2012, which mandates responsible handling and protection of personal information in digital systems.

Therefore, the online document request system meets contemporary theoretical criteria for effective information systems and complies with relevant legal frameworks, validating its value in improving registrar services and advancing efficient academic administration.

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