

OBSERVATION WORK SHEET
FOR CITY GOVERNMENT OF STA. ROSA

Department/ Office: _____

Date of Observation: _____

Time of Observation: _____

Observation	Yes	No	Remarks
People			
1. There are enough employees attending to the basic needs and transactions of the public.			
2. The office/ department place is conducive to work environment.			
3. The public uses existing information technology placed in the office.			
4. There are fundings available for training and workshop of employees.			
Process			
1. There are written procedures or manuals for the office transactions and processes.			
2. The office transactions and processes being followed consistently.			
3. There are bottlenecks or delays in the office transactions and processes			
4. The office has integrated all the processes together using information technology products.			
5. The office uses updated technology products for their operations.			
Technology			
1. There is an existing information system (Customized Software) up to date and efficient.			
2. There are areas where automation could improve the office transactions and processes.			
3. There are sufficient security and access control for the existing information systems.			
4. The existing information systems are easy to use and navigate.			
5. There is an existing network plan or connectivity of the office (internet, LAN, etc.)			

Observation Notes

Additional observations or comments related to the office transactions and processes or existing information systems:

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Researcher