

**AN ASSESSMENT OF COMPUTER KNOWLEDGE AND SKILLS OF THE  
MUNICIPAL EMPLOYEES AT NARVACAN, ILOCOS SUR**

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## **Chapter 1**

### **THE PROBLEM**

#### **Introduction**

Computer is a machine that performs calculations and process information with astonishing speed and precision. A computer can handle vast amounts of information and solve complicated problems. It can take thousands of individual pieces of data and turn them into more usable information with blinding speed and almost unfailing accuracy. The most powerful computers can perform billions of calculations per second.

Computers have changed the way people work. They handle many tasks in business, education, manufacturing, transportation, and other fields. Computers now do many tedious tasks performed by large numbers of clerical workers. They provide scientist and other researcher with a clearer understanding of nature. They give people who work with words an effective way to create documents. They enable designers and artists to see things that have never been seen before. Computers produce new information so quickly and accurately that they are changing people's views of the word. People can access large electronic databases remotely. For these and other reasons the computer is one of the most interesting and important machines ever invented.

The work of municipal clerk in handling various data is one of the many important uses where computers could help a lot in saving time effort and money on the part of Local Government.



## **Statement of the Problem**

This research sought to know the work of computer to the employees in performing their jobs, how far their knowledge and skills in using this technology.

Specifically, it sought to answer the question: What is the level of computer knowledge and skills of employees at Narvacan, Ilocos Sur?

## **Problem Identification**

Through computer the employees in the Municipality of Narvacan work faster and had better outputs.

After the survey the researcher had found out that those who uses computer longer felt some effects especially their eyes and according to them it has strong radiation that comes from the monitor. But what the computer system does for their works is beneficial and done with ease.

## **Analysis of the problem**

According to some of the employees they need more knowledge in using the computer so they will become more efficient to their jobs.

- a. There is no internet yet in the municipality
- b. Not all employees have knowledge in computer
- c. Lack of computer in the offices

## Significance of the Study

This research contributes to the following:

To the employees who have experience to use the computer in their offices found out that having this new technology is important to have in order to serve the people well and work faster and easier.

To the Municipal officials, the works in their offices will be done on time and more efficiently.

To the Narvacaneous, new-technology in the Municipality will provide them fast and better service.

## Definition of Terms

*Computer* – is an apparatus built to perform routine calculations with speed, reliability and ease.

*Microsoft Word*– the widely-used word processing software developed by Microsoft Corporation to create any kind of documents.

*Microsoft Excel*- it is a spreadsheet software developed by Microsoft Corporation that allow a computer user create different kinds of worksheet.

*Microsoft Powerpoint* – a graphic presentation software, known for its versatility that makes the presentation easier to create.

*Role* – a part, or character; that an actor plays in a performance.

*Performance* – operation or functioning usually with regard to effectiveness, as of a machine.

*Clerical Workers* – relating to office clerks or their workers.

## **Chapter 2**

### **RESEARCH METHODOLOGY**

This chapter presents the research design, the sources of data, research instrument, data gathering procedures and statistical treatment.

#### **Research Design**

The experimental design was used in this study. The employees were given a questionnaire to answer to determine whether the assessment of computer knowledge and skills of the municipal employees at Narvacan, Ilocos Sur are well/good.

#### **Sources of Data**

This research was conducted among the Employees of Municipality of Narvacan, Narvacan Ilocos Sur. The 10 employees were selected for representation.

#### **Research Instrument**

In obtaining data from the respondents, the researcher conducted an evaluation on the level of competency along knowledge of employees and a level of competency along skills of employees in using a computer to know the role of computer in their job performance.



## Data Gathering Procedures

The steps used in gathering data were evaluation of employees.

The employees themselves evaluated their performances using the questionnaire and the researcher discussed properly how the employees answer the questions.

After a careful analysis of the questionnaire the researcher in collected, tabulated, analyzed and interpreted the answer of the respondents distributing a questionnaire.

## Statistical Treatment

After the survey, the result of their performances in using computer from their offices appears below and the researcher analyzed that there is no internet yet in the municipality. Not all offices are provided with computer so there are still employees who use typewriters. The researcher analyzed that the employees were in the different levels in doing the three (3) applications of manipulating the computer.

The following was used in the findings of the survey:

$N$  = Total number of answers by every employee

$N_1$  = Total number of questions

$A_1$  = *Average of an employee for the three (3) applications*

$$\frac{N}{N_1} = A_1$$

$T_1$  = Total of  $A_1$

$T_2$  = Number of employees who reached the level

$A_2$  = Average Mean

$$\frac{T_1}{T_2} = A_2$$



The following ranges of means were considered for determining the equivalent descriptive ratings:

<b>Descriptive Rating</b>	<b>Statistical Limit</b>
Exemplary Level	0.90 – 1.00
Above Average Level	0.70 – 0.89
Average Level	0.50 – 0.69
Poor	0.25 – 0.49

### **Exemplary Level**

The employee has the expertise in manipulating the computer in all applications.

### **Above Average Level**

The employee understands and is fast in doing computer jobs.

### **Average Level**

The employee is not too fast to work in a computer and needs more practice.

### **Poor Level**

The employee needs to learn more in all applications, more understanding and practice.

### **Exemplary Level**

- fast in manipulating the computer
- perfect in all application
- efficient worker

**Above Average Level**

- understands all applications in using the computer
- jobs is all well done
- have the knowledge and skills in operating the computer

**Average Level**

- not too fast in using the computer
- needs more knowledge and practice about the computer
- not all outputs looks better

**Poor**

- needs to study more in using the computer
- needs improvement
- slow in operating the computer