



Republic of the Philippines
 Province of Nueva Ecija
 San Jose City - 3121
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CITY HUMAN RESOURCE MANAGEMENT OFFICE

TRAINING NEEDS ASSESSMENT FOR THE YEAR 2023

RATIONALE:

In an effort to unlock their full potential and develop their skills, talents, and acquired knowledge, the City Human Resource Management Office (CHRMO) surveyed 1st- and 2nd-Level position employees to better understand their training needs. The Training Needs Assessment (TNA) aims to identify which types of training should be done for the year 2023. By properly determining these needs, funds for the LGU’s Learning and Development program can be better appropriated and maximized.

METHODOLOGY:

Despite the pandemic at hand, organizations are striving hard to equip their human resources with the necessary knowledge and skillset — be it managerial, supervisory, technical, or about collaboration, safety, and legal-related matters.

In line with this, the CHRMO designed a TNA form that enumerated different training and seminar topics. The form is considered a tool that will help the City Government of San Jose identify which types of training its Human Resource Office should focus on.

For the survey, respondents were instructed to rate each topic as “Much Needed” and “Needed.” A total of six hundred forty-one (641) forms were distributed to LGU employees on April 19, 2022. Five hundred forty-eight (548) regular employees responded, giving a response rate of eighty-five and 49/100 (85.49%), which is within the recommended response rate by most research experts.

After the surveys were submitted, the CHRMO tallied the top 10 for each category (“Much Needed” and “Needed”). To determine the overall top 10 list, two (2) points were given to a topic with a “Much Needed” rating and one (1) for “Needed.”

RESULTS:

The results below state the top 10 topics in each rating category.

Table 1 shows the top 10 topics that were identified as "much needed" by the respondents

TOP 10 MUCH NEEDED			
	Activity/Training/Seminar	Much Needed	Percentage from the Total Respondents
1	Professional Growth Training	177	32.30%
2	Personal and Professional Effectiveness	171	31.20%

3	Stress Management & Financial Management Seminar	165	30.11%
4	Customer Care and Client Communication Skills/Soft Skills/Critical Skills/Thinking Seminar	162	29.56%
5	Leadership Development Program	157	28.65%
6	Computer Literacy and Office Productivity Tools Trainings & Workshop	149	27.90%
7	Updates on Civil Service Law and Rules	143	26.09%
8	Seminar on English Proficiency	143	26.09%
9	Customer Relations Management Training (Frontline Personnel)	141	25.73%
10	Code of Conduct & Ethical Standards for Public Official & Employees (RA 6713)	136	24.82%

Table 2 shows the top 10 topics that were identified as “needed” by the respondents

TOP 10 NEEDED			
Activity/Training/Seminar		Needed	Percentage from the Total Respondents
1	Stress Management & Financial Management Seminar	181	33.03%
2	Training on Supply and Property Management	154	28.10%
3	Leave Administration	149	27.90%
4	Updates on GSIS Law	149	27.90%
5	Employees Welfare, Benefits and Privileges	143	26.09%
6	Updates on Home Dev't. Mutual Fund (Pag-ibig)	140	25.55%
7	Code of Conduct & Ethical Standards for Public Official & Employees (RA 6713)	139	25.37%
8	Records Management	138	25.18%
9	Computer Literacy and Office Productivity Tools Trainings & Workshop	137	25.00%
10	Leadership Development Program	136	24.82%

Table 3 shows the top 10 overall topics

TOP 10 NEEDED			
Activity/Training/Seminar	Much Needed	Needed	Total
Stress Management & Financial Management Seminar	2	1	3
Leadership Development Program	2	1	3
Code of Conduct & Ethical Standards for Public Official & Employees (RA 6713)	2	1	3
Computer Literacy and Office Productivity Tools Trainings & Workshop	2	1	3
Professional Growth Training	2		2
Personal and Professional Effectiveness	2		2
Updates on Civil Service Law and Rules	2		2
Seminar on English Proficiency	2		2

Customer Care and Client Communication Skills/Soft Skills/ Critical Skills/Thinking Seminar	2		2
Customer Relations Management Training (Frontline Personnel)	2		2
Training on Supply and Property Management		1	1
Leave Administration		1	1
Updates on GSIS Law		1	1
Employees Welfare, Benefits and Privileges		1	1
Updates on Home Dev't. Mutual Fund (Pag-ibig)		1	1
Records Management		1	1

FINDINGS:

Based on the forms submitted, a significant number of the respondents saw a great need to have a seminar about Professional Growth Training (32.30%) and Personal and Professional Effectiveness (31.20%). Given that we live in uncertain times, a great number of LGU employees who answered the TNA survey (30.11%) also showed interest in attending a Stress Management and Financial Management seminar. Occupying the fourth and fifth spots in the top "Much Needed" L&D activities are Customer Care and Client Communication Skills/Soft Skills/Critical Skills/Thinking Seminar (29.56%), and Leadership Development Program (28.65%).

The remaining slots in the top 10 are the following: Computer Literacy and Office Productivity Tools Trainings & Workshop (27.90%); Updates on Civil Service Law and Rules (26.09%); Seminar on English Proficiency (26.09%); Customer Relations Management Training for Frontline Personnel (25.73%); and Code of Conduct & Ethical Standards for Public Official & Employees or RA 6713 (24.82%)

For the "Needed" category, Stress Management & Financial Management Seminar occupied the top spot at 33.03%. Next are Training on Supply and Property Management (28.10%); Leave Administration (27.90%); Updates on GSIS Law (27.90%); and Employees Welfare, Benefits and Privileges (26.09%).

The following L&D endeavors made it to the bottom half of the top 10: Updates on Home Dev't. Mutual Fund or Pag-ibig (25.55%); Code of Conduct & Ethical Standards for Public Official & Employees or RA 6713 (25.37%); Records Management (25.18%); Computer Literacy and Office Productivity Tools Trainings & Workshop (25.00%); and Leadership Development Program (24.82%).

Appearing in both the top 10 lists in the two categories are the following: Stress Management and Financial Management Seminar; Leadership Development Program; Code of Conduct & Ethical Standards for Public Official & Employees (RA 6713); and Computer Literacy and Office Productivity Tools Trainings & Workshop.

Based on Table 3, those that are included in the top 10 overall topics are coincidentally in the top 10 "Much Needed" rating category as well.

RECOMMENDATION:

The results (Table 3) show that the following are the most important topics needed to be tackled in the CHRMO's training activities for 2023:

1. Stress Management & Financial Management Seminar (Much Needed: 30.11%; Needed: 33.03%)
2. Leadership Development Program (Much Needed: 28.65%; Needed: 24.82%)
3. Code of Conduct & Ethical Standards for Public Official & Employees (RA 6713) (Much Needed: 24.82%; Needed: 25.37%)
4. Computer Literacy and Office Productivity Tools Trainings & Workshop (Much Needed: 27.90%; Needed: 25.00%)
5. Professional Growth Training (Much Needed: 32.30%)
6. Personal and Professional Effectiveness (Much Needed: 31.20%)
7. Updates on Civil Service Law and Rules (Much Needed: 26.09%)
8. Seminar on English Proficiency (Much Needed: 26.09%)
9. Customer Care and Client Communication Skills/Soft Skills/Critical Skills/Thinking Seminar (Much Needed: 29.56%)
10. Customer Relations Management Training (Frontline Personnel) (Much Needed: 25.73%)

With this, we hereby recommend having our training efforts be focused on these topics. We propose that these pieces of training should be given sufficient funds for the fiscal year 2023 so that our employees can be equipped with the know-how that they have identified to be vital. This is perceived to be critical in encouraging and helping them provide better service to the City Government of San Jose and its constituents. All training activities shall be conducted with stringent IATF-compliant safety protocols in place.

To further assess the L&D programs of the employees in the LGU, the respondents also raised their suggested training topics and other technical needs relevant to the performance of their duties and to their profession in general (*See Appendix A*). Others also stated their suggestions on how to improve the working conditions surrounding services delivery to San Josenios (*See Appendix B*).

Prepared by:

HERMOGENES M. GARCIA
Administrative Assistant I

Recommending Approval:

ALEXANDER GLEN E. BAUTISTA

*City Administrator and Chairman,
Human Resource Development Committee
(HRDC)*

ROMEO S. YACAN JR.

City Human Resource Management Officer

Approved:

MARIO O. SALVADOR

City Mayor