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Procedia
Social and Behavioral Sciences13th International Educational Technology Conference**The Use of ICT Among Administrative Staff in an Open University:
The University of the Philippines Open University Experience****Emely M Amoloza***Faculty of Information and Communication Studies
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Los Baños, Laguna, Philippines 4031**Abstract**

Nowadays, the information and communications technology (ICT) plays a vital role in every university most specially those universities who are offering distance education. The University of the Philippines Open University (UPOU), being the Philippine's pioneer in online teaching is no exception to this. The UPOU personnel, including its administrative staff are making use of all available ICTs to be able to accomplish their functions well.

This paper presents the importance of ICT among the administrative staff of UPOU. Specifically, this study will enumerate all the ICTs used in UPOU and rank all these according to use and importance.

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Keywords: ICT; distance education

In this day and age, the information and communications technology (ICT) plays a vital role in every university most specially those universities who are offering distance education.

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The University of the Philippines Open University (UPOU) being one of those universities that offers distance education makes use of ICT. A pioneer in online teaching and learning, the UPOU was established on February 23, 1995. It continues to lead the practice of open learning and distance education in the Philippines.

Being the nation's most comprehensive education institution, the UPOU offers two undergraduate programs, nine post-baccalaureate certificate and diploma programs, eleven master's programs, two doctoral programs and nine non-formal degrees.

UPOU Staff Profile (by Class). Based on the records of the Human Resources and Development Office (as of April 2013), the UPOU has a total of one hundred eleven (111) staff, classified into four categories, namely: administrative, research and extension professional staff (REPS), faculty and temporary second appointment. As shown in the table below, majority (56.76%) of the staff are the administrative staff while there are twenty-eight (25.23%) faculty, eighteen (16.22%) REPS and two (1.80%) Temporary Second Appointment. Table 1 and Figure 1 present the UPOU staff Profile by class.

Class	Count	Percentage
Administrative	63	56.76
REPS	18	16.22
Faculty	28	25.23
Temporary Second Appointment	2	1.80
TOTAL	111	100.00

Table 1. UPOU Staff Profile by Class

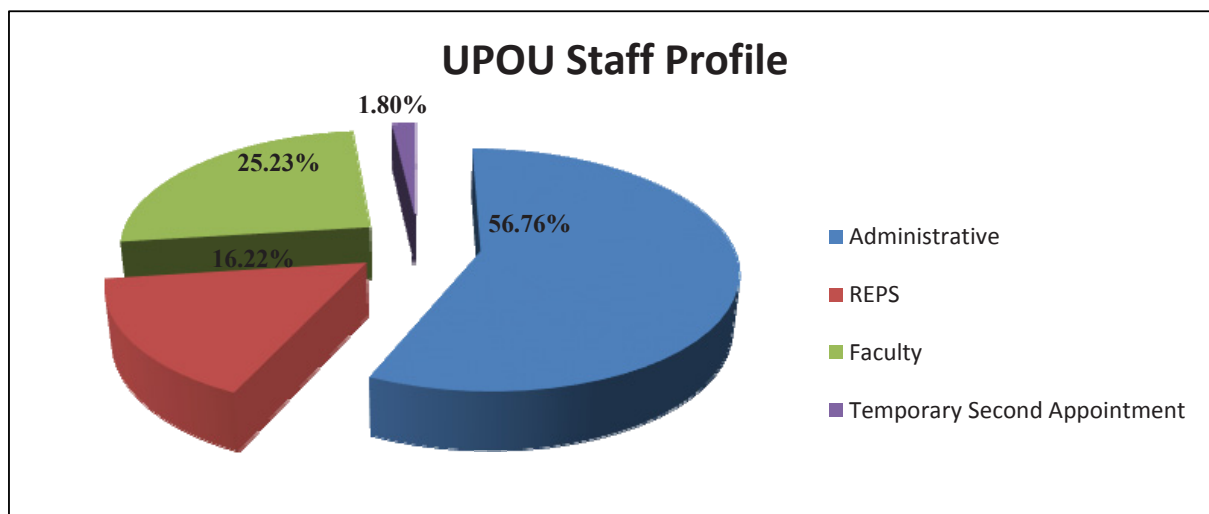


Figure 1. UPOU Staff Profile by Class

Composed of various offices, each office at UPOU is assigned administrative staff to provide essential support and ensure the smooth operations of each office. Delegated with a wide range of

duties and responsibilities, the administrative staff serves as support to the UPOU system. Figure 2 shows the Organizational Chart of UPOU.

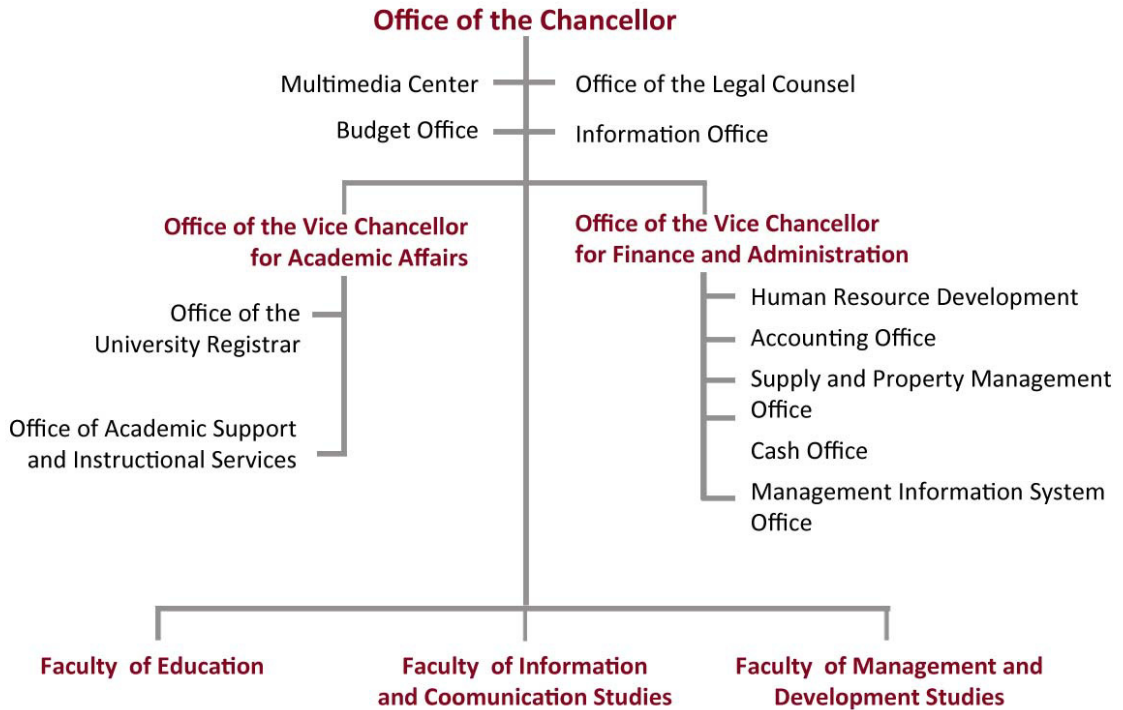


Figure 2. The Organizational Chart of UPOU

Having the most number of staff, this study considered the administrative staff as the respondents. With the aim to present the importance of ICT among the administrative staff of UPOU, this study enumerates all the ICTs used in UPOU and rank all these according to use and importance. A survey was used to gather data and the following were the results of the study.

Personnel/Group that Administrative Staff communicate with. Results showed that all the administrative staff communicate with their supervisors and other administrative staff. Some of them communicate with the officials, REPS, faculty and affiliate faculty. Table 2 and Figure 3 present the personnel/group with whom the UPOU administrative staff usually communicate with.

Personnel/ Group	Yes	No
Supervisor	16	0
Officials	11	5
Faculty	9	6
REPS	11	5
Administrative Staff	16	0
Affiliate Faculty	3	13
Students	3	13
Other Government Agencies	1	15

Table 2. Personnel/ Group that Admin Staff communicate with

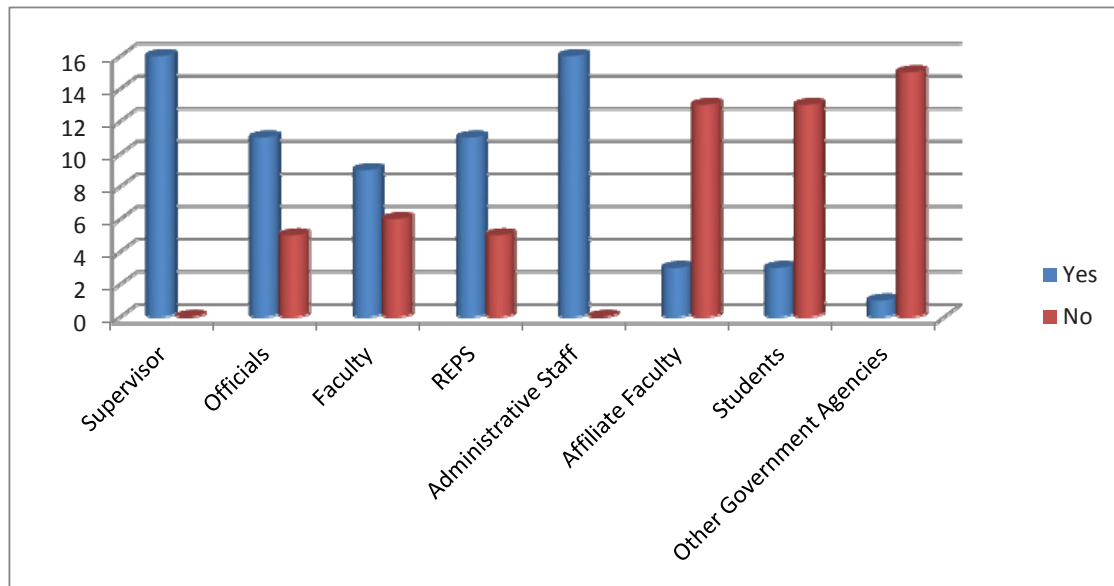


Figure 3. Personnel/ Group that Admin Staff communicate with

For this study, the following are considered as the Information and Communication Technology (ICT): telephone, cellular phone and internet. Specifically, call and text messaging were individually considered under the cellular phone while e-mail, yahoo messenger and skype were counted under the internet.

Rank of ICTs According to Use. The respondents were asked to rank the ICTs according to use. The results indicate that six (37.5%) of the respondents ranked telephone as first while five (31.25%) of the respondents ranked internet using e-mail as first. Sixteen or 100% of the respondents ranked internet using skype as last. Table 3 and Figure 4 detailed the ranking of ICTs according to use.

ICTs	1 st	2 nd	3 rd	4 th	5 th	6 th
Telephone	6	6	2	2	0	0
Cell Phone (Call)	1	0	0	4	11	0
Cell Phone (Text Messaging)	3	1	6	5	1	0
Internet (e-mail)	5	2	1	5	3	0
Internet (yahoo messenger)	1	7	7	0	1	0
Internet (skype)	0	0	0	0	0	16

Table 3. Rank of ICTs According to Use

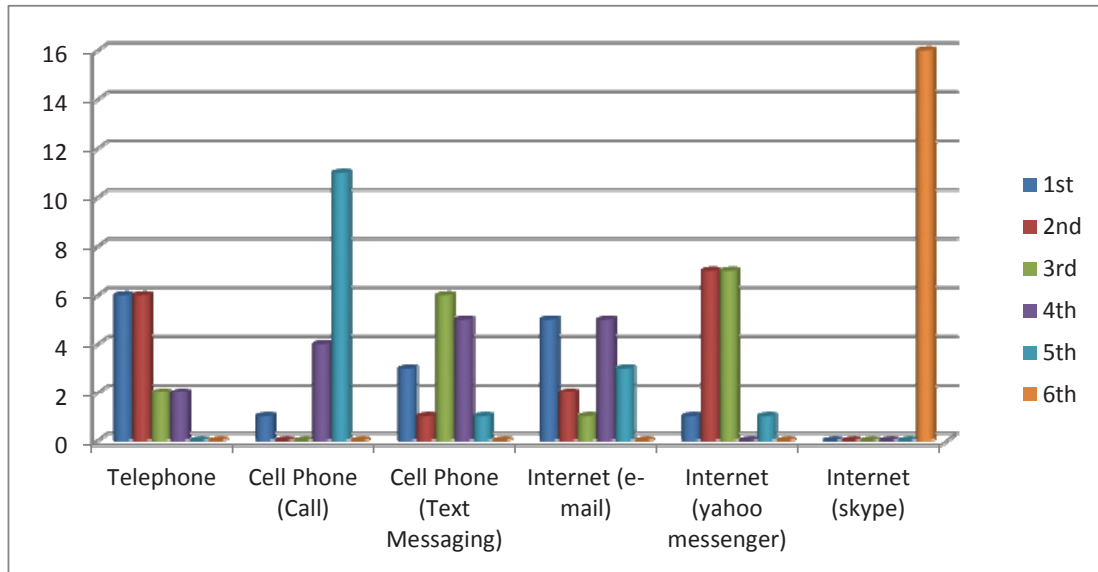


Figure 4. Ranking of ICTs According to Use

Considerations in Using ICT. When asked what their considerations are in using ICT, all the respondents pointed out the need for immediate feedback. While ten (62.5%) answered the cost as their considerations in using ICT. Thirteen (81.25%) confirmed that they consider the availability of ICT. Table 4 and Figure 5 detailed the respondents' considerations in using the ICT.

Reasons	Yes	No
Need for Immediate Feedback	16	0
Cost	10	6
Availability	13	3

Table 4. Considerations in Using ICT

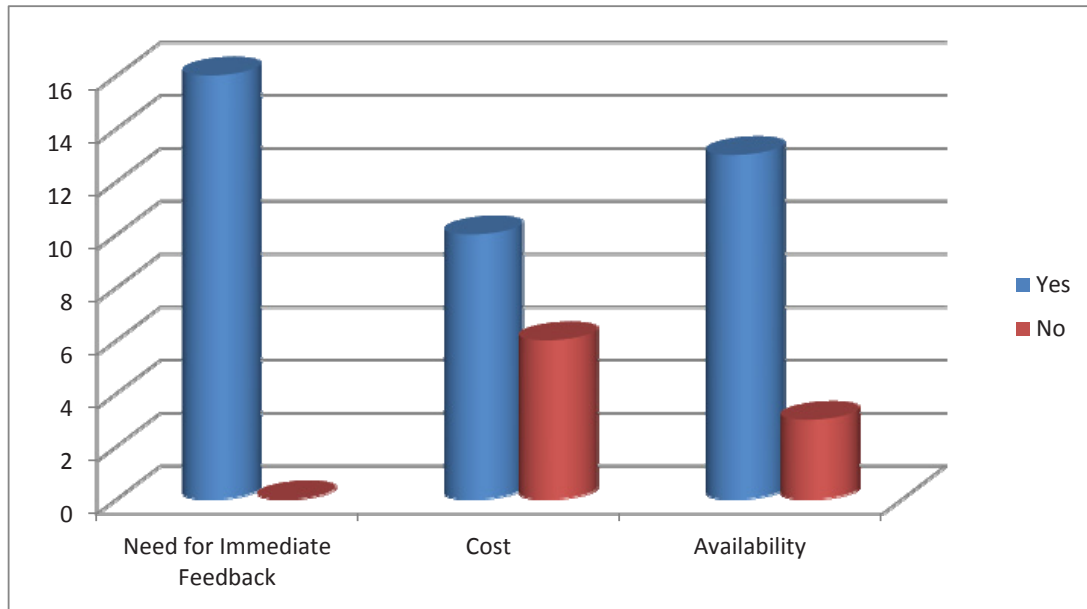


Figure 5. Considerations in Using ICT

Importance of Using ICTs. The respondents considered the telephone (81.25%) and the internet using yahoo messenger (75%) as very important. While 37.5% of the respondents considered the internet using skype as not important. Table 5 and Figure 6 present the level of importance of using the different ICTs.

ICTs	Very Important	Important	Not So Important	Not Important
Telephone	13	3	0	0
Cell Phone (Call)	4	8	4	0
Cell Phone (Text Messaging)	10	4	1	1
Internet (e-mail)	10	5	1	0
Internet (yahoo messenger)	12	4	0	0
Internet (skype)	2	3	5	6

Table 5. Importance of Using ICTs

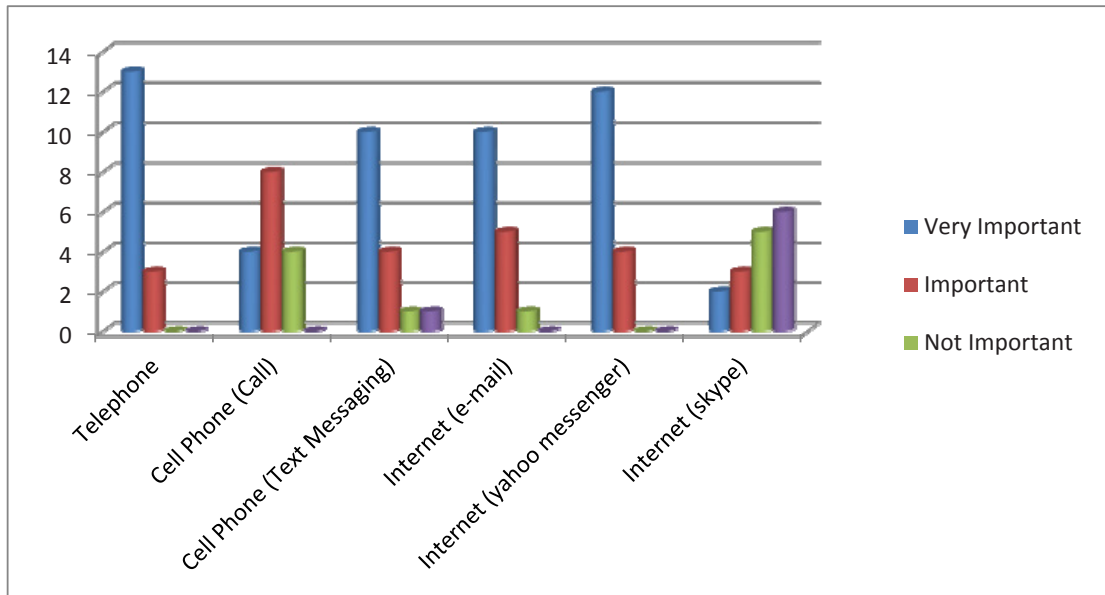


Figure 6. Importance of Using ICTs

Purpose for Using ICT. The purpose of using ICT among the UPOU administrative staff includes: setting a meeting; coordination of activities; communicating with scholars, faculty, staff, officials, REPS and affiliate faculty; verification of information, payroll concerns and online remittance; submission of reports, and information dissemination.

Problems in Using ICT. Among the UPOU Administrative staff, the problems encountered in using ICT are: unstable or intermittent internet connection, hacking of account, failure of communication devices, power interruption, weak signal for cellular phones, and accidental distribution of confidential information.

Looking at the results, the majority of the UPOU Administrative staff ranked the telephone either as first or second in the list and consider it as either very important or important. While all the respondents ranked the internet using skype as the last. This is due to the reason that the respondents consider the importance of immediate feedback. The use of skype is not being practiced by the UPOU administrative staff at the moment as this technology has not yet been introduced to them. Within the university, skype is currently being used for meetings that involve two or more locations: UPOU Headquarters, Diliman and Manila.

If the university administration would like to consider cutting the cost on its communication and travel expense, using of skype should be introduced to everybody specially those who have constant contacts with other staff based on another locations.