

Comprehensive Office Support Solutions: Promoting Ethical Practices to Improve Workplace Efficiency and Accountability in Parañaque City Hall

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Abstract	Article Info
This study is called Comprehensive Office Support Solutions: Promoting Ethical Practices to Improve Workplace Efficiency and Accountability in Parañaque City Hall. This study shows how Comprehensive Office Support Solutions are changing the way government workers do their jobs we want to see if workers do their tasks properly. We also want to know if office systems are working well. We used a quantitative research method. We looked at things, like honesty and fairness. We checked if workers do tasks in a way and do a good job. We focused on Comprehensive Office Support Solutions and its effects We also looked at how people manage their time and the quality of their work. We got information from employees who work in parts of Parañaque City Hall. We found out is that when people follow practices and use good systems they can work faster and do a better job. This also helps people become more responsible. The results also show that Comprehensive Office Support Solutions improves the way work is done. It helps build trust with the people improves the service and creates a place where everyone's honest and open, about what they do. Comprehensive Office Support Solutions is important because it helps make the workplace better.	Keywords: <i>Ethical Practices, Workplace Efficiency, Accountability, Local Government, Comprehensive Office Support Solution</i>

THE PROBLEM AND ITS BACKGROUND

This chapter talks about the main problem of the study and gives its background in a simple way. It also explains why the topic is important, what issues are being solved, and what the researchers' goals are. It also includes the objectives of the study, as well as the scope and significance so that readers can better understand what the research is really about and what its direction is.

INTRODUCTION

The study in Bukidnon showed that being ethical at work with colleagues and in the organisation helps people trust the government more and use resources better. It found that respect, working together as a team and being professional are parts of ethics. These help create a responsible work environment. This is similar to Parañaque City Hall, where being ethical is crucial for employees to do their jobs well, make fair decisions and treat residents responsibly. While the Bukidnon study looked at strengths and challenges like attendance and confidentiality, Parañaque focuses on steps like ethics training and accountability systems. In both cases, being professional and honest strengthens trust. Improves public service. Parañaque focuses on applying principles daily.

Even though ethics are important in government some workplaces still have problems like inefficiency and unethical behavior. These issues can affect how people view and trust government services. When leaders do not act ethically employees may also become less responsible. A weak ethical culture can lead to productivity and poor performance. Because of this organizations should encourage leadership and create clear rules. Strengthening accountability systems can also guide employees to act. When these practices are applied workplaces can improve performance also reduce unethical behavior.

The Parañaque City Hall began as a convent in 1580 until it became the Presidencia building in 1890. Until it grew into a city in 1998, it remained the foundation of public services. Promoting behavior is important in how they interact with residents; it builds trust and demonstrates a proper organization.

The aim of this study is to understand how office support systems and ethical practices can improve efficiency and accountability in Parañaque City Hall. It looks at how employees do their work and what practices they follow. The study also explores factors that may affect task completion. It aims to suggest ways to strengthen ethical behavior, responsibility and transparency, among employees. By doing this the research hopes to contribute ideas that may help the organization improve its services and maintain trust.

BACKGROUND OF THE STUDY

People today expect more from their government. They want services to be fast transactions to be honest and leaders to be accountable. This means governance must be efficient, transparent and responsible. Local government units, city halls are the part of the government people deal with the most. So how these offices treat people really affects how the public feels about and trusts the government. Good public service is about doing what is right. When workers are honest do their job well and take responsibility for what they do people feel more comfortable and confident with the service. When leaders are fair and do the thing people around them the workplace feel more comfortable. People are not scared to be honest with each other. When that happens the whole organization provides better service to the public.

According to Treviño & Brown (2024) the leaders behavior has an impact on how employees work. A study by them found that when leaders are fair, honest and responsible the organization performs better. This is because employees feel trusted and make decisions. Some other research also supports this. For example Perry & Hondeghem (2008) showed that ethical leadership can prevent misconduct and build a work culture in government offices.

Recent studies show that having clear systems in place and strong support from the organization can really make a difference in how well people perform at work. When tasks are organized and employees feel supported by their workplace, they tend to be more productive, focused, and motivated. Mendoza (2025), community-based programs supported by structured systems and local government participation can improve human resources and overall performance. This study highlights that organizational implementation, participation, and equitable support show good results. This supports current research that the combination of structured office support systems with ethical practices can lead to efficient and accountable government institutions. In addition Khuong and Hoang found out in (2025) that when leaders are honest and act with integrity the employees are

more committed to their work they do a job and they make good decisions in public organizations. This shows how important ethical leadership is for running the government in a way and being accountable to the people. A good team in the office is just as important, as having a leader to keep everything running smoothly. Having a leader in the office is just as important to keep everything running smoothly. When tasks are well planned documents are handled in a way and people communicate clearly the employees can work together easily and avoid wasting time. Nguyen and Vo found out in (2025) that government offices with administrative systems work better and are more productive also Smith and Jones found out in (2025) that using computers and digital systems, in government makes things faster makes it easier for people to see what is going on and reduces unnecessary paperwork. These systems also help people act in a way by keeping clear records and letting leaders see how the work is being done.

Despite these developments, many Local government offices are still not doing a good job. They have a lot of problems like they are not doing tasks on time. They are not always fair. The people who work there are not always responsible for what they do. This can cause a lot of problems like people having to wait a time, for things and not knowing what is going on. Sometimes the employees do not know what to do because the systems are not clear and they do not have the help they need. This affects how well the whole office works. The main problem is that local government offices need leaders and systems to help the employees do their jobs correctly and be more responsible. Local government offices need to do this to get better at what they do and to make sure the employees are doing the thing. Lee said in (2024) that to overcome these problems local government offices need to have an ethical culture and good leaders. Research has shown for a time that ethics are very important for public service. Cooper found in (1998) that being accountable maintaining transparency and upholding ethical responsibility are crucial for government operations to be successful. Frederickson said in (1996) that fairness and ethics are essential for government so everyone gets services fairly. Perry found in 1990 that public servants who act with ethical values are more committed to their work more effectively and provide better services.

At City Hall Parañaque it is very important to have organized office systems that follow practices. This is especially true as administrative tasks become more complex. To achieve this City Hall Parañaque needs to have procedures use digital tools provide staff training and keep track of performance. When leaders at City Hall Parañaque act ethically and the workplace culture is strong employees at City Hall Parañaque are more likely to take responsibility follow rules and do their jobs well. Local government offices, like City Hall Parañaque need to prioritize ethics and good leadership to improve their performance and provide services to people. Ethical leadership is very important because it shows employees professionalism. A study of Zhao and his team (2024) found out something. When leaders are honest and do the thing it sets a good example for the people, around them like the team members who work with the leaders and this is what Zhao and his team discovered in their study. This helps build trust. People start talking to each other more which keeps employees interested in their work and helps the organization do better. When a workplace really cares about doing the thing employees are more likely to follow the rules take responsibility for their actions and do their jobs very well as seen in a report by ERIC in (2025).

This study is about how having a good system in place at the office can help people behave in a way get work done faster and make sure everyone is accountable at Parañaque City Hall. We want to look at what they're doing now and think of ways to make it better so that the government can work better provide good services and people will trust them more and give practical advice on how to use ethical principles in our daily work and combine it with a well-organized office system so that local government can work more efficiently be more responsible and be transparent which is what ethical leadership is all about and that is what we want for Parañaque City Hall.

STATEMENT OF THE PROBLEM

1. What are the ethical practices among employees in Parañaque City Hall in terms of:

1.1 Integrity

1.2 Transparency

1.3 Professional responsibility

2. What is the workplace efficiency among employees in terms of:

- 2.1 Task completion
- 2.2 Time management
- 2.3 Service quality

3. What is the accountability among employees in performing their duties in Parañaque City Hall in terms of?

- 3.1 Timely completion of assigned tasks
- 3.2 Proper coordination among departments
- 3.3 Effective communication within the workplace

4. How do the employees evaluate workplace efficiency in the Parañaque City Hall in terms of:

- 4.1 Tasks are completed on time
- 4.2 Employees perform their duties effectively
- 4.3 Communication among employees is clear and efficient

5. Is there a significant relationship between workplace efficiency and accountability among employees in Parañaque City Hall?

OBJECTIVES OF THE STUDY

The general objective of the study is to assess the level of ethical practices, workplace efficiency, and accountability among the employees in Parañaque City Hall and determine how these factors influence their overall performance in a government workplace setting. Specifically, the study aims to investigate the following:

- To determine the level of ethical practices demonstrated by employees in Parañaque City Hall in terms of integrity, transparency, and professional responsibility.
- To evaluate the level of workplace efficiency among the employees based on task completion, time management, and service quality.
- To assess the level of accountability of the employees in performing their duties in terms of timely completion of tasks, proper coordination among departments, and effective workplace communication.
- To evaluate workplace efficiency among workers in Parañaque City Hall by examining the extent to which tasks are completed on time, assessing how effectively employees perform their assigned duties, and determining the clarity and efficiency of communication among them
- To determine whether there is a significant relationship between workplace efficiency and accountability among employees in the Parañaque City Hall

SIGNIFICANCE OF THE STUDY

The findings of this study may help employees understand the value of ethical decision-making and encourage more organized and efficient work practices. It can guide people in different offices, including the Human Resources Department, Civil Registrar's Office, the General Services Office (GSO), and the City Administrator's Office, a local government unit.

In enhancing professionalism and accountability in their daily tasks, it may also assist offices like the city planning and development to encourage the employment of city hall, and the result of this study may benefit the community by helping improve the quality and effectiveness of the public services.

• Human Resources Department (HRD)

Maintaining professionalism in a department and having a proper organization.

• Civil Registrar's Office (CRO)

Fixing records in a department that has a good reputation and trust of the people.

• Local Government Unit (LGU)

It arranges to have good service while maintaining ethical Work.

• City Administrator's Office

Maintaining security for all city hall employees

• General Services Office (GSO)

In a department that meets the needs of employees in order to organize the operation

SCOPE AND THE LIMITATIONS

This study focuses on how support systems can promote ethical practices and improve efficiency and accountability among employees in Parañaque City Hall. It examines the experiences and views of selected staff members regarding workplace support and ethical behavior.

The study is limited only to Parañaque City Hall and to the employees who participated in the research. Because of time and resource limitations, the findings are based on the information provided by the respondents and may not represent all employees. Despite these limits, the study aims to provide helpful insights that could support improvements in workplace practices within the local government office.

DEFINITION OF TERMS

HRD (Human Resources Department) – The Human Resources (HR) department is vital in steering a company's recruitment, training, and benefits administration. By fostering a positive work environment and ensuring labor law compliance, HR enhances employee productivity and retention, contributing significantly to organizational success.

CRO (Civil Registrar's Office) - The Office of the Civil Registrar shall be responsible for the civil registration program of the local government unit pursuant to the Civil Registry Law, the Civil Code, and other pertinent laws, rules and regulations.

LGU (Local Government Unit) - A local government unit is the smallest administrative and political subdivision within a country that delivers public services to citizens and implements national programs. It has its own fiscal, legislative, and executive authority over a defined geographical area. Local government units operate democratically and consist of three levels: provinces and independent cities, component cities and municipalities, and barangays. They ensure collective action to promote citizen welfare.

CAO (City Administrator's Office) – CAO serves as the principal advisor to the City Mayor, providing sound recommendations and developing plans and strategies for the effective and efficient management and administration of city government operations.

GSO (General Services Office) - The General Services Office The General Services Office takes custody of and is accountable for all properties, real or personal, and supplies owned by the city and those granted to it in the form of donation, reparation, assistance and counterpart of joint projects.

COSS (Comprehensive Office Support Solutions) – Office Support. SERVICES – Provide clients with copying, inserting, mailing, call center, and graphic design functionality. This service also includes records management and managing office supplies. Costs for Office Support Services are generally allocated based on client unit usage.

ICT (Information Communication Technology) – ICT (information and communications technology) is the infrastructure and components that enable modern computing. Among the goals of IC technologies, tools and systems is to improve the way humans create, process and share data or information with each other. Another is to help them improve their abilities in numerous areas, including business, education, medicine, real-world problem-solving, and even leisure activities related to sports, music and movies.

CONCEPTUAL FRAMEWORK

This study looks at how putting together solid office support and real ethical standards can actually change how things work at Parañaque City Hall. By focusing on being more accountable and transparent, the goal is to create a setup that makes public service better for everyone.

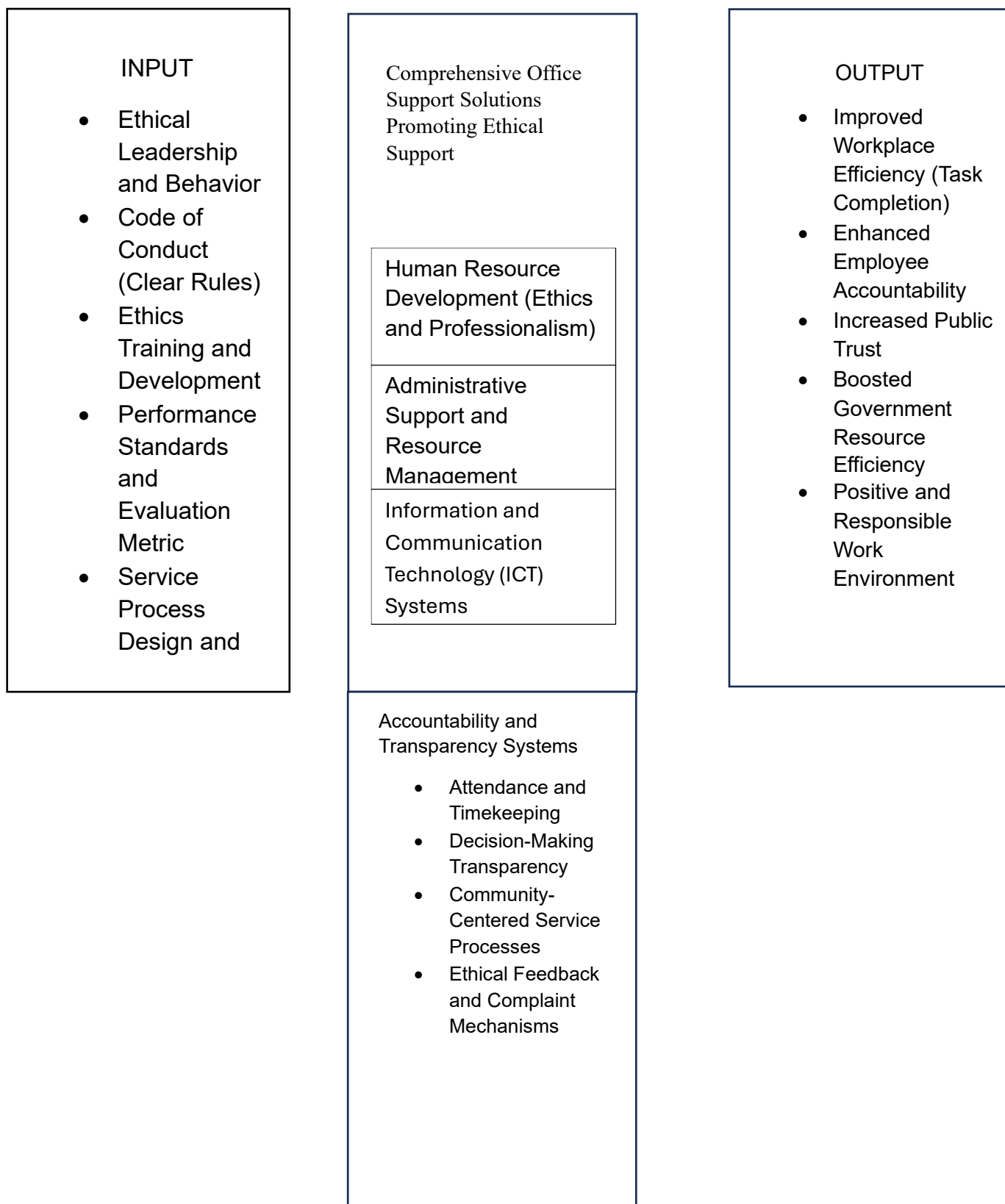


Figure 1: Paradigm of Conceptual Framework

The conceptual framework shown in Figure 1 breaks down the main parts of the project: Comprehensive Office Support Solutions: Promoting Ethical Practices to Improve Workplace Efficiency and Accountability in Parañaque City Hall.

The input side of the diagram shows what we need to get started. This includes things like ethical leadership and having a clear code of conduct so everyone knows the rules. It also covers the basics like ethics training,

setting performance standards, and designing service processes that actually work for the community. These are the starting points that guide how employees handle their daily tasks and talk to the residents.

The middle section is where the actual work happens. It focuses on the specific systems used in the office, like administrative support and human resource programs that push for more professionalism. This part also looks at using ICT systems and setting up better ways to track accountability like keeping an eye on attendance, making sure decisions are transparent, and creating feedback loops. Basically, it's about taking those ethical ideas and turning them into daily habits.

The output is what we hope to see at the end of the day. The main goal is to make the workplace more efficient so tasks get done faster and more accurately. We also want to see employees taking more responsibility for their work. When these things happen, it builds a lot more trust with the public, makes sure government resources aren't wasted, and creates a much more positive and responsible environment at City Hall.

HYPOTHESIS OF THE STUDY

Null Hypotheses (H_0)

There is no significant relationship between the implementation of Comprehensive Office Support Solutions and making things better at Parañaque City Hall when it comes to getting work done, being responsible, and doing the right thing.

Alternative Hypothesis (H_1)

There is a significant difference between Comprehensive Office Support solutions, which actually make a difference and help make things better at Parañaque City Hall when it comes to getting work done, being responsible, and doing the right thing with comprehensive office support solutions.

REVIEW OF RELATED LITERATURE AND STUDIES (RRL)

This chapter shows different studies, articles, and literature related to the topic of the research. Here, existing ideas and findings of other researchers are taken to further support and strengthen the study. Through this, the research becomes clearer and easier to understand because it is linked to previous studies connected to the subject.

Damianus Abun, Fredolin P. Julian, Jose Vallente A. Ballesteros (2022) The Effect of Work Ethics of Employees on their Work Performance: The primary study was to determine the effect of the work ethics of employees on their work performance. The study found that the work ethics of employees along three components (the attitude toward the work itself, moral attitude toward the work, and intrinsic motivation) are considered high. Their work performance along with task and contextual performance is high, while counterproductive behaviour is low. In terms of the correlation between work ethics and individual work performance, the results manifested a significant correlation between work ethics and individual work performance. But taking the dimensions of work ethics separately, only the attitude toward the work itself and intrinsic motivation affect individual work performance along with task and contextual performance.

Moreover, a moral attitude toward the work affects counterproductive behaviour. This is proven by many studies like those of Salahudin et al. (2016), Osibanjo, et al. (2015), Bataineh (2020), Benedicto and Caelian (2021), and Banister (2017). All these researches suggest that management needs to establish policies and practices that guide the employee's work behaviour. Failing to inculcate the right work values in the employees can greatly affect the organization's productivity and performance. The methodology explains the process, particularly how the study identifies, selects, processes, and analyses information about a topic (Wilkinson, 2000, Leedy, 1974).

The study followed the rule of procedures in the investigation by determining the research design, data-gathering instruments method, the population of the study, the locale of the study, the data-gathering procedures, and statistical treatment of data. The study of Bazzy (2015) and Mudrack (1997) found that work ethics are correlated to success and those who have higher work ethics tend to be more committed, satisfied,

and engaged in their work than those who have lower work ethics. Based on these findings, the current study hypothesized that the work ethics of employees affect their work performance. The study is particularly relevant for Comprehensive Office Support Solutions and for making things better at Parañaque City Hall when it comes to getting work done. It provides practical development, focusing on work ethics to transfer ethical knowledge and ideas effectively. Additionally, it includes exercises designed to enhance the understanding and application of ethics in real workplace scenarios.

Dante V. Ariñez, (2023). *Employees' Productivity and Accountability in the Local Government Unit of Brooke's Point, Palawan: Basis for Policy Formulation*. This study was conducted in order to evaluate the contribution of Employees' Productivity and Accountability in the Local Government Unit of Brooke's Point, Palawa. A survey was conducted among 442 respondents; data were analysed through descriptive statistics. The data revealed that the level of productivity of employees in their job is rated as "productive". The level of accountability of the employees is "moderate" based on their Job Satisfaction but has a "high" level of accountability in terms of Commitment, Length of service, and Salary and Benefits. Furthermore, Economic development is important so that our society can constantly grow; it is today's mantra of any business and agency to make things happen and to get things done. The only problem that goes with it is how to make the people significantly interested in getting things done to make things happen. The success or failure of an organization depends on the dedication and commitment of the people to their work and to the organization's goals. "It is what people do or do not do that ultimately determines what the organization can or cannot become" (Martirez and Fule, 2000). Hence, organizational excellence can be achieved through the individuals working in it. However, dedication and commitment cannot be expected in a snap. People have varying needs and wants that must be satisfied first. Certainly, productivity is the key. Primary data was collected from the employees of the Local Government Unit of Brooke's Point under study. Four hundred forty-two employees were selected and interviewed as sample respondents. The respondents are the employees (permanent, temporary, casual, and co-terminus) and the department head. A survey has been conducted to collect information about the level of productivity and accountability of the employees of the said municipality. This will serve as a key to advancement, since it helps increase the productivity of the organisation. Offices must continuously improve their productivity in order to stay productive. With this, a government employee has become an essential tool of government in achieving its goals. The literature is particularly relevant for Comprehensive Office Support Solutions: Promoting Ethical Practices to Improve Workplace Efficiency and Accountability in City Hall Parañaque. Discussed topics include handling suspected unethical conduct, developing strategies for continuous ethical improvement, and maintaining high expertise in industry standards. It also emphasizes the importance of promoting the ethical needs of both the organization and individual staff.

Helen R. Benedicto, Merlita V. Caelian, (2021) *The Influence of Work Ethics on Job Performance of Government Employees*: This primary study was to associated with a positive influence on employee performance. Those who strongly support the practice of work ethics make beneficial changes to the goals and values of the organization. This descriptive-comparative correlational study assessed the influence of work ethics on the level of job performance of government employees. The study revealed that the practice of work ethics is very good; job performance is very satisfactory, which implies that the influence of work ethics on job performance is great.

Furthermore, the world is facing challenges and increasing demands for better delivery of public services; hence, the public sector plays a significant role. Gebre-Egziabher (2016) stated that work ethics in the public sector has become crucial. In the Philippines, austerity-driven administrative reformatations have changed public administration that influenced employment in the public sector (Mangaoang, 2020). Thus, the study aimed to assess the practice of work ethics and job performance of government employees using the norms of conduct mandated in RA 6713. Likewise, the relationship between work ethics and job performance was looked into. The findings of the study were used as the basis for an enhanced human resource management program. The study used a descriptive-comparative, correlational research design. A descriptive-comparative research design was employed to describe and compare the practice of work ethics and level of the job performance of government employees and is appropriate because the researcher described a situation in terms of specified variables (Johnson & Kuby, 2011). The correlational design was used to explain the relationship between work ethics and job performance (Esser & Vliegthart, 2017). The respondents of the study were the 367 employees

representing employees for CY 2019 as appearing on the plantilla of positions of the LGU identified thru stratified random sampling. This literature is similar to Parañaque City Hall, where being ethical's crucial for employees to do their jobs well make fair decisions and treat residents responsibly. This research was conducted in order to development of ethical decision-making frameworks and encourages transparent reporting mechanisms, ensuring that the organization remains compliant and maintains an ethical culture.

Niña Marie G. Jamisolamin, (2025) Ethical Practices and Perceptions of Organizational Ethics among Employees in a Local Government Institution: This study examined how integrity and transparency are practiced within the Philippine public sector. Its main goals were to assess employees' ethical behavior in personal, interpersonal, and organizational aspects, determine how important these behaviors are perceived to be, and analyze their effect on overall organizational development. To collect data, the researcher used a descriptive research design and selected participants through purposive non-probability sampling. A modified questionnaire based on the Institute of Business Ethics served as the primary tool, and the data gathered were analyzed using descriptive statistics to clearly present the ethical conditions within the local government unit. The findings showed that ethical practices were generally strong across all areas, with interpersonal ethics—such as respect, teamwork, and professionalism—being the most evident. Employees recognized ethical behavior as essential in creating a positive workplace environment and strengthening public trust. The study also found that ethical conduct contributes to improving organizational reputation and efficient use of resources. However, some issues were noted in areas like confidentiality and attendance, indicating the need for continuous ethics training and focused improvements. This study is highly relevant to the current research titled “Comprehensive Office Support Solutions: Promoting Ethical Practices to Improve Workplace Efficiency and Accountability in Parañaque City Hall.” It provides a useful local reference showing how ethical practices influence efficiency in government offices. The strong emphasis on interpersonal ethics and the identified challenges in accountability offer valuable insights for enhancing administrative support.

Alvarado and Padilla (2022) Work Ethics and Job Performance of Employees in a Local Government Unit: The research conducted investigated the correlation between professional ethics and the quality of work output within the public sector. The primary goal was to evaluate the ethical standards and performance levels of LGU personnel during 2020 to establish whether a statistical link exists between these two variables. In terms of methodology, the authors utilized a descriptive-correlational approach, gathering data from 273 participants through stratified random sampling to include both permanent and contractual staff. The study employed a validated, researcher-developed questionnaire, and the data were processed using a comprehensive suite of statistical tools, including Pearson correlation, T-tests, and ANOVA, to ensure a robust analysis of the relationships and variations within the data. The findings indicated that the subjects maintained high levels of both work ethics and job performance. Crucially, the data confirmed a significant positive relationship, suggesting that the cultivation of strong professional values is a direct precursor to superior job execution. Consequently, the study advocated for Human Resource departments to institutionalize training programs that prioritize ethical conduct as a means of driving employee excellence. This study holds direct relevance to the present research, “Comprehensive Office Support Solutions: Promoting Ethical Practices to Improve Workplace Efficiency and Accountability in Parañaque City Hall.” It reinforces the central argument that ethical behavior serves as a functional engine for operational efficiency rather than just a moral guideline. By validating this connection within a similar LGU environment, the work of Alvarado and Padilla serves as a critical empirical basis for proposing accountability-based support solutions in Parañaque City Hall.

Dr. Sanyie Mercy Bonwa, (2025) Ethics and Accountability in Leadership: Strategies for Excellence in Office Management in Global Economy: This study is significant as it contributes to a deeper understanding of the role ethics and accountability play in promoting effective leadership among office and information managers in the global knowledge economy. By emphasizing ethical behavior and accountability mechanisms, the study provides a framework for strengthening integrity, professionalism, and transparency within administrative and information management functions. It highlights how adherence to ethical standards can enhance trust, improve decision-making, and foster a culture of responsibility in the workplace (Brown & Treviño, 2020). Furthermore, the findings of this study will benefit office and information managers, policymakers, and administrators by offering practical strategies for embedding ethics and accountability into leadership and management systems. It will serve as a reference for professional development, helping managers to build ethical awareness and strengthen their decision-making capabilities in complex digital environments.

Academically, the study contributes to existing literature on ethical leadership and organizational behavior, offering insights into how these principles drive sustainable performance and innovation (Ng & Feldman, 2021). The study is particularly relevant for the international study entitled *Comprehensive Office Support Solutions* and making things better at Parañaque City Hall when it comes to getting work done, being responsible, and doing the right thing and promoting ethical behaviour and the critical skills and knowledge required to lead with integrity in organisational settings.

Alhaiou and Almadhi (2020). *The Relationship between Ethical Culture, Job Satisfaction, and Employee Performance*: The study explored how an organization's ethical environment influences the performance of its employees. The main goal of the research was to examine the connection between ethical culture and employee performance, as well as to determine how job satisfaction acts as a factor that links the two. The researchers used a quantitative approach and collected data through an online questionnaire. A total of 200 employees from both public and private organizations in Saudi Arabia participated in the study. This allowed the researchers to compare how ethical practices operate across different types of organizations. The findings revealed that ethical culture, job satisfaction, and employee performance are all positively and significantly related. The study showed that when an organization promotes strong ethical values, employees tend to be more satisfied with their jobs, which then leads to better performance. The researchers emphasized that building a strong ethical culture is essential for long-term organizational success and effectiveness. This study is relevant to the present research titled "*Comprehensive Office Support Solutions: Promoting Ethical Practices to Improve Workplace Efficiency and Accountability in Parañaque City Hall.*" Although it was conducted in a different country, its findings support the idea that ethical practices can improve performance through increased job satisfaction. It also strengthens the current study by showing that creating a values-driven workplace can enhance efficiency and accountability in organizations like Parañaque City Hall.

Makanga, Orobia, and Kaawaase (2025) *Ethical Work Climate and Accountability in Municipal Local Governments*: The study examined how the ethical environment within an organization influences the accountability of public officials. The main objective of the study was to determine the relationship between ethical work climate and accountability, particularly in municipal local governments that play a key role in delivering public services. It also aimed to address ongoing issues of weak accountability, especially in developing countries where transparency remains a challenge. The researchers used a quantitative research approach and collected data through a structured questionnaire from 361 respondents across 86 municipal local governments in Uganda. For data analysis, they first used SPSS to identify initial relationships among variables, and then applied Smart Partial Least Squares (PLS) to further test the strength and significance of these relationships. The findings revealed a strong and significant positive relationship between ethical work climate and accountability. This means that organizations with a strong ethical environment tend to have employees who are more responsible and answerable for their actions. On the other hand, weak ethical standards were linked to poor accountability practices. This study is highly relevant to the present research titled "*Comprehensive Office Support Solutions: Promoting Ethical Practices to Improve Workplace Efficiency and Accountability in Parañaque City Hall.*" It supports the idea that improving accountability is not only about systems and procedures but also about building a strong ethical culture. The results provide evidence that fostering an ethical work environment is essential for achieving better efficiency and accountability in local government offices like Parañaque City Hall.

SYNTHESIS

In the public service aspect, it is no longer enough for a staff member to be good at his technical tasks; it must be accompanied by a strong foundation of integrity and accountability. The success of an agency is not only seen in the quantity of their output, but in the depth of the ethical standards that guide every decision of the employees. This review brings together various local and foreign studies to prove that professional ethics is the true pillar of efficient operation and transparency in government.

Work ethics plays a big role in how the staff moves in the government. Emphasized by Abun et al. (2022) and Benedicto and Caelian (2021) that when a staff has high "intrinsic motivation" and a correct moral attitude, it results in better performance and avoidance of harmful activities in the office. This indicates that although

skills are important, it is the moral foundation of the person that truly drives the effectiveness of the public sector (Bazzy, 2015; Mudrack, 1997). In addition, Ariñez (2023) with Martirez and Fule (2000) pointed out that productivity is not separate from job satisfaction and length of service. Ultimately, it is the collective actions of individuals that determine whether an agency will succeed or fail.

If viewed from a global perspective, Bonwa (2025) believes that strong accountability mechanisms are necessary for sound decision-making, especially in the era of the digital economy. Alhaiou and Almadhi (2020) amend this, where they find that an organization's "ethical culture" increases people's morale, which leads to better work. Meanwhile, Makanga et al. (2025) that responsibility in municipalities is not only obtained from strict rules, but from having a healthy "ethical work climate." It shows that when their moral education is weak or difficult, expect gaps in transparency and performance. That when morale is weak, expect gaps in transparency and performance.

To summarize, these perspectives, including Jamisolamin's (2025) observations, point in the same direction: ethics, satisfaction, and performance are inseparable. For Parañaque City Hall, these findings serve as a solid foundation for the 'Comprehensive Office Support Solutions' project. Believe the city dwellers by valuing integrity, we can build a good and orderly government has a professional, but true that every citizen can truly trust.

METHODOLOGY OF THE STUDY

This chapter is about the methodology used to conduct the study. It talks about the research design, the people who participated in the study how they were chosen the tools used to collect data how the data was gathered and how it was analyzed.

RESEARCH DESIGN

The study uses a quantitative research design to understand how office support solutions and ethical practices affect workplace efficiency and accountability at Parañaque City Hall. Office support solutions and ethical practices are important to the study. The researchers want to know how they are connected to workplace efficiency and accountability. A quantitative approach is used because it deals with numbers. This makes it easier to measure and analyze the data. This helps to show the relationships between office support solutions, ethical practices and workplace efficiency and accountability based on what the participants said.

The descriptive method is used to describe what is happening in the workplace. It looks at how office support systems and ethical practices used by employees. This method helps the researchers to present a picture of what is going on in the organization based on real responses from the participants. The correlational method is used to find out if there is a connection between office support solutions, ethical practices and workplace efficiency and accountability. The study does not try to control or change anything. It just looks at how these things related to each other.

Overall this research design is good because it helps the researchers to collect data. It helps them to understand how different things in the workplace are connected. This can help to improve performance and accountability at Parañaque City Hall. Office support solutions and ethical practices are important, to this.

RESPONDENT OF THE STUDY

The respondents of the study were office personnel working in any departments of City Hall, Parañaque. These employees were chosen because they are involved in delivering and implementing office procedures, maintaining workplace efficiency. A total of 100 respondents were selected for the study.

The respondents were chosen because they are the most qualified individuals who experience the daily flow of work in the office and can share real insights about how office support systems and ethical practices are carried out. Their thoughts and experiences help us understand better how encouraging ethical behavior at work can make things run more smoothly, make people more accountable, and make the office more efficient

SAMPLING TECHNIQUE

The study will employ qualitative research design, specifically using purposive sampling so that the validity and reliability of the data gathered will be ensured with objectivity. This sampling technique will be utilized since the research requires insights from individuals who are directly engaged in office support functions and ethical practices within City Hall of Parañaque. Moreover, the participants will be selected from different offices and departments with various roles and functions, to ensure that the data collected is directly relevant to examining ethical practices and their impact on organizational performance. This approach allows the researchers to obtain informed perspectives from individuals who are most capable of providing meaningful contributions to the investigation, thereby enhancing the validity and applicability of the findings.

RESEARCH INSTRUMENT

This study contains structured questions with fixed choices such as rating scales like Likert Scale (Strongly Agree to Strongly Disagree). The survey questionnaire was designed to measure how well the office support systems and ethical practices influence workplace efficiency and accountability.

The main instrument used in this study was a researcher-made questionnaire using a 5-point Likert scale. In simple words: Research Instrument = the tool used to gather measurable data. The items were made to check how well the current systems and procedures in City Hall Parañaque are working.

This was done to make sure the results show how well they are performing and if they are following the rules. The goal was to see if City Hall Parañaque systems and procedures are up to the mark. We wanted to get a picture of their performance and adherence to standards. The results will help to identify areas for improvement, in City Hall Parañaque.

DATA GATHERING

In order to acquire the important information for the study, the researchers follow a step by step process focused on ensuring correctness and reliability.

First, seek permission from the concerned office at Parañaque City Hall to allow the organization of studies among selected employees. After consent, the researchers prepared a questionnaire structured around the objectives of the study. It checks the instrument to ensure that the questions are clear and correctly related to the items being evaluated. The questionnaire includes items related to fairness competencies, such as honesty and integrity, transparency, and professional accountability, as well as workplace efficiency. Each section is developed to directly address the research questions stated in the study.

The researchers then distributed the questionnaires to the selected respondents. Before answering, the purpose of the study was explained to them, and they were informed that their participation was voluntary.

STATISTICAL TREATMENT OF DATA

The following statistical tools were utilized in the study:

Frequency and Percentage Distribution

- Were used to organize the demographic profile of the participants. This helped present the respondents information clearly and systematically.

Weighted Mean

- This method was used to determine the level of workplace efficiency and accountability and office support solutions.

Pearson Correlation Coefficient

- Used to establish the significant relationship between:
 - Ethical practices and accountability
 - Ethical practices and workplace efficiency
 - Office support solutions and workplace efficiency

These statistical techniques were used to ensure that the data were analyzed objectively and that the findings of the study were reliable

ETHICAL CONSIDERATION

For ethical research consideration, before the study will be conducted, the respondents will receive a detail briefing and key information about the purpose of the study. Through informed consent, the respondents shall willingly decide to take part in the study. In order to guarantee anonymity, secrecy, and the avoidance of potential harm, all information will be held and handled with the utmost confidentiality by not disclosing the names and identify of the research participants in accordance with RA 10173, generally known as the Data Privacy Act.

Furthermore we will make sure the people taking part in the study know they can join or leave at any time without any problems. They will not face any penalties or consequences for leaving. The researchers will use the information gathered for academic purposes. They will not share it with people or organizations that are not allowed to see it. The researchers will be respectful, honest and fair, throughout the study. This will help keep the research reliable and trustworthy. We will make sure the respondents know their participation is completely voluntary. They can decide to be part of the study or not. The researchers will handle the data with care. Only use it for the study. They will not share it with anyone who is not supposed to see it. By being respectful and honest the researchers will make sure the study is done in a way that's fair and trustworthy.

CONCLUSION

The following is the procedure that this researchers followed to assess relationship between office support systems and ethical standards at Parañaque City Hall. The ultimate aim however is to see how far these components are, in improving the effectiveness of organization (including performance measure) and accountability among its employees.” The researchers took a quantitative approach, specifically descriptive and correlational to analyze the data collected. It focused on 100 purposive sampling office personnel to get true results. It was important that the participants were those who are directly working in a city hall and dealing with daily operations.

A questionnaire created by the researchers, the key instrument for data collection was the 5-points Likert scale. Once they acquired all the needed approvals, researchers had a methodical procedure for distributing surveys and ensuring that every partaker gave informed consent to participate. Statistical tools such as weighted mean and Pearson Correlation were used for analysis to check relations among variables. This study followed the Data Privacy Act of 2012 to ensure that all employee information was secure and confidential throughout the research process.

PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA

This chapter presents the results, analysis, and interpretation of the data obtained from the study titled “Comprehensive Office Support Solutions: Promoting Ethical Practices to Improve Workplace Efficiency and Accountability in Parañaque City Hall.” There were 100 respondents from Parañaque City Hall who participated in the study. This included their demographic profile, their perspective on ethical practices in the workplace, and the impact of comprehensive office support solutions in improving workplace efficiency and accountability. This chapter also discussed the relationship of ethical practices to workplace performance. Tables and figures were also used to make the collected data clearer and easier to understand.

PRESENTATION OF DATA

Table 1: Profile of Respondents (N=100)

Profile Variables	Category	Frequency	Percentage
Age	18-25	77	77%
	26-35	10	10%
	36-45	5	5%
	46 and above	8	8%
Sex	Male	41	41%

	Female	59	59%
Position	Staff	45	45%
	Office Personnel	35	35%
	Watch Man	20	20%
Years of Services	1-3 years	50	50%
	4-7 years	20	20%
	8-10 years	30	30%

ANALYSIS OF DATA

The majority of the respondents are aged 18–25, with a total frequency of 77 or 77%. This shows that younger respondents make up the majority of the participants in the study. This means that young adults are the ones who are mostly taking part, so the things that they think and what they go through are the main things that we see in this study. Young adults are the main group, and that is why their thoughts and experiences are what we mostly hear about. The second-largest group is those aged 26–35 years old, with a frequency of 10 or 10%, followed by those aged 46 years old and above, with a frequency of 8 or 8%. The smallest portion of participants belongs to the 36–45 years old range, accounting for only 5 or 5% of the total. The data shows that the study has many people who are 18 to 25 years old, while the study does not have many people who are 36 to 45 years old. This means that the findings of the study will probably reflect what younger adults think and how office support systems and ethical practices influence workplace efficiency and accountability. The study will mostly reflect the perspectives, behaviors, and opinions of younger adults.

A greater number of the people who took part were women, with a frequency of 59 or 59%, while men had a frequency of 41 or 41%. Women make up the majority of the participants. When we look at the workplace, this information is important because the number of women and men can affect workplace culture, the way people talk to each other, and the way things are done. The workplace culture and the policies that are made can also be influenced by the women in the workplace. This also shows what offices and administrative staff in government institutions usually look like, where women are a significant part of the workforce.

A large portion of the respondents were staff, with a frequency of 45 or 45%, while 35 or 35% worked as office personnel at Parañaque City Hall. This tells us that many of the people who responded to the survey are experienced employees. Some of them work directly in the city hall offices. For the Comprehensive Office Support Solutions study, this is important because office personnel are the ones who handle paperwork, office duties, and daily tasks. What office personnel think is very important in making things work better, improving responsibility, and ensuring that work is done properly. The Comprehensive Office Support Solutions study needs to hear from office personnel because they are directly involved in office operations and workplace processes.

Half of the participants had been working for 1 to 3 years, with a frequency of 50 or 50%, while 20 or 20% had worked for 4 to 7 years, and 30 or 30% had worked for 8 to 10 years. This means that half of the participants are newer employees, while the other half are employees who have been working for a longer time. Employees with more work experience have a lot to offer because they know the workplace very well. This is important because employees with work experience may have different views on workplace efficiency and ethics. New employees bring fresh ideas, while employees who have been working longer know more about the current procedures and challenges in the workplace. Employees with experience understand what works and what does not work, while newer employees may have different perspectives and ideas on how to improve workplace efficiency and ethical practices. Employees who have been working longer also know what changes are needed in the workplace. Both new employees and experienced employees are important because they both bring valuable ideas and experiences that can help improve the workplace.

INTERPRETATION OF DATA

The typical respondent in this study is a female between the ages of 18 and 25, serving as a staff member with 1 to 3 years of work experience. This profile highlights a dynamic office environment within City Hall Parañaque, where a large group of new, young professionals works alongside a substantial minority of more experienced personnel. Having a participant base heavily represented by this demographic is crucial for

evaluating comprehensive office support solutions, as these younger, female staff members are often on the front lines of day-to-day administrative operations. Their specific vantage point provides valuable insight into how modern workplace efficiency, ethical practices, and overall institutional accountability are actually implemented and perceived by the newer generation of civil servants. Furthermore, analyzing data from this specific group allows the study to explore how baseline job satisfaction and compliance with office protocols might differ across varying levels of maturity and tenure, helping identify whether traditional bureaucratic systems effectively support or hinder a evolving and tech-savvy workforce.

COMMON STATISTICAL TREATMENT

These tools helped in organizing, interpreting, and explaining the information collected in the study. They were also used to identify the demographic profile of the respondents and to assess the level of ethical practices, workplace efficiency, and accountability in the office. In addition, the statistical treatments helped determine if there were relationships or differences among the variables used in the study.

STATISTICAL TREATMENT	PURPOSE	FORMULA/TEST USED	INTERPRETATION
Frequency and Percentage Distribution	To describe the respondents' background information such as age, sex, length of service, and job position.	Percentage (%) = $\frac{f}{N} \times 100$ Where: f = frequency N = total number of respondents (100) This was used to present and explain the demographic characteristics of the participants.	This was used to present and explain the demographic characteristics of the participants.
Weight Mean	To find out the overall level of the respondents' views and opinions on ethical practices, workplace efficiency, accountability, and office support solutions.	$\bar{X} = \Sigma(f \times x) / N$ Where: $\bar{X}$ = weighted mean f = frequency x = weight N = total number of respondents	This helped determine the average response of the participants and explain what the results indicate in relation to the questionnaire.
Pearson Product – Moment Correlation (Pearson r)	To know If there is significant relationship between ethical behavior and workplace efficiency and accountability.	$r = \Sigma(x - \bar{X})(y - \bar{Y}) / \sqrt{[\Sigma(x - \bar{X})^2 \Sigma(y - \bar{Y})^2]}$ Where: r = Pearson correlation coefficient x = scores of variable X y = scores of variable Y $\bar{X}$ = mean of variable X $\bar{Y}$ = mean of variable Y	This was applied to find out if the variables show a meaningful relationship.
Independent Sample t-test	To check whether there is a significant difference in the respondents' assessments when grouped according to sex.	$t = (\bar{X}_1 - \bar{X}_2) / \sqrt{[(s_1^2 / n_1) + (s_2^2 / n_2)]}$ Where: $\bar{X}_1$ = mean of group 1 $\bar{X}_2$ = mean of group 2	This was used to compare the responses between two groups of participants.

		s_1^2 = variance of group 1 s_2^2 = variance of group 2 n_1 = sample size of group 1 n_2 = sample size of group 2	
One way – Anova	To find out whether there is a significant difference in the respondents' assessments when classified on the basis of age, position and years of service.	$F = \frac{MS_{\text{between}}}{MS_{\text{within}}}$ Where: MS_{between} = mean square between groups MS_{within} = mean square within groups	This was utilized to compare the responses among three or more groups of respondents.
Interpretation of Data	To interpret and discuss the statistical findings based on the objectives of the study	Based on statistical findings	This provided explanations and meanings for the gathered data and statistical results

DEMONSTRATIVE

This study aims to determine:

1. What are the ethical practices observed among employees at Parañaque City Hall, specifically looking at:

1.1 Integrity

1.2 Transparency

1.3 Professional responsibility

2. How employees perform in terms of workplace efficiency, measured through:

2.1 How well tasks get completed

2.2 How they manage their time

2.3 The quality of service they provide

3. What level of accountability employees show when carrying out their duties, focusing on:

3.1 Whether assigned tasks are finished on schedule

3.2 How well different departments work together and coordinate

3.3 How effective communication is throughout the workplace

4. From the employees' perspective, how would they rate workplace efficiency at Parañaque City Hall, based on:

4.1 Tasks being completed within set deadlines

4.2 Employees doing their jobs properly and effectively

4.3 Communication between staff being clear and working well

5. Is there any meaningful connection between workplace efficiency and how accountable employees are in their work at Parañaque City Hall?

In this research, most of our respondents are women aged 18 to 25 who work as staff members with 1 to 3 years of experience in their jobs. This shows that Parañaque City Hall has a really active work environment, we have a big group of young, new professionals working alongside more experienced staff who've been there longer. This group makes up most of our participants. It is really important because these younger female employees are usually the ones who handle day to day administrative work. They're the ones who see first hand on how things work, so their opinions give us useful information on how ethical practices, how well

things run, and how responsible everyone is actually done and seen by the latest generation of government workers.

Looking at the data from this specific group also allows us to check if things like how satisfied employees are with their jobs, how well they follow office rules change and depending on how long they've been working or their experience level. This guides us to figure out if our usual way of doing things in government offices is actually helping or getting in the way of the new workers who are good with technology and used to working differently.

SUMMARY, CONCLUSION, AND RECOMMENDATIONS

This is the last part of the study. This summarizes the entire research in a simpler and straight to the point way. It is important because it is here that the overall results of the study and what the outcome of the research actually was can be seen. It has three main parts: Summary of Findings, which contains the main results; Conclusions, which explains the meaning of the findings; and Recommendations, which provides suggestions on what else can be improved or done based on the results of the study.

SUMMARY OF FINDINGS

This study was done to see how comprehensive office support solutions and ethical practices can help make the workplace better at Parañaque City Hall. The people who were asked questions gave some answers. Here are the results of the study:

1. Ethical Practices of Employees

The study found out that most employees at Parañaque City Hall do the thing when they are working. They said they do their jobs honestly and correctly and they do what they are supposed to do. The office also does a job of giving people the information they need. The employees take care of their work. Follow the rules.

2. Level of Accountability in Work Performance

The study also showed that the employees at Parañaque City Hall can get their work done well. They said they finish their tasks on time. They do good work. They also said they use their time well and help people and departments.

3. Level of Workplace Efficiency

The results of the study show that the employees at Parañaque City Hall take care of their work. Many of them said they can do their jobs even if their bosses are not watching them all the time. The different departments at Parañaque City Hall also work well together. People communicate clearly.

4. Employees Assessment of Workplace Efficiency

The employees at Parañaque City Hall think their workplace is good. Most of them said they get their work done on time. Everyone does their job. They also said that talking to each other helps to avoid mistakes and keeps everything organized.

5. Relationship between Workplace Efficiency and Accountability

The study showed that there is a connection between doing a job and taking care of your work. This means that when an employee at Parañaque City Hall takes care of their work they do a job. Then the whole office works better. Gets more done.

Overall, the study showed that the employees at Parañaque City Hall have values do a good job and take care of their work. This makes the workplace better for the employees and the people they help at Parañaque City Hall. Comprehensive office support solutions and ethical practices, at Parañaque City Hall really help to make the workplace better.

CONCLUSION

This study was done to check how well employees in Parañaque City Hall follow rules work efficiently and are accountable. The study focused on Parañaque City Hall employees. Looked at integrity, transparency and being professional. We wanted to know how these ethical practices affect how efficiently employees work and how accountable they are in delivering services. The goal was to see if being honest, open and responsible at work helps employees do their job better and be more accountable. In Parañaque City Hall employees integrity, transparency and professional responsibility were examined. These practices were studied to determine their

impact on workplace efficiency and employee accountability. The study aimed to understand how integrity, transparency and professional responsibility influence employees work, in Parañaque City Hall.

The research study found that workers at Parañaque City Hall mostly do the thing at work. They are honest, open and responsible in how they treat coworkers and the public. Workers do a job getting things done on time and manage their time well. They also do a job in providing quality service. The study also showed that workers take responsibility for their tasks. They work well with departments and communicate effectively with coworkers. The study confirmed that when employees do their jobs efficiently they are more responsible. This is true for employees at Parañaque City Hall. The study looked at how employees do their jobs and how responsible they are. We found a link between these two things. Workers at Parañaque City Hall show integrity in their work. They are transparent in what they do. This helps build trust, with coworkers and the public.

The results of this study show that doing the thing at work is really important for making local government units run smoothly and be accountable. When we talk about government units doing the right thing means being honest and fair. If we promote these values employees will do a job and people will trust the government more. The study found that when employees know what is right and wrong they do their jobs better and take care of the community. This means that if we make sure everyone follows the rules and does the thing the government will be better, at helping people and responding to their needs. Local government units will be more efficient and accountable which is what we want from government units.

This study is about the people who work at Parañaque City Hall. It looks at a things like how ethical they are how well they do their jobs and if they are accountable for what they do. The results are based on what the people in the study said. These results may not be the same for people who work at government offices. The study also had some limits because of time and money which meant it could not look at everything it wanted to. The study focused on Parañaque City Hall employees and some specific things, like practices and workplace efficiency.

Future research may look at local government units to get a better idea of what works when it comes to ethics and getting things done at work. We may also do studies to see what else affects how well employees do their jobs like the way leaders lead the way things are done at the organization and what motivates employees. We can also do studies over a period of time to see how ethics change and how they affect the services the public gets in the long run.

This study shows that doing the thing and being accountable can really make local government institutions work better. When Parañaque City Hall and other government organizations make honesty and transparency a priority they can do a job of serving the public. This is because people will trust them more. Parañaque City Hall and similar institutions can give service to the community by being responsible and transparent. This way Parañaque City Hall and other government organizations can keep the trust of the people they serve.

RECOMMENDATIONS

Based on the findings and conclusion of this study, the following practical recommendations are provided to help improve the ethical culture, daily efficiency, and workplace accountability at Parañaque City Hall:

Local Government Unit (LGU) Leadership and City Administration:

Create a localized, user-friendly administrative handbook that provides employees with clear guidelines on everyday professional conduct, transparency and public responsibility. Invest in upgrading the city hall's digital tools, especially by cutting down on slow paperwork and bringing in a reliable online tracking system for documents to speed transactions for residents. Enable inter-departmental communication so that front line services can easily refer to public requests without undue delay.

Human Resource Management Department (HRD):

Conduct regular, interactive ethics workshops and professionalism seminars, rather than one-time-only compliance checks, to provide staff with practical tools for addressing typical workplace situations. Revise the employee evaluation system (SPMS) to include specific metrics for honest work, transparency and punctuality so that good ethics will be actively rewarded during promotion. Take greater care with attendance and timekeeping in all offices, to help create a shared, reliable culture of punctuality and respect for the public's timetable.

• **Specific Administrative Departments (CRO, GSO, and Frontline Units) Civil Registrar's Office (CRO):**

Introduce secure, modern digital record systems to ensure citizens' personal files are kept fully confidential while being processed quickly and accurately.

• **General Services Office (GSO):**

Implement real-time inventory

Software to better manage office supplies and public property, reducing waste and promoting equitable distribution of resources.

• **Frontline Units:**

Establish clearly labeled, easy-to-use physical suggestion boxes and digital feedback portals at key service counters for citizens to conveniently express their experiences or report delays.

• **Office Staff and Frontline Employees:**

Make the daily work your own Try to perform administrative workflows within normal working hours so that waiting times for citizens are kept as low as possible. Keep your immediate team informed and honest to prevent confusion about responsibilities and to maintain the integrity of your office.

Future researchers: Other local government units in Metro Manila may be checked if the same ethical and operational challenges are being faced by Parañaque City Hall so as to further investigate this topic.

Future studies may consider a longitudinal study measuring actual improvements in daily productivity and public trust after the implementation of automated office technologies.

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