Awareness on Features of Compliance Documentation among Local Government Officials in Barangay Mother Tamontaka, Cotabato City

Joanie Ganga Timpac Haramain

Education Department, Cotabato City State Polytechnic College, Sinsuat Avenue, Cotabato City, Philippines

Abstract: *Global trends support the philosophy, "To see is to believe," which causes all entities both public and private to document their relevant activities in order to solicit support from various individuals and organizations for the attainment of organizational vision, mission, goals and objectives. Documentation if undergoes the correct processes shall be the cause of promoting transparency, collaboration, peace and development and at the same time, it shows that the managerial skills of a leader have been sustained. In the community, skills in documentation have gained a huge attraction particularly on the enhancement of technology, science and social media that contribute work efficiency and productivity. Numerous studies revealed that documentation is everywhere but the question of how to document has been an issue and it needs to be investigated. In the barangay level, the chairman with his or her line-up entities must develop skills in documentation to build harmonious relationships with the community. Thus, the research aimed to determine the documentation skills of Local Officials in Barangay Mother Tamontaka, Cotabato City specifically to find out the level of awareness on the features of compliance documentation as perceived by the barangay officials themselves. The study had been conducted to the said barangay where the floated questionnaires were answered by a total of 30 barangay officials as respondents. The findings of the study had indicated that the Local Government Officials in Barangay Mother Tamontaka, Cotabato City had much level of awareness on the features of compliance documentation as shown from the total average weighted mean of 3.97. Based on the aforementioned findings, it could be inferred that the documentation skills of the local officials need to be enhanced and sustained; therefore it is highly recommended that the barangay chairman may continue initiating relevant programs or projects intended for the enhancement of the documentation skills of his subordinates in order for them to become more productive as public servants. Likewise, since Cotabato City State Polytechnic College has adopted the said barangay, the faculty 'extensionists' may conduct series of seminar-workshop in relation to documentation so as to lessen or even eradicate the difficulties or challenges they have been encountering and to enhance their level of efficiency and effectiveness as community leaders and as models for the attainment of peace and development.*

Keywords: Awareness, Barangay, Features of Compliance Documentation, Local Officials

1. Introduction

Document or not document. Or maybe put it this way, "document but poorly or no documentation at all." Vennet (2012) stated that poor documentation has been a root cause of non-compliance. Analyzing his point, this means that compliance with duties and responsibilities indicates an effective means of documenting activities while non-compliance with required tasks means stagnation and ineffectiveness. Hence, documentation can happen anytime and anywhere which demands people concerned to be prepared at all times.

Why document? According to the Training Workshop on Documenting Best Practices (2004), citing the lecture of Olive Tripon, Executive Director of Women's Feature Service Philippines; one important reason for documentation is a tool for providing input into the process of re-orienting an organization to a new mode of working with its client or beneficiaries. It can be a factual chronicle of a learning process in the implementation of a particular project or a program. It serves as a feedback tool for program or project implementers. It is a management tool that can be used as basis for carrying out necessary changes in policies and strategies. It is a monitoring tool that can be used to measure or gauge the impact or effect of a program.

Based on observation, the birth of documentation happened when man had begun to improve his way of life and the demand of documentation happened when science and technology reached their advancement for the attainment of quality service, quality life and quality management.

The study, "Awareness on the Features of Compliance Documentation among Local Government Officials in Barangay Mother Tamontaka, Cotabato City," has been a timely research and it brings significant benefits. Firstly, the results of the study if published onlinesuch as in the International Research Journals may help the global community officials in enhancing their skills particularly in relation to documentation since the trend nowadays is on transparency to gain trust and confidence of the constituents or the subordinates for the attainment of peace, unity, progress and development. Mindanao as part of the major islands of the Philippine Archipelago is where Cotabato City has been situated. It has been a place where armed conflict arises resulting to bombings, killings, and other societal problems caused by man. It is so important that the local officials are aware on the procedures of documentation through the use of technology resources to bring into the outside world the authentic report and correct any information that is propagated as "fake news." Secondly, the findings may serve as basis for the Philippine Education Officials and Personnel to provide assistance and other forms of interventions to improve the knowledge and skills of Local Officials in the documentation process. The Return of Investment (ROI) may be on the intensification of government services leading to efficiency, effectiveness and productivity. Thirdly, the results of the study may be of

benefits for the Local Government since they may be given some hints on how to improve their potentials and motivation in the documentation process. Fourthly, the findings of this investigation may be used by Cotabato City State Polytechnic College in its bid for university status and in enhancing its extension services as well as provide more community services that are beneficial particularly to the Local Leaders in the interest of public service. Fifthly, the findings may help the researcher in her benchmarking for other future extension services also with other researchers for them to use the results as basis for other related future researches.

2. Research Elaboration

2.1 Literature Review

Documentation refers to a set of documents provided through paper, online, or on digital or analog media, such as audio tape or CDs. Examples of documentation include user guides, white papers, on-line help and quick-reference guides. Documentation is distributed via websites, software products, and other on-line applications.Professionals educated in this field are termed documentalists. This field changed its name to information science in 1968, but some uses of the term documentation still exist and there have been efforts to reintroduce the term documentation as a field of study (Wikipedia, 2018).

According to Oxford Dictionary, documentation is a material that provides official information or evidence or that serves as a record. It is a written specification and instructions accompanying a product, especially a computer program or hardware. It is a process of classifying and annotating texts, photographs and other materials.

Documentation is anywhere-at home, in the community at work and in school. Documentation is life and it provides various benefits particularly for the efficient achievement of organizational goals.Cotabato City State Polytechnic College in its vision to become a center for scholarship, science, professions, and entrepreneurship; a developer of human and technology resources for global competitiveness; and a proactive change-agent in Central Mindanao and Autonomous Region on Muslim Mindanao in the Philippine Archipelago has strengthened its programs, projects and services to achieve its vision. In its aim to produce professional and advance academic technical and vocational training; promote research, extension, production and progressive leadership in the fields of specialization; and provide scholarship and part-time job opportunities to poor but deserving students, research endeavors had been intensified thru strengthening partnership and collaboration with various agencies (Suara Newsletter, 2017). Thus, skills in documentation has been proven beneficial for the attainment of organizational vision, mission, goals and objectives.

Features of Successful Compliance Documentation
Successful compliance documentation has various features. Vennet (2012) enumerated at least seven features. These are as follow:

1) Accuracy
Compliance documentation must be accurate.The documenters should verify the accuracy of the substance or content, and they need to make sure it matches up with how employees actually perform their work. The local officials must prepare to submit documents that are free from erroneous contents. Transparency of transaction and access to information section provided inRule IV, Section 2 of Republic Act No. 6713, otherwise known as the "Code of Conduct and Ethical Standards for Public Officials and Employees," stipulated that subject to reasonable conditions prescribed by law, the State adopts and implements a policy of full public disclosure of all its transactions involving public interest. It is the responsibility of heads of departments, offices and agencies to establish measures and standards that will ensure transparency of and openness in public transactions in their respective offices, such as in biddings, purchases, other financial transactions including contracts, status of projects, and all other matters involving public interest. They shall establish information system that will inform the public of the following: (a) policies, rules, and procedures; (b) work programs, projects, and performance targets; (c) performance reports; and (d) all other documents as may hereafter be classified as public information. Such public information shall be utilized solely for the purpose of informing the public of such policies, programs and accomplishments, and not to build the public image of any official or employee or to advance his own personal interest.

According to Perelman, Paradis and Barret (2001), accuracy, which is the careful conforming to truth or fact, has three main aspects. One is do*cument accuracy* which refers to the proper coverage of topics in appropriate detail. Often an accurate document needs to focus clearly on a problem. Document accuracy is generally cultivated by a clear problem statement and by a preliminary outline.

The other one is *Stylistic accuracy* which concerns on careful use of language to express meaning. Accurate language requires the careful use of paragraph and sentence structure and word choice to describe and analyze the topics effectively. Stylistic accuracy is also a matter of using words precisely. The third one is *technical accuracy* which pertains to effective documentation in science and technology and it must be grounded in a technically accurate understanding and representation of the subject. Technical accuracy depends on the writer's conceptual mastery of the subject and its vocabulary, as well as on his or her ability to analyze and shape data with a minimum of distortion. In science and technology, enormous creative energy is given to mastering this technical aspect of subject development.

2) Accessibility
Compliance documentation must be accessible. This means documents are available anytime for any purpose. Documenters should make sure that the employees are able to efficiently access the document and locate the information they need to attain efficiency.

Bucci-Muchmore (2016) emphasized that an accessible document is a document created to be as easily readable by a sighted reader as a low vision or non-sighted reader. The

author explained that Public agencies are required to have accessible webpages, but the staff designing them or writing the content do not always understand what makes them accessible. Thus, the author recommended principles that can help local officials ensure accessibility when creating documents. Among these principles are: (1) Documenting Properties allow the creator to enter information about the Title, Author, Key Search Words, Language, and Subject Matter of the document. Best practices for Documenting Properties are the inclusion of the Company Name, Address, and Phone Number in the Author field as contact information for the reader. Also, strategically utilizing key search words, including common misspellings will assist in bringing the document higher in a search list; (2) Adding Alternative Text to Images, pictures, clip art, charts, tables, shapes, embedded objects, inked entries, signatures, video, or audio files: Alternative text provides an audible description of a non-text object when an individual using a screen reader hovers over an image with their cursor; (3) Using styles in long documents by using the program's built in or custom style menus to creating titles, headings, lists, and normal paragraphs. Use heading styles in numerical order. When creating lists, use only round bullets as very few fancier bullets are recognizable or read by today's screen readers; (4) Specifying column header rows in tables and designing tables with as simple a structure of rows and columns as possible and specifying which row is the column header or row title; (5) Using meaningful hyperlinks just like when formatting a hyperlink, be as meaningful as possible. Use a hyperlink that describes the item such as "To apply go to the fillable College Application;" (6) Avoiding the use of blank cells for formatting or paragraph marks for spacing between lines or paragraphs. Blank cells in a spreadsheet and formatting marks in a word document create a stutter sound on the screen reader that can become annoying to a listener. It is better to use cell padding, cell spacing, and paragraph and line spacing when creating documents; (7) Avoiding the use of watermarks that are images: Watermarks are typically defined as "background" which is not read by a screen reader so most things that are placed as a watermark in a document are lost on the reader using a screen reader; (8) Including closed captions for all audio files. Accessibility is as important to individuals with low or no hearing ability as it is for people with site challenges. Therefore, include closed caption for all audio files in a document or presentation; (9) Utilizing Accessibility Check tools in the newer versions of most programs which can be enhanced by taking a class or by utilizing the accessibility checker tools now present in most of the newer versions of office programs; (10) Adding a space or small image or text box at the start of each document with an accessibility disclaimer: An accessibility disclaimer tells readers who and where to call for assistance with the document or presentationshould they have difficulty reading or understanding it.Bucci-Muchmore (2016) concluded that when creating documents, presentations, spreadsheets, and audio presentations in the future try to think about what it might be like to hear what is in the document, spreadsheet, or presentation to be created. Is it layered with graphics that have not been fused into an image? Has alternate text been added to each image or graphic to describe it? Is there a place where someone will find information on who to call should they have difficulty reading it? Is the layout and structure logical and easy to follow? Is there captioning for every audio file?

3) Comprehensiveness

Compliance documentation must be comprehensive. Documents contain complete and adequate information. The substance must include all of the required content at the right level of detail, for the employees who rely on as well as for the regulators who examine the contents. Kuta (2018) defined a comprehensive report as intended to explore a topic or an idea in great detail. Before starting to write comprehensive reports, documenters need to gather all the relevant information, data, charts, tables and documents needed to reference as they write. They should create an outline, a writing tool that can help them organize their thoughts into a structured format. An outline typically consists of short sentences or phrases that can serve as starting points for the various sections of the report. Though these sections will vary depending on the type of report they're writing, they may include an executive summary, an introduction, table of contents, several main body paragraphs, a conclusion, an appendix and a references section. In writing the report, the outline must be used as a guide. Documenters may begin by writing a first draft of the comprehensive report considering the introduction, which will tell readers what they are about to read and explain the main points that will be made in the report. After the introduction, add several paragraphs, or specific sections that address the key points of the report. At the end of the report, write a conclusion that summarizes the report. The conclusion should consolidate all the main points made in the report. It may include the writer's recommendations or opinions on the topic at hand. Once the writer has written his report, it's helpful to write the executive summary which consists of several paragraphs that summarize the entire report. The executive summary should give the reader a condensed preview of the comprehensive report so they can pick out the highlights. This section of the paper is often useful for busy executives who want to preview the report to get an understanding of what it's about.

4) Clarity and user-focused

This indicates that the documents must be characterized with clarity and usability. Documents are prepared for public use. Employees must understand exactly what they need to do, and auditors want to see clearly how and what they are reading matches up with what employees are doing. Plain English Network (2000) identified techniques for writing such as engaging the readers, writing clearly as well as writing in a visually appealing style. For better writing techniques, writers should identify their audience, organize to serve their readers, use a question-and-answer format, use pronouns, use active voice, use short sentences, address one person, not a group, use the present tense, use "must" to indicate requirements, place words carefully, use if-then tables, avoid confusing words and constructions, use informative headings, divide materials into short sections, limit each paragraph into one topic and use lists.

5) Agility and adaptability

Documents contain strong evidence and can be adapted by everyone concerned. They must be easy to be revised and updated. According to Wagner (2012), agility and adaptability is one of the seven survival skills that learners

should develop in order to be successful in today's modern global economy.Gilmore, Swiggum and Bonnar (n.d.) described agility as the ability and willingness to learn from experience and then apply that learning to perform successfully under new situation whereas adaptability refers to the willingness and ability to embrace change. A person who possesses agility and adaptability is characterized as critical thinker, problem solver, can well handle change, can deliver results in first-time situation, good communicator, can play many roles simultaneously, understanding, responsible as well as versatile and flexible.

6) Technology-compatible

This is a feature of compliance documentation which has become an urgent issue, as users increasingly access documentation on-line instead of on paper. Documents must also be available in soft wares or in the computer data base. Rouse (2013) defined compatibility as the capacity for two systems to work together without having to be altered to do so. Compatible software applications use the same data formats. For example, if word processor applications are compatible, the user should be able to open their document files in either product. Wikipedia (2017) disclosed that a technology strategy has traditionally been expressed in a document that explains how technology should be utilized as part of an organization's overall corporate strategy and each business strategy.

7) Standardized and scalable

Implement standards for how content is written, and provide everyone with a skill that ensures their output to be clear and user-focused. Documents follow the standard procedures and can easily be measured. Mullins (2018) defined scalability as the capability of a system to handle a growing amount of work or its potential to perform efficient and quality work in the same elapsed time when processing power is expanded to accommodate growth. A system is said to be scalable if it can increase its workload and throughput when additional resources are added.

8) Research Objective

This research generally intends to determine the documentation skills of Local Officials in Barangay Mother Tamontaka, Cotabato City. Specifically, this research aims to find out the level of awareness on the features of compliance documentation among the Local Government Officials in Barangay Mother Tamontaka, Cotabato City.

3. Methodology

The research endeavor focuses on the documentation skills of Local Government Officials of Mother Barangay Tamontaka, Cotabato City. The study investigated on the features of compliance documentation of said respondents.The study had utilized the descriptive survey. It was subjected for the modification or description of some extent the documentation skills of Local Government Officials in Mother Barangay Tamontaka, Cotabato City. The study used the quantitative research design and employed the collection of data through the constructed questionnaire checklist made by the researcher and had undergone such evaluation to make it more valid and reliable. The quantitative data were analyzed using the

weighted arithmetic mean.The locale of the study was in one barangay of Cotabato City, the Mother Barangay Tamontaka which has been one of the adopted barangays of Cotabato City State Polytechnic College involving one (1) Punong Barangay, seven (7) Barangay Councilors, one (1) Barangay SangguniangKabataan (SK) Chairman wherein they represent the Barangay Legislative Council. Also, it involves at least 10 Lupon members and 11 representatives from the community or a total of 30 respondents classified as the Local Government Officials. Non-probability sampling like the purposive sampling or selective sampling specifically the total population sampling technique had been used in the study.

In this particular study, the tool that had been used in collecting data was solely the questionnaire in order to arrive at the maximum perceptions of the respondents. The questionnaire used specifically the fixed alternative or closed-ended questions as a form of restructured type of data-gathering tool, in which the respondent simply required to select one or more of the specific categories provided by the researcher. The items in the questionnaire were actually based on the specific questions that had been formulated for the study. The questionnaire was composed of two parts. The first part dealt with the profile of the respondents. The second part dealt with the main inquiry of the study consisting of two categories in providing information on the level of awareness on the features of compliance documentation among the Local Government Officials in Barangay Mother Tamontaka, Cotabato City. As far as validation and administration of the questionnaire are concerned, the author of this paper constructed the questionnaire and carefully checked by the panelists. Then, the questionnaire was administered to at least 10 respondents who were not a part of the research. The respondents had been required to answer all the items correctly before the questionnaire had been finalized. The researcher had asked the assistance of some people concerned for the floating of said questionnaire after its approval valid for administration. The Likert-type of point scale had been used to quantify the perceptions of the respondents.The level of awareness on the features of compliance documentation among the Local Government Officials in Barangay Mother Tamontaka, Cotabato City had been quantified and interpreted as follows:

Relative Value	Statistical Limit	Verbal Description	Symbol
5	4.21-5.00	Very Much Aware	VMA
4	3.21-4.20	Much Aware	MA
3	2.61-3.40	Moderately Aware	MoA
2	1.81-2.60	Least Aware	LA
1	1.00-1.80	Not Aware	NA

In view on the statistical treatment of data, the average weighted mean, frequency and percentage had been used in presenting the descriptive statistics. In the computation of the weighted mean, the following formula was used:

$$X = \frac{Wi\ fi}{fi}$$

Where:
X = weighted mean
Wi fi = the summation of the weighted frequencies
fi = the summation of observations

The pre-tested questionnaire checklists had been floated to the respondents. The data had been gathered, tabulated, analyzed and presented in tabular forms.

4. Results and Discussions

Table 1: Level of Awareness on the Features of Compliance Documentation among the Local Government Officials

Features of Compliance Documentation	Level of Awareness	
	Mean	Interpretation
Accuracy. Prepared and submitted documents that are free from erroneous contents.	3.93	MA
Accessibility. Documents are available anytime for any purpose.	4.00	MA
Comprehensiveness. Documents contain complete and adequate information.	3.97	MA
Clarity and user-focused. Documents are prepared for public use.	4.03	MA
Agility and adaptability. Documents contain strong evidence and can be adapted by everyone concerned.	3.97	MA
Technological-compatibility. Documents are also available in soft wares or in the computer data base.	3.93	MA
Standardized and scalable. Documents follow the standard procedures and can easily be measured.	3.97	MA
Total Average Weighted Mean	**3.97**	**MA**

Legend:

Arbitrary Value	Statistical Limit	Verbal Description	Symbol
5	4.21-5.00	Very Much Aware	VMA
4	3.41-4.20	Much Aware	MA
3	2.61-3.40	Moderately Aware	MoA
2	1.81-2.60	Least Aware	LA
1	1.00-1.80	Not Aware	NA

Table 1 presents the Level of awareness on the features of compliance documentation among the Local Government Officials in Barangay Mother Tamontaka, Cotabato City.

As reflected on the table, the level of awareness of the Local Government Officials on the features of compliance documentation in Barangay Mother Tamontaka, Cotabato City as it was manifested by the computed weighted mean and descriptive equivalent were as follow: Clarity and user-focused garnered the highest weighted mean of 4. 03 or Much Aware which indicates that the local officials deliver clearly the documents for the purpose of public use and benefits; followed by accessibility with the second highest weighted mean of 4.00 or Much Aware in which signifies that the local officials have the credibility and readiness of showing the needed documents to the community since public documents are one of the elements needed in achieving transparency to win the trust and confidence of the citizens; comprehensiveness, agility and adaptability, and standardized and scalable garnered a similar weighted mean of 3.97 or Much Aware indicating that their level of awareness concerning the adequacy, evidence-based and following required procedures have been considered by the local officials to maintain their credibility and strong public

image; while accuracy, and technological compatibility garnered the lowest mean of 3.93 or Much Aware which means they have to strengthen their schemes in keeping their records and documents free from lapses as well as they need to have sufficient knowledge on keeping both the soft and hard copies of public documents.

Moreover, the findings had shown that among the features of compliance documentation, accessibility obtained the highest level of awareness by the local officials while the least or the lowest level of awareness fall under accuracy and technological compatibility. This means that the local officials had already developed their skills in keeping their documents easily available in the community through the extension services from various organizations including Cotabato City State Polytechnic College in pursuit on its vision of producing competitive human technology in the Global Community. Nevertheless, the local officials had a moderate awareness on accuracy and technological-compatibility as features of compliance documentation. This provides a concrete basis for the institutional extensionists and researchers to devise programs and projects that could address the needs and demands of the local officials.

Generally, it was reflected on the table that the level of awareness on the features of compliance documentation among the Local Government Officials in Barangay Mother Tamontaka, Cotabato City was 3.97 or Much Aware as revealed by the total average weighted mean and its descriptive equivalent.

The findings implied that the level of awareness of the Local Government Officials in Barangay Mother Tamontaka, Cotabato City on the features of compliance documentation was much aware, indicating that they have already possessed necessary skills in handling and managing the documents in their own barangay which had been the product of intensive activities implemented as part of the institution's extension development.

However, the findings have not indicated a total or very high level of awareness on compliance documentation on the part of the local officials. Also, this does not mean that the local officials would remain satisfied on their level of awareness on the said features, they need to strengthen their skills especially in the documentation process to become more competent and efficient in managing public documents since the community residents usually rely on barangay documentation in relation to reconciling their documents or for personal identification and support. Likewise, the documentation results shall be used by reporters outside the city and the country which usually have been used as bases for feature stories and news analysis and investigation. Moreover, skills in documentation are needed to be enhanced and sustained since the public officials can use their skills in showcasing their own barangay for the promotion of local, national and international tourism industry in which it can contribute for the attainment of economic and cultural development that can sustain progressive and successful life.

5. Conclusion

There has been a much level of awareness of the Local Government Officials in Barangay Mother Tamontaka, Cotabato City on the features of compliance documentation proving that the community leaders possess the knowledge and skills on documentation. The result of the study shall be used as basis for the researcher in the selection of topics to be incorporated in the training proposal to be conducted for the local officials as beneficiaries. It is therefore necessary that their level of awareness maybe sustained and even enhanced through continuous implementation of extension services by the education sector and in collaboration with other public and private agencies.

6. Acknowledgment

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Author Profile

Joanie Ganga TimpacHaramain– Doctor of Education Major in Supervision and Administration, Faculty of the College of Education, Cotabato City State Polytechnic College and Chairman of Graduate College,