EFFICIENCY EVALUATION OF ONLINE MANAGEMENT SYSTEM (OMS) OF JESUS THE EXALTED NAME SCHOOL

Angelo Saulo N. Serrano
San Pedro College of Business Administration, **PHILIPPINES**
Email: angelosaulo.serrano@outlook.com

ABSTRACT

This study evaluated the performance of the online management system (OMS) of Jesus the Exalted Name School (JTENS) in terms of five specific dimensions namely: Accuracy of Assessment, Reliability of Service to Members, Security of Information, Service Level Efficiency and Overall Quality of Service. The respondents of the study were 60 High School faculty members in Jesus the Exalted Name School (JTENS). The study utilized the descriptive method of research to describe the performance of the online management system (OMS). Questionnaires were used as data gathering instruments for the primary data of the study and non-structured interviews were used to solicit more detailed information. The data were statistically treated using Percentage, Weighted Mean, Correlation Analysis, and T-test. The 60 High School Faculty Members perceived the online management system (OMS) as exhibiting a satisfactory performance in terms of the five specific dimensions mentioned. Respondents found minimal limitations in the use of an online management system (OMS) as regards the service to faculty members and students. Innovation was identified by the respondents to enhance the performance of the system. It is recommended that Jesus the Exalted Name School (JTENS), should conduct training to the employees in using new technologies to empower and render excellent services, should conduct retooling on the Performance of the online management system (OMS) to update and improve the system, should re-educate the employees to enhance their fullest potentials through constant advance learning, should hire technical people knowledgeable on the maintenance of the software and hardware system, and should facilitate the paperless transaction by updating and online viewing of assessments, activity, exams, and grades for the transparency of transactions for the benefit and satisfaction of faculty members and students. It is also suggested that further studies be conducted to validate the findings of this study.

Keywords: Online Management System, Efficiency, Evaluation, Descriptive Study, Quantitative Research.