

Streamlining Document Processing: Basis for an Online Document Management System

Ronnal A. Falo and Riah E. Encarnacion

0000-0003-1876-5178 and 0000-0003-3760-7458

Surigao Del Norte State University, Surigao City, Philippines

rfalo@ssct.edu.ph, rencarnacion@ssct.edu.ph

Abstract: *This study addresses the critical need for an online document management system aimed at streamlining document submission, approval, and storing processes among the faculty and staff of Saint Michael College of Caraga (SMCC) located in Nasipit, Agusan del Norte, Philippines. By utilizing a mixed-methodology approach that integrates qualitative and quantitative techniques, the shortcomings and challenges of the current manual system were assessed through online survey and interviews. The research respondents, who were selected by convenience sampling, were primarily college instructors with 1 to 5 years of work experience. The investigation revealed significant inefficiencies in the current system, identifying key issues such as error-prone processes and delayed communication. The weighted mean scores indicated high level of agreement among the respondents for the proposed system that can potentially enhance process workflow, restructure communication channels, and promote transparency within the institution. The recommendations also include prioritizing primary functions such as user authentication, backup and recovery, and user training. Overall, it can be concluded the proposed online DMS can offer substantial improvements in document management practices, aligning with global trends and best practices in educational administration thus providing a potential model for other institutions facing similar challenges.*

Keywords: Document Management System (DMS), Online Document Submission, Automated Workflows, Digital Solutions, Global Trends in Education, Communication Enhancement