

Records Accessibility, Office Task Flow, and Administrative Service Support

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ABSTRACT

This study analyzed records accessibility, office task flow, and administrative service support at Quirino State University, Diffun Campus to determine how internal administrative processes shaped the quality and continuity of office services. A quantitative cross-sectional explanatory pathway design was used, with administrative personnel and office-based staff selected through criterion-based proportionate sampling. Data were gathered using a validated researcher-made questionnaire that measured records accessibility, office task flow, and administrative service support. The instrument showed strong internal consistency based on pilot-test reliability results. Data were analyzed using weighted mean, standard deviation, reliability and validity measures, and partial least squares

structural equation modeling. Findings revealed that records accessibility and office task flow were both at a moderate level, while administrative service support was rated high, particularly in courtesy and professional client handling. However, concerns were noted in records retrieval, bottleneck recovery, document routing, timeliness, and follow-through. The structural model showed that records accessibility significantly influenced office task flow and administrative service support, while office task flow significantly predicted administrative service support. The mediation result further indicated that office task flow served as an important pathway through which accessible records improved service support. The study concluded that administrative service quality depended not only on employee responsiveness but also on dependable records systems and orderly task movement. Strengthening records retrieval, workflow tracking, routing procedures, and follow-up mechanisms was recommended to improve the consistency, speed, and reliability of administrative support.

Keywords: *administrative service support, office task flow, partial least squares, public higher education, records accessibility, workflow management*

INTRODUCTION

Records are among the quiet foundations of university administration. They document decisions, transactions, requests, approvals, student concerns, personnel actions, financial processes, and institutional responsibilities. In a higher education setting, records are not merely stored papers or digital files. They serve as evidence of work completed, proof of compliance, and a practical source of information for employees who need to respond to clients with accuracy and confidence. The International Organization for Standardization (2016) explains that records management involves the creation, capture, and management of records across different forms, systems, and technological environments, with attention to metadata, policies, responsibilities, monitoring, training, and records controls. This makes records accessibility an important administrative concern, especially in

offices where delays in locating, verifying, or retrieving documents can slow down ordinary transactions and affect the quality of service provided to students, employees, and other stakeholders.

In public institutions, access to records is closely connected with the expectation of efficient service delivery. In the Philippines, Republic Act No. 11032, known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, promotes simplified requirements and procedures to reduce red tape and expedite both business and non-business transactions in government offices. Its implementing rules emphasize integrity, accountability, proper management of public affairs, efficient turnaround time, and the improvement of processes and systems in government service delivery (Civil Service Commission, Anti-Red Tape Authority, & Department of Trade and Industry, 2019). For a state university such as Quirino State University, Diffun Campus, these principles are relevant because many administrative services depend on the timely movement of documents, proper routing of requests, and dependable access to institutional records. When records are accessible, office personnel are better able to process requests, answer inquiries, prepare documents, and coordinate with other offices without unnecessary delay.

Records accessibility, however, does not stand alone. It is closely tied to office task flow, or the way work moves from one step, person, or unit to another. In higher education institutions, administrative processes are often composed of repeated transactions involving forms, approvals, verification, encoding, filing, release of documents, and follow-up actions. Alvarez-Sández et al. (2023) noted that measuring administrative process efficiency in higher education institutions has become an important area of inquiry because universities must understand how their internal processes affect performance, resource use, and service results. When task flow is clear, employees can identify what needs to be done, who is responsible, what documents are required, and how long a process should take. When task flow is unclear, the same transaction may be repeated, delayed, returned, or passed informally from one person to another, creating unnecessary pressure on both employees and clients.

Recent literature also shows that records management remains a concern in higher education because institutions continue to deal with both paper-based and electronic records. Simwaka et al. (2023), in their review of records management in higher education institutions, found that records management practices are present in universities but are often affected by administrative and technical limitations. Their work emphasized the need for records management tools that can guide institutional practice. Similarly, Tsabedze (2020) discussed the management of electronic records in higher education institutions and pointed to the need for structured practices that support efficiency, effectiveness, and economy in university operations. These findings suggest that records systems should not be treated only as storage arrangements. They should be viewed as part of the working system of the office because employees depend on records to complete transactions and provide reliable administrative support.

The connection between records management and service delivery is also supported by recent studies on public and academic offices. Abong and Luyombya (2024) found that service delivery in an academic registrar's department relied on proper records management practices, while poor storage conditions and limited records management knowledge affected the quality of service. Matlala and Ncube (2024) likewise reported that electronic records are important for service delivery, but public sector offices may struggle when there is inadequate management support, limited skills, weak policy implementation, and insufficient technological infrastructure. These findings are meaningful for university offices because administrative service support often depends on whether employees can retrieve correct records, follow orderly task procedures, and coordinate responses across offices.

Administrative service support is an equally important concern because the quality of university services is often felt through ordinary office encounters. Students, faculty, staff, alumni, parents, and external clients usually judge administrative service not only by the final output, but also by how clear, timely, courteous, and reliable the process is. Rizos, Sfakianaki, and Kakouris (2022) found gaps between students' expectations and perceptions of administrative services in higher education institutions, particularly across dimensions such as reliability, assurance, empathy, responsiveness, and tangibles. This indicates that administrative service quality is shaped by both systems and human handling. A well-kept record may lose its value if it cannot be accessed when

needed. A clear task procedure may still fail if employees lack coordination or if records are incomplete. In the same way, courteous support may not fully satisfy clients if the requested document or information is delayed because of weak records access or disrupted task flow.

University offices are expected to respond to various administrative needs while maintaining accuracy, accountability, and responsiveness. This study recognizes that effective administrative support may depend on how accessible records are, how smoothly tasks move within and across offices, and how consistently personnel provide assistance to clients. By examining these three areas together, the study may provide a clearer understanding of how internal office practices influence the quality of administrative service support in a state university setting. More importantly, the study may offer evidence-based insights for improving records handling, task coordination, and service responsiveness at Quirino State University, Diffun Campus.

Literature Review

Records Accessibility and Institutional Information Use

Records accessibility is a central concern in administrative work because employees depend on available, complete, and retrievable information when processing requests and responding to institutional needs. In higher education, records support enrollment services, personnel transactions, procurement, reporting, compliance, and decision-making. Palcullo and Seelakate (2025) emphasized that records management in a Philippine higher education setting supported institutional memory and quality operations, but they also noted that weak communication flow, unclear retention tools, and the absence of a formal disposition schedule could limit the usefulness of records across departments. In the same direction, Mukred et al. (2019) argued that electronic records management systems in the educational sector could improve productivity and institutional performance when users had the necessary support, system readiness, and confidence to adopt records technologies. These studies show that records accessibility is not limited to the physical presence of files. It also involves the ease of finding records, the reliability of stored information, and the ability of personnel to use records at the exact point of service. For Quirino State University, Diffun Campus, this literature supports the need to examine whether records are accessible enough to guide daily transactions and reduce delays in administrative support.

Electronic Records, Security, and Administrative Continuity

The shift from paper-based records to electronic records has changed how offices preserve, retrieve, and share administrative information. Electronic records can improve access and continuity, but they also require policies, technical infrastructure, trained personnel, and security controls. Ambira et al. (2019) developed a framework for electronic records management in support of e-government and emphasized that electronic records systems should protect records from unauthorized access, modification, loss, and disruption. Their work is relevant to university administration because records used in public institutions often contain sensitive information and must remain accurate, secure, and usable over time. Mukred et al. (2021) also found that electronic records management adoption could improve decision-making in higher learning institutions by making records more available and useful for administrative actions. These findings indicate that records accessibility should be studied together with record security and continuity because easy access must not compromise confidentiality, accuracy, or institutional accountability. In the present study, this means that administrative service support at Quirino State University, Diffun Campus may depend on how well records are both accessible and protected during office transactions.

Office Task Flow and Process Coordination

Office task flow refers to the movement of work from one step to another until a transaction is completed. In administrative offices, this usually involves receiving requests, checking documents, verifying records, routing papers, securing approvals, encoding information, releasing outputs, and addressing follow-up concerns. Dumas et al. (2018) explained that business process management involves identifying, discovering, analyzing, redesigning, executing, and monitoring processes so that work can be understood and improved in a systematic

manner. This is useful in a university office setting because administrative service problems often arise not from one isolated task, but from delays between connected steps. Vom Brocke et al. (2016) further argued that process management should consider context because a single process approach may fail when it does not fit the actual environment where work is performed. For Quirino State University, Diffun Campus, this view is important because office task flow may be shaped by local practices, available personnel, approval routines, document movement, and coordination across units. Studying task flow therefore provides a way to understand where administrative work becomes smooth, delayed, repeated, or dependent on informal follow-up.

Administrative Service Support in Higher Education

Administrative service support forms part of the wider student and stakeholder experience in higher education. Although teaching and learning remain central to the university, clients also experience the institution through registrar services, finance transactions, records requests, personnel support, procurement assistance, and general office response. Amoako et al. (2023) found that administrative services were significant components of service quality in higher education institutions and were positively associated with student satisfaction. Hai et al. (2022) also reported that student support activities and the ability to serve were among the factors affecting satisfaction with higher education service quality in Vietnam. These findings suggest that administrative support should be understood not only as clerical assistance, but as a visible expression of institutional reliability and responsiveness. When records are difficult to retrieve or when task flow is unclear, personnel may still be courteous, but service completion can become slow or inconsistent. Thus, the present study appropriately links administrative service support with records accessibility and office task flow because the quality of assistance depends on both human response and the working systems behind that response.

METHODS

Research Design

The study employed a quantitative cross-sectional explanatory pathway design. This design was considered appropriate because the study examined how records accessibility and office task flow were linked with administrative service support within a university office setting. Instead of treating the variables separately, the design allowed the researcher to view office records, task movement, and service assistance as connected parts of an administrative system. The design also supported the testing of direct paths among the study variables, particularly the extent to which records accessibility and office task flow explained variations in administrative service support. This approach was suited to the study because administrative service support at Quirino State University, Diffun Campus involved records retrieval, document routing, transaction handling, coordination among offices, and timely response to service-related concerns.

Research Locale

The study was conducted at Quirino State University, Diffun Campus. The campus was selected because it served various academic and administrative functions that required regular handling of records, processing of office transactions, and provision of administrative assistance to students, faculty, personnel, and other stakeholders. The setting provided a relevant environment for examining how accessible records, orderly task flow, and service support operated in actual institutional practice. Since the study focused on administrative service processes, the locale offered a suitable context where records management and office coordination were part of day-to-day operations.

Participants and Sampling Technique

The participants of the study were administrative personnel and office-based staff of Quirino State University, Diffun Campus who were involved in records handling, office transactions, document processing, client assistance, or related administrative functions. The study did not include a profile analysis because its

purpose was not to compare participants according to personal or employment characteristics, but to examine the relationships among records accessibility, office task flow, and administrative service support. The participants were selected through criterion-based proportionate sampling. This technique was used to ensure that the respondents came from offices that directly performed administrative service tasks and had practical exposure to records use, task routing, and service-related assistance. The use of criteria helped ensure that the responses came from personnel who were familiar with the actual office processes covered by the study.

Research Instrument

The study used a researcher-made survey questionnaire developed from the major variables of the study. The instrument was divided into three major sections: records accessibility, office task flow, and administrative service support. The records accessibility section measured the availability, retrievability, accuracy, security, and usability of office records. The office task flow section measured clarity of task sequence, coordination, routing of documents, turnaround movement, and continuity of office processes. The administrative service support section measured timeliness, completeness of assistance, responsiveness, courtesy, and follow-through in addressing service needs. The items were written in clear and direct statements and were answered using a five-point Likert scale.

The instrument underwent content validation by experts in research, public administration, office management, and educational administration. The validators examined the items in terms of relevance, clarity, alignment with the study variables, and appropriateness to the university office context. Revisions were made based on their comments, particularly in improving item wording, removing overlapping statements, and ensuring that the indicators measured observable administrative practices. After validation, the revised questionnaire was pilot-tested among administrative personnel from a comparable institutional setting who were not included as actual respondents of the study. The pilot test was conducted to determine whether the items were understandable, logically arranged, and internally consistent.

Reliability was established using Cronbach's alpha. The pilot-test result showed that the instrument had strong internal consistency. Records accessibility obtained a Cronbach's alpha of 0.91, office task flow obtained 0.89, and administrative service support obtained 0.93. The overall reliability coefficient of the instrument was 0.94, which indicated that the questionnaire was highly reliable for measuring the constructs of the study. These results showed that the items within each section consistently measured the intended variables and were suitable for final administration.

Data Gathering

The researcher first secured approval from the appropriate university authorities before conducting the study. After permission was granted, the researcher coordinated with the concerned offices of Quirino State University, Diffun Campus to explain the purpose of the study and the manner of data collection. The participants were informed about the nature of the research, the voluntary character of their participation, and the confidentiality of their responses. The survey questionnaire was then distributed to qualified participants. Enough time was given for the participants to answer the instrument carefully. After retrieval, the researcher checked the questionnaires for completeness, encoded the responses, and prepared the data for statistical analysis. Responses with incomplete entries were reviewed and handled according to the data screening procedure established before analysis.

Data Analysis

The study used both descriptive and inferential statistical treatments. Weighted mean and standard deviation were used to describe the level of records accessibility, office task flow, and administrative service support. To examine the relationships and explanatory paths among the variables, the study used partial least squares structural equation modeling. This statistical approach was selected because it allowed the researcher to analyze the measurement quality of the constructs and the predictive links among the variables in a single model. It was also appropriate because the study involved latent constructs measured through several indicators.

Before testing the structural paths, the measurement model was examined through indicator loadings, composite reliability, average variance extracted, and discriminant validity. Cronbach's alpha was used to determine the internal consistency of the instrument, while composite reliability provided additional evidence of construct reliability. Average variance extracted was used to assess convergent validity, while the heterotrait-monotrait ratio was used to examine discriminant validity. After the measurement model was found acceptable, the structural model was assessed using path coefficients, coefficient of determination, effect size, predictive relevance, and bootstrapped significance values. This treatment provided a more complete analysis because it showed not only whether the variables were related, but also how strongly records accessibility and office task flow contributed to administrative service support.

Ethical Consideration

The study observed ethical standards in the conduct of research. Permission was obtained from the concerned university authority before data collection. Participation was voluntary, and the respondents were informed that they could decline or withdraw from the study without any penalty. The purpose of the study, the expected participation, and the handling of data were clearly explained before the questionnaire was answered. No personal profile was collected because the study focused only on office-related practices and service processes. The responses were treated with confidentiality and were used solely for research purposes. The researcher ensured that the results were presented in summarized form so that no individual participant or office would be personally identified. The study also avoided any procedure that could disrupt official work, create pressure among personnel, or affect their standing in the institution.

RESULTS AND DISCUSSION

Table 1. *Level of Records Accessibility at Quirino State University, Diffun Campus*

Indicators of Records Accessibility	Weighted Mean	SD	Interpretation
Availability of needed records during office transactions	3.38	0.71	Moderate
Ease of retrieving records when requested	3.21	0.76	Moderate
Accuracy and completeness of records used in processing requests	3.46	0.69	High
Security and proper handling of records	3.54	0.66	High
Usability of records for decision-making and service response	3.29	0.74	Moderate
Overall Mean	3.38	0.71	Moderate

The results show that records accessibility at Quirino State University, Diffun Campus was generally moderate. This means that records were available and usable in many office transactions, but access was not yet consistently smooth across all service situations. The highest rating was observed in the security and proper handling of records, which suggests that office personnel gave attention to safekeeping and responsible handling. However, the lowest rating was recorded in the ease of retrieving records when requested. This indicates that although records existed and were generally protected, personnel still encountered difficulty in locating or retrieving them quickly during actual transactions.

This finding points to a practical administrative concern. In a university setting, records are used not only for filing and compliance, but also for responding to clients, preparing certifications, checking requests, validating transactions, and supporting office decisions. When retrieval is delayed, the entire service process may also slow down. The moderate overall result suggests that the campus had working records practices, but these still needed improvement in indexing, retrieval procedures, digital tracking, and coordination among offices that handled shared documents.

Table 2. *Level of Office Task Flow at Quirino State University, Diffun Campus*

Indicators of Office Task Flow	Weighted Mean	SD	Interpretation
Clarity of task sequence in completing office transactions	3.42	0.70	High
Coordination among personnel involved in document processing	3.31	0.75	Moderate
Proper routing of documents from one office or personnel to another	3.27	0.77	Moderate
Ability to adjust when bottlenecks or delays occur	3.18	0.79	Moderate
Continuity of task follow-through until completion	3.34	0.73	Moderate
Overall Mean	3.30	0.75	Moderate

The level of office task flow was also found to be moderate. Among the indicators, clarity of task sequence obtained the highest rating, which means that employees generally knew the usual steps involved in completing office transactions. This is a positive indication because clear task sequencing can reduce confusion and repeated instructions. However, the ability to adjust when bottlenecks or delays occur received the lowest rating. This implies that the campus offices still experienced difficulty in recovering quickly when a transaction was stalled, returned, or delayed due to missing documents, unavailable signatories, unclear routing, or overlapping duties.

The result suggests that the issue was not simply lack of work effort among personnel. Rather, the concern appeared to be in the consistency and flexibility of the process. When office task flow depends too much on informal follow-up, manual routing, or individual familiarity with procedures, delays become more likely when personnel are absent, requests accumulate, or documents need to pass through several offices. The moderate result therefore reflects the need for clearer workflow monitoring, defined responsibility points, and a more dependable mechanism for tracking the movement of tasks from receipt to completion.

Table 3. *Level of Administrative Service Support at Quirino State University, Diffun Campus*

Indicators of Administrative Service Support	Weighted Mean	SD	Interpretation
Timeliness of response to administrative requests	3.33	0.78	Moderate
Completeness of assistance provided to clients	3.45	0.70	High
Responsiveness to inquiries and follow-up concerns	3.39	0.74	Moderate
Courtesy and professionalism in handling clients	3.71	0.63	High
Follow-through until the service concern is addressed	3.28	0.77	Moderate
Overall Mean	3.43	0.72	High

The findings show that administrative service support was rated high overall, although the score was close to the lower boundary of the high level. This indicates that clients and personnel generally received acceptable support from administrative offices, especially in terms of courtesy and professionalism. The highest rating in courtesy and professional client handling suggests that personnel showed respect, patience, and proper conduct when assisting individuals who came to the office for service.

However, the lower ratings in follow-through and timeliness reveal a continuing service gap. This means that while personnel were generally accommodating, the completion of service requests was sometimes affected by delays, pending actions, or the need for clients to make repeated follow-ups. In practical terms, good client handling was present, but it was not always matched by equally strong process completion. This finding reinforces the idea that administrative service support is influenced not only by employee attitude, but also by the accessibility of records and the smooth movement of office tasks.

Table 4. *Measurement Model Results for Reliability and Convergent Validity*

Construct	Indicator Loading Range	Cronbach's Alpha	Composite Reliability	AVE	Interpretation
Records Accessibility	0.73 to 0.87	0.90	0.93	0.72	Reliable and valid
Office Task Flow	0.71 to 0.86	0.89	0.92	0.70	Reliable and valid
Administrative Service Support	0.76 to 0.89	0.92	0.94	0.76	Reliable and valid

The measurement model results show that all constructs met the acceptable standards for reliability and convergent validity. The indicator loadings were within acceptable levels, which means that the items used in the questionnaire properly represented their assigned constructs. The Cronbach's alpha values ranged from 0.89 to 0.92, while the composite reliability values ranged from 0.92 to 0.94. These results indicate strong internal consistency among the items measuring records accessibility, office task flow, and administrative service support.

The average variance extracted values were also above the acceptable level. This means that each construct explained a sufficient amount of variance from its indicators. In simple terms, the questionnaire items were not scattered or weakly connected. They measured the intended areas of the study with consistency. These results support the use of the instrument for analyzing the relationships among the three variables.

Table 5. *Discriminant Validity Using the HTMT Criterion*

Constructs	Records Accessibility	Office Task Flow	Administrative Service Support
Records Accessibility			
Office Task Flow	0.69		
Administrative Service Support	0.66	0.74	

The HTMT results show that the constructs were distinct from one another. All values were below the conservative threshold of 0.85. This means that records accessibility, office task flow, and administrative service support were related but not identical. This is important because the study did not merely measure one general administrative condition. It measured three separates but connected areas of office functioning.

The result also supports the logic of the study. Records accessibility refers to the availability, retrieval, accuracy, handling, and usability of records. Office task flow refers to the movement of work, documents, coordination, routing, and completion. Administrative service support refers to the assistance received by clients and personnel. Since the constructs passed discriminant validity, the succeeding structural model analysis was considered appropriate.

Table 6. *Model Quality Assessment*

Endogenous Construct	R ²	Adjusted R ²	Q ²	Predictive Relevance	Interpretation
Office Task Flow	0.39	0.38	0.24		Moderate explanatory and predictive value
Administrative Service Support	0.56	0.55	0.36		Substantial explanatory and predictive value

The model quality assessment shows that records accessibility explained 39 percent of the variance in office task flow. This means that better access to records contributed meaningfully to smoother task movement in university offices. When records were easier to locate, verify, and use, tasks were more likely to move properly from one step to another.

The model also explained 56 percent of the variance in administrative service support. This indicates that records accessibility and office task flow jointly played a strong role in shaping the quality of administrative

support. The predictive relevance values were also acceptable, which means that the model had practical usefulness in predicting office task flow and administrative service support. These findings suggest that improvements in records systems and workflow arrangements may lead to better administrative services in the campus.

Table 7. *Structural Model Path Analysis*

Path	Beta Coefficient	t-value	p-value	Effect Size	Decision
Records Accessibility → Office Task Flow	0.62	9.48	< 0.001	0.64	Significant
Records Accessibility → Administrative Service Support	0.27	3.21	0.002	0.09	Significant
Office Task Flow → Administrative Service Support	0.55	6.87	< 0.001	0.32	Significant

The structural model shows that records accessibility had a significant positive effect on office task flow. This means that when records were accessible, office tasks moved more smoothly. This result is reasonable because many administrative processes depend on checking, retrieving, verifying, and forwarding records. If records are difficult to locate or incomplete, the task flow is likely to be interrupted. The large effect size indicates that records accessibility was a strong driver of office task movement.

Records accessibility also had a significant direct effect on administrative service support, although the effect size was small. This means that records accessibility directly improved service support, but its stronger contribution appeared to pass through office task flow. In actual office practice, accessible records help personnel respond better, but the quality of service still depends on whether the task is properly routed, acted upon, and completed.

Office task flow had a significant positive effect on administrative service support. This means that clearer task movement, proper routing, coordination, and follow-through were associated with better administrative assistance. The result suggests that service support improves when office work does not remain pending, repeated, or unclear. In this sense, administrative support is not only a matter of employee willingness to help. It is also a result of how well tasks are organized and completed.

Table 8. *Indirect Effect Analysis*

Indirect Path	Beta Coefficient	t-value	p-value	Interpretation
Records Accessibility → Office Task Flow → Administrative Service Support	0.34	5.92	< 0.001	Significant indirect effect

The indirect effect analysis shows that office task flow significantly mediated the relationship between records accessibility and administrative service support. This means that records accessibility improved administrative service support partly because it helped office tasks move more efficiently. The result confirms that records should not be viewed only as stored documents. They are active resources that support the movement of administrative work.

The finding also reveals where the main problem may be located. Even if records are available, service quality may still suffer when tasks are not properly routed, monitored, or completed. This explains why administrative service support was high overall but still showed weaknesses in timeliness and follow-through. The campus appeared to have personnel who were courteous and willing to assist, but the service process was affected by gaps in retrieval, coordination, and bottleneck recovery.

Table 9. *Importance-Performance Matrix for Administrative Service Support*

Area for Improvement	Importance Score	Performance Score	Priority Level
Ease of retrieving records when requested	0.31	64.20	High Priority
Ability to adjust when bottlenecks or delays occur	0.29	63.60	High Priority
Proper routing of documents	0.27	65.10	High Priority
Follow-through until the service concern is addressed	0.25	66.40	Moderate Priority
Timeliness of response to administrative requests	0.24	67.20	Moderate Priority

The importance-performance matrix identified the areas that needed the most attention. The ease of retrieving records when requested emerged as a high-priority concern because it had strong importance but relatively low performance. This means that record retrieval had a clear influence on service support, yet it was not being performed at the level needed for consistently efficient service. The ability to adjust when bottlenecks occurred was also a high-priority area. This shows that delays were not always resolved quickly once a transaction encountered difficulty.

Proper routing of documents was likewise identified as a high-priority improvement area. This suggests that some delays may have resulted from unclear movement of papers, forms, or requests across offices or personnel. Follow-through and timeliness were also important because clients usually measure service not only by how they are treated, but also by whether their concern is completed within a reasonable time. These results point to the need for a more organized records retrieval system, clearer routing guide, transaction tracking mechanism, and stronger follow-up procedure.

CONCLUSION

Records accessibility, office task flow, and administrative service support at Quirino State University, Diffun Campus were generally functional but still required improvement in areas that directly affected the speed, continuity, and reliability of administrative services. Records were generally available and properly handled, yet retrieval remained a concern, which affected the smooth movement of tasks and the timely completion of office transactions. Office task flow was found to be moderately established, with clear task sequences in some processes, but bottleneck recovery, document routing, and follow-through still needed strengthening. Administrative service support was generally high, particularly in courtesy and professionalism, but timeliness and completion of service concerns were not yet consistently strong. The results further showed that records accessibility significantly influenced office task flow and administrative service support, while office task flow served as an important pathway through which accessible records improved service delivery. Therefore, it is recommended that Quirino State University, Diffun Campus strengthen its records retrieval system through standardized filing, digital indexing, updated records inventories, and clear records custody procedures. The campus should also improve office task flow by adopting transaction tracking tools, routing guides, process maps, and monitoring mechanisms for delayed or pending requests. Administrative offices may conduct regular service review meetings to identify recurring bottlenecks and improve coordination among personnel. Training may also be provided on records management, workflow discipline, client response, and service follow-through. Finally, future researchers may conduct a related study using a larger institutional scope, mixed-method design, or comparative analysis across campuses to validate the model and explore additional factors that may influence administrative service support.

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