

Skills Proficiency and Marketability of BS in Office Administration: Input Training Program 192

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Abstract

The researcher being so much interested in this issue, intend to investigate the BSOA vis-à-vis business offices. The result of this research project will go a long way in determining the importance of the skill to the BSOA students and its position, in relation to other courses. The participants of the study were composed of 46 BSOA graduating students and 18 industry workers.

The purpose of the study is to assess the level of skills proficiency among BSOA graduating students in terms of stenography skills, computer/typing skills, record management skills; written communication skills/business correspondence; To test if there is a significant relationship between the level of skills proficiency of BSOA and its extent of marketability; Based on the results of the study, what training plan may be proposed to further enhance the skills proficiency of BSOA students?

The researcher used descriptive survey method in gathering and treating the data for this study. In the employment of this kind of research design, the researcher observed thoroughly the population frame of the study through careful definition and specific delimitation in order to set the precise parameter for answering the discreteness of its characteristics. Therefore, particular attention that will safeguard the data from the influence of bias by organizing and presenting them systematically so that valid and accurate conclusions had drawn as a basis for viable recommendations therein (Calmorin and Calmorin 2017). Purposive sampling technique was used. The questionnaire was employed to gather data. The frequency distribution, weighted mean, standard deviation. t- test paired two sample for means was employed.

Keywords: stenography skills, business correspondence, maketability, record management skills, skills proficiency

Introduction

Today's business office is like a beehive with so much work, which consists principally of the administrative support and clerical activities associated with handling information. The information is needed for many decisions making and therefore, it needs to reach the 'right persons' in the 'correct form' at the 'appropriate time'. Here is where the role of the administrative support personnel comes into play. He/she is primary employed to assist the manager/executives in correspondence, literary work, getting information and other confidential matters. His/her duties are categorized into primary and secondary functions. The primary functions have to do with the basic administrative support personnel and clerical skills such as, typewriting, taking dictations, answering telephone, handling mail etc.

Literature Review

Bachelor of Science in Office Administration (BSOA) is a four-year degree program designed to provide students with knowledge and skills in business management and office processes needed in different workplaces such as general offices, legal or medical offices. The BSOA program prepares students to be able to carry out clerical, administrative, supervisory and managerial tasks. In addition, the program also trains students to develop their skills in keyboarding, filing, shorthand and stenography.

Office Administration courses are commonly part of diploma, certificate and associate's degree programs, and occasionally bachelor's degree programs. Office administration studies programs are also called secretarial science, administrative assistants. Hands-on training during classes is usually provided, and cooperative deduction is part of some programs.

There are some schools who offer a ladderized curriculum for the BSOA program. For each year level a student completes, he/she receives a proficiency certificate. The proficiency certificate is granted to students who passed the competency test administered by the Technical Education and Skills Development Authority (TESDA). However, completion, of the four-year course entitles a student a full degree which will qualify him/her for higher positions.

Methodology

The researcher used descriptive survey method in gathering and treating the data for this study. In the employment of this kind of research design, the researcher observed thoroughly the population frame of the study through careful definition and specific delimitation in order to set the precise parameter for answering the discreteness of its characteristics. Therefore, particular attention that will safeguard the data from the influence of bias by organizing and presenting them systematically so that valid and accurate conclusions had drawn as a basis for viable recommendations therein (Calmorin and Calmorin 2017). Purposive sampling technique was used. The questionnaire was employed to gather data. The frequency distribution, weighted mean, standard deviation. t- test paired two sample for means was employed.

Presentation, Analysis and Interpretation of Data

Table 1. Assessment level of proficiency skills of BSOA graduating students with regards to Stenography skills

Statements	Weighted Mean	SD	Remarks
1. Acquire mastery of shorthand theories of words and vocabularies that are used in different documents.	4.12	0.74	Agree
2. Possess adequate skills in spelling, punctuation, grammar, and vocabulary usage as I transcribe in longhand.	4.08	0.72	Agree
3. Can take dictation at the rate of 50 words a minute.	3.76	0.86	Agree
4. Can transcribe a three-minute dictation with 100% accuracy.	3.80	0.83	Agree
5. Can read and write shorthand strokes accurately.	3.98	0.84	Agree
Grand Mean = 3.95			
Population Standard Deviation = 0.804			
Verbal Interpretation = Evident			

Legend:

Scale	Range	Remarks	Verbal Interpretation
5	4.20-5.00	Strongly Agree	Highly Evident
4	3.40-4.19	Agree	Evident
3	2.60-3.39	Moderately Agree	Moderately Evident
2	1.80-2.59	Disagree	Less Evident
1	1.00-1.79	Strongly Disagree	Not Evident

Table 1 presents the assessment level of proficiency skills of BSOA graduating students with regards to Stenography skills, the first statement “*Acquire mastery of shorthand theories of words and vocabularies that are used in different documents.*” got the highest (WM = 4.12, SD = 0.74) and with a remark of agree. Followed by the second statement “*Possess adequate skills in spelling, punctuation, grammar, and vocabulary usage as I transcribe in longhand.*” with a (WM = 4.08, SD = 0.72) and with a remark of agree. While the third statement “*Can take dictation at the rate of 50 words a minute.*” received the lowest (WM = 3.76, SD = 0.86) and with a remark of agree.

With a (GM = 3.95, SD = 0.804) the assessment level of proficiency skills of BSOA graduating students with regards to Stenography skills is evident.

Table 2. Assessment level of proficiency skills of BSOA graduating students with regards to Computer/typing skills

Statements	Weighted Mean	SD	Remarks
1. Exhibit proficiency in the use of the computer and other IT software.	4.16	0.70	Agree
2. Can encode a minimum speed of 35 words a minute with one error per minute in a 5-minute timed writing.	3.95	0.75	Agree
3. Exhibit proficiency in encoding business letters, memoranda, tables and reports, manuscript, and financial reports.	3.96	0.69	Agree
4. Acquire dexterity in word processing, spreadsheet, presentation, desktop publishing, and data management.	4.20	0.69	Strongly Agree
5. Master the keyboard by touch typing.	4.00	0.80	Agree
Grand Mean = 4.05			
Population Standard Deviation = 0.730			
Verbal Interpretation = Evident			

Legend:

Scale	Range	Remarks	Verbal Interpretation
5	4.20-5.00	Strongly Agree	Highly Evident
4	3.40-4.19	Agree	Evident
3	2.60-3.39	Moderately Agree	Moderately Evident
2	1.80-2.59	Disagree	Less Evident
1	1.00-1.79	Strongly Disagree	Not Evident

Table 2 presents the assessment level of proficiency skills of BSOA graduating students with regards to Computer/typing skills, the fourth statement “*Acquire dexterity in word processing, spreadsheet, presentation, desktop publishing, and data management.*” got the highest (WM = 4.20, SD = 0.69) and with a remark of strongly agree. Followed by the first statement “*Exhibit proficiency in the use of the computer and other IT software.*”. with a (WM = 4.16, SD = 0.70) and with a remark of agree. While the second statement “*Can encode a minimum speed of 35 words a minute with one error per minute in a 5-minute timed writing.*” received the lowest (WM = 3.95, SD = 0.75) and with a remark of agree.

With a (GM = 4.05, SD = 0.830) the assessment level of proficiency skills of BSOA graduating students with regards to Computer/typing skills is evident.

Table 3. Assessment level of proficiency skills of BSOA graduating students with regards to Record management/filing skills

Statements	Weighted Mean	SD	Remarks
1. Can file accurately using manual filing system.	4.31	0.68	Strongly Agree
2. Can file accurately using electric filing system.	4.12	0.68	Agree
3. Can organize files, information, and office supplies effectively.	4.11	0.74	Agree
4. Can monitor departmental materials, supplies, and orders as needed.	4.18	0.71	Agree
5. Acquire mastery of record management rules and procedures.	4.25	0.80	Strongly Agree
Grand Mean = 4.20			
Population Standard Deviation = 0.721			
Verbal Interpretation = Highly Evident			

Legend:

Scale	Range	Remarks	Verbal Interpretation
5	4.20-5.00	Strongly Agree	Highly Evident
4	3.40-4.19	Agree	Evident
3	2.60-3.39	Moderately Agree	Moderately Evident
2	1.80-2.59	Disagree	Less Evident
1	1.00-1.79	Strongly Disagree	Not Evident

Table 3 presents the assessment level of proficiency skills of BSOA graduating students with regards to Record management/filing skills, the first statement “*Can file accurately using manual filing system.*” got the highest (WM = 4.31, SD = 0.68) and with a remark of strongly agree. Followed by the fifth statement “*Acquire mastery of record management rules and procedures.*” with a (WM = 4.25, SD = 0.80) and with a remark of strongly agree. While the third statement “*Can organize files, information, and office supplies effectively.*” received the lowest (WM = 4.11, SD = 0.74) and with a remark of agree.

With a (GM = 4.20, SD = 0.721) the assessment level of proficiency skills of BSOA graduating students with regards to Record management/filing skills is highly evident.

Table 4. Assessment level of proficiency skills of BSOA graduating students with regards to Written communication skills/ Business correspondence

Statements	Weighted Mean	SD	Remarks
1. Can edit correspondence, reports, drafts, memos, emails.	4.24	0.62	Strongly Agree
2. Can communicate effectively using both English and Filipino in writing.	4.18	0.71	Agree
3. Can encode business letters, reports, memoranda, minutes of meetings and other forms of communication in acceptable format.	4.12	0.77	Agree
4. Can manage office communications.	4.08	0.74	Agree
5. Can communicate effectively in writing with fellow workers and stakeholders.	4.20	0.66	Strongly Agree
Grand Mean = 4.16			
Population Standard Deviation = 0.700			
Verbal Interpretation = Evident			

Legend:

Scale	Range	Remarks	Verbal Interpretation
5	4.20-5.00	Strongly Agree	Highly Evident
4	3.40-4.19	Agree	Evident
3	2.60-3.39	Moderately Agree	Moderately Evident
2	1.80-2.59	Disagree	Less Evident
1	1.00-1.79	Strongly Disagree	Not Evident

Table 4 presents the assessment level of proficiency skills of BSOA graduating students with regards to Written communication skills/ Business correspondence, the first statement “*Can edit correspondence, reports, drafts, memos, emails.*” got the highest (WM = 4.24, SD = 0.82) and with a remark of strongly agree. Followed by the fifth statement “*Can communicate effectively in writing with fellow workers and stakeholders.*” with a (WM = 4.20, SD = 0.66) and with a remark of strongly agree. While the fourth statement “*Can manage office communications.*” received the lowest (WM = 4.08, SD = 0.74) and with a remark of agree.

With a (GM = 4.16, SD = 0.700) the assessment level of proficiency skills of BSOA graduating students with regards to Written communication skills/ Business correspondence is evident.

Table 5. Composite Assessment level of proficiency skills of BSOA graduating students

Indicators	Grand Mean	SD	Verbal Interpretation
Stenography skills	3.95	0.804	Evident
Computer/typing skills	4.05	0.730	Evident
Record management/filing skills	4.20	0.721	Highly Evident
Written communication skills/ Business correspondence	4.16	0.700	Evident
Total Mean = 4.09			
Population Standard Deviation = 0.745			
Verbal Interpretation = Evident			

Legend:

Scale	Range	Remarks	Verbal Interpretation
5	4.20-5.00	Strongly Agree	Highly Evident
4	3.40-4.19	Agree	Evident
3	2.60-3.39	Moderately Agree	Moderately Evident
2	1.80-2.59	Disagree	Less Evident
1	1.00-1.79	Strongly Disagree	Not Evident

Table 5 presents the composite assessment level of proficiency skills of BSOA graduating students, the indicator “*Record management/filing skills*” got the highest (GM = 4.20, PSD = 0.721) and with a verbal interpretation of highly evident. Followed by the indicator “*Written communication skills/ Business correspondence.*” with a (GM = 4.16, PSD = 0.700) and with a verbal interpretation of evident. While the indicator “*Stenography skills.*” receive the lowest (GM = 3.95, PSD = 0.804) and with a verbal interpretation of evident.

With a (TM = 4.09, PSD = 0.745) the composite assessment level of proficiency skills of BSOA graduating students is evident.

Table 6. Marketability level of proficiency skills of BSOA students as perceived by the industry with regards to Shorthand/Stenography skills

Statements	Weighted Mean	SD	Remarks
1. Prefer applicants who acquire mastery of shorthand theories of words and vocabularies that are used in different documents.	4.43	0.86	Strongly Agree
2. Prefer applicants who possess adequate skills in spelling, punctuation, grammar, and vocabulary usage.	4.78	0.43	Strongly Agree
3. Prefer applicants who can take dictation at the rate of 50 words a minute.	4.67	0.49	Strongly Agree
4. Prefer applicants who can transcribe a three-minute dictation with 100% accuracy.	4.44	0.70	Strongly Agree
5. Prefer applicants who can read and write shorthand strokes accurately.	4.72	0.57	Strongly Agree
Grand Mean = 4.61			
Population Standard Deviation = 0.961			
Verbal Interpretation = Highly Evident			

Legend:

Scale	Range	Remarks	Verbal Interpretation
5	4.20-5.00	Strongly Agree	Highly Evident
4	3.40-4.19	Agree	Evident
3	2.60-3.39	Moderately Agree	Moderately Evident
2	1.80-2.59	Disagree	Less Evident
1	1.00-1.79	Strongly Disagree	Not Evident

Table 6 presents the Marketability level of proficiency skills of BSOA students as perceived by the industry with regards to Shorthand/Stenography skills, the second statement “*Prefer applicants who possess adequate skills in spelling, punctuation, grammar, and vocabulary usage.*” got the highest (WM = 4.78, SD = 0.43) and with a remark of strongly agree. Followed by the fifth statement “*Prefer applicants who can read and write shorthand strokes accurately.*” with a (WM = 4.72, SD = 0.57) and with a remark of strongly agree. While the first statement “*Prefer applicants, who acquire mastery of shorthand theories of words and vocabularies that are used in different documents.*” received the lowest (WM = 4.43, SD = 0.86) and with a remark of strongly agree.

With a (GM = 4.61, SD = 0.961) the Marketability level of proficiency skills of BSOA students as perceived by the industry with regards to Shorthand/Stenography skills is highly evident.

Table 7. Marketability level of proficiency skills of BSOA students as perceived by the industry with regards to Computer/Keyboarding skills

Statements	Weighted Mean	SD	Remarks
1. Prefer applicants who exhibit proficiency in the use of the computer and other IT software.	4.50	0.51	Strongly Agree
2. Prefer applicants who can encode a minimum speed of 35 words a minute with one error per minute in a 5-minute timed writing.	4.39	0.50	Strongly Agree
3. Prefer applicants who exhibit proficiency in encoding business letters, memoranda, tables and reports, manuscript, and financial reports.	4.61	0.50	Strongly Agree
4. Prefer applicants who acquire dexterity in word processing, spreadsheet, presentation, desktop publishing, and data management.	4.33	0.49	Strongly Agree
5. Prefer applicants who master the keyboard by touch typing.	4.44	0.51	Strongly Agree
Grand Mean = 4.45			
Population Standard Deviation = 0.836			
Verbal Interpretation = Highly Evident			

Legend:

Scale	Range	Remarks	Verbal Interpretation
5	4.20-5.00	Strongly Agree	Highly Evident
4	3.40-4.19	Agree	Evident
3	2.60-3.39	Moderately Agree	Moderately Evident
2	1.80-2.59	Disagree	Less Evident
1	1.00-1.79	Strongly Disagree	Not Evident

Table 7 presents the Marketability level of proficiency skills of BSOA students as perceived by the industry with regards to Computer/Keyboarding skills, the third statement “*Prefer applicants who exhibit proficiency in encoding business letters, memoranda, tables and reports, manuscript, and financial reports.*” got the highest (WM = 4.61, SD = 0.50) and with a remark of strongly agree. Followed by the first statement “*Prefer applicants who exhibit proficiency in the use of the computer and other IT software.*” with a (WM = 4.50, SD = 0.51) and with a remark of strongly agree. While the fourth statement “*Prefer applicants, who acquire dexterity in word processing, spreadsheet, presentation, desktop publishing, and data management.*” received the lowest (WM = 4.33, SD = 0.49) and with a remark of strongly agree.

With a (GM = 4.46, SD = 0.836) the Marketability level of proficiency skills of BSOA students as perceived by the industry with regards to Computer/Keyboarding skills is highly evident.

Table 8. Marketability level of proficiency skills of BSOA as perceived by the industry students with regards to Record management/filing skills

Statements	Weighted Mean	SD	Remarks
1. Prefer applicants who can file accurately using manual filing system.	4.61	0.50	Strongly Agree
2. Prefer applicants can file accurately using electric filing system.	4.17	0.62	Agree
3. Prefer applicants who can organize files, information, and office supplies effectively.	4.62	0.50	Strongly Agree
4. Prefer applicants who can monitor departmental materials, supplies, and orders as needed.	4.33	0.69	Strongly Agree
5. Prefer applicants who acquire mastery of record management rules and procedures.	4.56	0.51	Strongly Agree
Grand Mean = 4.46			
Population Standard Deviation = 0.816			
Verbal Interpretation = Highly Evident			

Legend:

Scale	Range	Remarks	Verbal Interpretation
5	4.20-5.00	Strongly Agree	Highly Evident
4	3.40-4.19	Agree	Evident
3	2.60-3.39	Moderately Agree	Moderately Evident
2	1.80-2.59	Disagree	Less Evident
1	1.00-1.79	Strongly Disagree	Not Evident

Table 8 presents the Marketability level of proficiency skills of BSOA students as perceived by the industry with regards to Record management/filing skills, the third statement “*Prefer applicants who can organize files, information, and office supplies effectively.*” got the highest (WM = 4.62, SD = 0.50) and with a remark of strongly agree. Followed by the first statement “*Prefer applicants who can file accurately using manual filing system.*” with a (WM = 4.61, SD = 0.50) and with a remark of strongly agree. While the second statement “*Prefer applicants can file accurately using electric filing system.*” received the lowest (WM = 4.17, SD = 0.62) and with a remark of agree.

With a (GM = 4.46, SD = 0.816) the Marketability level of proficiency skills of BSOA students as perceived by the industry with regards to Record management/filing skills is highly evident.

Table 9. Marketability level of proficiency skills of BSOA students as perceived by the industry with regards to Written communication skills/ Business correspondence

Statements	Weighted Mean	SD	Remarks
1. Prefer applicants who can edit correspondence, reports, drafts, memos, emails.	4.50	0.51	Strongly Agree
2. Prefer applicants who can communicate effectively using both English and Filipino in writing.	4.67	0.49	Strongly Agree
3. Prefer applicants who can encode business letters, reports, memoranda, minutes of meetings and other forms of communication in acceptable format.	4.49	0.51	Strongly Agree
4. Prefer applicants manage office communications.	4.50	0.51	Strongly Agree
5. Prefer applicants who can communicate effectively in writing with fellow workers and stakeholders.	4.61	0.50	Strongly Agree
Grand Mean = 4.56			
Population Standard Deviation = 0.828			
Verbal Interpretation = Evident			

Legend:

Scale	Range	Remarks	Verbal Interpretation
5	4.20-5.00	Strongly Agree	Highly Evident
4	3.40-4.19	Agree	Evident
3	2.60-3.39	Moderately Agree	Moderately Evident
2	1.80-2.59	Disagree	Less Evident
1	1.00-1.79	Strongly Disagree	Not Evident

Table 9 presents the Marketability level of proficiency skills of BSOA students as perceived by the industry with regards to Written communication skills/ Business correspondence, the second statement *“Prefer applicants who can communicate effectively using both English and Filipino in writing.”* got the highest (WM = 4.67, SD = 0.49) and with a remark of strongly agree. Followed by the fifth statement *“Prefer applicants who can communicate effectively in writing with fellow workers and stakeholders.”* with a (WM = 4.61, SD = 0.50) and with a remark of strongly agree. While the third statement *“Prefer applicants, who can encode business letters, reports, memoranda, minutes of meetings and other forms of communication in acceptable format.”* received the lowest (WM = 4.17, SD = 0.62) and with a remark of agree.

With a (GM = 4.56, SD = 0.828) the Marketability level of proficiency skills of BSOA students as perceived by the industry with regards to Written communication skills/ Business correspondence is highly evident.

Table 10. Composite Marketability level of proficiency skills of BSOA students as perceived by the industry

Indicators	Grand Mean	SD	Verbal Interpretation
Shorthand/Stenography skills	4.61	0.961	Highly Evident
Computer/Keyboarding skills	4.45	0.836	Highly Evident
Record management/filing skills	4.46	0.816	Highly Evident
Written communication skills/ Business correspondence	4.56	0.828	Highly Evident
Total Mean = 4.52			
Population Standard Deviation = 0.558			
Verbal Interpretation = Evident			

Legend:

Scale	Range	Remarks	Verbal Interpretation
5	4.20-5.00	Strongly Agree	Highly Evident
4	3.40-4.19	Agree	Evident
3	2.60-3.39	Moderately Agree	Moderately Evident
2	1.80-2.59	Disagree	Less Evident
1	1.00-1.79	Strongly Disagree	Not Evident

Table 10 presents the composite marketability level of proficiency skills of BSOA students as perceived by the industry, the indicator “*Shorthand/Stenography skills*” got the highest (GM = 4.61, PSD = 0.961) and with a verbal interpretation of highly evident. Followed by the indicator “*Written communication skills/ Business correspondence.*” with a (GM = 4.56, PSD = 0.828) and with a verbal interpretation of evident. While the indicator “*Computer/Keyboarding skills.*” receive the lowest (GM = 4.45, PSD = 0.836) and with a verbal interpretation of highly evident.

With a (TM = 4.52, PSD = 0.558) the composite marketability level of proficiency skills of BSOA students as perceived by the industry is highly evident.

Table 11. Significant relationship between proficiency skills and Marketability level of BSOA students as perceived by the industry

Skills Proficiency	Marketability level of BSOA students as perceived by the industry	r-computed	p-value	Degree of Correlation	Analysis
	Stenography skills	0.4414	0.0000	Moderate correlation	Significant
	Computer/typing skills	0.3361	0.0000	Slight correlation	Significant
	Record management/filing skills	0.3592	0.0008	Slight correlation	Significant
	Written communication skills/ Business correspondence	0.3504	0.0002	Slight correlation	Significant

Legend

Scale	Interpretation
± 0.00	no correlation, no relationship
$\pm 0.01 - \pm 0.20$	very low correlation, almost negligible relationship
$\pm 0.21 - \pm 0.40$	slight correlation, definite but small relationship
$\pm 0.41 - \pm 0.70$	moderate correlation, substantial relationship
$\pm 0.71 - \pm 0.90$	high correlation, marked relationship
$\pm 0.91 - \pm 0.99$	very high correlation, very dependable relationship
± 1.00	perfect correlation, perfect relationship

Table 11 presents the significant relationship between the proficiency skills and Marketability level of BSOA students as perceived by the industry

In determining the relationship between the proficiency skills and Marketability level of BSOA students as perceived by the industry the data were statistically treated between the two variables that which arrived to the computed value r-value for the indicators of the proficiency skills and Marketability level of BSOA students as perceived by the industry. It shows that all indicators have a degree of correlation of Slight to Moderate.

Based on the data, it is shown that there is a “significant relationship between the proficiency skills and Marketability level of BSOA students as perceived by the industry.” at 0.05 level of significance. It shows that the null hypothesis stating that “*There is no significant relationship between the proficiency skills and Marketability level of BSOA students as perceived by the industry.*” is rejected thus the alternative hypothesis is accepted, it can infer that there is a “significant” relationship between them.

Conclusion

On the basis of the foregoing findings and hypotheses posted in this research the conclusion was drawn.

1. The composite assessment level of proficiency skills of BSOA graduating students, the indicator *“Record management/filing skills”* got the highest (GM = 4.20, PSD = 0.721) and with a verbal interpretation of highly evident. Followed by the indicator *“Written communication skills/ Business correspondence.”* with a (GM = 4.16, PSD = 0.700) and with a verbal interpretation of evident. While the indicator *“Stenography skills.”* receive the lowest (GM = 3.95, PSD = 0.804) and with a verbal interpretation of evident. With a (TM = 4.09, PSD = 0.745) the composite assessment level of proficiency skills of BSOA graduating students is evident.
2. The composite marketability level of proficiency skills of BSOA students as perceived by the industry, the indicator *“Shorthand/Stenography skills”* got the highest (GM = 4.61, PSD = 0.961) and with a verbal interpretation of highly evident. Followed by the indicator *“Written communication skills/ Business correspondence.”* with a (GM = 4.56, PSD = 0.828) and with a verbal interpretation of evident. While the indicator *“Computer/Keyboarding skills.”* receive the lowest (GM = 4.45, PSD = 0.836) and with a verbal interpretation of highly evident. With a (TM = 4.52, PSD = 0.558) the composite marketability level of proficiency skills of BSOA students as perceived by the industry is highly evident.
3. The indicators of the proficiency skills and Marketability level of BSOA students as perceived by the industry. It shows that all indicators have a degree of correlation of Slight to Moderate.
4. It is shown that there is a “significant relationship between the proficiency skills and Marketability level of BSOA students as perceived by the industry.” at 0.05 level of significance. It shows that the null hypothesis stating that “There is no significant relationship between the proficiency skills and Marketability level of BSOA students as perceived by the industry.” is rejected thus the alternative hypothesis is accepted, it can infer that there is a “significant” relationship between them.

Recommendation

1. Enhance the shorthand/stenography skills of BSOA students through a competency-based shorthand instruction.
2. Update the knowledge and skills through seminars and training.
3. Develop a training plan based on the results of the study to further enhance the skills proficiency of BSOA students is highly recommended.

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