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Research Paper

The Effect of Implementing the Department of Science and Technology-Forest Products Research and Development Institute (DOST-FPRDI) Website Implementation on Public Service Delivery

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Abstract

The Department of Science and Technology-Forest Products Research and Development Institute (DOST-FPRDI) has implemented a website to modernize public service delivery and promote accessibility to forest product-related technologies. However, the impact of this transformation on user satisfaction and service efficiency remains underexplored. This study used a quantitative approach to investigate the effects of a website on public service delivery. Specifically, this study aimed to (1) analyze the demographic profiles and usage patterns of website users, (2) identify challenges encountered in terms of service quality, accessibility, and user satisfaction, and (3) evaluate user perceptions of the website's role in technology acceptance and public service delivery. Data were collected through an online survey designed by the researcher and validated by field experts. The analysis employed statistical tools, including mean, standard deviation, and Pearson's correlation coefficient (r), to evaluate the findings. The results revealed a predominantly female user base aged 25-44, with overall high satisfaction and positive usability and service quality feedback. While the challenges were minimal, older users and females reported slightly more issues than the other groups. The study concluded that enhancing key factors, such as perceived usefulness, ease of use, and behavioral intention, could further optimize user evaluations of the website. These findings informed the development of an action plan to improve website usability, accessibility and overall user experience, thereby strengthening public service delivery.

Keywords: *technology acceptance model; website public service*

INTRODUCTION

In an era of rapid technological advancements, digital platforms have become essential for public service delivery, enabling governments to enhance transparency, efficiency and citizen engagement. Numerous studies have highlighted the transformative potential of e-government initiatives in addressing public service gaps, improving accessibility, and fostering trust between governments and citizens. Layne and Lee (2001) proposed a four-stage growth model for e-government, emphasizing the importance of integration and transformation in public service delivery. Similarly, Carter and Bélanger (2005) explored the factors influencing citizens' adoption of e-government services, underlining usability and trust as critical components. Despite these recognized benefits, challenges such as usability, accessibility, and demographic disparities persist in achieving optimal user satisfaction and engagement (Williams et al.,2015).

In the Philippines, the Malacañang Administrative Order No. 39 (2013) mandated that government agencies migrate digital platforms to the Government Web Hosting Service (GWHS) to enhance public service delivery through improved transparency and accessibility. As part of this directive, the Department of Science and Technology-Forest Products Research and Development Institute (DOST-FPRDI) launched its website to disseminate research findings, provide resources, and facilitate stakeholder engagement in forest product innovations. However, the impact of this digital initiative on service quality, user satisfaction, and accessibility remains underexplored,

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creating a gap in understanding its effectiveness in addressing user needs and promoting technology acceptance.

This study's significance lies in its potential to provide actionable insights into optimizing government digital platforms to better serve the community. By evaluating the DOST-FPRDI website, this research underscores its broader implications for fostering inclusivity, transparency, and innovation in public service delivery.

This study addresses the following: (1) Determine the demographic profiles and website usage patterns of DOST-FPRDI website users. (2) Determine the respondents' problems in utilizing the website regarding Quality of Service, User Satisfaction, and Accessibility. (3) Determine the level of assessment of the users using the DOST-FPRDI website in terms of technology acceptance and public service delivery. (4) Determine the significant relationship between the demographic profile of the respondents and the problems encountered by the respondents in utilizing the website. (5) Determine the significant relationship between the problems encountered and the assessment of the technology acceptance of the users on the DOST-FPRDI website. Moreover, (6) Determine the significant relationship between the assessment of the technology acceptance and the assessment of the public service delivery of the users on the DOST-FPRDI website.

This study aims to analyze user demographics and browsing patterns, identify challenges related to service quality and accessibility, and evaluate user perceptions regarding technology acceptance and the website's contribution to public service improvement. Moreover, this research demonstrates how digital platforms like the DOST-FPRDI website can bridge service gaps, empower citizens with accessible information, and foster a culture of innovation and inclusivity.

LITERATURE REVIEW

The implementation of government websites in public service delivery has been widely studied, with research highlighting both its benefits and challenges. This review synthesizes key studies on the topic, focusing on the impact of e-government on efficiency, transparency, and accessibility. Masenya and Mthombeni (2023) explored the pervasive impact of corruption on public service delivery, emphasizing its harmful effects on governance systems. This study identified corruption as a significant barrier to achieving efficient and ethical public services, undermining trust and operational effectiveness.

El Halaissi et al. (2024) conducted a comparative study on social entrepreneurship initiatives and their contributions to sustainable territorial development. Their research highlights the critical role of adopting technologies in fostering improved accessibility, transparency and efficiency in public service delivery. Similarly, Mikhaylov et al. (2024) explored the adoption of advanced digital technologies, such as Web3, in public service sectors within developing countries. Their findings highlight the transformative power of digital platforms in bridged service gaps and increasing citizen engagement. Wouters et al. (2023) highlighted the importance of integrated digital public service delivery within inter-organizational networks, emphasizing the strategic collaboration needed to overcome barriers and enhance service effectiveness. Marco et al. (2024) examined the perceived value of selected social media and digital platforms in small businesses. The research demonstrates that user-friendly and accessible digital platforms significantly improve stakeholder satisfaction and engagement.

Implementing user-friendly, up-to-date government websites with essential information is vital for improving citizens' access to public services (Elidjen, 2017). In this context, e-government initiatives have gained significant attention because they offer innovative solutions to improve the delivery of public services. According to Karim (2015), e-government refers to the use of digital platforms and technologies by government bodies to facilitate the provision of services to citizens. Saxena (2015) noted that user satisfaction with e-government platforms significantly influences

their perception of corruption. If users encounter delays, opaque procedures, or biased services, they are more likely to perceive these platforms as corrupt.

Additionally, Saxena (2015) identified demographic factors, including gender, as significant variables affecting perceptions of corruption. Lee et al. (2024) investigated the impact of visual-preview and information-sidedness features on website persuasiveness, revealing that these elements significantly influence users' perceptions and engagement, which are critical to website effectiveness. Cahyono et al. (2019) discussed how mobile e-Government platforms in Indonesia incorporate user-centered design principles to enhance public service delivery, which resonates with the importance of website usability in fostering citizen trust and engagement in government services. However, despite the substantial benefits that e-government websites offer in terms of efficiency and transparency, existing literature highlights ongoing challenges related to infrastructure, digital literacy, and inclusivity that must be addressed to maximize their effectiveness in serving all citizens.

Several studies have emphasized the integration of technology acceptance models (TAM) with government support to enhance digital literacy, noting that such collaborations significantly improve user acceptance and the effective use of digital platforms. Furthermore, this integration has been observed to positively impact public service delivery by enhancing accessibility and transparency through the use of efficient online systems (Desmaryani et al., 2024). TAM has been widely applied in various sectors, including e-government initiatives, to understand the factors influencing technology adoption. The ease of use and perceived usefulness of e-government platforms play a crucial role in encouraging their adoption for agricultural exports, as these factors greatly contribute to enhancing the quality of public service delivery.

In this regard, the Technology Acceptance Model (TAM) proposed by Davis (1989) offers valuable insight into user adoption of new technology, emphasizing the importance of perceived usefulness and ease of use. TAM has been crucial in understanding technology adoption in service delivery, helping organizations improve services through technological platforms. However, TAM's simplicity may overlook broader social and organizational factors that influence technology use. Using TAM, organizations can improve both service quality and technology adoption, leading to better user satisfaction, accessibility, and loyalty. The TAM is a well-established theoretical framework for information systems and technology management. Developed by Fred D. Davis in the late 1980s, TAM aims to explain and predict how users adopt and accept new technology and information systems. This model is based on the belief that a user's decision to accept or reject a technology is determined primarily by the user's perception of the technology's usefulness and ease of use. Over the years, TAM has played a pivotal role in examining the factors that influence user behavior in the context of technology adoption (Davis, 1989). Building on this foundation, more comprehensive models such as the Unified Theory of Acceptance and Use of Technology 2 (UTAUT2) have emerged to provide a broader understanding of technology acceptance.

For instance, De Witte et al. (2024) applied the UTAUT2 model to explore how various factors shape technology adoption in the Filipino context, offering deeper insights beyond the original TAM framework. Their study emphasized the importance of a culturally sensitive approach and highlighted that cultural factors significantly influence users' acceptance of technology in the Philippines. Through this study, they argued that traditional technology adoption models, which may be Western-centric, must be adapted to account for local values, norms, and practices, thus promoting more effective technology integration. Another study by Al-Qeisi et al. (2014) explored the relationship between website design quality and user behavior through the Unified Theory of Acceptance and Use of Technology (UTAUT), suggesting that effective website design significantly influences user acceptance and engagement.

Evidence from the related literature provides insights into the critical role of demographic

factors, such as age and gender, in shaping user engagement with government websites like the Department of Science and Technology - Forest Products Research and Development Institute (DOST-FPRDI). By understanding these demographic nuances, tailored design strategies can be employed to enhance accessibility and usability, ultimately improving user satisfaction. Despite the positive impact of government website implementation on public service delivery, challenges such as security concerns, usability issues, and the digital divide must be addressed to maximize effectiveness. By prioritizing data security measures, optimizing website performance, and bridging the digital gap, the DOST-FPRDI website can remain a valuable tool for delivering public services to stakeholders.

Moreover, this synthesis emphasizes the importance of service quality and technology acceptance models, such as UTAUT2 and TAM, in gaining a deeper understanding of user behavior toward the DOST-FPRDI website. Factors such as perceived usefulness, ease of use, behavioral intention, and actual use are crucial considerations for enhancing website design and implementation to increase user acceptance and engagement. Leveraging demographic insights, tackling challenges and applying technology acceptance models can empower the Institute to craft a user-centric website, fulfilling its mission of advancing forest products research and development for societal benefit.

Research Framework

In exploring the research framework in Figure 1, this study integrates the TAM developed by Davis (1989) to examine the impact of the DOST-FPRDI website implementation on public service delivery. According to TAM, two key factors influence technology adoption: Perceived Usefulness and Perceived Ease of Use**.** Perceived Usefulness refers to the extent to which users believe that the DOST-FPRDI website enhances the efficiency, accessibility, and overall quality of public service delivery. Meanwhile, Perceived Ease of Use assesses the degree to which the website is user-friendly, requiring minimal effort to navigate and access relevant services. These factors shape the Attitude Toward Using the system, which, in turn, affects users' Behavioral Intention to Use the website. A strong behavioral intention is expected to lead to Actual System Use**,** which reflects the extent to which the website is utilized in practice and its real-world impact on public service efficiency. By incorporating TAM into the research framework, this study provides a structured approach to understanding how the adoption and use of the DOST-FPRDI website influence public service delivery, particularly in terms of efficiency, accessibility, and stakeholder satisfaction.

Figure 1. The Original Technology Acceptance Model (TAM) (Davis, 1989)

RESEARCH METHOD

In the study on the effects of the DOST-FPRDI website implementation on public service delivery, data collection focused on understanding the experiences and opinions of key groups impacted by the website's performance. The research aimed to evaluate how the website has influenced public service delivery from the perspectives of its users, stakeholders, and the general public. The number of respondents included in the study was selected using a stratified sampling

technique, ensuring diverse representation from different demographic subgroups, such as age, profession, and frequency of website usage. The study involved 359 respondents drawn from eight subgroups chosen to reflect the full range of experiences and perspectives related to the website's implementation. The research utilized a questionnaire as the primary data collection tool. The questionnaire was designed to measure user satisfaction, identify issues with the website, and evaluate its effects on service delivery.

A four-point Likert scale was employed in the questionnaire to capture the respondents' level of agreement or disagreement with various statements, providing quantitative data on attitudes toward the website's performance. The scale consisted of four response options: 1 - Strongly Disagree, 2 - Disagree, 3 - Agree, and 4 - Strongly Agree. This forced-choice format eliminates a neutral option, encouraging respondents to express a clear opinion. Higher scores indicate a more positive perception of the website's performance, while lower scores reflect dissatisfaction or disagreement. The questionnaire was rigorously tested for validity and reliability through pre-testing and expert reviews to ensure it accurately captured the intended information from the participants.

The data analysis for this study involved applying statistical tools to extract meaningful insights from the survey data. The analysis was structured as follows: 1) Descriptive statistics, such as mean scores, frequencies, and percentages, were used to summarize the key features of the data. This method helped provide an overview of the respondents' demographic characteristics and their responses regarding the website's effectiveness and its impact on public service delivery. Descriptive analysis allowed the researchers to identify patterns in the data, such as variations in satisfaction levels across different demographic groups. 2) The Pearson correlation coefficient was employed to explore relationships between various variables. This statistical method measured the strength and direction of linear relationships between continuous variables. In this context, it was used to investigate the relationship between respondents' demographic profiles (e.g., age, profession) and their assessments of the website's effectiveness. The correlation coefficient also helped to examine how perceived problems with the website were related to user satisfaction and its perceived impact on public service delivery.

FINDINGS AND DISCUSSION

In this study, the respondent profile offers a comprehensive overview of the user base, encompassing vital demographic factors such as age, gender, type of customer, frequency of website usage, and sections visited.

Demographic Profile of Respondents

In this study, the respondent profile offers a comprehensive overview of the user base, encompassing vital demographic factors such as age, gender, type of customer, frequency of website usage, and sections visited.

Table 1. Age Distribution of Clientele Visiting the FPRDI Website

Age Range	Frequency	Percentage
18-24	56	15.6
25-34	160	44.6
35-44	87	24.2
45-54	25	7.0
55 and above	31	8.6
Total	**359**	**100.0**

Table 1 presents the age distribution of FPRDI website users nationwide. The largest group is aged 25-34 (44.6%), followed by 35-44 (24.2%) and 18-24 (15.6%). Users aged 55 years and older comprised 8.6% of the respondents, while the smallest group is 45-54 (7%).

Table 2. Gender of Clientele Visiting the FPRDI Website

Gender	Frequency	Percentage
Male	139	38.7
Female	220	61.3
Total	**359**	**100.0**

Table 2 displays the gender distribution of clients visiting the FPRDI website. The data reveal that most clients are female, accounting for 61.3%, while males comprise 38.7% of the total clientele.

Table 3. Type of Clientele That Visited the FPRDI Website

Type of client	Frequency	Percentage
Private Citizen	99	27.6
Business	25	7.0
LGU	18	5.0
NGA	124	34.5
SUC	34	9.5
Private School	49	13.6
Public School	1	.3
Other	9	2.5
Total	**359**	**100.0**

Table 3 highlights the diverse clientele of the FPRDI website. National government agencies make up the largest group (34.5%), reflecting strong engagement from governmental bodies. The results are as follows: Private citizens account for 27.6% of the population, demonstrating widespread public interest and accessibility. Academic institutions, including private schools (13.6%) and state universities and colleges (9.5%), also use the site for research and education. Other users include business entities (7%), local government units (5%), and public schools (0.3%), with smaller niche groups like graduate students and contracts of service, further broadening the audience. This diversity supports tailored content and services to meet varied user needs.

Table 4. Frequency of Clientele Visiting The FPRDI website

Frequency of visits	Frequency	Percentage
1-2 times	169	47.1
3-4 times	65	18.1
more than 5 times	125	34.8
Total	**359**	**100.0**

Table 4 shows the frequency of visits to the FPRDI website, which reveals varied levels of engagement. Most users (47.1%) visit 1-2 times, suggesting occasional or intermittent use. A smaller group (18.1%) visits 3-4 times, reflecting moderate engagement, whereas 34.8% were frequent users, visiting more than 5 times. This indicates a dedicated segment with high interest or reliance on the website's resources and demonstrates diverse user interaction patterns.

Table 5. Sections of the FPRDI Website Utilized/Visited by The Client

Type of client	Frequency	Percentage
General Information	181	50.4
Training	9	2.5
Job Opportunities	75	20.9
Testing Services	7	1.9
News	29	8.1
Publication	7	1.9
Technology	14	3.9
School Activities	1	.3
Transparency	1	.3
All Sites	33	9.2
APP	1	.3
Total	358	99.7
Missing	1	.3
Total	**359**	**100.0**

Table 5 highlights the varying use of the FPRDI website sections. General Information had 50.4% of visits, indicating a high demand for basic details about the institute. Job Opportunities (20.9%) and News (8.1%) follow, reflecting interest in careers and updates. Sections on Technology, Training, and Publications also attract traffic, indicating an interest in technical and research-related content. Lower visitation rates for Testing Services, School-Related activities, and Transparency reflect niche usage, while 9.2% of visits to "All Sites" suggest users explore multiple sections. Low engagement with the Annual Procurement Plan and specific sections indicates areas for improvement in relevance or accessibility. This analysis highlights diverse user interests and opportunities to enhance content and usability.

Website use Problems Encountered by Respondents

In this study, an in-depth investigation was conducted to explore the website issues experienced by users, focusing on three aspects: Service Quality, User Satisfaction, and Accessibility.

Table 6. Problems Encountered by Respondents in using Websites in terms of Quality of Service in Public Service Delivery

Statements	Mean	SD	Remarks
1. The website loads slowly and inefficiently.	1.47	0.52	Strongly Disagree
2. The website does not provide accurate or up-to-date information.	1.57	0.59	Strongly Disagree
3. The website's navigation is difficult to use.	1.50	0.53	Strongly Disagree
4. The website's features and functions do not work as expected, and numerous errors and glitches were identified.	1.58	0.56	Strongly Disagree
5. The website lacks helpful and responsive customer support when needed.	1.54	0.57	Strongly Disagree
Weighted Mean			1.53
SD			0.55

Verbal Interpretation	Very Low

The overall weighted mean was 1.53 (SD=0.55), indicating a generally positive user experience with minimal service quality concerns, Fast loading times, responsiveness, and a sense of trust are key elements that contribute to higher user satisfaction, highlighting their importance in creating a positive user experience.

Table 7. Website use Problems Encountered by Respondents in terms of Users' Satisfaction with Public Service Delivery

Statements	Mean	SD	Remarks
1. The website is visually unappealing and poorly designed.	1.51	0.56	Strongly Disagree
2. The website is not recommendable to others based on experience.	1.52	0.57	Strongly Disagree
3. The website does not meet your needs and expectations.	1.69	0.67	Strongly Disagree
4. Users encounter more frustration when using this website than when using other websites.	1.50	0.53	Strongly Disagree
5. Overall, you will find your experience with the website unsatisfactory.	1.58	0.62	Strongly Disagree
Weighted Mean	1.56		
SD	0.59		
Verbal Interpretation	Very Low		

The overall weighted mean of 1.56 (SD=0.59) confirms very low levels of dissatisfaction. This aligns with Saifulloh (2023), who emphasized the importance of design and user experience in enhancing satisfaction, engagement, and usability and driving positive interactions and outcomes.

Table 8. Website use Problems Encountered by Respondents in terms of Accessibility in Public Service Delivery

Statements	Mean	SD	Remarks
1. The website is difficult to access from various devices (e.g., desktop, mobile, tablet).	1.52	0.58	Strongly Disagree
2. A website is incompatible with assistive technologies (e.g., screen readers, keyboard navigation).	1.53	0.56	Strongly Disagree
3. The website content is presented in a confusing and unclear manner.	1.46	0.50	Strongly Disagree
4. The website's font size and color choices hinder user readability.	1.47	0.52	Strongly Disagree
5. The website does not provide alternative content formats and does not accommodate different user preferences.	1.61	0.67	Strongly Disagree
Weighted Mean	1.52		
SD	0.57		
Verbal Interpretation	Very Low		

The weighted mean of 1.52 (SD=0.57) indicates that the website effectively meets users' needs regarding accessibility features. The Suder (n.d.) emphasizes that expanding government

services through multiple channels, particularly mobile phones, enhances accessibility and citizen engagement, especially in developing nations with rising mobile ownership. This approach aligns with efforts to broaden service reach and cater to diverse user needs in the digital age.

Technology Acceptance of Website use

In this study, the acceptance of the proposed technology on a website was examined. Additionally, the researcher studied Public Service delivery in terms of Quality of Service, User Satisfaction, and Accessibility. Technology acceptance in the use of a website refers to the willingness and ability of individuals or organizations to use a particular website or online platform.

Table 9. Respondents' Level of Technology Acceptance of the Website in terms of Perceived Ease of Use

Statements	Mean	SD	Remarks
1. My interaction with the proposed system was straightforward and understandable	3.50	0.53	Strongly Agree
2. Navigation on the site is easy (system interface)	3.46	0.56	Strongly Agree
3. Learning how to operate this system is easy.	3.50	0.54	Strongly Agree
4. I find it easy to find what I need on the website.	3.45	0.54	Strongly Agree
5. The website is user-friendly.	3.55	0.51	Strongly Agree
Weighted Mean			3.49
SD			0.54
Verbal Interpretation			Very High

The weighted mean of 3.49 and the standard deviation of 0.54 indicate a very high level of perceived ease of use among respondents, further corroborating the positive perception of the website's usability. The findings revealed that respondents perceived the website as highly user-friendly, with clear interaction and efficient information retrieval. Perceived ease of use influences customers' perceptions of an online platform's usefulness; if customers find it easy to navigate and use, they are more likely to see it as helpful in fulfilling their needs and achieving their goals (Ashraf, 2016).

Table 10. Respondents' Level of Technology Acceptance of the Website in terms of Perceived Usefulness

Statements	Mean	SD	Remarks
1. The website enhances my productivity.	3.34	0.59	Strongly Agree
2. I believe that using the website improves my task performance.	3.30	0.60	Strongly Agree
3. The website helps me accomplish tasks more efficiently.	3.32	0.61	Strongly Agree
4. I find the website helpful in achieving my goals.	3.34	0.56	Strongly Agree
5. Overall, I perceive the website as valuable for my needs.	3.40	0.56	Strongly

Statements	Mean	SD	Remarks
			Agree
	Weighted Mean		3.34
	SD		0.58
	Verbal Interpretation		Very High

Table 10 provides an insightful glimpse into respondents' attitudes toward the perceived usefulness of the website. It delves into various aspects, including productivity enhancement, performance improvement, task efficiency, goal attainment, and overall value for users' requirements. Collectively, the weighted mean of 3.34 and standard deviation of 0.58 signals a remarkably high level of perceived usefulness of the website among respondents. Overall, this highlights a strong consensus among respondents regarding the website's effectiveness in meeting their needs or expectations, emphasizing its importance and relevance in their online experiences. According to Garcia et al. (2023), users are more inclined to adopt a technology when it is perceived as effective and efficient for task execution. This indicator indicates that users see a technology capable of helping them achieve their goals.

Table 11. Respondents' Level of Technology Acceptance of the Website in terms of Behavioral Intention to Use

Statements	Mean	SD	Remarks
1. I intend to continue using the website in the future.	3.54	0.54	Strongly Agree
2. I plan to recommend the website to others.	3.50	0.54	Strongly Agree
3. I am likely to frequently use the website.	3.38	0.64	Strongly Agree
4. I anticipate incorporating the website into my routine.	3.23	0.72	Strongly Agree
5. I am motivated to explore more features and functionalities of the website.	3.39	0.61	Strongly Agree
Weighted Mean			3.41
SD			0.61
Verbal Interpretation			Very High

Table 11 shows the assessment of users' behavioral intention to use the FPRDI website, as indicated by respondents' feedback. The table reveals consistently positive attitudes toward continued usage and endorsement. Overall, with a mean score of 3.41 and a standard deviation of 0.61, the results demonstrate a very high level of agreement among users. These findings reflect a strong positive sentiment toward the FPRDI website among its users, indicating its effectiveness in meeting their expectations and needs. Mensah et al. (2020) stated that the nature of perceived service quality and trust in the government holds substantial importance in forecasting individuals' intentions to both utilize and advocate for the adoption of e-government services. This assertion emphasizes the critical influence people's perceptions regarding the quality of services offered by governmental digital platforms and their trust in the governing authorities that deliver these services on shaping their attitudes toward engaging with e-government initiatives.

Table 12. Respondents' Level of Technology Acceptance of the Website in terms of Actual System Use

Statements	Mean	SD	Remarks
1. I am willing to use the website for my work.	3.42	0.54	Strongly Agree
2. I do not mind spending time learning how to use this website for my work.	3.31	0.66	Strongly Agree
3. The website improved my work quality	3.33	0.60	Strongly Agree
4. The website helps me achieve my goals efficiently.	3.52	0.54	Strongly Agree
5. I can see the importance of using this system in my daily activities.	3.32	0.66	Strongly Agree
Weighted Mean			3.38
SD			0.60
Verbal Interpretation			Very High

Table 12 presents an assessment of users' use of the FPRDI website, indicating a strong inclination toward integrating it into their work routines. With a weighted mean of 3.38 and a standard deviation of 0.60, users expressed high satisfaction with the website, indicating that its features and functionality meet or exceed expectations. The low standard deviation reflects consistent positive perceptions of usability and quality among respondents. This indicates that effective design and implementation can enhance user experience and long-term engagement, especially when websites provide clear, comprehensive, and transparent information that supports both usability and openness.

Table 13. Respondents' Level of Assessment on Public Service Delivery in the Use of the Website in terms of Quality of Service

Statements	Mean	SD	Remarks
1. The website content is regularly updated to reflect changes in services and policies.	3.40	0.60	Strongly Agree
2. The website provides clear instructions on how to access and use public services.	3.42	0.59	Strongly Agree
3. The website offers various communication channels for users seeking assistance or clarification.	3.40	0.58	Strongly Agree
4. The response time to inquiries or feedback submitted through the website was satisfactory.	3.35	0.57	Strongly Agree
5. The website provides comprehensive information about the range of services available.	3.43	0.58	Strongly Agree
Weighted Mean			3.40
SD			0.59
Verbal Interpretation			Very High

Table 13 presents the level of assessment on public service delivery of respondents who used the website in terms of quality of service. The weighted mean of all statements was 3.40, with a standard deviation of 0.59, indicating very high satisfaction with the quality of service provided through the website. This indicates that users positively observed the website's service quality. The

service delivery meets the expectations of most users.

Table 14. Respondents' Level of Assessment on Public Service Delivery in using the Website in terms of User Satisfaction

Statements	Mean	SD	Remarks
1. I am satisfied with the level of assistance and support provided through the website.	3.44	0.58	Strongly Agree
2. Using a website saves me time when accessing public services compared to traditional methods.	3.48	0.54	Strongly Agree
3. I feel confident in the security measures implemented on the website.	3.47	0.54	Strongly Agree
4. I am satisfied with the level of transparency regarding the services provided through the website.	3.46	0.53	Strongly Agree
5. The website meets my expectations regarding convenient access to public services.	3.46	0.57	Strongly Agree
Weighted Mean			3.46
SD			0.55
Verbal Interpretation			Very High

Table 14 presents valuable insights into the level of assessment of the public service delivery among respondents, focusing on user satisfaction with the website. The statements cover various aspects, including assistance and support, time-saving benefits, security measures, transparency, and convenience in accessing public services. A weighted mean of 3.46 and a low SD of 0.55 highlight a very high level of user satisfaction with the website's role in public service delivery. Users find the system efficient, secure, transparent, and convenient, reflecting its effectiveness in meeting public service needs and aligning with expectations. This strong performance highlights the website's positive impact on public service facilitation and user experience.

Table 15. Respondents' Level of Assessment on Public Service Delivery in using the Website in terms of Accessibility

Statements	Mean	SD	Remarks
1. Options are provided on the website to adjust the text size and contrast for better readability.	3.34	0.67	Strongly Agree
2. It is easy to find contact information for assistance or support on the website.	3.51	0.53	Strongly Agree
3. The website allows users to complete online transactions and applications efficiently.	3.40	0.64	Strongly Agree
4. The website's content is presented in a language that is easy to understand.	3.54	0.56	Strongly Agree
5. Overall, I am satisfied with the accessibility of the public services provided through the website.	3.53	0.52	Strongly Agree
Weighted Mean			3.47
SD			0.58
Verbal Interpretation			Very High

Table 15 presents a comprehensive assessment of public service delivery through the

website from an accessibility perspective. The statements cover various aspects, such as text adjustability, ease of finding contact information, online transaction facilitation, content clarity, and overall satisfaction. The weighted mean is 3.47, with a standard deviation of 0.58, indicating a very high level of satisfaction with the website's accessibility among respondents. This indicates that users perceive a website as highly effective in providing accessible public services.

Test of the Relationship between Demographic Profile and Respondents' Problems in using the Website

The data presentation examining the relationship between demographic factors and website usage issues and investigates how variables such as age, gender, education, and occupation influence user challenges. Through systematic data collection and rigorous statistical analysis, the study identified significant correlations and emerging patterns, providing valuable insights into user interactions with digital platforms. These findings contribute to the development of evidence-based strategies to enhance website accessibility, usability, and overall functionality for diverse demographic groups. Furthermore, the analysis informs organizations in their efforts to optimize web design, ensuring an inclusive and seamless user experience. By identifying disparities in website usability, this research facilitates targeted improvements, such as the implementation of adaptive interfaces, personalized support mechanisms, and user-centric design modifications. Ultimately, these insights support the advancement of more user-friendly and inclusive web environments that cater to a broad and diverse audience.

Table 16. Test of the Relationship between Demographic Profile and Respondents' Problems in using Websites

Demographic Profile of Respondents	Problems Encountered	Computed R	Strength of Correlation	p-value	Analysis
Age	Quality of Service	.180**	Negligible	.001	Significant
	User Satisfaction	.169**	Negligible	.001	Significant
	Accessibility	.177**	Negligible	.001	Significant
Gender	Quality of Service	-.076	No correlation	.148	Not Significant
	User Satisfaction	-.066	No correlation	.211	Not Significant
	Accessibility	-.150**	Negligible	.004	Significant
Type of Customers	Quality of Service	.025	No correlation	.642	Not Significant
	User Satisfaction	-.028	No correlation	.602	Not Significant
	Accessibility	-.079	No correlation	.133	Not Significant
Frequency of website use/visit	Quality of Service	.019	No correlation	.716	Not Significant
	User Satisfaction	-.034	No correlation	.524	Not Significant
	Accessibility	.032	No correlation	.543	Not Significant

Demographic Profile of Respondents	Problems Encountered	Computed R	Strength of Correlation	p-value	Analysis
Part of the website used/visited	Quality of Service	.044	No correlation	.403	Not Significant
	User Satisfaction	.066	No correlation	.213	Not Significant
	Accessibility	.060	No correlation	.260	Not Significant

Legend:
Correlation Coefficient (r) Value Indicator
Between ± 0.8 to ± 1.0 High Correlation
Between ± 0.6 to ± 0.79 Moderately High Correlation
Between ± 0.4 to ± 0.59 Moderate Correlation
Between ± 0.2 to ± 0.39 Low Correlation
Between ± 0.1 to ± 0.19 Negligible Correlation

Table 16 presents a correlation analysis that highlights the relationship between respondents' demographic characteristics and the challenges they face when using a website. The analysis revealed patterns between factors such as age, gender, and website usability, which can guide website design improvements.

A positive correlation was found between respondents' age and issues with Quality of Service, Usability, and Accessibility, with correlation coefficients of 0.180**, 0.169**, and 0.177** (all significant at $p < 0.01$), suggesting that older respondents encounter more difficulties navigating the site. Conversely, a negative correlation was observed between gender and access issues, particularly in accessibility, where female respondents faced more challenges than male respondents, indicated by a coefficient of -0.150**.

Other variables, such as the number of customers and the website developer, showed no significant correlations, suggesting that they did not directly impact website use issues. These results emphasize the need for website designers to consider demographic factors, particularly age and gender, to enhance user experience and accessibility. Age-related impairments, generational gaps in digital literacy, and limitations in hardware can present significant challenges for users when accessing online platforms.

Test of the relationship between the problems encountered and the level of assessment of the technology acceptance of the users of the DOST-FPRDI website

The next section examines the correlation between user-reported problems and the evaluation of technology acceptance on the DOST-FPRDI website. Using statistical analysis, the data reveal how user experiences relate to their satisfaction and acceptance of the proposed website's technology. The goal is to identify patterns and areas for improvement, offering insights to enhance user experience and optimize the website's functionality and technology acceptance.

Table 17. Test of the Relationship between the Problems Encountered and the Level of Assessment on the Technology Acceptance of Users of the DOST-FPRDI Website

Problems Encountered	Assessment of Users	Computed R	Strength of Correlation	p-value	Analysis
Quality of Service	Perceived Usefulness	-.632**	Moderately High	.000	Significant

Problems Encountered	Assessment of Users	Computed R	Strength of Correlation	p-value	Analysis
	Perceived Ease of Use	-.720**	Moderately High	.000	Significant
	Behavioral intention to use	-.601**	Moderately High	.000	Significant
	Actual system use	-.575**	Moderately High	.000	Significant
	Quality of Service	-.668**	Moderately High	.000	Significant
	User Satisfaction	-.616**	Moderately High	.000	Significant
	Accessibility	-.630**	Moderately High	.000	Significant
User Satisfaction	Perceived Usefulness	-.723**	Moderately High	.000	Significant
	Perceived Ease of Use	-.827**	High Correlation	.000	Significant
	Behavioral intention to use	-.674**	Moderately High	.000	Significant
	Actual system use	-.608**	Moderately High	.000	Significant
	Quality of Service	-.765**	Moderately High	.000	Significant
	User Satisfaction	-.717**	Moderately High	.000	Significant
	Accessibility	-.691**	Moderately High	.000	Significant
Accessibility	Perceived Usefulness	-.701**	Moderately High	.000	Significant
	Perceived Ease of Use	-.825**	High Correlation	.000	Significant
	Behavioral intention to use	-.661**	Moderately High	.000	Significant
	Actual system use	-.632**	Moderately High	.000	Significant
	Quality of Service	-.766**	Moderately High	.000	Significant
	User Satisfaction	-.699**	Moderately High	.000	Significant
	Accessibility	-.689**	Moderately High	.000	Significant

Legend:
Correlation Coefficient (r) Value Indicator
Between ± 0.8 to ± 1.0 High Correlation
Between ± 0.6 to ± 0.79 Moderately High Correlation
Between ± 0.4 to ± 0.59 Moderate Correlation
Between ± 0.2 to ± 0.39 Low Correlation
Between ± 0.1 to ± 0.19 Negligible Correlation

Table 17 presents the correlations between the problems users face with the DOST-FPRDI website and their assessments of its usability. The analysis provides insights into areas for improvement and optimization, helping researchers understand how user experiences relate to satisfaction and technology acceptance.

Correlation analysis revealed negative relationships across various factors. Perceived usefulness shows strong negative correlations with all other factors, ranging from -0.632 to -0.723, while perceived ease of use has significant negative correlations ranging from -0.720 to -0.827. Behavioral intention was also negatively correlated, with values between -0.601 and -0.674. Actual system use, quality of service, user satisfaction, and accessibility exhibit similar negative

correlations, ranging from -0.575 to -0.765.

These findings highlight the importance of positive perceptions regarding a website's usefulness, ease of use, and service quality to reduce user problems, improve user satisfaction, and foster greater usage intentions. Improved accessibility is crucial for enhancing these relationships, emphasizing the need for user-centered design that accommodates diverse abilities. The suggested improvements include providing alternative text for images, keyboard navigation options, simplified language, and optimized layouts for screen reader compatibility.

Test of the relationship between the assessment of technology acceptance and the assessment of the public service delivery of users on the DOST-FPRDI website

The following presentation examines the relationship between user assessment of technology acceptance and public service delivery on the DOST-FPRDI website. This will reveal key insights into how these two aspects interact, offering a comprehensive understanding of how well the website meets user needs and expectations. Using statistical methods, the presentation will present the data in an accessible way, supporting decision-making and strategic planning to improve user satisfaction and the overall experience on the website.

Table 18. Test of the Relationship Between Assessment of Technology Acceptance and Assessment of Public Service Delivery of Users on the DOST-FPRDI Website

Assessment of Users	Public Service Delivery	Computed R	Strength of Correlation	p-value	Analysis
Perceived Usefulness	Quality of Service	.699**	Moderately High	.000	Significant
	User Satisfaction	.664**	Moderately High	.000	Significant
	Accessibility	.602**	Moderately High	.000	Significant
Perceived Ease of Use	Quality of Service	.763**	Moderately High	.000	Significant
	User Satisfaction	.737**	Moderately High	.000	Significant
	Accessibility	.726**	Moderately High	.000	Significant
Behavioral intention to use	Quality of Service	.676**	Moderately High	.000	Significant
	User Satisfaction	.692**	Moderately High	.000	Significant
	Accessibility	.605**	Moderately High	.000	Significant
Actual system use	Quality of Service	.633**	Moderately High	.000	Significant
	User Satisfaction	.633**	Moderately High	.000	Significant
	Accessibility	.633**	Moderately High	.000	Significant

Legend:
Correlation Coefficient (r) Value Indicator
Between ± 0.8 to ± 1.0 High Correlation

Between ± 0.6 to ± 0.79 Moderately High Correlation
Between ± 0.4 to ± 0.59 Moderate Correlation
Between ± 0.2 to ± 0.39 Low Correlation
Between ± 0.1 to ± 0.19 Negligible Correlation

Table 18 presents the correlation analysis, which revealed significant relationships between user assessments of technology acceptance and public service delivery on the DOST-FPRDI website. Perceived usefulness and ease of use showed strong positive correlations with quality of service (Pearson Correlation = .699, $p < .001$ and .763, $p < .001$), user satisfaction (Pearson Correlation = .664, $p < .001$ and .737, $p < .001$), and accessibility (Pearson Correlation = .602, $p < .001$ and .726, $p < .001$). As users perceive the website as more useful and user-friendly, they favor its quality, satisfaction, and accessibility. Additionally, there is a consistent positive correlation between users' intention to use the website and their actual engagement with it (Pearson Correlation = .676, $p < .001$ and .633, $p < .001$), as well as their assessments of service quality, satisfaction and accessibility.

These findings suggest that improving perceived usefulness, ease of use, and user engagement can lead to better user evaluations of a website and its services, ultimately enhancing user satisfaction. Ajibade et al. (2017) highlighted the importance of perceived usefulness and attitude toward use in the Technology Acceptance Model (TAM), emphasizing that ease of use positively influences both perceived usefulness and users' attitude, which is crucial for successful website implementation.

The high levels of technology acceptance and satisfaction reported (Tables 13-15) highlight the FPRDI website's potential to serve as an effective digital gateway for public service delivery. The significant correlations between technology acceptance factors (perceived usefulness and ease of use) and public service delivery (Table 18) demonstrate the website's capacity to facilitate efficient access to information and services, thus fostering trust and transparency in government initiatives.

From a societal perspective, the website's high usability and accessibility ratings (weighted mean = 3.47, Table 15) align with the goals of e-governance in bridging the digital divide. Enhancing website accessibility features, such as alternative formats and multilingual support, can further democratize access to information for diverse user groups, including those with disabilities or limited digital skills.

CONCLUSIONS

Based on the demographic profile analysis, understanding user characteristics and browsing behaviors enables tailored content and resource allocation, enhancing the website's effectiveness in addressing diverse needs. The findings highlight the importance of adaptability and customization to ensure user engagement and satisfaction. The study concluded that respondents experienced minimal issues with the website, reflecting their high satisfaction with its performance, usability, and accessibility. This demonstrates the website's effectiveness in meeting user needs and expectations in public service delivery.

Users expressed positive perceptions of the website's role in facilitating Technology Acceptance and enhancing Public Service delivery. The analysis highlights the fundamental role in addressing user needs while supporting efficient service delivery. Correlation analysis revealed the impact of demographic factors on user experiences and challenges, emphasizing the need for tailored platform designs to meet diverse user needs. Improving usability, service quality, and accessibility can further enhance customer satisfaction and engagement.

The study emphasized the importance of enhancing perceived usefulness, ease of use, behavioral intention, and actual system use to improve user evaluations of the website.

Strengthening these aspects contributes to creating a more user-friendly platform and optimizing the DOST-FPRDI website for effective and satisfactory utilization in public service delivery.

The impact of this research on society and the community is profound, as it demonstrates the critical role of a well-designed and user-focused website in improving public service delivery. Ultimately, the study highlights how leveraging digital platforms for tailored and user-friendly experiences can empower communities, foster greater civic engagement, and enhance the overall quality of public services. This impact reinforces the importance of continuous improvement in digital tools to meet evolving public expectations and technological advancements. This advancement fosters transparency, supports informed decision-making, and promotes the adoption of science-based solutions, empowering various stakeholders, including researchers, entrepreneurs, and the public.

LIMITATION AND FURTHER RESEARCH

This study exclusively examined the DOST-FPRDI website, excluding the websites of other DOST agencies and government entities. The study focused on the short-term effects of the website's implementation on public service delivery, such as user satisfaction, information accessibility, and compliance with government guidelines. Conducted within a specific timeframe, the research may not capture long-term impacts. The findings and recommendations are specific to DOST-FPRDI and may not apply to other agencies with different contexts and resources.

The study relied on surveys, interviews, and analytics data, with accuracy dependent on participant input and data availability. Ethical considerations and privacy restrictions limited the scope of data collection, potentially affecting the depth of the insights. In addition, technological updates beyond the study period may not be reflected in the results.

Based on the study findings, several recommendations are proposed to enhance the DOST-FPRDI website's effectiveness and user experience. Regular updates and targeted interventions should address specific user needs while considering demographic characteristics and usage patterns. Upgrades such as participatory features, feedback systems, AI chatbots, and improved accessibility should be prioritized. Collaboration with stakeholders is essential to raise awareness of the website's role in public service delivery, while integrating social media platforms can help boost website traffic. Regular usability testing and user feedback sessions will ensure continuous optimization of the proposed platform, while training initiatives can empower users to maximize benefits. In addition, monitoring the impact of website improvements on public service delivery and adjusting strategies as needed will ensure ongoing relevance. Finally, elevating the action plan through collaboration with the DOST-ICT Consortium and DICT can promote broad adoption across other government agencies. These measures will significantly improve the website's performance and better serve its diverse user base.

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