



Republic of the Philippines
Province of Nueva Ecija
San Jose City – 3121
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TRAINING NEEDS ASSESSMENT 2026

RATIONALE

A Training Needs Assessment (TNA) survey plays a vital role in effectively identifying and addressing the learning needs of employees. The City Human Resource Management Office employs this important tool to empower departments to optimize training investments, enhance employee performance, and strengthen overall engagement, thereby securing a competitive advantage.

By focusing on the specific needs of employees, the TNA facilitates the development of tailored training programs that ensure resources are used efficiently and effectively. This approach not only helps close skills gaps but also boosts job performance, enabling employees to thrive and excel in their roles. Additionally, investing in employee development through TNA contributes to higher retention rates and fosters a culture of talent growth, ensuring the organization remains at the forefront of technological advancements.

METHODOLOGY

The CHRMO has created an online survey form to assess the required skills and knowledge, existing competencies, training preferences, and perceived training needs for the Training Needs Assessment (TNA) of LGU-San Jose City employees in 2026. Respondents were asked to rate various topics as "Much Needed," "Needed," or "Not Needed." On April 30, 2025, a total of 727 employees from LGU-San Jose City, excluding city officials, were invited to participate in the online survey via links provided to them. Out of these, 376 regular employees responded, resulting in a response rate of 51.72%, which aligns with the recommended response rate by research experts. This marks the third use of the online form to evaluate employees' needs for career development. It provides a streamlined and secure method for the City Government of San Jose to identify the specific types of training that the Human Resource Management Office should prioritize.

RESULTS:

Figure 1 shows the gender distribution among the three hundred seventy-six (376) respondents: with 137 respondents (36.4%) being male, 231 respondents (61.4%) being female, and 10 respondents (2.7%) identifying as LGBTQ+. Moreover, out of the total respondents, three hundred seventy-three (373) individuals (99.2%) expressed their willingness to attend the training/seminar, while five (5) respondents (1.3%) indicated their lack of interest (See Figure 2).

Figure 1. Gender

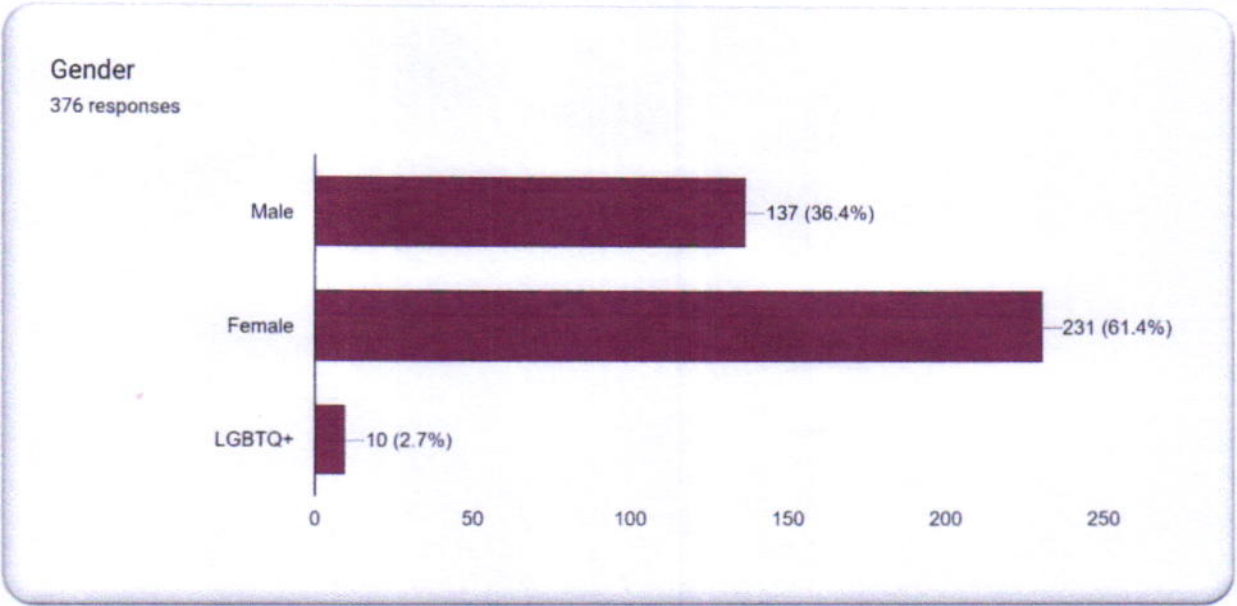


Figure 2. Willingness to Attend the Program

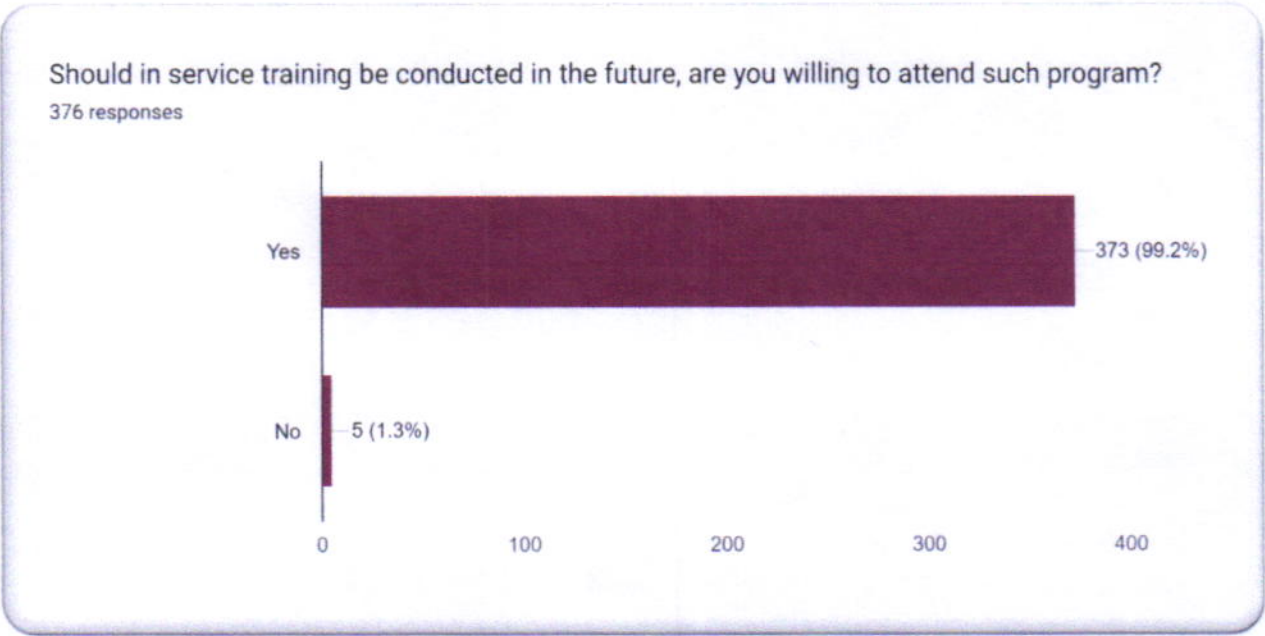


Table 1. Summary Result (Based on the Google Form Used)

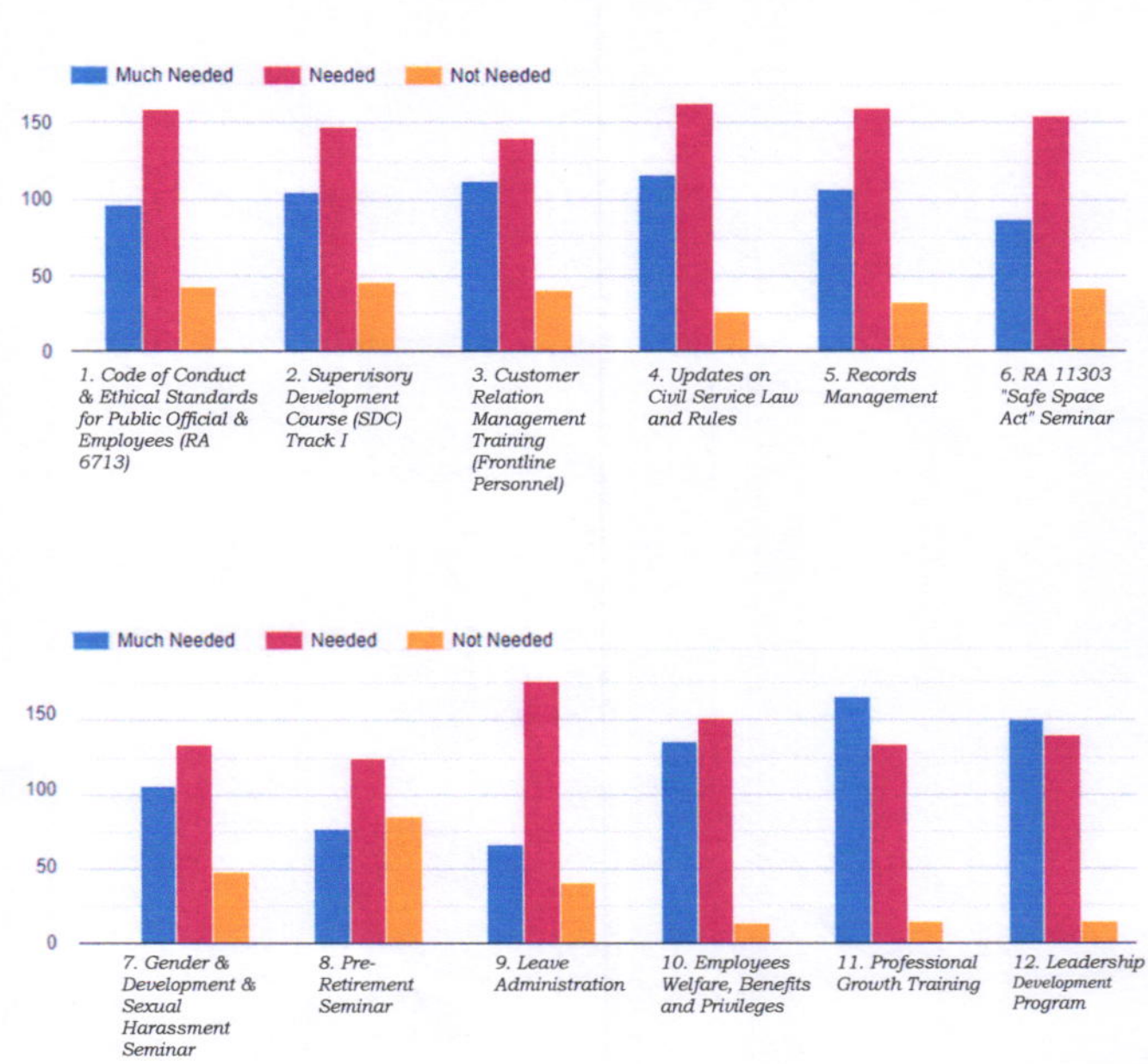
ONLINE SURVEY ON TRAINING NEEDS ASSESSMENT FOR LGU-SJC EMPLOYEES 2026

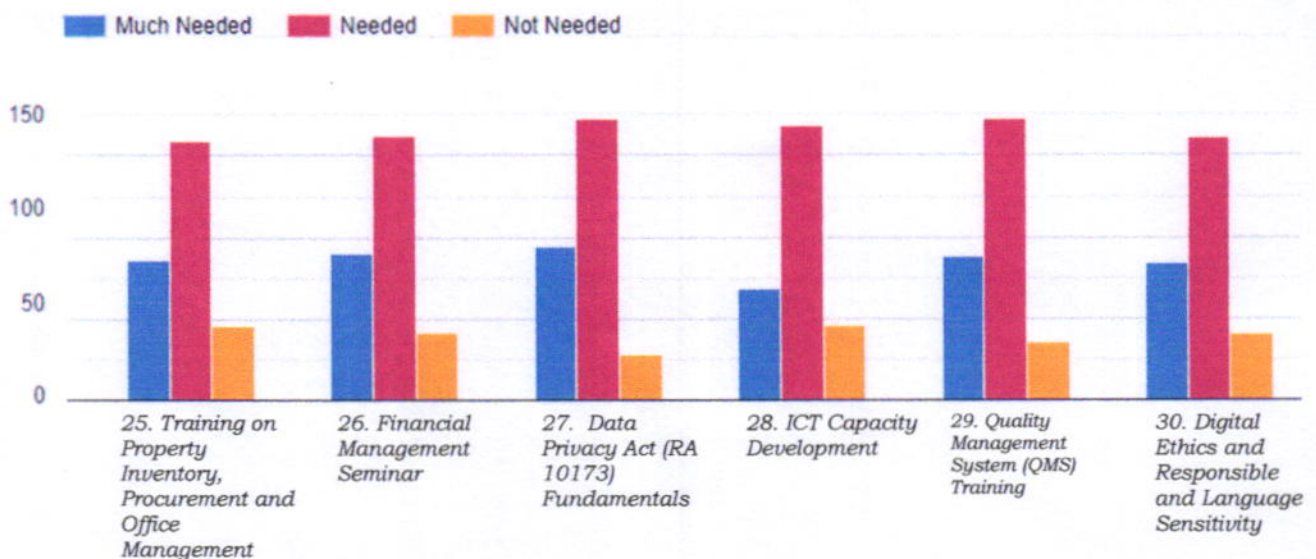
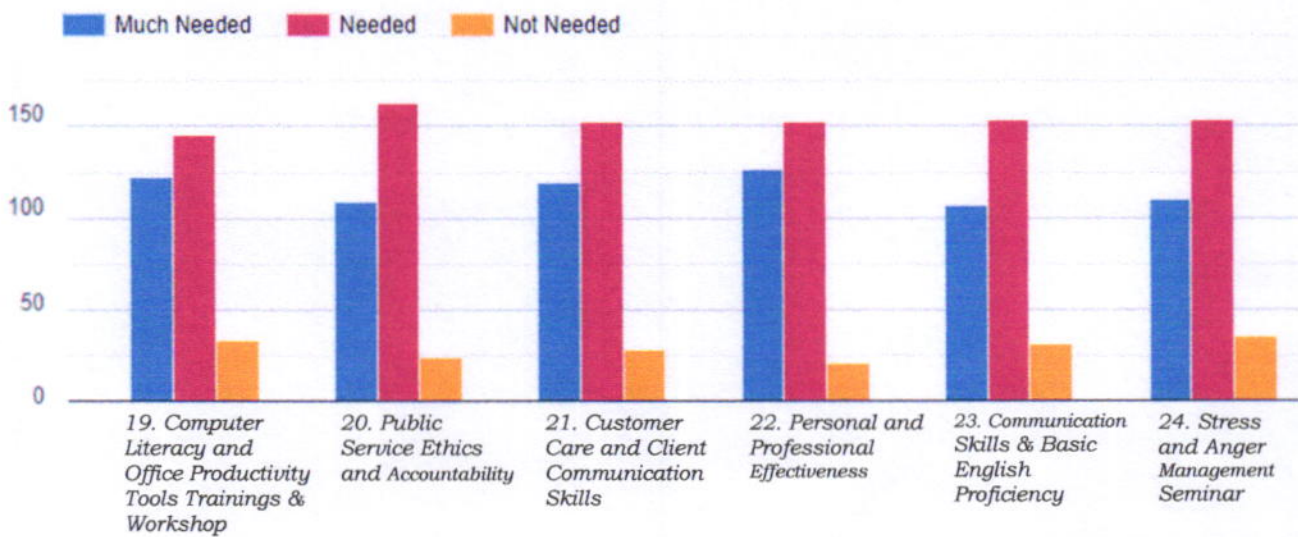
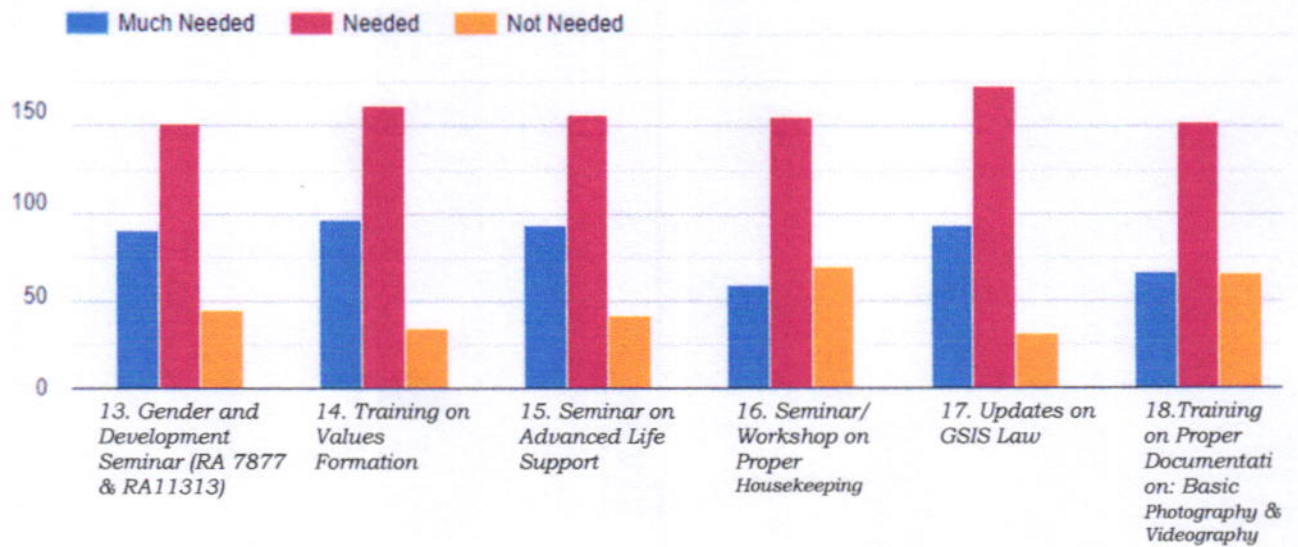
NO.	TRAINING/SEMINAR	MUCH NEEDED	NEEDED	NOT NEEDED
1	Code of Conduct & Ethical Standards for Public Official & Employees (RA 6713)	96	158	43
2	Supervisory Development Course (SDC) Track I	131	147	46
3	Customer Relation Management Training (Frontline Personnel)	162	139	40
4	Updates on Civil Service Law and Rules	116	162	26
5	Records Management	107	159	32
6	RA 11303 "Safe Space Act" Seminar	87	155	41
7	Gender & Development & Sexual Harassment Seminar	106	133	48
8	Pre-Retirement Seminar	77	123	85
9	Leave Administration	66	175	40
10	Employees Welfare, Benefits and Privileges	136	151	13
11	Professional Growth Training	166	133	15
12	Leadership Development Program	150	140	15
13	Gender and Development Seminar (RA 7877 & RA11313)	90	150	45
14	Training on Values Formation	96	161	34
15	Seminar on Advanced Life Support	93	156	41
16	Seminar/ Workshop on Proper Housekeeping	59	156	70
17	Updates on GSIS Law	93	173	31
18	Training on Proper Documentation: Basic Photography & Videography	66	152	65
19	Computer Literacy and Office Productivity Tools Trainings & Workshop	122	144	33
20	Public Service Ethics and Accountability	109	164	24
21	Customer Care and Client Communication Skills	119	152	28
22	Personal and Professional Effectiveness	127	153	21
23	Communication Skills & Basic English Proficiency	107	154	31
24	Stress and Anger Management Seminar	110	154	35
25	Training on Property Inventory, Procurement and Office Management	86	159	46
26	Financial Management Seminar	90	161	42
27	Data Privacy Act (RA 10173) Fundamentals	94	171	28

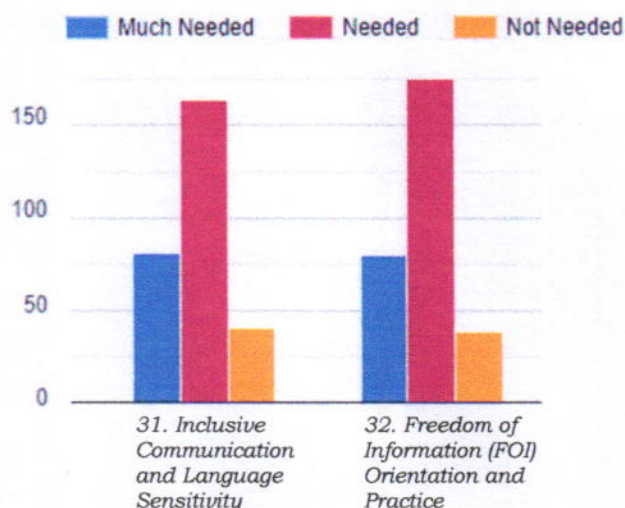
NO.	TRAINING / SEMINAR	MUCH NEEDED	NEEDED	NOT NEEDED
28	ICT Capacity Development	68	167	46
29	Quality Management System (QMS) Training	88	172	35
30	Digital Ethics and Responsible and Language Sensitivity	84	160	40
31	Inclusive Communication and Language Sensitivity	81	163	40
32	Freedom of Information (FOI) Orientation and Practice	80	174	38

Figure 3. Online Survey Result

If ever you will be sent for training, which of the following career path / areas do you think is necessary for you to receive additional training that can help in your work. Please tick/select the circle provided (Much Needed, Needed & Not Needed).







The results below state the top 10 topics in each rating category.

Table 2. Top 10 topics that were identified as “Much Needed” by the respondents.

TOP 10 – MUCH NEEDED			
NO.	TRAINING/SEMINAR	MUCH NEEDED	Percentage of the Total Respondents
1	Professional Growth Training	166	44.15%
2	Customer Relation Management Training (Frontline Personnel)	162	43.06%
3	Leadership Development Program	150	39.89%
4	Employees Welfare, Benefits and Privileges	136	36.17%
5	Supervisory Development Course (SDC) Track I	131	34.84%
6	Personal and Professional Effectiveness	127	33.78%
7	Computer Literacy and Office Productivity Tools Trainings & Workshop	122	32.45%
8	Customer Care and Client Communication Skills	119	31.65%
9	Updates on Civil Service Law and Rules	116	30.85%
10	Stress and Anger Management Seminar	110	29.26%

Table 3. Top 10 topics that were identified as “Needed” by the respondents.

TOP 10 – NEEDED			
NO.	TRAINING/SEMINAR	NEEDED	Percentage of the Total Respondents
1	Leave Administration	175	46.54%
2	Freedom of Information (FOI) Orientation and Practice	174	46.28%
3	Updates on GSIS Law	173	46.01%
4	Quality Management System (QMS) Training	172	45.74%

5	Data Privacy Act (RA 10173) Fundamentals	171	45.78%
6	ICT Capacity Development	167	44.41%
7	Public Service Ethics and Accountability	164	43.72%
8	Inclusive Communication and Language Sensitivity	163	43.35%
9	Updates on Civil Service Law and Rules	162	43.09%
10	Financial Management Seminar	161	42.82%
	Training on Values Formation	161	42.82%

Table 4. Top 10 over-all *(Two (2) points were given to a topic with a Much Needed rating and one (1) for Needed)*

OVER-ALL RATING				
NO.	TRAINING/SEMINAR	MUCH NEEDED	NEEDED	TOTAL
1	Professional Growth Training	2	-	2
2	Customer Relation Management Training (Frontline Personnel)	2	-	2
3	Leadership Development Program	2	-	2
4	Employees Welfare, Benefits and Privileges	2	-	2
5	Supervisory Development Course (SDC) Track I	2	-	2
6	Personal and Professional Effectiveness	2	-	3
7	Computer Literacy and Office Productivity Tools Trainings & Workshop	2	-	2
8	Customer Care and Client Communication Skills	2	-	2
9	Updates on Civil Service Law and Rules	2	1	3
10	Stress and Anger Management Seminar	2	-	2
11	Leave Administration	-	1	1
12	Freedom of Information (FOI) Orientation and Practice	-	1	1
13	Updates on GSIS Law	-	1	1
14	Quality Management System (QMS) Training	-	1	1

15	Data Privacy Act (RA 10173) Fundamentals	-	1	1
16	ICT Capacity Development	-	1	1
17	Public Service Ethics and Accountability	-	1	1
18	Inclusive Communication and Language Sensitivity	-	1	1
19	Financial Management Seminar	-	1	1
20	Training on Values Formation	-	1	1

FINDINGS:

An online survey conducted as part of the training needs assessment collected feedback from employees regarding areas where additional training and support are necessary. The results identified several key focus areas: supervisory skills, technical expertise, communication abilities, and leadership development. Respondents emphasized the importance of having training programs specifically tailored to their roles and responsibilities. The survey also highlighted the value of continuous learning opportunities to enhance job performance and support career advancement.

Based on the survey result, the top five (5) trainings that highly recommend topics falling under the “Much Needed” rating category, are as follows: Updates on Civil Service Law and Rules (73.94%), Professional Growth Training (44.15%), Customer Relation Management Training (Frontline Personnel) (43.06%), Leadership Development Program (39.89%), Employees Welfare, Benefits and Privileges (36.17%). The next five (5) other training got high scores are Supervisory Development Course (SDC) Track I (34.84%), Personal and Professional Effectiveness (33.78%), Computer Literacy and Office Productivity Tools Training & Workshop (32.45%), Customer Care and Client Communication Skills (31.65%) and Stress and Anger Management Seminar (29.26%).

Table 5. The over-all results show that the following are the most important topics needed to be undertaken in our training activities for 2026:

OVER-ALL RESULTS				
NO.	TRAINING/SEMINAR	MUCH NEEDED	NEEDED	TOTAL
1	Updates on Civil Service Law and Rules	30.85%	43.09%	73.94%
2	Professional Growth Training	44.15%	-	44.15%
3	Customer Relation Management Training (Frontline Personnel)	43.06%	-	43.06%
4	Leadership Development Program	39.89%	-	39.89%
5	Employees Welfare, Benefits and Privileges	36.17%	-	36.17%
6	Supervisory Development Course (SDC) Track I	34.84%	-	34.84%
7	Personal and Professional Effectiveness	33.78%	-	33.78%

8	Computer Literacy and Office Productivity Tools Trainings & Workshop	32.45%	-	32.45%
9	Customer Care and Client Communication Skills	31.65%	-	31.65%
10	Stress and Anger Management Seminar	29.26%	-	29.26%

RECOMMENDATION:

Several training topics have been identified recommend for continual learning and development for government employees. These include Updates on Civil Service Law and Rules, Professional Growth Training, Customer Relation Management Training (Frontline Personnel), Leadership Development Program, Employees Welfare, Benefits and Privileges, Supervisory Development Course (SDC) Track I, Personal and Professional Effectiveness, Computer Literacy and Office Productivity Tools Training & Workshop, Customer Care and Client Communication Skills and Stress and Anger Management Seminar. All these were rated on “Much Needed” and “Needed” on Table 5.

We strongly recommend prioritizing the identified training areas in our upcoming training initiatives. We propose allocating sufficient funding to support these programs during the fiscal year 2026. Investing in these training initiatives will help ensure our employees acquire the essential knowledge and skills they have identified as important. This effort is vital for empowering public servants to provide improved service to the City Government of San Jose and its constituents.

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