

Framework

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Abstract

This study aimed to identify and assess legal transcriptionists' performances and practices in regional trial courts toward good governance. A total of 65 legal transcriptionists in five different regional courts from Caloocan City were chosen as respondents to this study. A questionnaire validated and reviewed by experts was used to gather data via Google Forms. The data were analyzed using descriptive statistics, ANOVA, and Multiple Regression Analysis to measure the extent of the level of good governance practices on the level of performance of the legal transcriptionists based on Administrative Circular No. 24-90 in practicing legal transcription jobs in the government and Koopman's (2014) structured questionnaire for individual performance which aided in measuring the task performance scale, contextual performance scale, and counterproductive work behavior scale. The researchers also identified the good governance practices from different regional courts to validate if good governance is an existing practice in each government. This study revealed a correlation between the extents of practice based on the elements of good governance such as decision making, transparency, public participation and consultation, consultation, service delivery, corruption, and system and structure and the existing practices and performances of the respondents. Based on the findings of this study, the researcher proposed a good governance framework that would assist the legal transcription department in realigning its practices and performances to serve the public better.

Keywords: good governance framework; good governance; legal transcriptionist; judiciary

1. Introduction

The process of generating a written document known as legal transcription involves transcribing the words that are heard in audio or video recordings of judicial proceedings. Because attorneys and their assistants are always very busy, they simply do not have the time to transcribe the audio materials used in court proceedings.

The field of legal transcribing is experiencing rapid expansion and now provides a wide variety of services to its clientele. These include transcribing witness statements, interrogations, depositions, official court proceedings, legal papers, client communications, and general legal correspondence (Center for Training and Advanced Learning., Inc., 2022).

In the Philippines, a profession as a legal transcriptionist is not particularly sought after. Legal Transcriptionists II National Certificates were available via the Technical Education and Skills Development Authority (TESDA) (NCLT2). TESDA (2022) explained that NC2LT2 entails converting documents into textual files, which may have been initiated as audio or video files.

The final portion of the course will consist of an evaluation with a foreign assessor who will check the listening ability of the participants, as well as a real transcription of a variety of legal documents format, in which the information they

A finishing course in NCLT2 is divided into three categories:

Basic Competencies

1. Work in Team Environment
2. Practice Career Professionalism
3. Practice Occupational Health and Safety Procedures

Common Competencies

1. Apply Quality Standard
2. Perform Computer Operations

Core Competencies

1. Use Legal Terminology to Carry Out Tasks
2. Produce Text from Audio Transcription
3. Edit and Revise Text

Because of the necessity for a high degree of attention, not many people choose this line of

work as a profession. In point of fact, there are less than ten schools in the Philippines that are TESDA partner institutions. However, working online as a legal transcriptionist is a lucrative employment option.

There is a correlation between workers' views of proper compensation and benefits, the organization's performance, and their level of job satisfaction (Edwards, 2008).

Research dating back more than 30 years (Gerhart, 1987) shows that pay and benefits, according to how employees view themselves in their roles, have ranked high on job satisfaction factors. This is true even though compensation and conditions weren't the only rationales people found gratification in their worksites.

The provision of opportunities, venues, and processes that increase people's involvement in decision-making, contribute to the empowerment of those people and boost transparency, accountability, and the rule of law is an essential component of good governance.

To transcribe court documents, the government procured the services of a legal transcriptionist. There are stenographers as well as court transcriptionists working at the regional court.

This research adds to the collection of studies, particularly in legal transcription practice and public administration. The study serves as an additional input to explain the essence of the Good Governance framework and its possible application in assisting nationals abroad, such as in repatriation during disruptive times.

Compared with other existing studies, the unique feature of this research is the examination of the performances and good practices of the legal transcription department specifically. Other studies focused only on legal transcription as a career. On the other hand, most of the studies concerning good governance framework focus on the work of the government worker. Still, this research has given attention to the performance of the legal transcription department in the context of good governance.

The well-being of a society relies on ensuring that all its members have a stake in it and do not feel excluded from the mainstream. This necessitates that all populations, especially the most disadvantaged, have the opportunity to improve or maintain their health (United Nations, 2021).

Good governance is characterized by procedures and institutions that create outcomes that fulfill the requirements of society while maximizing the use of available resources. In the context of good governance, the idea of efficiency encompasses the sustainable use of natural resources and environmental preservation (United Nations, 2021).

Participatory, effective, accountable, and pro-poor local governance is the goal of the Good Governance Learning Network (GGLN), an organization of South African non-governmental organizations (NGOs). Civil society organizations working on problems of local government and citizen involvement in South Africa formed the network in 2003 as a way for them to network and exchange information to enhance local democracy (Good Governance Learning Network, 2022). Other aims include documenting and disseminating best practices, training practitioners, advocating, and raising awareness of the significance of participatory local government.

It is the normative criteria of development that are established by good governance. The rule of law is maintained in economic, political, and administrative institutions and processes through fostering participation, ensuring openness, demanding responsibility, and promoting efficiency. It is a sign of political maturity, but it is also necessary for economic progress and the alleviation of poverty since large-scale investment and the funding of social programs both need specific basic standards of governance (NEDA, 2022).

The literature also provided the theoretical framework and models which will be the main foundation of the conduct of this study, such as the agent theory, Good Governance Learning Network (GGLN) in identifying the elements of good governance, and Koopman's (2015) Individual Self-Assessment in Level of Performance. In verifying the task performance skills of the legal transcriptionists, the Administrative Order ADMINISTRATIVE CIRCULAR NO. 24 – 90, JULY 12, 1990. This research will apply the theories, models, and studies presented in the context of good governance. This paper highlights the critical and relevant research and writings about legal transcriptionists as a career and how they interpreted their practice. It includes discussing the common practices in the government offices to do their job properly. This will set a clear understanding of the definition of the said term. Topics about the importance of being competent in the job are used as a basis in this study. Moreover, the explanation of the necessary information for practicing good governance was also covered in the review. The last part of the review was about the previous frameworks of good governance, which would aid in developing this study's specific good governance framework.

1.1. Research Objectives

This study aimed to identify and assess the extent of the level of good governance performance and its effect on the level of performance of the legal transcriptionists. Then,

the researcher tried to find out if there was a significant difference and impact between the said variables. Also, it intends to find the common practices in the regional trial courts based on the elements of good governance. In the last part of this paper, the researcher proposed a possible good governance framework suitable for legal transcription department based on the study's findings. Moreover, this study tried to determine whether there is a significant difference between the levels of performance of the legal transcriptionists on the extent of good governance practices. It also aimed to identify the good governance practices common among the regional trial courts.

1. What is the extent of level of good governance performances and practices in legal transcription department of regional judiciary court?
2. What is the extent of good governance based on the level of performance when practicing as a judiciary legal transcriptionist?
3. What are the best practices in the legal transcription department in terms of good governance?
4. Does the level of good governance has a significant effect on the level of performance of the legal transcriptionists?
5. Based on the finding, what good governance framework for legal transcriptionists in the regional judiciary can be proposed based on the best practices in Caloocan City?

1.2. Research Hypothesis

This paper included the corresponding hypotheses to be tested:

1. HO: There is no significant difference between the extent of level of good governance practices and performances among the legal transcriptionists on the legal transcriptionists' level of performance.
2. H1: There is a significant difference between the extent of level of good governance practices and performances among the legal transcriptionists on the legal transcriptionists' level of performance.

3. HO: There are no common good governance practices among the regional trial courts.
4. H1: There are common good governance practices among the regional trial courts.

1.3. Theoretical Framework

(Logan, 2022) mentioned that in light of the fact that governance theory is rapidly becoming the preeminent political theory in response to the change, the values supporting the discourse and the texts that are consistent with them have assisted in revising the theory of government in mainstream politics and were agreed upon by politicians, academics, officials, and business people from all over the world. The theory of agency is utilized to comprehend the relationships between agents and principals. The agent represents the principal in a particular business transaction and is expected to put the principal's best interests ahead of their own. The divergent interests of principals and agents may cause conflict since specific agents may not always behave in the best interests of the main. Miscommunication and conflict may arise in various difficulties and discontent inside businesses.

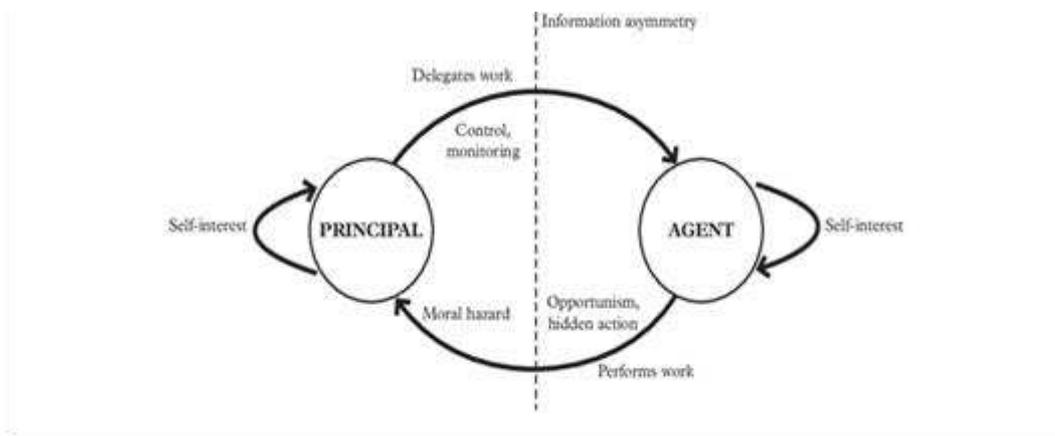


Fig. 1 Agency Theory (Slyke, 2006 as cited in Voordijk, 2015)

When applicable in this study, the agency is the regional trial courts and judiciary offices where the legal transcriptionists are currently working. Administrative orders served as a guide for the legal

transcriptionists to practice their profession. The agent represents the legal transcriptionists, and how they perform their job reflects the effectiveness of the governance of the legal transcription department.

1.4. Conceptual Framework

Thus, the writer proposed this conceptual framework which serves as an outline in writing this study wherein the governing rules of the judiciary affected the level of performance of the legal transcriptionists.

Figure 2 shows a simple representation of the conceptual framework which guided the researcher in the conduct of this study. This research first measured the extent of the level of good governance as practiced by the legal transcription department of each regional trial court. Seven elements had been indicated: Decision Making, Transparency, Public Participation and Consultation, Disclosure, Service Delivery, Corruption, and System and Structures. The researcher also asked the participants to check the good practices that had been existing in their offices using good governance as a basis. Then, the researcher identified the level of performance of the legal transcriptionists.

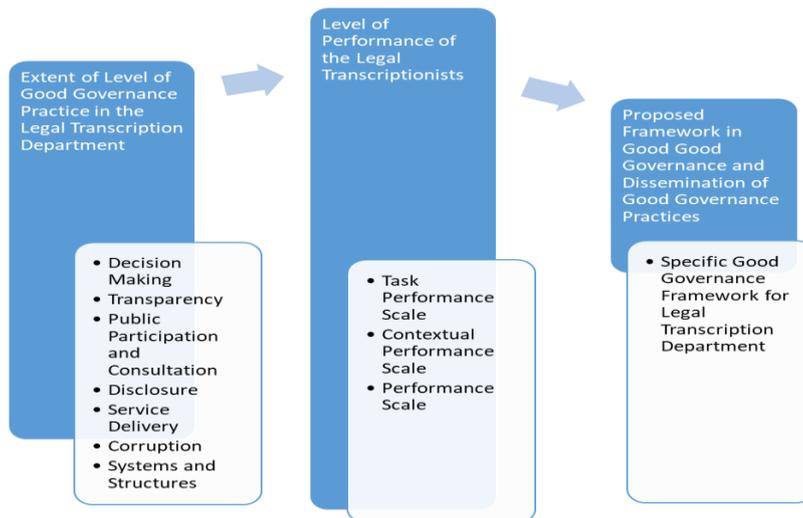


Fig 2. Conceptual Framework

1.5. Significance of the Study

The significance of this study includes the following:

Caloocan City Regional Trial Courts – The findings of this study will contribute to a proper assessment of the legal transcriptionists' practices based on the good governance framework. The proposed framework will ensure that the legal transcriptionists practice their profession according to the law and good governance framework.

Legal Transcriptionists– This study will address the performance and possible problems of legal transcriptionists.

This study would directly affect them in observing that they practice their profession according to the law and in observance of good governance. When answering the questionnaire, the legal transcriptionists will realize if they are familiar with the law in practicing legal transcription correctly. The framework will help them to learn the importance of their tasks in the regional trial court and how they could better serve the Filipinos.

TESDA – Since this is a vocational course in TESDA, this study would aid the TESDA officers in deciding the competencies for legal transcription to understand the governing rule in practicing this career. Hopefully, this will shed light on promoting this career for Filipino job seekers.

Future Legal Transcriptionists – This research will help future practitioners understand the administrative law they must observe if they want to work as legal transcriptionists in the regional trial courts.

Future Researchers – The study can help future researchers interested in the same topic or related. The recommendations of this research will give future researchers an idea to further explain or criticize the results of this study.

2. Methodology

This research is both an explanatory and evaluative type of study where it assessed the effectiveness of the extent of good governance and the performance level of the legal transcriptionists in the regional

trial court. This study included a tally of good practices from the selected regional trial courts. It used a quantitative approach through appropriate statistical analysis to interpret the data.

This study was conducted in the selected regional trial courts in Caloocan City. The research chose the said city as the locale of this study. Since the population of the legal transcription is small and the sampling will be purposive, the researcher had chosen this locality since the writer had personally known some of the legal transcriptionists working from these offices.

Also, due to the difficulty of traveling because of the pandemic, the researcher, a resident of the same city, has more accessible access to coordinate with the assigned office related to concerns of the said local government unit without compromising health safety.

The researcher purposively selected the legal transcriptionists who will serve as this study's main respondents. The researcher contacted the legal transcriptionists in established regional trial courts and asked their permission to participate in the study. The researcher asked for a referral from the legal transcriptionists she knew to participate in this study. To complete the data gathering, the researcher joined the Secret Facebook Group of Filipino Transcriptionists wherein the writer uploaded the questionnaire and invited legal transcriptionists to participate in the study. Since the population of legal transcriptionists is small, all the legal transcriptionists in the five regions were invited to participate in the study. Therefore, the respondents were able to gather the legal transcriptionists working in the selected regional courts to answer the Google Form Questionnaire. The request to participate in the research was communicated through email, social media platforms, and written letters.

Since the study's respondents are small, all 65 respondents from the five regional trial courts were included. For the validity of the test, the researcher inquired from the secret group on Facebook for legal transcriptionists to answer the questionnaire. All respondents work in the regional trial courts, and the table below shows the corresponding tally. The quantitative data were gathered through an online survey (Google Form). The researcher utilized a self-made survey questionnaire based on the demographic profile, elements of good governance, and level of performance **of the legal transcriptionists**. The questionnaire shall include the following parts:

1. Part I. Demographic Profile of the Legal Transcriptionist
2. Part II. The Extent of the Level of Good Governance in the Legal Transcription Department of the Regional Trial Court:
3. Part III. Level of Performance of the Legal Transcriptionists
4. Part IV. Common Good Governance Practice

To determine the extent of the level of good governance in the legal transcription department of the regional trial courts, the scales below were used to measure the variables. Below were the rating options in the questionnaire used by the respondents to evaluate the extent of the level of governance and performance of the legal transcriptionists.

Numeric Value	Descriptive Rating
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

To interpret the measurement of the level of satisfaction before and after the repatriation programs, the norm that was used is shown below:

Range	Interpretation
3.26 – 4.00	Strongly Agree
2.25 – 3.25	Agree
1.76 – 2.50	Disagree
1.00 – 1.75	Strongly Disagree

The survey questionnaire was sent to the respondents via Google Form link. The researcher briefly explained the administrative order in practicing legal transcription in the regional trial court. All the participants had assured the respondents that they were aware of the administrative order and that it was part of the curriculum and onboarding ceremony as legal transcriptionists. The request to participate in the research was communicated through email, social media platforms, and written letters.

The statistical treatment or methods that were used to analyze the data are weighted mean, standard deviation, and ANOVA. For problem no. 1, weighted mean and standard deviation were used to measure the level of good governance. For problem no. 2, the writer used weighted mean and standard deviation to identify the extent of good governance based on the level of performance of the legal transcriptionists. For problem no. 3, the writer used percentage and frequency to identify the good governance practice in each regional trial court. For problem no. 4, the researcher used ANOVA and MULTIPLE REGRESSION to validate the significant effect of good governance on the level of performance of the legal transcriptionists.

After the researcher had analyzed the data, a proposed good governance model was formulated for practicing legal transcriptionists in the regional trial course. This was based on the results and discussion of the paper to answer problem no. 5. which is the significant effect of the level of performance and extent of good governance practice in the legal transcription department. The researcher had included dissemination of good governance practices. The researcher then discussed the survey's interpretation to answer the problem statement.

3. Results and Findings

1. What is the extent of level of good governance practices in legal transcription department of the regional judiciary court?
 - 1.1. The first element of Good Governance is Decision Making. If the company had been practicing good governance, the employees would not be afraid to decide on matters pertaining to the job. In the corresponding questionnaire, five questions aided in verifying if the respondents had been practicing decision making in the regional trial

court. In decision making Q1, the respondents were asked if they attended a weekly meeting within the department, and the score is 2.66 or AGREE. Q2 asked the respondents if they participated in the monthly meeting with the whole department; the result was 3.08 or AGREE. Q3 asked the respondents if there were problem with work, the manager had helped them within 24 hours and the result is 2.55 or agree. Q4 had asked the respondents if the higher management had problem with their work, they would talk with them.

- 1.2. The second element of the level of good governance practices is Transparency. Being transparent in the workplace means the worker could showcase their works to others for validity. Q1, in transparency, inquired if the respondents would provide copies of the manuscript to all agencies, and the score of the legal transcriptionists is 2.54 or AGREE. Q2 asked if the respondents would give a progress report of their target market, and the response was equivalent to 2.62 or AGREE. Q3 asked the respondents if they provided a progress report of their accomplishment; the score is 3.65 or STRONGLY AGREE. For Q4, the respondents were asked if they were aware if their reports were consolidated and distributed to others, and the score was 2.54 or AGREE. In Q5, the respondents were asked if they participated in a public meeting with the auditor; the score was 2.66 or AGREE.
- 1.3. The next element of good governance is disclosure. It acknowledged the necessity of the legal transcriptionists to reveal their transcription whenever necessary. The respondents said AGREE or 3.21 with Q1, which stated that once the transcription is validated and approved by the manager, they would disclose the transcribed notes to the public. In Q2, the respondents said AGREE or 3.21 that they were required to disclose the manuscript to an internal member of the organization once requested. In Q3, the respondents said STRONGLY AGREE or 3.38 that they had been required to disclose the manuscript to the public once asked. In Q4, the respondents said AGREE or 3.42 that the manuscript had been public once approved by the organization. In Q5, the respondents said AGREE or 3.12 that in their opinion, they had been disclosing the information to the public and all stakeholders effectively. The overall score in disclosure is 3.18 or Agree.

- 1.4. The next element of good governance is Service Delivery. Public officers are responsible for providing the best quality to the public. In Q1, the respondents AGREE or 2.58 that they were accountable to the manuscript at all costs. In Q2, the respondents AGREE or 2.62 that their department had a service standard rule to respond timeously to the complaints. In Q3, the respondents AGREE or 2.57 that the internal and external survey measures the work's success. In Q4, the respondents AGREE or 2.55 that they observed indigent policy. In Q5, the respondents AGREE or 2.80 that they had a proven project management system of delivery. The overall result is 2.62 or AGREE, which showcased that the respondents had agreed that they provided quality service to the public.
- 1.5. In Q4, they scored STRONGLY AGREE or 3.74 that they would not accept bribery in exchange for anything related to their practice. In Q5, they scored STRONGLY AGREE or 3.48 that if a legal transcriptionist would commit corruption, there is a readily available sanction for the legal transcriptionists. The overall score of Corruption is 3.41 or STRONGLY AGREE.
- 1.6. The last element in good governance is System and Structure. This deals with the operational procedure of the legal transcription department in assuring that the work is in order all the time. In Q1, the respondents AGREE or 3.12 that their department had the policy in the discipline. In Q2, the respondents AGREE or 3.12 that their office had the policy for procurement. In Q3, the respondents AGREE or 3.17 that their office had a policy with compliance. In Q4, the respondents AGREE or 2.55 that they had a policy in risk management. In Q5, the respondents AGREE or 2.60 that they had policies dealing with corruption. In Q6, the respondents AGREE or 2.78 that they had a policy in financial reporting. In Q8, the respondents AGREE or 2.71 that the public had been aware of the organization's conduct. In Q9, the respondents AGREE or 2.68 that they had pieces of training and know the different policy types. In Q10, the respondents AGREE or 2.68 that there is an appraisal of each code of conduct. In Q11, the respondents STRONGLY AGREE or 3.72 that there is a written formal procedure for conducting disciplinary hearings. In Q12, the respondents AGREE or 2.68 that their department's performance had been appraised regularly. In Q13, the respondents

AGREE or 2.68 that their performances had been appraised monthly. In Q14, the respondents STRONGLY AGREE or 3.52 that there had been remuneration equivalent to performance management. In Q15, respondents 2.59 that their systems and structure had an effective practice based on their opinions. Working in the government had been a series of systems and structures. The higher management would develop a policy for every item that must be validated regularly. The legal transcriptionists could also apply for a higher rank if they had been qualified for an appraisal, which would include a higher remuneration. One of the enticing reasons to work in the government is the stability of the position and additional remunerations from the Philippine government.

The level of good governance practice in the legal transcription department is 3 or had an equivalent of AGREE by the legal transcriptionists based on the questionnaire required for their perception of each element. The AGREE responses meant that the respondents had favorably perceived that they had observed the extent of level of governance practices in their department. The legal transcriptionists who participated in this study firmly understood how to practice good governance.

2. What is the extent of good governance based on the level of performance when practicing as a judiciary legal transcriptionist?
 - 2.1. The task performance task showed that the legal transcriptionists were familiar with the jargon legal terminologies since they were exposed to it every day. They assured the accuracy of their manuscript with less than 10% of errors. They are meticulous in doing the job and they would plan out what they would do for the day. They are also not easily distracted from work even if other things are happening around them. They fully observed the administrative task order and submit their documents on time. Based on the ability and competency to do the task, the respondents are well knowledgeable on how to do the task even before joining the regional trial court.
 - 2.2. Contextual performance refers to how the respondents would be accountable for the tasks that they handled and also their relationship with their co-workers. It also dealt with how they understood the significance of their job position within the organization. The overall score of the respondents on the contextual performance scale is AGREE, or 2.87. The results showed that the respondents had taken full responsibility for their work at all costs.
 - 2.3. The counterproductive work performance scale referred to the behavior of the respondents when no one was looking. Some of these behaviors were practiced by

workers without realizing their negative effect on their work. In Q1, the respondents scored AGREE or 2.95 that they would complain about unimportant matters at work that would not be relevant to their transcription tasks.

The task performance scale, contextual performance scale, and counterproductive scale had scored AGREE. The overall score is 2.98 or AGREE. The data revealed that the respondents were competent in doing their tasks, and they had the capabilities to do them properly. They had been familiar with the administrative order and observed it as government officials.

3. What are the best practices in the legal transcription department in terms of good governance?

The results had shown that best practicing in dealing with corruption had been observed in Caloocan regional trial court with 18.47%, this is followed with system and structure with 16.50%; transparency with 15.60%; decision making with 13.55%; disclosure with 12.73%; service delivery with 11.99% and public participation and consultation with 11.17%.

The results had shown that the regional trial court had existing practices in relation with good governance. Their top priority is to avoid corruption and the least of their priority is public participation and consultation.

4. Does the level of good governance have a significant effect on the level of performance of the legal transcriptionists?

Table 1 Multiple Regression Analysis on the Level of Good Governance and The Level of Performance of Judiciary Legal Transcriptionist in Terms of Task Performance Scale

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sigma
	B	Std. Error	Beta		
(Constant)	.720	.454		1.586	.118
Decision Making	-.026	.053	-.051	-.489	.627
Transparency	.142	.058	.287	2.432	.018
Public Participation and Consultation	.035	.024	.157	1.479	.145
Disclosure	.011	.025	.045	.428	.670
Service Delivery	.101	.048	.255	2.089	.041
Corruption	.254	.074	.465	3.451	.001
System Structure	.246	.093	.322	2.634	.011
R square = 0.434 F = 6.249 df ₁ = 7 df ₂ = 57 p-value = 0.000					

A multiple regression was calculated to determine whether the level of performance of judiciary legal transcriptionist in terms of Task Performance scale was affected by the Level of Good governance practices in the legal transcription department. The data presented in Table 1 showed the value of R squared ($R^2=0.434$) which denotes that 43.4 % of increase in the level of performance in terms of Task performance scale is attributed to the level of good governance practices in the legal transcription department. The p-value= 0.000 generated from the ANOVA table explains that there was enough evidence to show that the level of performance in terms of Task performance scale is significantly affected by Level of good governance practices.

The respondents also agreed that the level of performance is not significantly affected by the Decision Making ($p = 0.627$), Public Participation & consultation ($p = 0.145$) and Disclosure ($p = 0.670$) while the Transparency ($p = 0.018$), Service Delivery ($p = 0.041$), Corruption ($p = 0.001$) and Systems and Structure ($p = 0.011$) has a significant influence to the Level of performance of judiciary legal transcriptionist in terms of Task Performance scale.

Table 2 Multiple Regression Analysis on The Level Of Good Governance and The Level of Performance of Judiciary Legal Transcriptionist in Terms of Contextual Performance Scale

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sigma
	B	Std. Error	Beta		
(Constant)	.654	1.011		.647	.520
Decision Making	.269	.118	.252	2.281	.026
Transparency	.007	.130	.007	.057	.955
Public Participation And Consultation	.014	.053	.030	.266	.792
Disclosure	-.082	.055	-.165	-1.491	.142
Service Delivery	-.039	.108	-.047	-.363	.718
Corruption	-.272	.164	-.236	-1.662	.102
System Structure	.916	.208	.568	4.407	.000
R Square = 0.372					
F = 4.827					
Df ₁ = 7					
Df ₂ = 57					
P-Value = 0.000					

A Multiple Regression was calculated to determine whether the level of performance of judiciary legal transcriptionist in terms of contextual performance scale was affected by the level of good governance practices in the legal transcription department.

The data presented in Table30 shows the value of R squared ($R^2=0.372$) which denotes that 37.2 % of increase in the level of performance in terms of Contextual Performance Scale is attributed to the level of good governance practices in the legal transcription department. The p-value= 0.000 generated from the ANOVA table explains that we have enough evidence to show that the level of performance in terms of Contextual Performance Scale is significantly

affected by Level of good governance practices. The respondents also agreed that the level of performance is not significantly affected by the Transparency ($p = 0.955$), Public Participation & consultation ($p = 0.792$), Disclosure ($p = 0.142$), Service Delivery ($p = 0.718$) and Corruption ($p = 0.102$) while Decision Making ($p = 0.026$) and Systems and Structure ($p = 0.000$) has a significant influence to the Level of performance of judiciary legal transcriptionist in terms of Contextual Performance Scale.

Table 3 Multiple Regression Analysis on the Level of Good Governance and the Level of Performance of Judiciary Legal Transcriptionist in Terms of Counterproductive Work Behavior Scale

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sigma
	B	Std. Error	Beta		
(Constant)	1.432	1.166		1.228	.224
Decision Making	.138	.136	.130	1.016	.314
Transparency	.052	.150	.050	.348	.729
Public Participation and Consultation	.044	.061	.093	.718	.476
Disclosure	-.024	.063	-.048	-.376	.708
Service Delivery	-.136	.124	-.163	-1.096	.277
Corruption	.057	.189	.050	.303	.763
System Structure	.402	.240	.250	1.678	.099
R square = 0.159 F = 1.544 $df_1 = 7$ $df_2 = 57$ p-value = 0.171					

A multiple regression was calculated to determine whether the level of performance of judiciary legal transcriptionist in terms of Counterproductive Work Behavior Scale was affected by the Level of Good governance practices in the legal transcription department.

The data presented in Table 31 showed the value of R squared ($R^2=0.159$) which denotes that 15.9 % of increase in the level of performance in terms of Counterproductive Work Behavior Scale is attributed to the level of good governance practices in the legal transcription department. The p-value= 0.171 generated from the ANOVA table explains that we have enough evidence to show that the level of performance in terms of Counterproductive Work Behavior Scale is not significantly affected by Level of good governance practices. The respondents also agreed that the level of performance is not significantly affected by all the predictors of good governance practices such as Decision Making ($p = 0.134$), Transparency ($p = 0.729$), Public Participation & consultation ($p = 0.476$), Disclosure ($p = 0.708$), Service Delivery ($p = 0.277$), Corruption ($p = 0.763$) and Systems and Structure ($p = 0.099$).

5. Conclusion

This study showed that the respondents were aware of good governance practices and administrative order—this facilitated the questionnaire because the chosen respondents were confident and competent to answer the questions. Notably, the findings of the study are the following.

1. Based on the profile of the respondents, most of the respondents are from Generation Z. As part of generation Z, they are well-adept in technology. Since transcription is one of the most promising online careers during the pandemics, many are enticed with this profession from generation Z. Majority of the respondents are female, and it is expected because this is a secretarial job. Still, there is a good number of male practitioners as well. All respondents are college graduates and had NC 2 in Legal Transcription certification from TESDA. Most are entry-level in the regional trial court and have 1-2 years of experience as legal transcriptionists.

2. When it comes to the level of good governance practice, the respondents had answered AGREE or 3 and believed that their respective offices had been practicing good governance. According to the legal transcriptionists, they felt that their department had a high degree of governance. They scored AGREE in decision-making questions, AGREE in openness, AGREE in public engagement and consultation, AGREE in disclosure, AGREE in service delivery, STRONGLY AGREE in corruption, and AGREE in system and structure. The legal transcribers who participated in this research clearly knew what constitutes effective governance.
3. When it came to the extent of good governance based on the level of performance when practicing as judiciary legal transcriptionists, the respondents scored AGREE or 2.78, which showed that they were competent with the job. They could do the task with minimal supervision. The results showed that the people who took the survey could do their jobs correctly and were skilled. As government personnel, they are aware of the administrative order. They had an excellent working connection with their coworkers. They would not hesitate to step in if others could not commit to the untranscribed materials since it was part of the administrative order. However, they had also engaged in counterproductive conduct, admitting that they would not adhere to the procedure if it were not implemented. In the Caloocan regional trial court, the best practices in dealing with corruption were observed as most important, followed by system and; transparency, decision making; disclosure; service delivery; and public participation and consultation. At one of the government offices, there is a standard protocol that the government office would implement for all the sector offices.
4. Based on the result, the task and contextual performance scale significantly affected the extent of the level of governance. On the other hand, the counterproductive performance had no significant effect on the extent of the level of governance. Even though most respondents would not do their tasks properly if there were no governing rules, most would still choose to do the right thing and perform the task based on good governance and administrative order.

6. Recommendations

The legal transcriptionists of the judiciary are recommended to review its governance framework to allocate the needs of the workers properly. In terms of demographic, the results had proven that the new generation would prefer this career. The TESDA could review its components

of competencies to properly align with the job expectation as a legal transcriptionist in the judiciary. The administrative order should be included in the competency. One of the most important elements, stenography, is not included in the competency many legal transcriptionists would use this style of writing during court hearings. There could be a proposal to include this in the national certification assessment.

When dealing with the extent of good governance, their data had shown only quantitative data. Since the respondents' population is small, a qualitative interview might help the researcher come up with an explanation for why they had chosen their answers.

Among the elements, the respondents were most familiar with Corruption. The other elements must be reiterated and reviewed by the government offices. There could be a separate seminar that would discuss each element and how the participants could align how they would do their work and the assessments they would do to assure the government that they were on the right track.

1. The responses of the participants are based on their perceptions. There could be a more technical way to verify the accuracy of the transcription. This could be a specific study to help the participants develop more accurate transcription.
2. Each regional court has its best practices in practicing good governance. The regional courts should review the best practices from other regional courts and check (and eventually apply) the best practices in their department. There might be other practices from legal transcriptionists in the supreme court. This should be identified, and this could aid in creating a better plan for good governance. The results of this study had been utilized to come up with a good governance framework that would be specific for the legal transcription department. This could be a pattern that the regional trial court could use to ensure that the legal transcription department had been on the right track in serving the public and that all elements had best practices that could implement and standardize for other legal transcription departments.

Good Governance Framework Based on Good Practices and Individual Performance of Legal Transcriptionists

To strengthen the legal transcription department of the regional trial court, the researcher proposed the **Good Governance Framework for Practicing Legal Transcription** as shown below,

based on the findings of this study. This study is adopted from Agent Theory which the researcher believed would be the most appropriate theoretical theory for government officers.

After the respondents had summarized the best practices from five regional trial courts. In this framework, the writer incorporated the list of good governance practices based on decision making, transparency, public participation and consultation, disclosure, service delivery, corruption, and system and structure.

When using this framework, the officer-in-charge could identify the best practices that are common in each court and adopt them suit to their organization.

The PRINCIPAL represents the Filipino people. Their taxes are for government operation. The AGENT represents the legal transcriptionists hired by the regional trial court. This good governance framework could help their department to assure that the PRINCIPAL had been properly served by them and they are working to represent the good governance of the Philippine Government System.

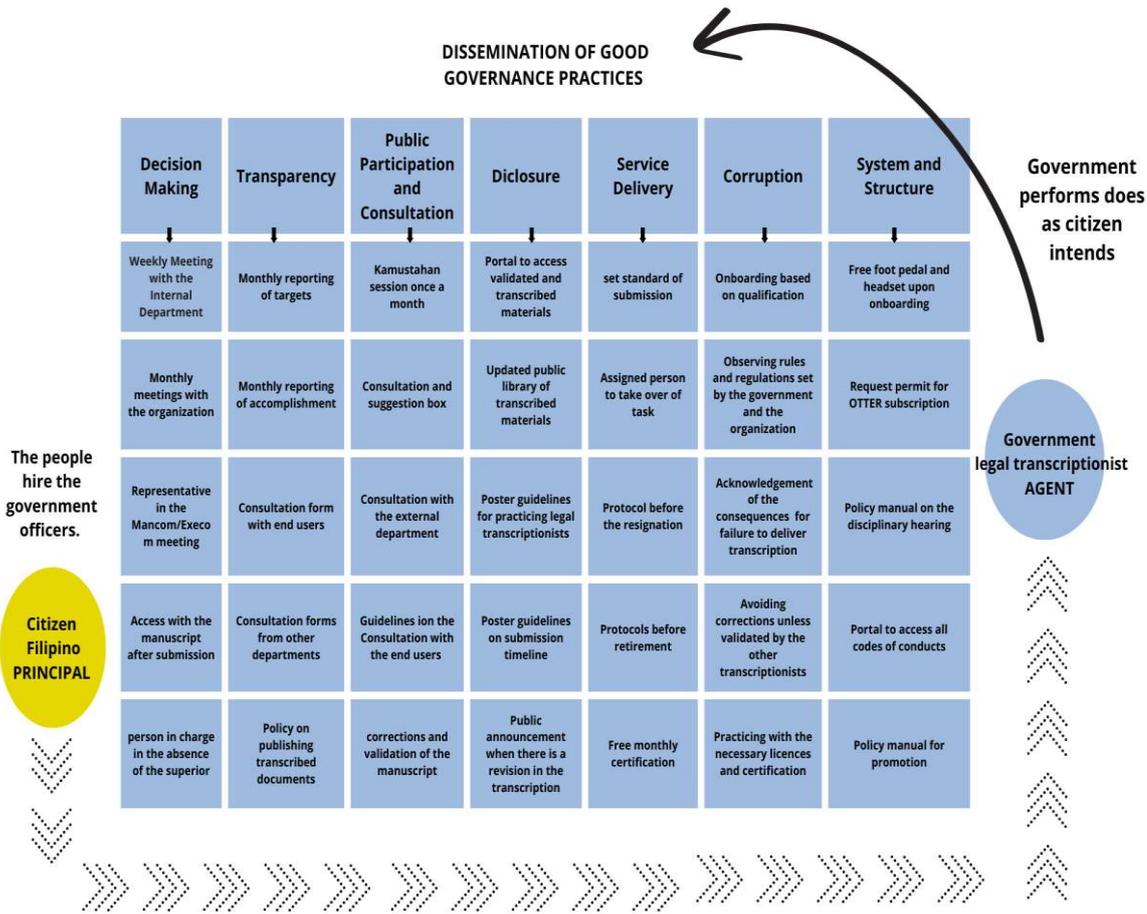


Figure 3 Proposed Good Governance Framework for Legal Transcriptionists

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