

Critical Success Factors and the Flexible Learning Delivery as Organizational Innovation of One State University in the Philippines

John Vincent C. Aliazas, Julie Fe D. Panoy, Anna Liza P. Del Rosario & Jocelyn V. Madrideo

Laguna State Polytechnic University, San Pablo City Campus

ABSTRACT

The COVID-19 pandemic has caused the whole educational system to collapse during the lockdown period. Hence, higher education institutions led the change of learning delivery mode phases for effective and efficient academic services. This study describes the extent of manifestation on Critical Success Factors (CSF) observed in one state university and determines the extent of Organizational Innovation practices in terms of Technology-enhanced Instructions. It also investigates what dimensions of CSFs singly or in combination predict Organizational Innovations. The study employed purposive sampling to two hundred fifty-one (251) faculty from one state university in the Philippines. Multiple regression analysis was used to determine significant predictors of Organizational Innovations. The finding reveals that five (5) constructs of CSFs were Highly Manifested (IUQDDI, ILT, IFCE, ISC & ITQ) among respondents and Organizational Innovations concerning Technology-enhanced Instructions viewed as Highly Practiced. Likewise, moderate to strong association was seen between CSFs and Organizational Innovations. Furthermore, ISC, ILT, IUQDDI, and IFCE as the Critical Success Factors (CSF) construct were deemed significant predictors of Organizational Innovations.

Keywords: critical success factors, blended learning, organizational innovations