

The Relationship of Project Completion on the Efficiency of Selected Construction Companies in Batangas City

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ABSTRACT

This study explores the relationship between project completion and the efficiency of selected construction companies in Batangas City. Using a descriptive-correlational research design, data were collected from 200 respondents, including project managers, engineers, and site supervisors, through a structured questionnaire. The study examines key project completion factors such as schedule adherence, cost compliance, quality conformance, scope fulfillment, and safety compliance, and their impact on construction company efficiency in terms of labor productivity, resource utilization, operational efficiency, and client satisfaction. The findings indicate that strong adherence to project schedules, effective cost management, and quality control are essential for enhancing operational efficiency. Additionally, minimizing material wastage, improving resource utilization, and maintaining high client satisfaction are critical factors that contribute to overall project success. Statistical analysis revealed significant relationships between project completion factors and company efficiency, underscoring the importance of integrated project management practices in achieving better construction outcomes. The study provides valuable insights for construction companies aiming to improve performance and achieve sustainable growth in a competitive industry.

Keywords: *Project Completion, Construction Efficiency, Schedule Adherence, Cost Compliance, Quality Conformance*

INTRODUCTION

The construction industry plays an essential role in driving economic growth, particularly in urban areas like Batangas City. As demand for infrastructure projects rises, ensuring efficient project completion has become increasingly vital for construction companies. Effective project management practices are critical to ensure that projects are completed on time, within budget, and meet the required quality standards. Several challenges, such as scheduling delays, cost overruns, and quality concerns, hinder the efficiency of construction companies, affecting their profitability and client satisfaction. Recent studies suggest that implementing strategic project management practices, including resource allocation and risk management, can mitigate these challenges and enhance the overall project outcomes (Robinson & Patel, 2021).

Efficient project completion depends largely on maintaining adherence to project schedules and ensuring budget compliance. Adherence to timelines helps minimize delays and reduce costs associated with project extensions. Similarly, controlling costs is crucial, as financial mismanagement can lead to budget overruns, which affect profitability and project delivery. A study by Lee & Hernandez (2022) highlights that tight schedule control and robust financial management contribute significantly to the success of construction projects, particularly in high-demand areas like Batangas City.

Quality conformance remains a major factor in determining the success of construction projects. Ensuring that construction meets predefined standards reduces the likelihood of costly rework, delays, and client dissatisfaction. As observed by Davies & Nguyen (2023), a rigorous approach to quality

control during construction is essential for maintaining efficiency and meeting client expectations. By implementing stringent quality assurance protocols, construction companies can minimize defects and ensure high standards of work, which translates into higher efficiency and client trust.

Furthermore, ensuring safety and compliance with local regulations is another vital component of efficient project completion. A safe working environment not only reduces the risk of accidents but also fosters a culture of responsibility and legal compliance. As noted by Cruz & Yoon (2024), safety compliance is crucial for protecting workers and minimizing legal issues, while regulatory adherence ensures that projects meet required construction codes. In Batangas City, where rapid development is ongoing, ensuring that safety and regulatory standards are met is essential for the smooth execution of construction projects.

LITERATURE REVIEW

Project management in construction has evolved significantly over the past few decades, with an increased emphasis on achieving efficiency through effective scheduling and resource allocation. According to Johnson & Tan (2021), scheduling tools such as Gantt charts and critical path methods (CPM) are indispensable in ensuring that construction projects stay on track. These tools help project managers predict potential delays and adjust timelines accordingly, thereby maintaining overall project efficiency. Moreover, adopting digital project management tools has further enhanced the ability of construction firms to streamline operations and improve time management.

Cost management plays a crucial role in maintaining financial stability and project success in construction. Ineffective cost control can lead to significant financial losses and project inefficiencies. As highlighted by Tran & Kim (2023), construction companies that employ rigorous budgeting, cost tracking, and financial forecasting mechanisms are better equipped to avoid cost overruns. Cost management systems that integrate real-time data monitoring allow project managers to take corrective actions promptly, ensuring projects remain within budget and reducing financial risks.

In terms of quality, ensuring that construction meets the required standards is critical for the long-term success of a project. According to Thompson et al. (2020), a robust quality management system that integrates continuous inspections and adherence to technical specifications helps maintain high standards of construction. The study further notes that projects that emphasize quality conformance experience fewer disruptions and are more likely to meet client expectations, resulting in better efficiency and fewer revisions during the construction phase.

Safety and regulatory compliance are also central to the effective execution of construction projects. A study by Garcia & Garcia (2022) found that construction companies that rigorously follow safety protocols and local building regulations tend to experience fewer delays and work stoppages due to safety-related issues. Furthermore, projects with a strong focus on safety tend to have higher worker morale and fewer legal issues, which in turn improves overall project efficiency and client satisfaction.

MATERIALS & METHODS

Research Design

This study follows a descriptive-correlational research design to explore the relationship between project completion and the efficiency of selected construction companies in Batangas City. The descriptive aspect of the study aims to examine the various factors involved in project completion, such as schedule adherence, cost compliance, quality conformance, and safety. The correlational aspect assesses how these project completion factors relate to different efficiency indicators, including labor

productivity, resource utilization, operational efficiency, and client satisfaction. The design is suitable for identifying patterns and relationships between variables that impact construction efficiency.

Participants / Respondents

The participants of this study will include 200 employees from selected construction companies in Batangas City. The sample will consist of construction project managers, engineers, site supervisors, and other staff directly involved in project execution and oversight. These participants will be chosen using stratified random sampling to ensure diverse representation across different management levels and roles within the company. Informed consent will be obtained from all participants, and their anonymity will be protected throughout the study. Participation will be voluntary, with respondents having the right to withdraw at any stage of the study.

Data Gathering Procedure

Data will be collected through a structured questionnaire designed to capture detailed information about project completion practices and company efficiency. The questionnaire will be distributed to the participants via both online and in-person methods, depending on their availability and preference. The questions will cover topics such as schedule adherence, budget compliance, quality conformance, and safety practices, as well as the respondents' perceptions of the company's efficiency in various areas like labor productivity and resource management. A pre-test will be conducted to ensure clarity and reliability before the final data collection. Data gathering will take place over a period of four weeks to accommodate all respondents.

Statistical Analysis

The collected data will be analyzed using descriptive statistics, including mean, standard deviation, and frequency distribution, to summarize the key characteristics of the variables. Pearson's correlation coefficient will be used to test the relationships between the project completion factors and construction efficiency indicators. A significance level of 0.05 will be used for hypothesis testing. SPSS software will be employed for data analysis to ensure accurate and consistent results. The analysis will provide a deeper understanding of how project completion practices influence overall efficiency in construction companies.

RESULTS AND DISCUSSION

Table 1 presents the extent of project completion in terms of schedule adherence among selected construction companies in Batangas City. The overall mean of 3.17 with a standard deviation of 0.68 indicates that, on average, the respondents agree that projects are mostly completed according to the planned timeline. This suggests a relatively high level of schedule adherence, though there is some variability in responses, as reflected in the standard deviation. Ensuring project activities are completed on time plays a crucial role in minimizing delays, which ultimately affects the overall efficiency and cost-effectiveness of the project. These findings are consistent with the work of Barreto et al. (2023), who found that schedule adherence significantly influences construction efficiency.

The highest mean in Table 1 is 3.47, corresponding to the statement "Project activities are completed according to the planned timeline," with a standard deviation of 0.65. This suggests that the majority of respondents strongly agree that the projects are generally completed on schedule. This finding reflects effective project management practices, where projects are closely monitored to ensure that tasks are completed within the designated timeframes. The consistent monitoring of project schedules leads to increased trust from clients and stakeholders, enhancing the company's reputation and competitiveness (Lopez & Reyes, 2022).

The lowest mean of 2.83, associated with the statement "Delays rarely occur during project implementation," with a standard deviation of 0.77, indicates that while some delays are inevitable, they occur less frequently. The slightly lower mean suggests that construction companies in Batangas City still face occasional delays during project execution, which can impact both cost and project quality. This highlights the need for improved risk management strategies and better contingency planning to minimize delays in future projects (Velasquez & Nunez, 2024).

Table 1
Project Completion in terms of Schedule Adherence

Statements	Mean	Standard Deviation	Description
Project activities are completed according to the planned timeline.	3.47	0.65	Strongly Agree
Construction milestones are achieved on schedule.	3.19	0.75	Agree
Delays rarely occur during project implementation.	2.83	0.77	Agree
Work sequencing is properly followed on-site.	3.06	0.53	Agree
Project schedules are effectively monitored and controlled.	3.28	0.70	Strongly Agree
Overall	3.17	0.68	Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

Table 2 presents the cost compliance in project completion, with an overall mean of 3.35 and a standard deviation of 0.61, indicating that the respondents strongly agree that construction projects are mostly completed within the approved budget. The relatively low standard deviation implies that there is minimal variation in the responses, suggesting that most construction companies are managing their project budgets effectively. Ensuring cost compliance is essential for project profitability and financial sustainability, as cost overruns are one of the main contributors to inefficiency in construction projects (Hidalgo & Castillo, 2021).

The highest mean in Table 2 is 3.58, with a standard deviation of 0.60, for the statement "Financial planning helps prevent unnecessary project costs." This indicates that respondents strongly agree that proactive financial planning is key in avoiding cost overruns. Effective financial management, including accurate cost estimation and monitoring, ensures that projects remain within budget and that resources are allocated efficiently. This finding suggests that construction companies with well-structured financial plans are more likely to complete projects successfully, adhering to budget constraints (Bautista & Sevilla, 2022).

Table 2
Project Completion in terms of Cost Compliance

Statements	Mean	Standard Deviation	Description
Projects are completed within the approved budget.	3.36	0.72	Strongly Agree
Cost overruns are properly controlled during construction.	3.08	0.44	Agree
Project expenses are carefully monitored throughout the project.	3.31	0.67	Strongly Agree
Materials and labor costs are managed efficiently.	3.42	0.60	Strongly Agree
Financial planning helps prevent unnecessary project costs.	3.58	0.60	Strongly Agree
Overall	3.35	0.61	Strongly Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

The lowest mean of 3.08 corresponds to the statement "Cost overruns are properly controlled during construction," with a standard deviation of 0.44. This indicates that while cost overruns are typically controlled, there is some room for improvement. Construction companies may face challenges in

managing unforeseen costs during the construction process, which may arise due to material price fluctuations or labor shortages. This calls for more robust cost control measures and contingency planning to ensure that projects remain financially sustainable (Santos & Vargas, 2023).

Table 3 shows that the overall quality conformance of projects, with a mean of 3.28 and a standard deviation of 0.65, is considered strong by the respondents. This suggests that most construction projects are meeting the required quality standards, which is crucial for client satisfaction and minimizing rework. Maintaining high-quality standards reduces delays and the costs associated with rectifying poor workmanship. The findings support the assertion that quality assurance plays a central role in enhancing construction efficiency (Gonzalez & Garcia, 2022).

Table 3
Project Completion in terms of Quality Conformance

Statements	Mean	Standard Deviation	Description
Construction work meets required quality standards.	3.28	0.70	Strongly Agree
Materials used comply with project specifications.	3.31	0.67	Strongly Agree
Rework due to poor quality is minimal.	3.17	0.61	Agree
Engineering designs are properly followed during construction.	3.36	0.59	Strongly Agree
Quality inspections are regularly conducted on-site.	3.28	0.70	Strongly Agree
Overall	3.28	0.65	Strongly Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

The highest mean of 3.36, with a standard deviation of 0.59, is associated with the statement "Engineering designs are properly followed during construction." This indicates that respondents strongly agree that engineering designs are typically adhered to, ensuring the structural integrity and functionality of the construction. This is a positive indicator of high project quality, as following engineering designs reduces the risk of errors and improves construction efficiency (Mendoza & Palacios, 2021).

The lowest mean of 3.17 corresponds to the statement "Rework due to poor quality is minimal," with a standard deviation of 0.61. This suggests that while rework is generally infrequent, it still occurs to some extent in construction projects. Rework due to quality issues can significantly impact project timelines and budgets. Therefore, it is essential for construction companies to adopt stringent quality control procedures and regular inspections to minimize defects and rework during project execution (Torres & Delgado, 2024).

Table 4 indicates that the overall scope fulfillment, with a mean of 3.25 and a standard deviation of 0.70, suggests that most construction projects are completed in alignment with the original project plan. This indicates that companies are generally successful in meeting the defined project deliverables. Ensuring scope fulfillment helps minimize scope creep, which can lead to budget and schedule overruns. Effective scope management is a key driver of project efficiency (Martinez & Garcia, 2022).

The highest mean of 3.33, with a standard deviation of 0.68, is linked to the statement "Project requirements are clearly defined and followed." This suggests that most respondents believe the project requirements are well-established and adhered to during construction. Clear project specifications ensure that both clients and contractors understand their expectations, leading to fewer misunderstandings and more efficient project completion. This finding supports the idea that a well-defined scope is crucial for maintaining project efficiency (Hernandez & Lopez, 2021).

The lowest mean of 3.11 is related to the statement "Unauthorized changes to the project scope are avoided," with a standard deviation of 0.71. This indicates that while unauthorized changes are generally avoided, they do occur occasionally. Unauthorized changes can disrupt project schedules and budgets, leading to inefficiency. Construction companies should implement stricter change management processes to prevent scope creep and ensure the project stays on track (Cruz & Vega, 2024).

Table 4
Project Completion in terms of Scope Fulfillment

Statements	Mean	Standard Deviation	Description
All project deliverables are completed as agreed.	3.31	0.75	Strongly Agree
Project requirements are clearly defined and followed.	3.33	0.68	Strongly Agree
Unauthorized changes to the project scope are avoided.	3.11	0.71	Agree
Scope changes are properly documented and approved.	3.31	0.82	Strongly Agree
The final output matches the original project plan.	3.19	0.52	Agree
Overall	3.25	0.70	Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

Table 5 presents that the overall safety and regulatory compliance, with a mean of 3.29 and a standard deviation of 0.69, is strongly agreed upon by the respondents. This suggests that construction companies in Batangas City generally adhere to safety regulations and industry standards. Ensuring safety compliance reduces accidents, minimizes legal risks, and fosters a productive work environment. Companies that prioritize safety are more likely to execute projects efficiently without work stoppages (Gonzalez & Garcia, 2022).

The highest mean of 3.53, with a standard deviation of 0.56, corresponds to the statement "Work-related accidents are minimal in completed projects." This reflects strong safety practices, where the likelihood of accidents is low. A safe working environment leads to higher worker morale and better productivity, as workers are less likely to be injured and more likely to stay focused on their tasks. This finding reinforces the importance of maintaining a strong safety culture in the construction industry (Santos & Vargas, 2023).

The lowest mean of 3.08 is related to the statement "Safety training is provided to workers regularly," with a standard deviation of 0.77. This indicates that while safety training is provided, its frequency may vary across different companies. Regular safety training is essential for maintaining high standards of safety on construction sites. It is recommended that construction companies increase the frequency of safety training sessions to ensure workers are continuously aware of the latest safety practices (Hidalgo & Castillo, 2021).

Table 5
Project Completion in terms of Safety and Regulatory Compliance

Statements	Mean	Standard Deviation	Description
Safety rules are strictly enforced at the construction site.	3.28	0.74	Strongly Agree
Workers follow proper safety procedures during operations.	3.22	0.68	Agree
Construction activities comply with local building regulations.	3.36	0.68	Strongly Agree
Safety training is provided to workers regularly.	3.08	0.77	Agree
Work-related accidents are minimal in completed projects.	3.53	0.56	Strongly Agree
Overall	3.29	0.69	Strongly Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

Table 6 summarizes the overall project completion in terms of various factors such as schedule adherence, cost compliance, quality conformance, scope fulfillment, and safety compliance. The overall mean of 3.27 with a standard deviation of 0.67 indicates that construction projects in Batangas City are generally meeting the expected completion standards. The relatively low variability in responses suggests a high level of consistency in project completion across the companies surveyed. This reflects positively on the efficiency of construction management in the region (Lopez & Reyes, 2022).

The highest mean of 3.35, corresponding to cost compliance, highlights that construction companies are particularly strong in managing project budgets. This indicates that effective financial planning is a core strength of the companies surveyed. Managing costs effectively contributes to the overall success of construction projects, as it ensures projects are completed within financial constraints. Companies should continue to focus on cost control to maintain profitability and reduce financial risks (Bautista & Sevilla, 2022).

The lowest mean of 3.17 corresponds to schedule adherence, suggesting that while most companies meet project deadlines, some projects may experience occasional delays. It is important for construction companies to identify the causes of these delays and implement strategies to mitigate them, such as improving project scheduling and increasing resource allocation. Companies that enhance their scheduling practices will likely improve project efficiency and client satisfaction (Velasquez & Nunez, 2024).

Table 6
Summary of Project Completion

Statements	Mean	Standard Deviation	Description
Schedule Adherence	3.17	0.68	Agree
Cost Compliance	3.35	0.61	Strongly Agree
Quality Conformance	3.28	0.65	Strongly Agree
Scope Fulfillment	3.25	0.70	Agree
Safety and Regulatory Compliance	3.29	0.69	Strongly Agree
Overall	3.27	0.67	Strongly Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

Table 7 presents the labor productivity in construction companies, with a mean of 3.26 and a standard deviation of 0.59, indicating that respondents generally agree that workers complete tasks efficiently. The low variability in responses suggests a relatively consistent perception of labor productivity across different companies. Efficient labor productivity is critical to the timely completion of projects, reducing delays and cost overruns. This aligns with the findings of Clark & Martinez (2023), who stated that maximizing labor efficiency directly impacts project timelines and resource utilization.

Table 7
Construction Company Efficiency in terms of Labor Productivity

Statements	Mean	Standard Deviation	Description
Workers complete assigned tasks efficiently.	3.36	0.64	Strongly Agree
Labor output meets daily productivity targets.	3.19	0.47	Agree
Work hours are used effectively on-site.	3.25	0.55	Agree
Idle time among workers is minimized.	3.22	0.64	Agree
Workers are properly assigned based on skills.	3.25	0.65	Agree
Overall	3.26	0.59	Strongly Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

The highest mean of 3.36, with a standard deviation of 0.64, is associated with the statement "Workers complete assigned tasks efficiently." This suggests that respondents strongly agree that their workers generally perform tasks in a timely and effective manner. Efficient labor performance helps ensure that construction projects move forward without unnecessary downtime, contributing to improved overall project outcomes. The positive correlation between labor efficiency and project success is supported by the work of Perez & Villanueva (2021), who found that well-managed labor forces lead to higher construction efficiency.

The lowest mean of 3.19, with a standard deviation of 0.47, corresponds to the statement "Labor output meets daily productivity targets." This indicates that while most respondents agree that productivity targets are often met, there is some room for improvement. Variations in daily output may result from factors such as worker fatigue, external disruptions, or resource constraints. Construction companies could improve labor productivity by optimizing work schedules and minimizing downtime (Chavez & Becerra, 2022).

Table 8 shows that resource utilization efficiency has an overall mean of 3.21 and a standard deviation of 0.61. This suggests that respondents generally agree that construction companies are utilizing resources effectively, though some variation in responses exists. Efficient use of resources, such as materials and equipment, helps to reduce waste and keep projects within budget. This finding is in line with the research by Alvarez & Castillo (2023), who found that resource efficiency directly correlates with project cost savings and improved project timelines.

Table 8
Construction Company Efficiency in terms of Resource Utilization Efficiency

Statements	Mean	Standard Deviation	Description
Construction materials are used efficiently.	3.25	0.55	Agree
Equipment is properly scheduled and utilized.	3.25	0.55	Agree
Material wastage is kept at a minimum.	3.28	0.66	Strongly Agree
Resources are available when needed on-site.	3.19	0.58	Agree
Equipment downtime rarely affects project progress.	3.08	0.69	Agree
Overall	3.21	0.61	Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

The highest mean of 3.28, with a standard deviation of 0.66, corresponds to the statement "Material wastage is kept at a minimum." This indicates that construction companies are relatively successful at minimizing material waste during the project lifecycle. Reducing material wastage not only helps keep costs down but also supports sustainability efforts. The importance of minimizing waste in construction projects is emphasized by Cordero & Hernandez (2022), who noted that efficient resource management is a key factor in improving construction efficiency.

The lowest mean of 3.08, with a standard deviation of 0.69, is associated with the statement "Equipment downtime rarely affects project progress." This suggests that while most respondents agree that equipment downtime does not significantly affect project timelines, it still occurs occasionally. Minimizing downtime is crucial to maintaining project schedules and reducing costs. Strategies such as predictive maintenance and better equipment management can further reduce downtime (Reyes & Valdez, 2021).

Table 9 presents that the operational efficiency has a mean of 3.36 and a standard deviation of 0.63, indicating strong agreement that site operations generally run smoothly. This suggests that construction companies in Batangas City are successful in organizing their operations to ensure the timely and efficient execution of tasks. The smooth execution of site operations is essential for reducing delays

and improving project outcomes. This finding supports the research by Silva & Tan (2021), who highlighted that streamlined operations lead to enhanced project efficiency and profitability.

The highest mean of 3.39, with a standard deviation of 0.60, is linked to the statement "Site operations run smoothly during project execution." This suggests that most respondents agree that site operations are well-managed and proceed with minimal disruptions. Smooth operations allow for consistent progress on construction sites, avoiding bottlenecks and delays. The importance of efficient site management for overall project success is well-documented by Lopez & Ybarra (2022), who found that operational efficiency is a major contributor to construction project success.

The lowest mean of 3.28, with a standard deviation of 0.57, corresponds to the statement "Operational issues are quickly resolved." This suggests that while most respondents agree that operational issues are addressed efficiently, some challenges remain. Quick resolution of operational problems is crucial for maintaining project momentum and avoiding delays. Companies can benefit from investing in better problem-solving protocols and increasing coordination among project teams to enhance operational efficiency (Morales & Garcia, 2023).

Table 9
Construction Company Efficiency in terms of Operational Efficiency

Statements	Mean	Standard Deviation	Description
Site operations run smoothly during project execution.	3.39	0.60	Strongly Agree
Coordination among project teams is effective.	3.36	0.72	Strongly Agree
Work processes are well-organized and systematic.	3.39	0.73	Strongly Agree
Operational issues are quickly resolved.	3.28	0.57	Strongly Agree
Site management supports efficient workflow.	3.39	0.55	Strongly Agree
Overall	3.36	0.63	Strongly Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

Table 10 shows the financial efficiency of construction companies, with a mean of 3.32 and a standard deviation of 0.63. This indicates that, on average, respondents agree that financial resources are managed effectively in the construction process. Financial efficiency ensures that resources are allocated in a way that maximizes project profitability while minimizing waste. The findings corroborate those of Rivas & Mendoza (2022), who found that financial efficiency is a key factor in driving construction project success and long-term business sustainability.

The highest mean of 3.33, with a standard deviation of 0.59, corresponds to the statement "The company controls operational costs effectively." This suggests that construction companies are successful at keeping operational costs in check. Effective cost control is essential for maintaining profitability and ensuring that projects remain within budget. Financial management systems that track and optimize expenses contribute to better project outcomes, as discussed by Vargas & Lopez (2023).

Table 10
Construction Company Efficiency in terms of Financial Efficiency

Statements	Mean	Standard Deviation	Description
The company controls operational costs effectively.	3.33	0.59	Strongly Agree
Projects contribute positively to company profitability.	3.33	0.63	Strongly Agree
Financial resources are allocated efficiently.	3.33	0.53	Strongly Agree
Project expenditures are properly tracked and reported.	3.28	0.74	Strongly Agree
Financial planning supports efficient project execution.	3.33	0.63	Strongly Agree
Overall	3.32	0.63	Strongly Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

The lowest mean of 3.28, with a standard deviation of 0.74, is related to the statement "Project expenditures are properly tracked and reported." This indicates that while most respondents agree that project expenses are adequately monitored, there is room for improvement in tracking and reporting expenditures. Proper tracking of financial resources is critical for identifying potential financial issues early and ensuring that projects remain within budget. Construction companies may benefit from adopting more robust financial tracking systems (Bautista & Sevilla, 2022).

Table 11 indicates that client and stakeholder satisfaction has an overall mean of 3.29 and a standard deviation of 0.65, suggesting that construction companies in Batangas City generally succeed in meeting client expectations. High client satisfaction leads to repeat business and positive word-of-mouth, both of which are essential for long-term business success. This is in line with the findings of Fernandez & Morales (2021), who emphasized the role of customer satisfaction in enhancing business reputation and client retention in the construction industry.

The highest mean of 3.42, with a standard deviation of 0.65, corresponds to the statement "Communication with clients is effective throughout the project." This indicates that most respondents agree that communication with clients is an essential factor contributing to client satisfaction. Effective communication ensures that clients are kept informed and confident in the progress of the project. This aligns with the work of Garcia & Reyes (2023), who found that regular and clear communication significantly boosts client satisfaction in construction projects.

The lowest mean of 3.25, with a standard deviation of 0.73, is associated with the statement "Clients are satisfied with project completion time." This suggests that while many clients are satisfied with project timelines, some construction projects may still experience delays. Timely project delivery is a key factor in client satisfaction, and companies can further enhance satisfaction by improving scheduling practices and minimizing delays (Velasquez & Nunez, 2024).

rapport with clients, and contribute to overall organizational success. Employees tasked with digital banking responsibilities often find themselves in situations requiring quick thinking, empathy, and the ability to resolve issues efficiently. Studies by have underscored the positive impact of soft skills on job performance in technology-driven industries, highlighting their significance in facilitating effective client interactions and fostering teamwork and collaboration in dynamic work environments.

Furthermore, research by Lahope et al. (2020) has demonstrated a strong correlation between NTS and job satisfaction, suggesting that employees with well-developed soft skills are better equipped to handle the demands of digital banking roles and tend to experience greater job fulfillment and engagement. These findings suggest that government bank employees with well-developed soft skills are better positioned to meet customers' evolving needs and expectations, thereby contributing to the bank's reputation and public trust.

Table 11
Construction Company Efficiency in terms of Client and Stakeholder Satisfaction

Statements	Mean	Standard Deviation	Description
Clients are satisfied with project completion time.	3.25	0.73	Agree
Project outputs meet client expectations.	3.31	0.67	Strongly Agree
Communication with clients is effective throughout the project.	3.42	0.65	Strongly Agree
Stakeholders express positive feedback after project completion.	3.25	0.60	Agree
Clients are willing to engage the company for future projects.	3.25	0.60	Agree
Overall	3.29	0.65	Strongly Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

Moreover, as government banks undergo digital transformation initiatives, the ability of employees to effectively communicate digital banking services, assist customers in navigating online platforms, and address technical issues becomes increasingly critical (Lubis et al., 2022). Employees with strong NTS can play a pivotal role in facilitating this transition by providing personalized support, building rapport with customers, and fostering a culture of trust and confidence in digital banking services.

The role of employees with strong NTS in driving digital transformation extends beyond customer interactions to internal processes and organizational culture. As advocates for digital innovation and change agents within the organization, these employees can inspire their colleagues to embrace new technologies, adapt to new ways of working, and continuously improve their digital skills (Bueno et al., 2024).

Table 12 summarizes the overall construction company efficiency across five dimensions: labor productivity, resource utilization, operational efficiency, financial efficiency, and client satisfaction. The overall mean of 3.29 with a standard deviation of 0.62 indicates that construction companies in Batangas City generally perform well across these areas. The relatively low variability in responses suggests that the companies surveyed are consistently efficient in their operations. This aligns with the findings of Garcia & Gonzalez (2023), who noted that efficient companies tend to maintain a strong balance between various operational factors.

The highest mean of 3.36, corresponding to operational efficiency, suggests that construction companies excel at managing their site operations. Efficient operations lead to better resource utilization and overall project performance. Companies that streamline their operations are more likely to achieve project goals on time and within budget. This finding supports the research by Rivas & Mendoza (2022), who highlighted that operational efficiency is key to achieving project success.

The lowest mean of 3.21, associated with resource utilization efficiency, indicates that while most companies utilize resources effectively, there is still room for improvement. Resource management plays a critical role in project cost control and waste reduction. Construction companies can improve resource utilization by adopting better inventory management practices and reducing material wastage (Reyes & Valdez, 2021). In Model 2 of the Linear Regression Analysis between Digital Banking Skills and Work Competencies, both the constant term and the predictor variable, Digital Banking Skills, demonstrate statistical significance. The constant term exhibits a significant t-value of 3.17 ($p = 0.002$), while Digital Banking Skills show a highly significant t-value of 10.5 ($p < .001$). These results suggest that both variables contribute meaningfully to predicting Work Competencies among government bank employees.

Table 12
Summary of Construction Company Efficiency

Statements	Mean	Standard Deviation	Description
Labor Productivity	3.26	0.59	Strongly Agree
Resource Utilization Efficiency	3.21	0.61	Agree
Operational Efficiency	3.36	0.63	Strongly Agree
Financial Efficiency	3.32	0.63	Strongly Agree
Client and Stakeholder Satisfaction	3.29	0.65	Strongly Agree
Overall	3.29	0.62	Strongly Agree

Legend: 1.00-1.75 Strongly Disagree, 1.76-2.50 Disagree, 2.51-3.25 Agree, and 3.26-4.00 Strongly Agree

Table 13 shows the test of significant relationships between project completion factors (schedule adherence, cost compliance, quality conformance, etc.) and construction company efficiency indicators (labor productivity, resource utilization, etc.). The positive correlations and significant p-values (all less than 0.05) indicate that improvements in project completion factors lead to increased

efficiency. This finding suggests that addressing any deficiencies in project management can significantly improve overall construction company performance.

The implications of these findings are clear: construction companies must prioritize schedule adherence, cost management, and quality control to enhance their overall efficiency. Improving these areas will not only boost labor productivity and resource utilization but also increase client satisfaction and profitability. This supports the work of Nguyen & Reyes (2023), who concluded that effective project management directly influences the efficiency and success of construction companies.

Table 13
Test of the Significant Relationship of Project Completion on the Efficiency of Selected Construction Companies in Batangas City

Project Completion	Construction Company Efficiency														
	Labor Productivity			Resource Utilization Efficiency			Operational Efficiency			Financial Efficiency			Client and Stakeholder Satisfaction		
	r	p	Ho	r	p	Ho	r	p	Ho	r	p	Ho	r	p	Ho
Schedule Adherence	.598**	.000	S	.570**	.000	S	.613**	.000	S	.750**	.000	S	.730**	.000	S
Cost Compliance	.575**	.000	S	.421**	.000	S	.447**	.000	S	.501**	.000	S	.459**	.000	S
Quality Conformance	.582**	.000	S	.614**	.000	S	.596**	.000	S	.659**	.000	S	.693**	.000	S
Scope Fulfillment	.773**	.000	S	.555**	.000	S	.799**	.000	S	.633**	.000	S	.675**	.000	S
Safety and Regulatory Compliance	.721**	.000	S	.682**	.000	S	.699**	.000	S	.830	.000	S	.803**	.000	S

CONCLUSION

The findings of this study reveal that project completion factors, including schedule adherence, cost compliance, quality conformance, scope fulfillment, and safety and regulatory compliance, significantly influence the efficiency of construction companies in Batangas City. The data indicates that companies with strong project management practices—particularly in terms of adhering to schedules, managing costs, and maintaining quality standards—tend to achieve higher levels of efficiency. Additionally, the effective use of resources, labor productivity, and operational management are key contributors to overall project success and client satisfaction.

In conclusion, construction companies that prioritize effective project completion strategies are better positioned to enhance their operational efficiency, reduce costs, and improve client satisfaction. By focusing on improving areas such as schedule management, financial planning, and quality control, construction companies can ensure smoother project execution, better resource utilization, and ultimately, more sustainable growth. These findings offer valuable insights for construction managers seeking to improve efficiency and achieve higher levels of performance in a competitive industry.

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