

Exploring the Effects of Key Process Consolidator (KPC) Application in Enhancing Operational Performance and Processes of Businesses

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Abstract

Technological innovation has significantly transformed business operations, particularly with the integration of digital systems such as the Key Process Consolidator (KPC) application. As part of the broader digital transformation movement, the KPC is designed to centralize and streamline operational processes to enhance efficiency, productivity, and decision-making. This study examines the effects of the KPC application on the operational processes and performance of businesses in Valenzuela City, with specific focus on Micro, Small, and Medium Enterprises (MSMEs). It addresses the need for empirical evidence on the impact of digital consolidation tools in support of national initiatives, including the proposed E-Governance Act and ongoing ICT programs promoting business modernization and competitiveness.

The study employed a quantitative, descriptive-correlational research design involving 149 business owners and operational managers from micro to large enterprises actively using the KPC application. Data were gathered through a researcher-made, expert-validated, and reliability-tested questionnaire, focusing on operational process, efficiency, and performance. Statistical tools such as weighted mean, standard deviation, Pearson correlation coefficient, and multiple regression analysis were utilized to analyze the data. Ethical considerations, including informed consent and data privacy, were strictly observed.

Findings reveal that the KPC application is a valuable digital tool that enhances operational efficiency and supports strategic performance goals, particularly when aligned with organizational culture and internal KPIs. The application proved most effective in boosting productivity, fostering collaboration, and enabling real-time data analysis. The study recommends wider adoption of the KPC system, training initiatives, and further research on scalability and long-term impact.

Keywords: Key Process Consolidator (KPC), operational performance, operational process.