



11TH UCSRA REGISTRARS' FORUM

**Frontline Excellence:
Registrars as Pillars of Integrity,
Champions of Service**

Strengthening Workplace Ethics and Professionalism

Francis T. Tajanlangit, PhD

11TH Registrar's Forum

February 20, 2026

University of Perpetual Help
System Laguna, Sto. Niño,
City of Biñan, Laguna.



UNIVERSITY, COLLEGE, AND SCHOOL
REGISTRARS' ASSOCIATION (UCSRA),
INC.

Waldorf-Astoria Hotel



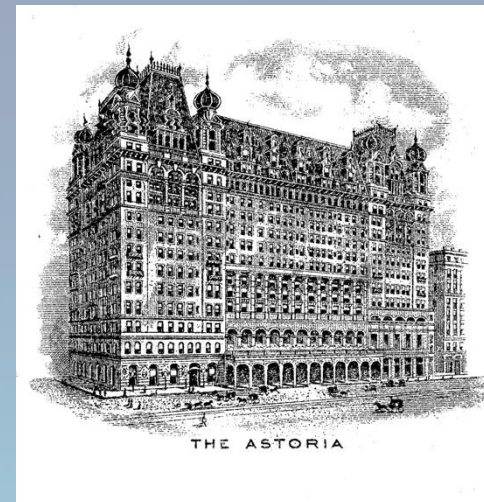
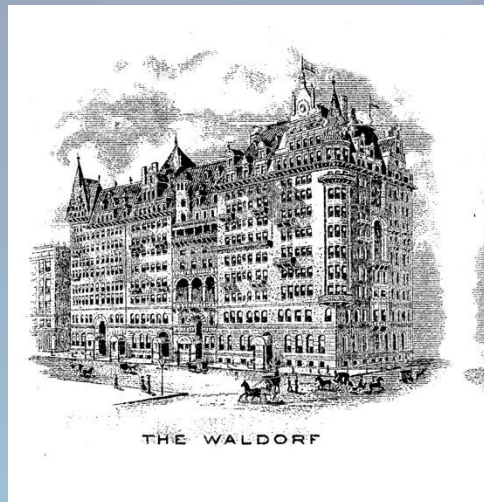
Frontline Excellence: Registrars as Pillars of Integrity, Champions of Service



William Waldorf Astor
1848-1919



John Jacob Astor IV
1864-1912





George Karl Boldt of
(1851-1916)



“Be so good at what you do that it will be hard not to be noticed”.



"Competence commands respect, and not the position".

"Competence builds excellence, not merely the length of tenure".



**Skills is the
new currency**



"If you cannot do great things, do
small things in a great way."

— Napoleon Hill



Fall in love with the process,
rather than the product

Hard Facts about Goals

- Winners and losers have the same goals
- Achieving a goal is only a momentary change
- Goals restrict happiness
- Goals are at odds with long-term process



Be very good at
what you do that
it's hard not to
be recognized.

But be kind to
people so that
it's hard not to
be remembered.



Character is
the conversion
rate



Seawise Giant (also known as Knock Nevis)





Professionalism
involves:

- Legal Obligation
- Moral Obligation

Professionalism



PROFESSION



PROFESSIONAL



PROFESSIONALISM

Professionalism

Profession

Professional

Professionalism

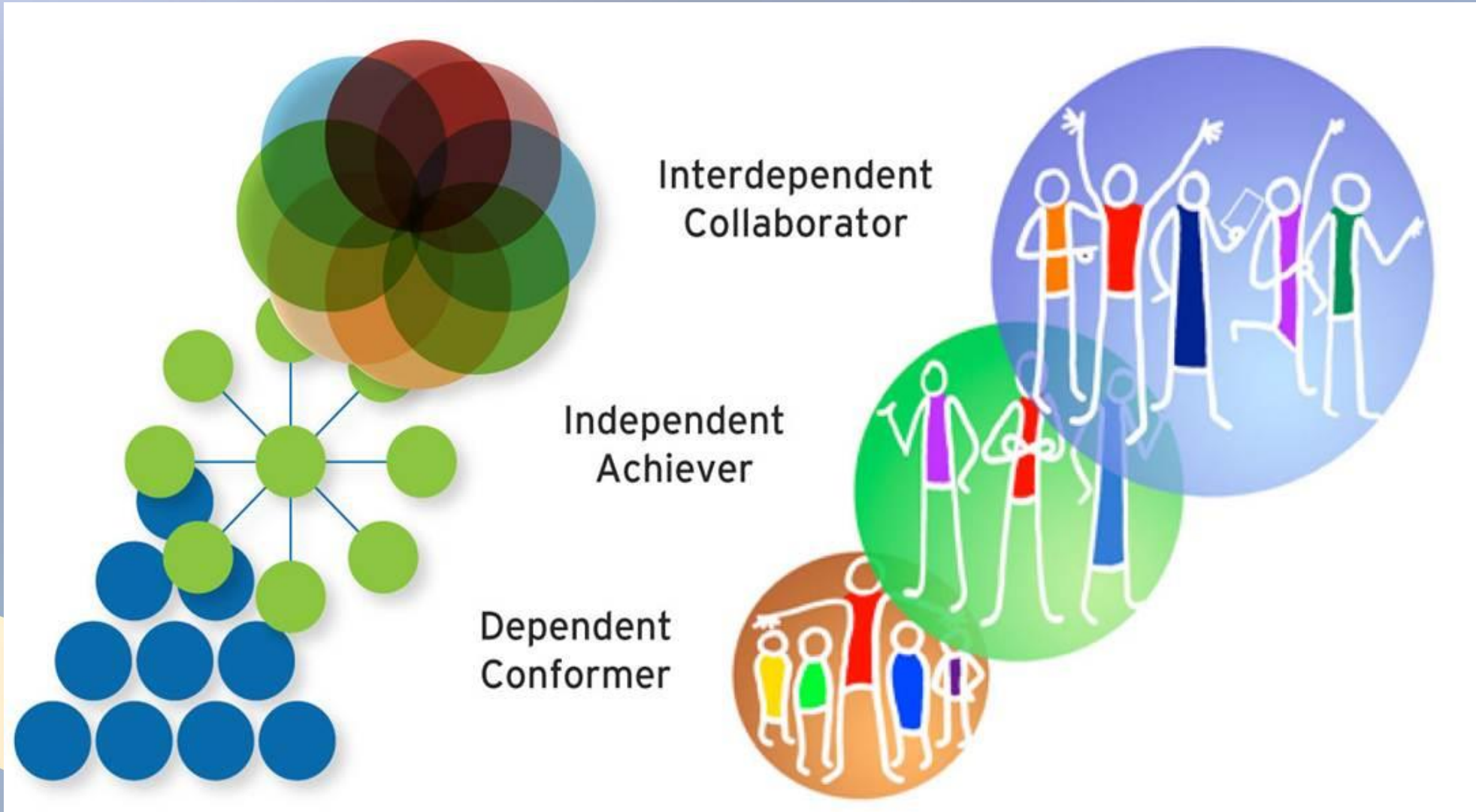
What

Who

Why/How

Stages of Professionalism

(Palus & Horth, 2019)



Self Actualization

Self Esteem

Love and Belonginess

Safety and Security

Physiologic Needs

Why/How

Who

What

Self Actualization

Self Esteem

Love and Belonginess

Safety and Security

Physiologic Needs

Professionalism

Professional

Profession

Professionalism involves:

- Performing tasks with utmost accuracy
- Making sound decision based on Good Work Ethics

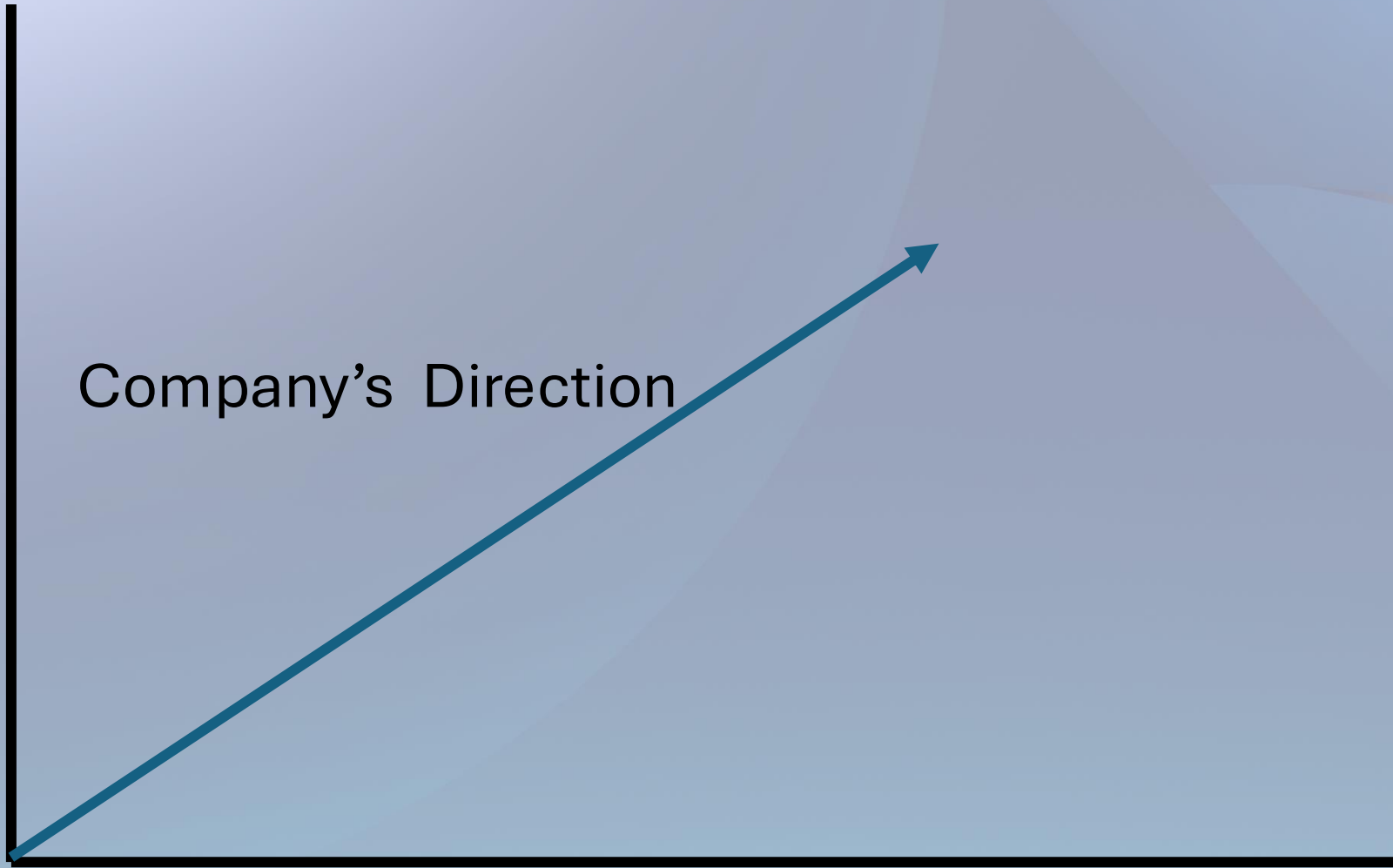


Organizational Structure

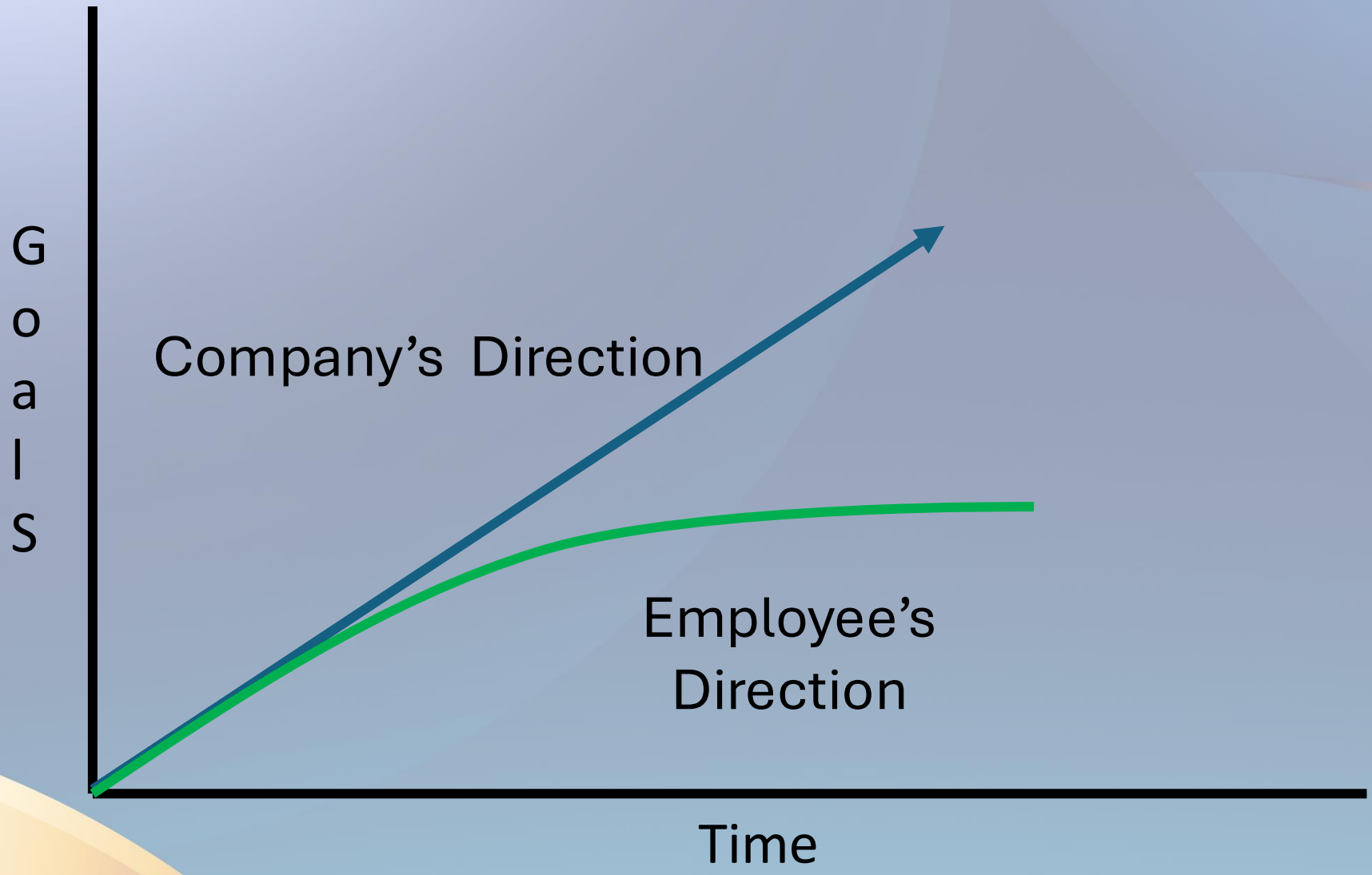
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Company's Direction

Time



Organizational Structure



WORK ETHICS Define your purpose:



The unique reasons of why or for whom you are working



A guide for your everyday actions.



Should be identified, reflected on and clearly defined for one's development as a person and as a member of the profession.



Professionalism
involves:

- Meeting the
global
standards



- Preserving
authenticity

MALASAKIT

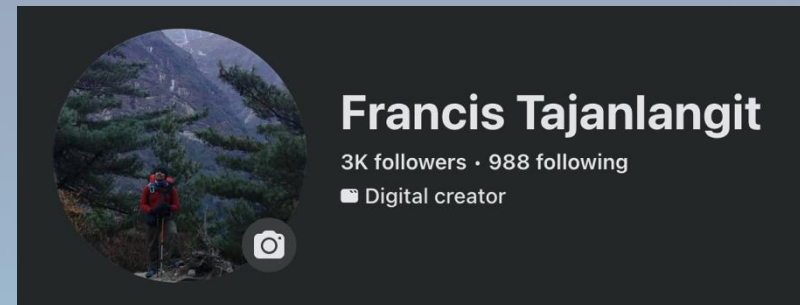




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Thank You !

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