

SCHEDULING AND CALENDAR MANAGEMENT OF QUEZON CITY PAROLE AND PROBATION OFFICE: AN ASSESSMENT

ABSTRACT

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This study investigates the use of both digital and manual scheduling practices among staff at the Quezon City Parole and Probation Office, examining their effects on productivity, goal attainment, employee satisfaction, and workload management. Findings reveal that only 12% of employees plan their tasks in advance, indicating a predominantly reactive work approach. The study seeks to identify scheduling inefficiencies and offer strategies to enhance time management and overall organizational effectiveness. This study adopted a quantitative-descriptive design and involved 24 staff members selected through purposive sampling. Data collection was conducted using a researcher-designed survey questionnaire, which was validated by experts to ensure its clarity, accuracy, and relevance. The instrument captured information on respondents' demographic profiles and scheduling practices. The study found that the predominantly young operational workforce relies heavily on digital scheduling tools, particularly Google Calendar and Microsoft Outlook. While these tools are generally effective, they lack seamless integration and automation. Employees expressed moderate satisfaction with the current scheduling system, but challenges such as scheduling conflicts, difficulty handling urgent tasks, and managing multiple calendars continue to impede flexibility and overall efficiency. To overcome the identified challenges, it is recommended that regular training sessions be conducted to enhance staff competence in utilizing scheduling tools effectively. Improved integration between platforms such as Google Calendar and Microsoft Outlook is essential to streamline scheduling processes and minimize overlaps. Introducing flexible features for managing urgent tasks, along with automated systems to prevent conflicts, can significantly improve operational efficiency. Furthermore, enhancing notification and reminder functionalities will help ensure timely task execution and reduce the likelihood of missed appointments.

RECOMMENDED CITATION

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