ASSESSMENT OF QUEUING MANAGEMENT SYSTEM OF RELEASING LICENSE CARDS IN GOVERNMENT AGENCY

ABSTRACT

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This study examines the queuing management system at the Land Transportation Office–Novaliches District, focusing on the efficiency of the driver's license issuance process. LTO–Novaliches provides essential public services such as license renewals and traffic law enforcement. However, the office faces challenges including long wait times, overcrowding, and service delays due to manual procedures. This study aims to assess the effectiveness of queuing strategies—such as electronic queue displays and online appointment scheduling—in reducing wait times and improving overall service efficiency. This study employs a descriptive research design to gather detailed data on the queuing process at LTO–Novaliches. Purposive sampling is used to select twenty clients who have experienced the license issuance process. A structured survey questionnaire collects demographic information and client evaluations of the queuing system. Collected data are analyzed using percentage distributions and weighted means to identify patterns, relationships, and areas for improvement. Findings showed that the introduction of the Land Transportation Management System (LTMS) achieved some improvements in the license renewal process. Clients indicated that certain procedures were streamlined and transaction times were reduced. However, reported problems included system outages, slow processing speeds, and difficulties navigating the online platform, all of which contributed to continued service delays. The study found that, despite the positive impact of digital tools like LTMS, significant challenges remained. Technical malfunctions, system downtimes, and inefficiencies in queuing continued to hinder service quality and client satisfaction. As a result, a more robust digital infrastructure is required to ensure reliable operations. The study recommended the adoption of advanced queuing solutions, including online appointment systems and automated ticketing, to further enhance service efficiency and client experience at the LTO–Novaliches District Office.

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