

ASSESSMENT OF FILING AND RECORD-KEEPING PRACTICES OF FEEDS COMPANY IN QUEZON CITY: BASIS FOR IMPROVEMENT PLAN

ABSTRACT

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This study assessed the filing and record-keeping practices of a feeds company in Quezon City by evaluating employees' satisfaction with document retrieval, record filing, and system accessibility. It examines the efficiency, security, and compliance of the current processes and seeks to identify areas for enhancement. Findings will guide the development of an improvement plan aimed at creating more accessible, streamlined, and user-friendly practices for both digital and physical records. A descriptive quantitative design was employed to gather relevant data from employees responsible for filing and record-keeping at the feed company. Thirty staff members were selected through purposive sampling to ensure that participants have direct experience with document management. A structured survey questionnaire measures perceptions of retrieval speed, accuracy of filing, system security, and regulatory compliance. Respondents reported frequent challenges with document retrieval and occasional misplacement of records, which impeded efficient workflow. Despite these issues, employees agreed that the existing system effectively protected records from unauthorized access and complied with relevant regulations. The weighted mean for system security and compliance was notably high, whereas the mean for retrieval efficiency and accuracy of filing fell below the satisfactory threshold. The study confirmed that inefficiencies in retrieval and occasional record misplacement were significant barriers to productivity. In response, an improvement plan was proposed, featuring the implementation of an automated search and indexing system to accelerate document retrieval, comprehensive training for staff to standardize filing procedures, and assignment of a dedicated records coordinator to oversee document log-ins and log-outs. A digital indexing solution using unique QR codes for physical file bundles linked to a cloud-based repository is also recommended to enhance accuracy and traceability. These interventions aim to reduce retrieval times, minimize lost documents, and strengthen overall record-keeping integrity.

RECOMMENDED CITATION

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