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Online Appointment System: Basis of the Service Delivery of Prc Regional Office Iv-A

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Abstract
This study investigated the responsiveness of the Online Appointment System (OAS) at the PRC Regional Office IV-A, the challenges faced by its clients, and its effect on service delivery. Using a descriptive research method and a questionnaire distributed via Google Forms, data were collected from 300 professionals who transact with the PRC. The respondents, primarily younger professionals such as educators and healthcare workers early in their careers, rated the OAS's responsiveness very high—especially in areas like account registration, transaction processing, billing, appointment scheduling, and confirmation. Despite overall satisfaction, the study revealed that accessibility issues negatively affected both client experience and employee performance. A significant finding was that a well-organized scheduling system enhances operational efficiency, enabling employees to better manage tasks and reduce workload-related uncertainties. Ultimately, the study concluded that while the OAS performs well in many respects, further improvements in accessibility could significantly increase both client satisfaction and employee productivity.

Keywords: Client Satisfaction, Online Appointment System, Service Delivery

INTRODUCTION

It is a crucial process that affects the level of happiness experienced by customers, the level of collaboration with partners, and the overall success of a firm. Several essential components of efficient service delivery include ensuring consistency and quality, optimizing procedures, strengthening partner collaboration, and improving the value of the customer experience. Organizations can simplify these procedures through the utilization of automated tools and platforms, as well as through the guarantee that services are provided effectively and to the highest possible standards. Define abbreviations and acronyms the first time they are used in the text, even after they have already been defined in the abstract.

The Professional Regulation Commission (PRC) is the licensing and regulatory agency of the national government for the practice of regulated professions.

Republic Act No. 8981 - PRC Modernization Act of 2000, signed by President Joseph Ejercito Estrada on December 5, 2000. An act modernizing the Professional Regulation Commission, repealing presidential decree numbered two hundred and twenty-three, entitled "creating the Professional Regulation Commission and prescribing its powers and functions," and for other purposes.

To better serve its clientele, which consists of professionals, the Professional Regulation Commission has implemented an electronic service (e-service) on its essential frontline services, which include document verification, certification, and renewal. In 2012, the e-service was adopted, resulting in the introduction of

the PRC's Online Appointment System (OAS), an electronic system that automates renewing identification cards. Both the Central and Regional offices of the PRC completed the implementation of the improved Licensure Registration Information System (LERIS) in 2018. This system was designed to streamline applying for exams, initial registration, renewing Professional Identification Cards (PIC), and making payments respectively. In addition, it has greatly reduced the time and stages required to process its most important frontline transactions. Its website, which can be found at http://www.prc.gov.ph, provides online services available anytime and anywhere worldwide.

OBJECTIVES OF THE STUDY

In this study, the researcher intends to evaluate the effects of the Online Appointment System on the Service Delivery of PRC Regional Office IV-A.

MATERIALS AND METHODS

To evaluate the degree of influence of the Online Appointment System to professionals and to the employees of PRC Regional Office IV-A, this study used a descriptive survey research design to investigate the effects of the Online Appointment System that the Professional Regulation Commission (PRC) IV-A has implemented.

A descriptive research design using quantitative approach with correlational methods analysis was adopted, since the study's focus is on the analysis of a given situation, a quantitative-descriptive survey analysis design with the descriptive technique of research was adopted since this kind of method gives organizations useful information that helps them spot trends, figure out how customers behave and make choices based on data.

The goal of a descriptive study is to give a complete and accurate account of a group of people, an event, or a phenomenon. It can tell you what, where, when, how, and how to do something, but not why [1].

RESEARCH PROCEDURE

The study began by identifying the research problem aimed at assessing the effect of the Online Appointment System on the service delivery of PRC Regional Office IV-A.

A thorough assessment of the existing literature was carried out to better understand current levels of knowledge and locate any gaps pertinent to the subject matter. To address the objectives of the research, a quantitative and descriptive research design was chosen.

The target population consisted of PRC Regional Office IV-A clients, and a representative sample of 300 participants was selected using a systematic sampling technique.

Since this was the case, the primary data was acquired and analyzed to provide the required results for the study, and other relevant information was also collected.

RESEARCH INSTRUMENT

The researcher utilized a self-constructed questionnaire as the primary data collection tool to gather empirical and direct information from professionals transacting with the PRC. Administered via Google Forms, this method enabled the efficient collection of large amounts of data in a cost-effective and timely manner. Questionnaires, combining both open and closed-ended items, allowed for the collection of quantitative data on respondents' behaviors, preferences, attitudes, and views. The questionnaire was structured around the study’s conceptual framework and problem statement, and divided into three main

sections: responsiveness of the Online Appointment System (OAS), challenges encountered in using the OAS, and its impact on service delivery.

Careful selection of participants and their willingness to participate were also considered to enhance the quality of responses.

To ensure validity and reliability, the questionnaire was reviewed by the research adviser, a statistician, and a subject specialist. It employed a four-point Likert scale, a common tool in social and educational research, which measures respondents' levels of agreement or disagreement with given statements. Likert scales are valuable for capturing nuanced attitudes and perceptions, as they present respondents with a range of plausible answer choices. The scale used in this study was designed to assess opinions on the OAS's performance, challenges, and service outcomes. Considerations such as response categories, scale size, and direction were carefully taken into account to produce accurate and meaningful results, supporting the overall robustness of the research findings.

Table 1. Likert Scale for the Online Appointment System: Basis of the Service Delivery of PRC Regional Office IV-A

Point	Scale	Description	Verbal Interpretation
4	3.26 – 4.00	Strongly Agree	Very High
3	2.51 – 3.25	Agree	High
2	1.76 – 2.50	Disagree	Low
1	1.00 – 1.75	Strongly Disagree	Very Low

The information presented in Table 1 demonstrates that the 4-point Likert Scale will be applied to determine the level of agreement with assertions addressing the effects of the Online Appointment System on the service delivery of PRC Regional Office IV-A.

STATISTICAL TREATMENT

Frequency and Percentage Distribution. This measured the demographic profile of the respondents who participated in the study in terms of Age, Civil status, Professional, and Length of practice in the Profession.

Weighted Mean and Standard Deviation. This measured and computed the level of responsiveness of the Online Appointment System, the level of challenges encountered by the respondents of PRC Regional Office IV-A using the Online Appointment System, and the level of service delivery on the Online Appointment System.

Regression Analysis. This measured and computed the significant effect on the level of responsiveness of service delivery on the process of the Online Appointment System on the service delivery of the said office.

Regression analyses quantify the relationship between several variables and the outcome variable. This flexible statistical analysis method is usually lean and prespecified in randomized clinical trials. In observational studies, where potential confounders must be controlled for, researchers with knowledge of the topic in question must collaborate with experts in statistical modeling to ensure high model quality and avoid errors. Causal diagrams are an increasingly important basis for evaluation. They should be constructed collaboratively and differentiate between confounders, mediators, and colliders [2].

RESULT AND DISCUSSION

Table 2. Demographic profile of the respondents in terms of Age

Age	*f*	%
61-70	1	0.33
51-60	9	3.00
41-50	41	13.67
31-40	83	27.67
21-30	166	55.33
Total	300	100.00

Table 2 shows the age distribution of the respondents, with the majority (55.33%) falling within the 21-30 age group, indicating that younger individuals are the primary users of the online appointment system. The next largest group is the 31-40 age range, representing 27.67%, while the 41-50 age group accounts for 13.67%. As age increases, participation decreases, with only 3.00% of respondents in the 51-60 age group and a minimal 0.33% in the 61-70 group. These findings suggest that older individuals are less likely to use the system, possibly due to limited familiarity with digital platforms or accessibility issues. Overall, the data highlights that the online appointment system is most popular among younger users, with a decline in use as age increases.

Older persons may find it difficult to use technology since they are less digitally literate and are not as comfortable with online platforms. Older people who did not grow up with technology may find this barrier more noticeable and feel overpowered by new technologies which may hinder their use of online appointment scheduling tools [3].

Table 3. Demographic profile of the respondents in terms of Civil status

Civil Status		*f*	%
Single		186	62.00
Married		110	36.67
Widow		4	1.33
Total		300	100.00

Table 3 shows the respondents' demographic profile regarding civil status. Based on the table, the majority of the respondents were single individuals, with 186 respondents (62% of the total sample). The second largest number of samples is the married, with 110 in frequency or 36.67% of the sample, while the widowed have less than 2% of the sample. This means that single individuals commonly used online appointment systems among the respondents, and married respondents are almost half of the singles in online appointment systems.

Research shows that different demographic groups have distinct preferences regarding online appointment systems. According to Shaw et al. (2021), younger people—especially those in their 20s and 30s—prefer computerized appointment scheduling tools. Usually more tech-savvy, this segment appreciates how simple and quick online interfaces are. Due to their increased scheduling freedom, single people, especially those without children, are more inclined to use digital platforms for personal and professional engagements.

Table 4. Demographic profile of the respondents in terms of profession

Profession	*f*	%
Accountant	9	3.00
Agriculturist	5	1.67
Architect	3	1.00
Chemist	2	0.67
Criminologist	9	3.00
Customer service	2	0.67
Engineer	27	9.00
Forester	25	8.33
Government Employee	3	1.00
Guidance Councilor	3	1.00
Internal Auditor	3	1.00
Librarian	12	4.00
Medical fields	53	17.67
Teacher	144	48.00
Total	300	100.00

Table 4 outlines the respondents' professional backgrounds, revealing that educators make up the largest group using the online appointment system, with 144 individuals—nearly half of the total sample. Medical professionals follow at a distant second with 53 respondents, or 17.67%. Other professions represented include engineers (9%) and foresters (8.33%), while the remaining fields—such as librarians, accountants, agriculturists, architects, and others—each make up less than 5% of the sample. These findings suggest that educators are the primary users of the system, likely due to their demanding schedules, followed by medical professionals who also require structured, time-efficient services.

Table 5. Demographic profile of the respondents in terms of the length of practice of the profession

Length of practice	*f*	%
32-39yrs	2	0.67
24-31yrs	9	3.00
16-23yrs	20	6.67
8-15yrs	85	28.33
0-7yrs	184	61.33
Total	300	100.00

Table 5 represents the demographic profile of the respondents in terms of the length of practice of the profession. Most respondents are in at most 7 years of professional practice, with 184 individuals, or more than half of the sample. The range of length of practice 8-15 years, composed of 85 respondents or 28.33%. All respondents with more than 15 years of experience are only 31, making up almost 11% of the total sample. Individuals are more likely to use an online appointment system as the number of years in the service increases. The findings indicate that the majority of the users of online appointment systems are in the early stages of their careers or services.

Time management is essential because those who have worked in their field longer are more likely to be given additional responsibility. According to Miller Schilling (2020), accumulating duties and obligations causes burnout or stress in those with more years of service. As a result, they frequently use technology like online appointment scheduling to lessen the workload associated with manually scheduling appointments.

The goal is not to cram in as much as possible into a day but to make good use of the time available to achieve goals and find fulfillment.

Incorporating effective time management into students' lives is not just a valuable skill; it is a fundamental necessity for success in both academic and personal pursuits. Without proper time management, these demands can quickly become overwhelming, leading to stress, missed deadlines, and a detrimental impact on their overall well-being.

Table 6. Level of Responsiveness of the Online Appointment System in terms of Account Registration

Indicator	*M*	*SD*	Interpretation
1. The website features user search functionality.	3.72	0.50	VH
2. The users can conveniently fill out the necessary information.	3.74	0.48	VH
3. The users can quickly create their accounts without a problem.	3.64	0.59	VH
4. All the filled-out information is relevant.	3.75	0.49	VH
5. All supplied information will not be disclosed since the system prohibits it.	3.72	0.52	VH
Overall Mean	3.72		VH

The legend for the data indicates a sample size of 90 (n = 90). The mean scores are interpreted using the following rating scale: a score between 3.26 and 4.00 is considered "Very High" (VH), a score from 2.51 to 3.25 is rated as "High" (H), scores ranging from 1.76 to 2.50 are labeled as "Low" (L), and scores between 1.00 and 1.75 are interpreted as "Very Low" (VL).

Table 6 evaluates the level of responsiveness of an online appointment system, specifically regarding account registration. The results are presented as mean (M) and standard deviation (SD) values, with an interpretation of each indicator.

The findings reveal that the required information for registration is considered relevant, as indicated by a mean score of (M=3.75, SD = 0.49), indicating that the system does not request unnecessary details. Additionally, users find it easy to complete the registration process (M = 3.74, SD = 0.48), highlighting the system's user-friendly and efficient form design. Furthermore, the system enables users to create accounts without major difficulties (M = 3.64, SD = 0.59); however, the slightly lower mean score emphasizes the presence of minor concerns that may require attention for further improvement.

The overall mean score of 3.72 indicates that the online appointment system demonstrates excellent responsiveness in account registration. The relatively low standard deviations emphasize consistent user experiences across different aspects of the registration process. While all indicators are rated very high,

the slightly lower mean for quick account creation means minor improvements could further optimize the registration process.

Improving user satisfaction in online healthcare appointment systems requires a simplified account registration procedure. It is a measure of how satisfied users are with their experience [12].

Table 7. Level of Responsiveness of the Online Appointment System in terms of Type of Transactions

Indicator	*M*	*SD*	Interpretation
1. The list of available transactions is easy to understand.	3.70	0.53	VH
2. The transaction options are organized logically (e.g., by category).	3.71	0.54	VH
3. Enough information about each transaction type is provided.	3.70	0.51	VH
4. Without encountering any technological difficulties, the desired transaction was selected.	3.61	0.60	VH
5. The type of transaction is easy to find.	3.67	0.55	VH
Overall Mean	3.68		VH

The legend for the data indicates a sample size of 90 (n = 90). The mean scores are interpreted using the following rating scale: a score between 3.26 and 4.00 is considered "Very High" (VH), a score from 2.51 to 3.25 is rated as "High" (H), scores ranging from 1.76 to 2.50 are labeled as "Low" (L), and scores between 1.00 and 1.75 are interpreted as "Very Low" (VL).

Table 7 evaluates the level of responsiveness of an online appointment system, specifically in terms of the type of transaction. The results are presented as mean (M) and standard deviation (SD) values, with an interpretation of each indicator.

Among all of the indicators, “the transaction options are organized logically (e.g., by category)” with (M = 3.71, SD = 0.54) is the highest rated. Followed by two other indicators with very slightly lower scores are the statements “The list of available transactions is easy to understand “(M = 3.70, SD = 0.53) and “Enough information about each transaction type is provided “(M = 3.70, SD = 0.51). The respondents believed that the online appointment system makes the transaction type easy to find (M = 3.67, SD = 0.55). The lowest score, but still in the very high description, is that the respondents do not encounter technological difficulties (M = 3.61, SD = 0.60).

All of the indicators are in the very high description category. The overall weighted mean is 3.68, and the computed value of standard deviations is small. This means that the respondents consistently experience a very high level of responsiveness to an online appointment system, specifically in the type of transaction. A quick and responsive online booking system results in higher conversion rates and improved user retention. User happiness is directly correlated with responsiveness [4].

Table 8. Level of Responsiveness of the Online Appointment System in terms of Bills Payment

Indicator	*M*	*SD*	Interpretation
1. The payment process is easy to understand.	3.70	0.53	VH
2. Payment options were provided clearly (e.g., credit card, e-wallets, bank transfer).	3.72	0.53	VH
3. No technical issues were encountered while making the payment.	3.61	0.62	VH
4. Upon completion of the transaction, a confirmation or receipt was generated.	3.75	0.50	VH
Overall Mean	3.69		VH

The legend for the data indicates a sample size of 90 (n = 90). The mean scores are interpreted using the following rating scale: a score between 3.26 and 4.00 is considered "Very High" (VH), a score from 2.51 to 3.25 is rated as "High" (H), scores ranging from 1.76 to 2.50 are labeled as "Low" (L), and scores between 1.00 and 1.75 are interpreted as "Very Low" (VL).

Table 8 outlines the level of responsiveness of an online appointment system, specifically in terms of bill payment. The results are presented as mean (*M*) and standard deviation (*SD*) values, with an interpretation of each indicator.

The table presents that the respondents experienced confirmation or receipt generated upon completing the transactions with (*M* = 3.75, *SD* = 0.50). The system provides clear payment options (e.g., credit card, e-wallets, bank transfer) (*M* = 3.72, *SD* = 0.53). The system's payment process is user-friendly (*M* = 3.70, *SD* = 0.53) and no technical issues are encountered while making the payment (*M* = 3.61, *SD* = 0.62). All indicators are very high-level descriptions with an overall weighted mean of 3.69. The results indicate that users are generally very satisfied with the responsiveness of the online appointment system regarding bill payment. The respondents believed that by using the system, they experienced transparency since it provides confirmation or receipt, eases the payment process, offers clear payment options, and has no technical problems.

A smooth and efficient payment process is crucial to a positive user experience and can greatly influence user happiness and loyalty. Speed and efficiency in payment processing can give a business a competitive edge in a fast-paced market. A positive payment experience can be a significant factor in creating a positive overall customer experience. A seamless and hassle-free payment process can significantly impact customer satisfaction and loyalty. Conversely, a frustrating payment experience can lead to increased cart abandonment, negative reviews, and a diminished customer experience overall.

Table 9. Level of Responsiveness of the Online Appointment System in terms of Scheduling

Indicator	*M*	*SD*	Interpretation
1. There is an option to reschedule or change the date after booking.	3.64	0.62	VH
2. The system provides clear confirmation of your appointment date.	3.75	0.49	VH

3. The dates provided by the system are always favorable to the clients.	3.58	0.65	VH
4. The selected date was confirmed without issues.	3.69	0.53	VH
5. The online scheduling process was completed successfully.	3.75	0.50	VH
Overall Mean	3.68		VH

The legend for the data indicates a sample size of 90 *(n* = 90). The mean scores are interpreted using the following rating scale: a score between 3.26 and 4.00 is considered "Very High" (VH), a score from 2.51 to 3.25 is rated as "High" (H), scores ranging from 1.76 to 2.50 are labeled as "Low" (L), and scores between 1.00 and 1.75 are interpreted as "Very Low" (VL).

Table 9 shows the online appointment system's level of responsiveness in terms of scheduling. The results are presented as mean (*M*) and standard deviation (*SD*) values, with an interpretation of each indicator.

The table highlights the respondents' satisfaction with online appointment scheduling. All of the indicators were rated as very high descriptions. The respondents believed that the system confirmed the appointment date (*M* = 3.75, *SD* = 0.49) and witnessed the online scheduling process completed successfully (*M* = 3.75, *SD* = 0.50). There is no problem in selecting the date (*M* = 3.69, *SD* = 0.53) and an option to reschedule or change the schedule date (*M* = 3.69, *SD* = 0.53). The lowest score among indicators, but still very high, stated that the system is always favorable to the clients (*M* = 3.58, *SD* = 0.65).

Furthermore, the overall weighted mean of all the indicators is 3.68. The findings indicate that the respondents are highly satisfied with online appointment scheduling. It provides clear confirmation, is always favorable to the clients, has no issues encountered, and has an option to change the date of the schedule. The results clearly show that the system successfully provides online scheduling.

Responsive design and uncomplicated, straightforward interfaces increased user happiness. Users are more likely to finish the scheduling procedure and return for additional appointments when they can do it swiftly with a few clicks and receive prompt system feedback [5].

Table 10. Level of Challenges Encountered Using Online Appointment System in terms of Online Appointment Disparity

Indicator	*M*	*SD*	Interpretation
1. It is difficult to navigate the online appointment system.	2.05	1.00	L
2. The instructions provided by the system during the appointment process are not "age-friendly."	2.14	1.06	L
3. It is too hard to use the online method without help.	2.02	1.04	L
4. The system is not user-friendly.	1.94	1.03	L
Overall Mean	2.04		L

The legend for the data indicates a sample size of 90 (*n* = 90). The mean scores are interpreted using the following rating scale: a score between 3.26 and 4.00 is considered "Very High" (VH), a score from 2.51

to 3.25 is rated as "High" (H), scores ranging from 1.76 to 2.50 are labeled as "Low" (L), and scores between 1.00 and 1.75 are interpreted as "Very Low" (VL).

Table 10 presents the challenges encountered using the online appointment system, specifically regarding appointment disparity. The results are presented as mean (*M*) and standard deviation (*SD*) values, with an interpretation of each indicator.

The result indicates that the system's instructions are comprehensible across different age groups, as reflected in the low challenge rating (*M* = 2.14, *SD* = 1.06). Users do not find navigating the online appointment system particularly difficult, implying that its interface is relatively accessible (*M* = 2.05, *SD* = 1.00). The system is perceived as user-friendly, reinforcing that navigation and accessibility concerns are minimal (*M* = 1.94, *SD* = 1.03). The findings indicate that all indicators were rated Low, with an overall mean of 2.04, indicating that users generally do not experience significant challenges related to appointment disparity. The findings imply that appointment disparity is not a significant issue in the online appointment system. Users generally find it accessible, easy to navigate, and user-friendly. However, the slightly higher mean for age-friendliness connotes that minor adjustments in instructional clarity may further improve accessibility, especially for older users or those less familiar with online systems.

Lee et al. (2020) found that online appointment systems with mobile-responsive features enhance account registration speed and accessibility, especially for users who prefer to schedule appointments via smartphones. According to this study, mobile-friendly registration systems are more responsive and reach a wider audience, increasing user engagement.

Table 11. Level of Challenges Encountered Using Online Appointment System in terms of Workload

Indicator	*M*	*SD*	Interpretation
1. The online appointment system has not reduced the workload.	2.06	1.02	L
2. The introduction of the online appointment system did not increase the overall productivity of employees.	2.07	1.04	L
3. The online appointment system did not help reduce the bulk of clients transacting daily.	2.03	1.02	L
4. Less time for backroom jobs.	2.04	1.02	L
Overall Mean	2.05		L

The legend for the data indicates a sample size of 90 (*n* = 90). The mean scores are interpreted using the following rating scale: a score between 3.26 and 4.00 is considered "Very High" (VH), a score from 2.51 to 3.25 is rated as "High" (H), scores ranging from 1.76 to 2.50 are labeled as "Low" (L), and scores between 1.00 and 1.75 are interpreted as "Very Low" (VL).

Table 11 presents the challenges encountered using the online appointment system, specifically regarding workload. The results are presented as mean (*M*) and standard deviation (*SD*) values, with an interpretation

of each indicator.

The users of the online appointment system disagreed with the following: first, the system did not increase overall productivity (*M* = 2.07, *SD* = 1.04), and second, the system did not reduce the workload (*M* = 2.06, *SD* = 1.02). Furthermore, the individuals disagreed that the system provides less time for backroom jobs (M = 2.04, SD = 1.02) and did not decrease the bulk of clients' daily transactions (*M* = 2.03, *SD* = 1.02). The results clearly show minimal challenges encountered by the respondents, with only an overall weighted mean of 2.05. The findings imply that there are no big problems with workload when using an online appointment system.

They examined the function of online appointment systems in various sectors. They discovered that, although they are useful for scheduling, they do not considerably lower the volume of customer transactions. **B**ecause of individual preferences or demands not met by the automated system, users frequently contact service providers for consultations, specific requests, or to reschedule meetings. According to the survey, face-to-face communication is still crucial, especially in sectors where customer happiness largely depends on personalization and service [6][7].

Table 12. Level of Challenges Encountered Using Online Appointment System in terms of Urgency Situation

Indicator	*M*	*SD*	Interpretation
1. The online appointment method is not helpful when you need your document immediately.	2.18	1.10	L
2. The Online appointment system is not accessible on all your devices (e.g., smartphone, tablet, computer)	2.03	1.06	L
3. The online appointment system is not reliable when there is an urgent situation.	2.17	1.09	L
4. IT support cannot be contacted easily when there are issues along the process.	2.18	1.06	L
Overall Mean	2.14		L

The legend for the data indicates a sample size of 90 (*n* = 90). The mean scores are interpreted using the following rating scale: a score between 3.26 and 4.00 is considered "Very High" (VH), a score from 2.51 to 3.25 is rated as "High" (H), scores ranging from 1.76 to 2.50 are labeled as "Low" (L), and scores between 1.00 and 1.75 are interpreted as "Very Low" (VL).

Table 12 presents the level of challenges encountered in using the online appointment system, specifically in terms of urgent situations. The results are presented as mean (*M*) and standard deviation (*SD*) values, with an interpretation of each indicator.

The table outlines that the respondents do not address the challenges of the online appointment system in terms of urgency. The participants disagreed on the difficulty of reaching IT support when there are issues (*M* = 2.18, *SD* = 1.06). Secondly, with a slightly lower score stated "The online appointment system is not helpful when the accessing the needed documents (*M* = 2.18, *SD* = 1.1). Additionally, the system is not reliable when there is an urgent situation" (*M* = 2.17, *SD* = 1.09) and is not accessible in any devices such as smartphone, laptops, desktop etc. (*M* = 2.03, *SD* = 1.06). All indicators' means are considered low, and

the weighted mean of 2.14 is in the low description. This means that online appointment system users encounter very minimal challenges regarding urgent situations. The results indicate that the system can be trusted in urgent situations.

Real-time appointment scheduling is crucial for businesses and service providers because it enhances efficiency, customer experience, and resource management. It allows for immediate booking, reduces waiting times, and streamlines operations, ultimately leading to increased productivity and satisfaction.

Table 13. Level of Challenges Encountered Using Online Appointment System in terms of Adaptability

Indicator	*M*	*SD*	Interpretation
1. Online appointment system does not reduce waiting time to process a transaction.	2.12	1.04	L
2. The online appointment system does not streamline the process cycle time of every transaction.	2.10	1.01	L
3. It is not convenient to schedule an appointment.	2.05	1.04	L
4. Assistance is not required to understand the online appointment process.	2.09	1.03	L
5. The online appointment system is not reliable in providing accurate appointment details.	2.03	1.05	L
Overall Mean	2.08		L

The legend for the data indicates a sample size of 90 (n = 90). The mean scores are interpreted using the following rating scale: a score between 3.26 and 4.00 is considered "Very High" (VH), a score from 2.51 to 3.25 is rated as "High" (H), scores ranging from 1.76 to 2.50 are labeled as "Low" (L), and scores between 1.00 and 1.75 are interpreted as "Very Low" (VL).

Table 13 presents the level of challenges encountered in using the online appointment system, specifically in terms of Adoptability. The results are presented as mean (M) and standard deviation (SD) values, with an interpretation of each indicator.

The table highlights that the respondents failed to agree that the online appointment system does not reduce the waiting time process (M = 2.12, SD = 1.04), does not streamline the process cycle time of every transaction (M = 2.10, SD = 1.01), assistance is not required to understand the online appointment process (M = 2.09, SD = 1.03).

It is not convenient to schedule an appointment (M = 2.05, SD = 1.04), and the system is unreliable in providing accurate appointment details (M = 2.03, SD = 1.04). The overall weighted mean of 2.08 is in the category of low description. The findings clearly show that the respondents encountered minimal challenges regarding adaptability. The lower scores of means and weighted mean depict the respondents' disagreement with all of the negative indicators regarding the usage of the online appointment system in terms of adaptability.

Customers had no trouble adjusting to online appointment booking systems in the retail sector, where appointment systems are used more frequently for consultations or personal shopping. The system's strai-

ghtforward design, user-friendly interfaces, and simple steps facilitated rapid adoption [8].

Table 14. Level of Challenges Encountered Using Online Appointment System in terms of Accessibility

Indicator	*M*	*SD*	Interpretation
1. The system is not accessible at any time.	2.07	1.05	L
2. The system cannot be accessed from many places without any problems.	2.07	1.04	L
3. The system is not easy to use for individuals with limited technical skills.	2.12	1.04	L
4. All buttons and links are not visible and labeled.	2.03	1.01	L
5. The system does not meet the user's expectation for accessibility.	2.04	1.03	L
Overall Mean	2.07		L

The legend for the data indicates a sample size of 90 (n = 90). The mean scores are interpreted using the following rating scale: a score between 3.26 and 4.00 is considered "Very High" (VH), a score from 2.51 to 3.25 is rated as "High" (H), scores ranging from 1.76 to 2.50 are labeled as "Low" (L), and scores between 1.00 and 1.75 are interpreted as "Very Low" (VL).

Table 14 presents the challenges encountered using the online appointment system, specifically regarding accessibility. The results are presented as mean (*M*) and standard deviation (*SD*) values, with an interpretation of each indicator.

The highest rate among all indicators, but still in low description states, "The system is not easy to use for individuals with limited technical skills" (M = 2.12, SD = 1.04). Additionally, the same means but slightly different standard deviation presents that the respondents disagree that the system is inaccessible at any time (M = 2.07, SD = 1.05) and from many places without encountering problems (M = 2.07, SD = 1.04). Moreover, the system does not meet the users' expectations (M = 2.04, SD = 1.03).

The lowest score among the indicators stated, "the buttons and links are not visible and labeled," has only (M = 2.07, SD = 1.04) with an overall weighted mean of 2.07. Based on the computed values, it is noticeable that all of the indicators got a low level of description, which means that the respondents did not encounter many challenges in using the online appointment system regarding accessibility.

Using online appointment booking systems effectively is hampered by a lack of digital literacy. It implies that internet systems are sometimes intimidating or perplexing to people who are not tech-savvy or have little expertise with digital interfaces. According to the study, these users could find submitting personal information challenging [7].

Table 15. Level of Service Delivery on the online Appointment System with respect to Clients' Satisfaction

Indicator	*M*	*SD*	Interpretation
1. The online appointment system is much more convenient than the walk-in applications.	3.73	0.47	VH
2. The online appointment system helps users simply schedule an appointment for a certain transaction.	3.74	0.47	VH

3. The online appointment system meets the required process cycle time.	3.71	0.50	VH
4. The online appointment system is responsive to the clients' requests.	3.66	0.54	VH
5. The online appointment system is much more reliable and accessible.	3.70	0.49	VH
Overall Mean	3.71		VH

The legend for the data indicates a sample size of 90 (n = 90). The mean scores are interpreted using the following rating scale: a score between 3.26 and 4.00 is considered "Very High" (VH), a score from 2.51 to 3.25 is rated as "High" (H), scores ranging from 1.76 to 2.50 are labeled as "Low" (L), and scores between 1.00 and 1.75 are interpreted as "Very Low" (VL).

Table 15 presents the level of service delivery of the online appointment system about clients' satisfaction. The results are presented as mean (M) and standard deviation (SD) values, with an interpretation of each indicator.

The result indicates that the system allows users to easily book appointments, making the scheduling process straightforward and accessible (M = 3.74, SD = 0.47). Responsiveness during the account creation process—that is, quick loading times, instant email confirmations, and mobile-friendly interfaces—significantly increased user satisfaction. According to the report, prompt and easy registration procedures were important in boosting users' desire to engage with the system [11].

Additionally, users perceive the online appointment system as significantly more convenient than traditional walk-in applications, highlighting its efficiency in saving time and effort (M = 3.73, SD = 0.47). Moreover, users find the system highly responsive, though the slightly lower mean indicates occasional delays or areas for further improvement (M = 3.66, SD = 0.54). The findings indicate that all indicators were rated very high, with an overall mean of 3.71, implying that users are highly satisfied with the system's efficiency and responsiveness.

An appointment scheduling system best uses available resources to reduce wait times and prioritize appointments. This system also frees up fewer resources for the service provider because customers can schedule appointments without contacting the staff (Nalluri et al., 2023).

Table 16. Level of Service Delivery on the online Appointment System with respect to Employees' Performance

Indicator	*M*	*SD*	Interpretation
1. The clients' requests or transactions are effectively managed within the process cycle time.	3.69	0.48	VH
2. The online appointment can easily help employees to achieve their set target.	3.71	0.47	VH
3. The online appointment system allows employees to focus more on resolving complex concerns.	3.69	0.48	VH
4. The online appointment system helps employees to meet deadlines.	3.69	0.50	VH
5. The implementation of the online appointment system overall affects the employees' performance.	3.68	0.50	VH

Overall Mean	3.69	VH

The legend for the data indicates a sample size of 90 (n = 90). The mean scores are interpreted using the following rating scale: a score between 3.26 and 4.00 is considered "Very High" (VH), a score from 2.51 to 3.25 is rated as "High" (H), scores ranging from 1.76 to 2.50 are labeled as "Low" (L), and scores between 1.00 and 1.75 are interpreted as "Very Low" (VL).

Table 16 presents the level of service delivery of the online appointment system concerning performance. The results are presented as mean (M) and standard deviation (SD) values, with an interpretation of each indicator.

The results show that the respondents believed the online appointment system could easily help employees achieve their target (M = 3.71, SD = 0.47). It is followed by three indicators with the same computed mean but slightly different consistency. The first one is about meeting the deadlines of the employees by using the system (M = 3.69, SD = 0.50). Second, the respondents are convinced that the clients' requests or transactions are effectively managed within the process cycle time (M = 3.69, SD = 0.48). It is followed by the grants of the system to focus the employees on resolving complex concerns (M = 3.69, SD = 0.48). The weighted mean of 3.69 is considered at a very high description level. The findings show that the respondents experienced a very high level of service when using the online appointment system in terms of performance.

Positive feedback shows us what our customers want. Negative feedback highlights areas needing improvement and provides insights into customer pain points, while positive feedback reinforces what customers appreciate and helps identify what they desire. Both negative and positive feedback are valuable for business improvement and understanding customer needs.

Table 17. Test of Effect on Responsiveness of Service Delivery on the Process of Online Appointment System

Responsiveness of Service Delivery	**Process of Online Appointment System**	**Beta**	***SE***	**95 % CI**		**β**	***p***
				LL	***UL***		
Account Registration	Clients' satisfaction	0.044	0.095	-0.144	0.232	0.046	.645
Type of transaction		0.114	0.097	-0.077	0.304	0.129	.241
Bills Payment		0.127	0.086	-0.041	0.296	0.143	.138
Scheduling		0.264	0.094	0.079	0.450	0.295	.005*
Confirmation		0.078	0.107	-0.132	0.288	0.084	.464
Account Registration	Employees' performance	0.057	0.101	-0.141	0.255	0.060	.572
Type of transaction		0.093	0.102	-0.108	0.294	0.105	.362
Bills Payment		0.079	0.090	-0.099	0.257	0.088	.383
Scheduling		0.244	0.100	0.048	0.440	0.271	.015*

Confirmation	0.113	0.113	-0.108	0.335	0.121	.315

*Note: * p < .05.*

Table 17 presents the results of a regression analysis testing the effect of different aspects of service delivery responsiveness on the process of an online appointment system. The results include Beta (unstandardized coefficient), *SE* (standard error), 95% confidence interval (*LL* = lower limit, *UL* = upper limit), β (standardized coefficient), and *p*-values.

The analysis of service delivery responsiveness in relation to clients' satisfaction reveals that several factors do not have a significant effect. Specifically, account registration (β = 0.046, *p* = .645), type of transaction (β = 0.129, *p* = .241), and bill payment (β = 0.143, *p* = .138) show no significant effect, indicating that these aspects of the online appointment system do not substantially affect client satisfaction. In contrast, scheduling demonstrates a moderate to strong positive effect (β = 0.295, *p* = .005), indicating that an efficient and responsive scheduling process enhances client satisfaction. Clients are more likely to be satisfied when appointment scheduling is well-structured and accessible. Lastly, confirmation does not significantly affect client satisfaction (β = 0.084, *p* = .464), implying that receiving a confirmation does not strongly influence how clients perceive the service.

Users' confidence in the system increases when they receive prompt feedback during account registration, such as real-time validation of user information (e.g., confirming phone number or email address). Users are more satisfied when they receive prompt feedback on whether registration steps were successful or unsuccessful, making the process seem more transparent and efficient [9].

Table 18. Test of Effect on Challenges Encountered Using Online Appointment System on the Service Delivery

Challenges Encountered	**Process of Online Appointment System**	**Beta**	***SE***	**95 % CI**			
				LL	***UL***	**B**	***P***
Online Appointment disparity	Clients' satisfaction	-0.114	0.070	-0.251	0.024	-0.251	.105
Workload		0.112	0.067	-0.020	0.244	0.251	.096
Urgency situation		-0.003	0.056	-0.113	0.107	-0.007	.955
Adaptability		0.044	0.070	-0.094	0.183	0.101	.528
Accessibility		-0.153	0.063	-0.276	-0.030	-0.342	.015*
Online Appointment disparity	Employees' performance	-0.126	0.071	-0.265	0.013	-0.277	.076
Workload		0.123	0.068	-0.011	0.256	0.274	.071
Urgency situation		0.004	0.057	-0.107	0.115	0.009	.945
Adaptability		0.027	0.071	-0.112	0.167	0.062	.700

Accessibility	-0.133	0.063	-0.257	-0.009	-0.296	.036*

*Note: * $p < .05$.*

Table 18 examines the impact of various challenges encountered when using the online appointment system on clients' satisfaction and employees' performance. The table provides Beta (unstandardized coefficient), *SE* (standard error), 95% confidence intervals (*LL* = lower limit, *UL* = upper limit), β (standardized coefficient), and *p*-values, indicating the statistical significance of each factor.

Most challenges examined in the study do not exhibit a statistically significant effect on clients' satisfaction. Online appointment disparity (β = -0.251, p = .105) does not significantly affect client satisfaction. This indicates that inconsistencies or gaps in the online appointment system do not strongly influence clients' satisfaction with the service. Workload (β = 0.251, p = .096) also does not have a significant effect. While a higher workload might affect service delivery, the effect on overall satisfaction is not substantial enough to be statistically significant. Urgency situation (β = -0.007, p = .955) shows no significant effect, indicating that urgent situations do not considerably influence client satisfaction when using the system. Adaptability (β = 0.101, p = .528) does not significantly affect satisfaction, implying that clients' ability to adapt to the system does not play a crucial role in determining their overall experience.

Appointment inequalities (such as high wait times or restricted time slots) can cause some annoyance. Still, they have no discernible impact on overall client happiness. According to their research, customers value aspects like staff professionalism, service quality, and system usability more than minor availability or appointment time variations [10].

CONCLUSION AND RECOMMENDATION

The study found that the online appointment system used by PRC Regional Office IV-A is highly responsive and satisfactory, particularly in areas such as account registration, transaction types, bill payment, scheduling, and confirmation. Respondents reported minimal challenges in using the system, including issues related to appointment disparity, workload, urgency, adaptability, and accessibility, indicating that the system is largely hassle-free. Clients expressed high satisfaction with both the system's service quality and performance. However, while most aspects of service delivery—such as account registration, transaction types, bill payment, and confirmation—do not significantly influence client satisfaction or employee performance, scheduling remains a key factor impacting both. Among the challenges, only accessibility showed a significant negative impact on client satisfaction and employee performance. Interestingly, the study suggests that decreased accessibility challenges may actually lead to improved satisfaction and performance, highlighting accessibility as the primary area requiring attention for enhancing overall system effectiveness.

Based on the research findings, several recommendations are proposed to enhance the online appointment system of PRC Regional Office IV-A. First, improving accessibility across various platforms and devices is essential to ensure users can easily schedule, view, and manage their appointments. The development of a dedicated mobile application for iOS and Android is also recommended to provide users with convenient, on-the-go access. Additionally, integrating automated reminders through push notifications, emails, and SMS—along with follow-up messages for customer feedback—can enhance user engagement and service quality, provided that data privacy regulations are strictly followed. Lastly, the implementation of a structured and continuous monitoring and evaluation (M&E) system is advised to track progress,

ensure efficiency, and optimize the overall performance of the online appointment system.

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