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**PROCESSING OF PASSPORT IN SELECTED RECRUITMENT AGENCIES IN
COTABATO CITY
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Abstract

The study focused on the level of awareness of the Processing of Passport in terms of Appointment, Application, Fees or Payment, Releasing and references in Selected Recruitment Agencies in Cotabato City. Specifically, this study aimed to determine the profile of the respondents in terms of age, civil status and sex; the level of awareness of the clients in passport processing in terms of appointment system, application, fees or payments and releasing; and the problems encountered by the clients in the processing of passport. The research approach of the study was descriptive-evaluative research design guided by a quantitative survey method. This paper identified the 100 respondents to provide data about the level of awareness on the Processing of Passport in Selected Recruitment Agencies in Cotabato City. Majority of the respondents belonged to 30-39 years old with a frequency count of 45, with or 45 percent of the respondents population. Most of the respondents were female with a frequency count of 54 or 54 percent of the total population. Many of respondents were married with a frequency count of 43 or 43 percent of the population. The level of awareness of the respondents in passport processing in terms of passport appointment system had an over-all mean of 3.31, described as highly aware. In terms of passport application the over-all mean was 3.20, described as highly aware. In terms of passport fees or payments the over-all mean was 3.36, described as highly aware, while the level of awareness of the respondents in passport processing in terms of passport releasing has an over-all mean of 3.20, describe as highly aware. The researchers inferred the connection between the evaluation of user satisfaction and in measuring the performance of public services of the DFA Passport Application System which are both citizen-centric in focus and perspective. It implies that most common problems encountered in the Passport Processing were the Advocacy or information about passport application. The structure of information is extremely chaotic. This is supported by the actual observation of the research during the data gathering.

Keywords: Passport Processing, Appointment, Recruitment Agency, Cotabato City

INTRODUCTION

Passport is a travel document, usually issued by a country's government that certifies the identity and nationality of its holder primarily for the purpose of international travel. Biometric enabled passport are described as e-passport (Pasupathinathan et al, 2008). Standard passports may contain information such as the holder's name, place and date of birth, photograph, signature, and other identifying information. Many countries are moving towards including biometric information in a microchip embedded in the passport, making them machine-readable and difficult to counterfeit.

Article II Section 7 "The state shall pursue an independent foreign policy. In its relations with other states the paramount consideration shall be national sovereignty, territorial integrity, national interest, and the right to self-determination". Republic Act No. 757,

otherwise known as “Philippine Foreign Act of 1991” gives mandate to the DFA to implement the three pillars of the Philippine Foreign Policy, as follows, First Preservation and enhancement of national security, second promotion and attainment of economic security and third the protection of the rights and promotion of the welfare and interest of Filipinos overseas.

A passport holder is normally entitled to enter the country that issued the passport, though some people entitled to a passport may not be full citizens with right of abode. A passport does not of itself create any rights in the country being visited or obligate the issue country in any way, such as providing consular assistance. Some passports attest to status as a diplomat or other official, entitled to rights and privileges such as immunity from or prosecution.

The DFA importance schedule an appointment are carefully review all fields in the on line form and provide complete and accurate information, the system relies on email messaging to inform you of updates. Depending on actual server load and network traffic, the server may take some time before it can send a confirmation email for the selected booking. This appointment and scheduling system allocates slots on a first come first served basis. Limited slots are available per site and there is no guarantee that a slot will always be available for a user’s first choices for an appointment schedule.

After applying for a Philippine passport, applicant shall bring the passport receipt for release of their passport, to resume normal passport releasing schedule after successful maintenance of e-Passport system. Guidelines in the releases of Philippine Passport, the printing of e-passports in the Philippines it takes at least (30) days before the DFA forwards the printed e-passport to the embassy.

Many countries normally allow entry to holders of passports of other countries, sometimes requiring a visa also to be obtained, but this is not an automatic right. Many other additional conditions, such as not being likely to become a public charge for financial or other reasons, and the holder not having been not convicted crime.

This study investigated the effectiveness, efficiency and promptness of handling process within the department of foreign affairs. To this end, the researcher had been able to access the effectiveness and efficiency of clients handling process and thus, examine its promptness in relation to the organizational productivity of Department of Foreign Affairs. Applicant handling procedures should be promptly managed to avoid deficiency in organization operational objectives.

The reason of the researcher in conducting this study has to address problems and issues concerning the satisfaction of the clients through processing the passport documents of the recruitment agencies.

METHODS

This study used descriptive evaluative research design and employed a quantitative survey method. The descriptive survey method was used to assess the passport processing. The descriptive evaluative research design is appropriate for presenting the findings of study specifically in elaborating the responses of the respondents during interview conducted by the researcher.

This study was conducted in Cotabato City. The Department of Foreign Affairs was formally located at People's Palace City Hall of Cotabato City. But later, it was transferred to Alnor Mall along Sinsuat Avenue, Cotabato City. The City is located in a swampy area near the southern banks of the Cotabato River (a tribute of Mindanao River) and just inland of the Moro Gulf, Cotabato City is the primary trade and commercial centre for all south western Mindanao with the total land area of 1,760 square kilometres. It was created a chartered city on June 20, 1959, by virtue of Republic Act 2364. The city of Cotabato has 37 barangays.

RESULTS AND DISCUSSIONS

Part I. Profile of the Respondents

The profile distribution of the respondents according to their age. It showed 45.0 percent of the respondents belong to the age group of 30-39 which obtained the highest number frequency count of 45. The second highest number is 33.0 percent falls to the age of 20-29 with the frequency count of 33. Age group of 40-49 which got 14.0 percent of the respondents. With the frequency count of 14. The lowest number falls within the age group of 50-59, with only 1 percent of the respondents or with the frequency count of 1.

The civil status of the respondents. Forty three (43) percent of the respondents are married with the frequency count of 43. Followed by forty-one (41.0) percent, who are single with the frequency count of 41; followed by eleven (11) percent who are widow with the frequency count of 11; and lastly, the five (5) percent who are separated with the frequency count of 5.

The gender of respondents. Majority of the respondents are female with 54.0 percent, or with the frequency count of 54 and the males are 46.0 percent only with the frequency count of 46. Implies that there were many female respondents participated during the data gathering done by the researcher.

Part II. Level of Awareness

The level of awareness of the passport processing in terms of Passport Appointment System. It shows that in Over-All, the level of awareness is highly aware with mean of 3.31.

Results shows in the previous table that the level of awareness of the passport processing in terms of Passport Appointment System personal that appearance is required with the mean 3.76, described as very Highly Aware; the schedule of availability of services has the mean of 3.49, described as Highly Aware; for minor applicants, personal is required has the mean of 3.04, described as Highly Aware; and for married woman who wants adopt the services of her spouse has the mean of 2.94, described as Highly Aware.

The level of awareness in terms of Passport Application. It shows that in Over-All the level of awareness is Highly Aware with a mean of 3.20.

Specifically, getting an appointment schedule for processing has a mean of 3.54 described as Very Highly Aware; getting an application schedule for processing has a mean of 3.02, described as Highly Aware; Proceeding to documents evaluation and processing section has a mean of 3.07, described as Highly Aware; and submitting documents for evaluation and processing has a mean of 3.15, described as Highly Aware. Submit documents for evaluation and processing has a mean of 3.15 that gives a description of Highly Aware.

The level of awareness in terms of Passport Fees/ Payment. It reveals the over-all the level of awareness is Highly Aware with a mean of 3.36. Specifically, scheduling of an appointment for payment of passport has a mean of 3.52 which gives a description of Very Highly Aware, paying of passport processing fee has a mean of 3.50 that gives a description of Very Highly Aware; printing out the confirmed appointment packet has a mean 3.08 that gives a description of Highly Aware; and Proceeding to courier counters and present receipt and payment has a mean of 3.34 that gives a description of Highly Aware.

The level of awareness in terms of Passport Releasing. It shows the Over-all in the level of awareness is Highly Aware with a mean of 3.20. Specifically, informing the clients for the schedule releasing passport has a mean of 3.53, and which gives a description of Very Highly Aware, Prioritization of PWD, Pregnancy Women and Senior Citizen has a mean and of 2.86, and that gives also a description of Highly Aware.

The summary of the level of awareness on the passport processing, there were four (4) indicators such as appointment system, application, and fees/payment, releasing. Among these indicators, fees/payment has obtained the highest mean of 3.36; which is highly aware. Followed by appointment system with a mean of 3.31, which is highly aware; application and releasing have the same mean of 3.20, which is highly aware.

It implies that summary of the level of awareness has over-all mean of 3.36 which gives a Highly Aware.

Part III. Problems Encountered by the Clients in Passport Processing

The problems encountered by the clients in passport processing. Specifically, Advocacy or information about passport application has the highest frequency of 90; followed by Slot Disappearance due to Internet or Connectivity with a frequency of 71; followed by the Allocation of Quota with a frequency of 55; followed by the Volume of Passport Applicants Paper's with a frequency of 43; followed by the Fees in Passport application with a frequency of 40; followed by the Passport processing Speedy and Convenient with a frequency of 39; and lastly, Releasing of Passport with a frequency of 32.

It implies that common problems encountered in the Passport Processing is the Advocacy or Information about Passport Application. This is supported by the actual observation of the researcher during the data gathering.

Summary of Major Findings

Based on the gathered and analyzed data the following is the summary of major findings.

1. Majority of the respondents belong to the 30-39 years old with frequency of 45.
2. Majority of the respondents are married with a frequency of 43.
3. Majority of the respondents are female with a frequency of 54.
4. The level of awareness of the respondents in passport processing in terms of Appointment System is Highly Aware with an over-all mean of 3.31.

5. The level of awareness of the respondents in passport processing in terms of Application is Highly Aware with an over-all mean of 3.20.
6. The level of awareness of the respondents in passport processing in terms of Fees/Payment is Highly Aware with an over-all mean of 3.36
7. The level of awareness of the respondents in passport processing in terms of Releasing is Highly Aware with an over-all mean of 3.20
8. The summary level of awareness on the processing of passport has over-all mean of 3.36 which gives a description of Highly Aware.
9. The most common problem encountered by the respondents in passport processing was advocacy or information about passport application. With a frequency of 90; followed by slot disappearance due to internet or connectivity with the frequency of 71; followed by allocation of quota with the frequency of 55; followed by the Volume of passport applicant's papers with a frequency of 43; Passport processing speedy and convenient with the frequency of 39; and the least cited problem was the releasing of passport with a frequency of 32.

Conclusions

Based on the findings of the study, it is hereby concluded that the level of awareness of the respondents in processing passport in selected recruitment agencies in Cotabato City during school year 2018-2019 is highly aware. Through this study, the researcher wanted to know the current situation of the DFA Passport Application System and find out the needs, wants, and expectations of the citizens based on their interactions on and usage of the website and their actual personal appointment at DFA office and other recruitment agencies.

Recommendation

- Based on the summary of the findings and the conclusion of the study, the following are recommended:
1. The Department of Foreign Affairs should improve their online application process through the updating of facilities and equipment's.
 2. The Department of Foreign Affairs should conduct more information drive or campaign regarding passport application.
 3. The Department of Foreign Affairs shall review their existing policies in order to lessen the imposition of penalties and sanctions.

4. The Department of Foreign Affairs should make their processing of passport to be more user-friendly towards differently-abled people such as persons with disability, senior citizens and pregnant women.

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