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Assessment of Parole and Probation Administration Program (PPAP) Implementation in Southern Negros Occidental: Perceived Effectiveness, Client Satisfaction, Challenges, and Opportunities

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Abstract. This study assessed the effectiveness and client satisfaction of the Philippine Parole and Probation Administration's (PPA) programs in Southern Negros Occidental. Using a descriptive quantitative design, the study surveyed implementers and clients about core programs like the Therapeutic Community Treatment Modality, restorative justice, and volunteerism. Results indicate the program is highly effective and clients are highly satisfied, despite challenges such as limited resources, stigmatization, and a lack of family support. The findings suggest opportunities for program enhancement through tailored interventions, increased volunteer recruitment, and strengthened community linkages for job placement and counseling. The study's results offer a basis for an action plan to improve the PPA's services and support offender reintegration.

Keywords. Parole, Probation, Implementation, Challenges, Client Satisfaction, Philippines

1.0. Introduction

Globally, parole and probation programs are a vital alternative to incarceration, promoting community reintegration and reducing re-offense rates. These programs are shown to be effective, with work-related programs, in particular, improving employment and lowering recidivism [1]. By offering access to essential resources like education, employment, and housing, they enhance community safety and stability [2]. However, challenges remain. Stigma continues to be a major barrier [3], and recent events like the pandemic have highlighted the critical role of social support in successful probation [4]. While global recidivism rates vary [5], positive perceptions in some regions, such as Pakistan, suggest a strong potential for improving the well-being of those on probation [6].

Across the ASEAN region, parole and probation programs vary widely. Indonesia, for example, has made significant progress in its juvenile justice system by integrating restorative justice, focusing on community-based interventions and diversion programs to reduce incarceration rates. Indonesian probation and parole officers play a key role in this, conducting community research and recommending alternatives to prison [7]. Yet, the country still faces

challenges, including a shortage of probation officers and a need for better case management for offenders with intellectual disabilities, which has led to exploring digital solutions ([8]. In contrast, Malaysia's system, managed by the Prisons Department, focuses on community supervision and rehabilitation, and even partners with private companies to offer internships to parolees [9].

In the Philippines, the Parole and Probation Administration (PPA), established by Presidential Decree No. 968 and expanded under Executive Order No. 292, is essential for supervising and rehabilitating people on parole and probation, including first-time minor drug offenders [10]. The PPA uses programs like the Therapeutic Community Treatment Modality Program to address the holistic needs of offenders and relies on Volunteer Probation Assistants to support supervision and rehabilitation [1]. This community-based approach combines therapeutic principles, restorative justice, and volunteerism, which aligns with evidence-based practices that show vocational training and livelihood skills improve rehabilitation [11]. Despite these efforts, successful reintegration remains difficult due to societal stigma, limited job prospects, and weakened social ties, underscoring the need for greater public acceptance and stronger support systems [12].

To enhance these services, the Negros Occidental Parole and Probation Coordinating Center (NOPPCEN) is crucial for supporting PPA field offices, including the Southern Negros Occidental Parole and Probation Office. Improving services in a province with resource limitations and geographical barriers requires a strategic approach. Key strategies include optimizing resource allocation, fostering strong community partnerships, and improving accessibility for clients in remote areas. It also involves investing in the Volunteer Probation Assistant program, conducting thorough client needs assessments, and using technology to combat community stigma. Continuous staff training and data-driven evaluations are also essential to ensure effective rehabilitation and reintegration, ultimately fostering safer and more supportive communities.

Existing research on Philippine community-based correctional programs highlights the importance of therapeutic communities [13], restorative justice [14], community involvement [15], and drug rehabilitation [16]. However, there's a notable gap in research that specifically evaluates the effectiveness of the PPA's core programmatic approaches: the therapeutic community, restorative justice, and volunteerism. While these are recognized as key PPA strategies [1, 10], there's a lack of focused studies that assess their individual and combined impact on client outcomes, client satisfaction, or the challenges PPA staff and volunteers face. This absence of research on the intricacies of these programs' delivery within the Philippine context highlights a significant need for dedicated study [12].

This study aimed to fill that gap by assessing the perceived effectiveness of the Parole and Probation Administration Program (PPAP) in Southern Negros Occidental for the 2025 calendar year. Specifically, it will evaluate the effectiveness of the therapeutic community, restorative justice, and volunteerism components. It also determined how well the PPA's core functions—such as individualized treatment, providing opportunities for offender reformation, and preventing future crimes—are being implemented. Furthermore, the research assessed client satisfaction with service delivery, identify challenges, and explore opportunities for program enhancement. The findings served as baseline data for a proposed action plan for the PPA Implementation.

2.0. Framework of the Study

This paper assesses the effectiveness of the Parole and Probation Administration Program (PPAP) in Southern Negros Occidental by examining how its implementation aligns with its goals. The study focuses on three main areas: the therapeutic community, restorative justice, and volunteerism. It also investigates the program's core functions, such as its ability to promote rehabilitation through individualized treatment, offer opportunities for reform, and prevent future crimes. By understanding the challenges that influence the program, this research aims to identify ways to improve the PPAP's effectiveness.

The study is guided by the Theory of Good Governance from the World Bank (17), which argues that effective governance relies on several key principles. These include citizen participation, adherence to the rule of law, transparency, and accountability. In this study, the theory provides a framework for evaluating the PPAP. The program's goals of offender rehabilitation and reintegration align with the theory's focus on effectiveness and efficiency. By analyzing client perspectives on the program's core functions, the research measures the PPAP's responsiveness to the needs of those it serves. This approach, along with identifying implementation challenges, helps reveal how the PPAP can be more transparent, accountable, and ultimately more effective in its mission.

This research is also anchored in Richard L. Oliver's Expectancy-Confirmation Theory (ECT) [18]. This theory states that a person's satisfaction is a direct result of whether their expectations are met. If a program's performance meets or exceeds a person's expectations, it leads to satisfaction. However, if performance falls short, it causes dissatisfaction. This theory is used to understand client satisfaction with the PPAP. It is assumed that parolees and probationers have expectations about the program's performance. By examining client experiences with aspects like restorative justice initiatives or individualized treatment, the study can determine if their expectations were confirmed or disconfirmed. Ultimately, this analysis helps to provide a comprehensive evaluation of the program's perceived effectiveness from the clients' perspective.

3.0. Methods

This study employed a quantitative descriptive research design to determine the perceived effectiveness of the Parole and Probation Administration Program (PPAP) in a component city of Southern Negros Occidental. This approach aims to systematically describe a population or phenomenon by collecting and statistically analyzing numerical data to identify characteristics and patterns [19]. The study focused on three key areas: the perceived effectiveness of the PPAP, the extent of its core function implementation, and the level of client satisfaction. It also sought to identify challenges and opportunities in the program's implementation for the calendar year 2025. The data was collected using a researcher-made survey questionnaire and a checklist for implementers. The survey was developed based on relevant PPAP policies and guidelines. To ensure the instrument's rigor, it underwent validity and reliability testing, yielding a validity index of 4.17 and an acceptable Cronbach's alpha of 0.70 or higher, indicating it was a reliable tool for data collection.

The study's participants included both program implementers and clients (parolees and probationers) who had been in the PPAP for at least two years. For the implementers, a total enumeration of all office-based personnel was used. For the clients, a sample size was determined using a Raosoft calculator, and participants were identified through stratified sampling.

Table 1. *Distribution of Respondents*

Respondents	N	n	%
A. Implementers			
Office-based	5	-	4.0
Volunteers and TBO	15	-	11.9
Subtotal	20	-	
B. Clients			
	145	106	84.1
Grand Total	126	100	

Following the acquisition of necessary approvals from the Parole and Probation Administration Regional and Central offices, and the Southern Negros Occidental Office, data collection began. Informed consent was secured from all participants, and designated enumerators administered the surveys, which took 20-30 minutes to complete. The completed questionnaires were then checked for completeness before being encoded for statistical analysis by a qualified statistician. The entire data collection process adhered to ethical guidelines, including the principles of respect for persons, beneficence, and justice, in line with the Philippine Health Research Ethics Board (PHREB) standards.

The data analysis procedure was tailored to the nature of the collected data. Descriptive analysis, using mean and standard deviation, was employed to analyze quantitative data related to the perceived effectiveness of the PPAP, the extent of its core function implementation, and the level of client satisfaction. For the challenges and opportunities identified by the implementers, frequency counts and percentage distributions were utilized to provide a clear overview of the findings. Overall, this research design provided a comprehensive and ethical framework for investigating the effectiveness and operational aspects of the PPAP.

4.0. Results and Discussion

Perceived Effectiveness of the Parole and Probation Administration Program (PPAP)

For Calendar Year 2025, the Parole and Probation Administration Program (PPAP) in Southern Negros Occidental, Philippines, was found to be highly effective across all three assessed domains: therapeutic community, restorative justice, and volunteerism. The program achieved a high overall rating ($M=3.76, SD=0.35$). These results suggest that the PPAP's strategies are well-suited to the local context, successfully rehabilitating offenders and reintegrating them into the community, in part by reconciling them with victims and leveraging community support. The findings align with existing research showing that well-implemented rehabilitation programs can significantly improve public safety. Specifically, therapeutic communities have shown positive outcomes in offender behavior, while restorative justice has been linked to lower reoffending rates (Mporofu et al. 2024). Successful rehabilitation also depends on key factors like community involvement, family support, and structured reintegration programs [20, 14]. While challenges like social stigma and bureaucratic barriers persist [20], the PPAP's success underscores the positive impact of comprehensive, evidence-based approaches to rehabilitation [21].

Therapeutic Community. All aspects of the therapeutic community program in Southern Negros Occidental were rated as highly effective. The most effective elements, each with a mean score of 3.90, were the therapeutic community sessions—which involve individual

and group interactions with officers and VPAs—and client involvement in reinforcing activities like tree planting and cleanup drives. The least effective, yet still highly rated, item was livelihood assistance and skills training ($M = 3.48$). While the program successfully fosters a supportive and engaging environment through its interactive and community-based activities, the lower score for vocational support suggests an area for improvement. The literature supports the overall effectiveness of therapeutic communities in rehabilitating offenders through a holistic approach that includes behavior management, emotional support, and skills development [13]. By strengthening its economic empowerment components, the program could further enhance clients' long-term self-sufficiency and reduce recidivism [22, 23]. However, challenges like funding limitations and societal stigma remain significant barriers to successful reintegration [15, 12].

Restorative Justice. All aspects of restorative justice were rated as highly effective, with a strong emphasis on pursuing civil liability or indemnification for victims regardless of the offender's economic status ($M = 3.75$, $SD = 0.56$). Although rated slightly lower, the commitment to ensuring voluntary participation from victims and offenders was also considered very effective ($M = 3.52$, $SD = 0.90$). This widespread success aligns with research indicating that restorative justice practices lead to greater victim satisfaction, increased offender accountability, and reduced recidivism compared to conventional approaches [24]. While the approach is promising for its potential benefits to victims, offenders, and communities [25] and its ability to reduce post-traumatic stress symptoms in victims [26], challenges in implementation persist, including limited awareness and cultural barriers [27]. The importance of voluntary participation and informed consent is emphasized, especially in forensic settings [28]. Beliefs about offender redeemability also significantly influence support for these processes [29], and effectiveness can be measured using a quantitative restorative index [30].

Volunteerism. Perceptions of the volunteerism domain were consistently positive, with volunteer probation assistants (VPAs) rated as highly effective across all measured aspects. The highest-rated practices included VPAs working closely with officers on case management and maintaining strict confidentiality ($M=3.83, SD=0.61$ and $M=3.83, SD=0.49$, respectively). The supervision of a maximum of five clients, while the lowest-rated item, was still considered highly effective ($M=3.75, SD=0.62$). These findings underscore the crucial role of volunteers in the successful operation of the Parole and Probation Administration Program (PPAP), highlighting their effective collaboration and trustworthiness in supporting clients [31, 32, 7].

Table 2. *Perceived Effectiveness of the Parole and Probation Administration Program (PPAP)*

Variable	M	SD	Interpretation
Therapeutic Community			
1. Therapeutic Community Sessions are conducted through individual and/or group interaction and discussion with officers and VPA's of the agency.	3.90	0.39	Highly Effective
2. The clients are involved in the reinforcing activities like tree planting, clean-up drive, bloodletting, and among others.	3.90	0.34	Highly Effective
3. There are seminars and trainings that were initiated by the PPA.	3.87	0.44	Highly Effective
4. Clients are provided with livelihood assistance and skills training.	3.48	0.99	Highly Effective
5. The sessions conducted had an impact in the lives of the clients.	3.77	0.60	Highly Effective
<i>Total</i>	<i>3.79</i>	<i>0.38</i>	<i>Highly Effective</i>
Restorative Justice			
1. Parties have the right to seek legal advice before and after the restorative process.	3.76	0.53	Highly Effective
2. The parties are fully informed of their rights, the nature of process, and the possible consequences of their decision.	3.68	0.57	Highly Effective
3. Clients involved speak freely on their understanding of the incident and identify the steps necessary to assist in the reconciliation and healing of all stakeholders.	3.69	0.69	Highly Effective
4. The victim and the offender are not induced by unfair means to participate in restorative justice processes or outcomes.	3.52	0.90	Highly Effective
5. The payment of civil liability or indemnification to victims of offenders are pursued despite the economic status of clients.	3.75	0.56	Highly Effective
<i>Total</i>	<i>3.68</i>	<i>0.45</i>	<i>Highly Effective</i>
Volunteerism			
1. The volunteer works in close coordination and cooperation with the supervising officer.	3.81	0.59	Highly Effective
2. The volunteer works closely with officer-on-case and discuss treatment plan and status of clients.	3.83	0.61	Highly Effective
3. The Volunteer Probation Assistant (VPA) acts as resource speaker on volunteerism, restorative justice implementer and therapeutic community facilitator.)	3.81	0.53	Highly Effective
4. The VPA keeps all the information about the supervisee in strict confidentiality.	3.83	0.49	Highly Effective
5. The VPA supervises a maximum of five clients at a given time.	3.75	0.62	Highly Effective
<i>Total</i>	<i>3.80</i>	<i>0.44</i>	<i>Highly Effective</i>
Overall	3.76	0.35	Highly Effective

Extent of implementation of PPAP core functions

The Parole and Probation Administration Program (PPAP) in Southern Negros Occidental has fully implemented its core functions, as evidenced by a high overall mean score of 3.85 (SD = 0.35), according to Table 3. This successful implementation indicates that the program's vital services for offender rehabilitation and societal reintegration are being delivered effectively. The program's success aligns with research highlighting the importance of restorative justice, evidence-based treatments, and individualized approaches in reducing reoffending [14]. Furthermore, community involvement, technology integration, and therapeutic community models have been shown to enhance supervision and rehabilitation efforts, contributing to improved public safety and peace [33, 21].

On promotion of correction and rehabilitation of an offender. Correction and rehabilitation efforts are significantly enhanced by a well-structured Parole and Probation Administration program. The program's core components—well-structured activities (M=3.90, SD=0.39), coordinated volunteerism (M=3.86, SD=0.40), and individual case management (M=3.82, SD=0.53)—all received high "fully implemented" ratings, with the overall program scoring M=3.83, SD=0.49. This personalized and comprehensive approach aligns with recent research that highlights the effectiveness of organized programs in improving well-being (Lobo et al., 2024), reducing recidivism through targeted reentry support [34], and leveraging professional and social support networks to aid in reintegration [35]. These findings underscore the importance of comprehensive and individualized strategies for successful reintegration into society [36]. While implementation can be challenging [37], innovative models like the Triple-S approach, which involves family and friends, show promise in reducing reoffending [38].

Provision of opportunities for reformation of the offender. Offender reformation opportunities are well-supported and fully implemented by the Parole and Probation Administration Program (PPAP) in Southern Negros Occidental. The program's success is evident in its high ratings across several key areas: it effectively uses volunteers and support groups to provide educational, physical, and spiritual development (M=3.88, SD=0.43), and its tangible presence is highly rated for fostering a sense of justice and reformation (M=3.88, SD=0.45). Additionally, the program is successful in offering activities that promote socio-cultural values (M=3.82, SD=0.55) and providing family-centered services and interventions (M=3.81, SD=0.54). These findings align with broader research on effective community-based approaches, which highlight the positive influence of programs like the Therapeutic Community Treatment Modality and the vital role of Volunteer Probation Assistants in rehabilitation [39]. While challenges like community stigmatization remain [3], the PPAP's holistic, collaborative approach—which includes local leaders, communities, and families [40]—has been shown to positively impact offenders' physical, psychological, and social lives, supporting their successful reintegration [6].

Prevention of the commission of offenses. The program demonstrated strong implementation of strategies to prevent re-offending and foster client reformation. Direct agency support (M=3.92, SD=0.44) and an effective monitoring system (M=3.85, SD=0.57) were both fully implemented. The program also established a robust community-based support system by fully involving the family and barangay in reformation and monitoring activities (M=3.82, SD=0.58) and effectively utilizing the barangay information system (M=3.76, SD=0.68). These findings align with literature emphasizing collaborative, community-based approaches to reducing recidivism [40].

Table 3

Extent of Implementation of PPAP Core Functions

Variable	M	SD	Interpretation
On Promotion of correction and rehabilitation of an offender through individualized treatment			
1. Existence of well-structured, organized and properly scheduled programs and activities.	3.90	0.39	Fully Implemented
2. Volunteerism are coordinated and harmonized.	3.86	0.40	Fully Implemented
3. Program has been in place.	3.83	0.49	Fully Implemented
4. Individual intervention or case management is received by the client and not merely in a big group.	3.82	0.53	Fully Implemented
<i>Total</i>	<i>3.85</i>	<i>0.30</i>	<i>Fully Implemented</i>
Provision of opportunities for reformation of the offender			
1. There are family centered treatment, intervention, therapy and services available.	3.81	0.54	Fully Implemented
2. Activities that promote socio-cultural values are offered.	3.82	0.55	Fully Implemented
3. There are available volunteers and support groups that provides educational, physical, and spiritual enhancements.	3.88	0.43	Fully Implemented
4. PPAP's presence in individual can be felt, especially in giving a sense of justice and reformation.	3.88	0.45	Fully Implemented
<i>Total</i>	<i>3.85</i>	<i>0.41</i>	<i>Fully Implemented</i>
Prevention of the commission of offenses			
1. Engagement of the barangay information system.	3.76	0.68	Fully Implemented
2. Implementation of an effective monitoring system.	3.85	0.57	Fully Implemented
3. The family and barangay are involved in the reformation and monitoring activities of the client.	3.82	0.58	Fully Implemented
4. The agency helped me not to commit any other offense through follow-through activities.	3.92	0.44	Fully Implemented
<i>Total</i>	<i>3.84</i>	<i>0.51</i>	<i>Fully Implemented</i>
Overall	3.85	0.35	Fully Implemented

Level of client satisfaction on the implementation of PPAP

The program effectively prevents re-offending by fully implementing several key strategies, including direct agency support (M=3.92, SD=0.44), an effective monitoring system (M=3.85, SD=0.57), and the active involvement of families and the barangay in reformation and monitoring (M=3.82, SD=0.58). The program also effectively utilizes the barangay information system (M=3.76, SD=0.68) to support its operations and client reformation efforts. Overall, the findings demonstrate a highly effective, community-based approach that leverages various local resources and support systems to deter future offenses and promote client rehabilitation.

The literature supports these findings, emphasizing that collaborative, community-based approaches are crucial for preventing re-offending and facilitating rehabilitation. Key elements for success include strong agency support, effective monitoring systems, and the active involvement of families and local officials [40]. While challenges like limited resources and societal stigma can be barriers [41], a holistic implementation of these programs can significantly reduce recidivism rates [24], particularly when they also address factors like a client's intrinsic motivation, social support, and psychological needs [42].

Table 4

Level of Client Satisfaction on the Implementation of the Parole and Probation Administration Program (PPAP)

Variable	M	SD	Interpretation
1. I am satisfied with the service that I availed.	3.92	0.44	Very Satisfied
2. I spent a reasonable amount of time for my transaction.	3.85	0.51	Very Satisfied
3. The office followed the transaction's requirements and steps based on the information provided.	3.92	0.31	Very Satisfied
4. The steps I needed to do for my transaction were easy and simple.	3.86	0.42	Very Satisfied
5. I easily found information about my transaction from the office or its website.	3.92	0.37	Very Satisfied
6. I appreciate that the service/s I needed were provided to me for free.	3.94	0.27	Very Satisfied
7. I feel the office was fair to everyone, or "walang palakasan", during my transaction.	3.94	0.27	Very Satisfied
8. I was treated courteously by the staff, and if asked for help the staff was helpful.	3.91	0.38	Very Satisfied
9. I got what I needed from the government office, or if denied denial of request was sufficiently explained to me.	3.92	0.36	Very Satisfied
Overall	3.91	0.24	Very Satisfied

Challenges encountered in the implementation of the Parole and Probation Administration Program (PPAP)

The Parole and Probation Administration Program (PPAP) faces significant implementation challenges across all its core functions due to a critical lack of resources and external support. In the therapeutic community, key issues include insufficient financial resources, a lack of suitable venues, and personnel shortages. Similarly, restorative justice efforts are hampered by limited resources and clients' inability to pay civil indemnities. Volunteerism is also hindered by a lack of financial support for volunteer probation aides (VPAs), inadequate training, and a shortage of willing volunteers. These obstacles align with broader literature on offender rehabilitation, which points to insufficient funding, inadequate facilities, and personnel shortages as common problems [15].

The program's rehabilitative goals are also undermined by challenges stemming from the clients' social environment. A pervasive lack of family support is the most significant barrier to offender rehabilitation, alongside limited job opportunities and societal stigmatization. Furthermore, efforts to prevent re-offending are compromised by the widespread influence of illegal drugs, negative peer pressure, and a lack of employment. These findings underscore the need for enhanced community and family support, as well as policy reforms, to overcome these systemic challenges [43, 44].

Table 5

Challenges Encountered in the Implementation of the Parole and Probation Administration Program (PPAP)

Challenges	n	%
Therapeutic Community		
Lack of Financial Resources to support the session/activity	11	55.0
Lack of Venue for sessions	9	45.0
Lack of Personnel	8	40.0
Restorative Justice		
Limited resources	12	60.0
Lack of area for RJ activities	9	45.0
Insolvent clients which lead to inability to settle civil indemnity.	5	25.0
Volunteerism		
Lack of financial support to VPA during home visitation	13	65.0
Trainings and seminars	9	45.0
Lack of VPAs who are willing to serve	7	35.0
On Promotion of correction and rehabilitation of an offender through individualized treatment		
Lack of family support	17	85.0
Lack of job opportunities	10	50.0
Stigmatization	8	40.0
On the Provision of opportunities for reformation of the offender		
Lack of Financial support for livelihood	13	65.0
Lack of family support	13	65.0
Lack of community support	8	40.0
On the Prevention of the Commission of Offenses		
Influence of illegal drugs and other kinds of addiction	14	70.0
Client is prone to negative influences from peers	13	65.0
Lack of employment	13	65.0

Opportunities identified in the implementation of the Parole and Probation Administration Program (PPAP)

The findings reveal several key opportunities for enhancing the Parole and Probation Administration Program (PPAP). Across all domains, therapeutic community (TC) sessions were consistently identified as beneficial for improving behavior and personality (60%). In restorative justice, the top opportunity was restoring victim-offender relationships through coaching and mediation (65%), followed by family (40%) and community support (35%). Furthermore, there's a strong need to strengthen the volunteer network by continuously recruiting and increasing allowances for Volunteer Probation Aides (65%), while also providing them with updated training (55%). These findings align with recent literature that underscores the importance of rehabilitative interventions like therapeutic communities and restorative justice for effective rehabilitation [20, 13].

For promoting offender rehabilitation, the most prominent opportunity was developing new programs tailored to individual client needs (90%), followed by continuous information drives (60%) and strengthening linkages with other organizations (50%). Similarly, opportunities for offender reformation focused on continuous family and individual counseling (70%) and developing new programs (45%). In offense prevention, key opportunities included monitoring through drug testing and home visitations (70%) and strengthening linkages for job referrals (70%), with livelihood training also cited as important (45%). These results support research highlighting the need for personalized approaches, job referrals, and livelihood training to reduce recidivism and promote social reintegration [1, 45].

Table 6. Opportunities Identified in the Implementation of the Parole and Probation Administration Program (PPAP)

Opportunities	n	%
Therapeutic Community		
TC provides sessions on behavioral management	12	60.0
TC corrects client's undesirable behavior	12	60.0
TC improves personality.	12	60.0
Restorative Justice		
Restoration of victim-offender relationship through continuous life coaching and mediation processes	13	65.0
Family support	8	40.0
Circle of support from community members	7	35.0
Volunteerism		
Continuous recruitment	13	65.0
Increase in VPA-TEV allowances	13	65.0
Provide trainings on current laws and agency program.	11	55.0
On Promotion of correction and rehabilitation of an offender through individualized treatment		
Develop new program that adopts to individual client needs	18	90.0
Continuous information drive	12	60.0
Strengthen linkages	10	50.0
On the Provision of opportunities for reformation of the offender		
Continues family and individual counselling and visitation	14	70.0
Strengthen linkages	11	55.0
Develop new program that adapts to individual client needs	9	45.0
On the Prevention of the Commission of Offenses		
Monitoring through drug testing and home visitation	14	70.0
Strengthen linkages to provide job referrals	14	70.0
Livelihood trainings	9	45.0

The study's findings largely support the framework, aligning the Parole and Probation Administration Program's (PPAP) high effectiveness and implementation with the Theory of Good Governance [24, 46]. Specifically, the program's strong performance in therapeutic community, restorative justice, and volunteerism, along with its core functions (correction, rehabilitation, and offense prevention), reflect principles of efficiency. Additionally, high client satisfaction—especially with free services and fairness—validates Oliver's Expectancy-Confirmation Theory, showing that the program meets or exceeds client expectations [47]. Although the study noted challenges like insufficient funding, a lack of family support, and societal stigma, these issues underscore the need for continuous improvement, which is another core tenet of good governance.

5.0. Conclusion

The Parole and Probation Administration Program (PPAP) in Southern Negros Occidental has been highly effective, particularly in its therapeutic community, restorative justice, and volunteerism initiatives. This is evidenced by strong client satisfaction and robust implementation of core functions. Despite these successes, the program faces significant challenges, including financial and personnel limitations, a lack of family and community support, societal stigma, and issues like illegal drug influence and limited job opportunities. To address these issues, opportunities have been identified to enhance the program, such as developing individualized client plans, strengthening job referral networks, and increasing support for volunteers. These adaptive strategies are crucial for reinforcing the program's potential to improve public safety and support social reintegration.

6.0. Limitations of the Findings

This study on the Parole and Probation Administration Program (PPAP) in Southern Negros Occidental for 2025 provides valuable insights, though it has several limitations. The findings on effectiveness and satisfaction are based on subjective perceptions, which may not fully reflect the program's objective, long-term impact. The study identifies challenges like resource deficits and personnel shortages but doesn't delve into their root causes or regional variations. While opportunities for improvement are noted, their feasibility is not explored. Additionally, the study does not address methodological limitations that might affect the generalizability of its findings to other regions or time periods.

7.0. Practical Value of the Paper

The Parole and Probation Administration Program (PPAP) in Southern Negros Occidental shows significant practical value, demonstrating consistent effectiveness in its core areas of therapeutic community, restorative justice, and volunteerism. These successful strategies have proven to be well-suited to the local context, contributing positively to public safety and social reintegration. Client satisfaction is high, particularly regarding free services and fairness, which are vital for building trust. However, the program faces several challenges, including resource limitations, such as insufficient funding and personnel shortages, and societal barriers, like limited job opportunities and stigma, which hinder full rehabilitation. The influence of illegal drugs also remains a substantial obstacle. To address these issues and enhance the program's impact, opportunities exist to increase support for Volunteer Probation Aides, develop more personalized programs, and strengthen job referral linkages. Consistent monitoring and training are also crucial to prevent future offenses and promote lasting social reintegration.

8.0. Directions for Future Research

Future research should explore the long-term impacts of the Parole and Probation Administration Program (PPAP) on offender rehabilitation and social reintegration, including sustained behavioral changes and recidivism rates. Studies should also focus on addressing current challenges by developing strategies to overcome limitations like insufficient funding and personnel shortages. Finally, future investigations should leverage opportunities to strengthen the program by optimizing the recruitment of Volunteer Probation Assistants and developing new, individualized programs that cater to specific client needs. These studies would contribute to the academic understanding of correctional programs and offer practical recommendations for enhancing the effectiveness of the PPAP.

9.0. Declaration of Conflict of Interest

No potential conflicts of interest relating to the research, writing, or publishing of this work were disclosed by the authors, according to their report.

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