

PANDEMIC WORK ENVIRONMENTAL ANALYSIS OF LGBTQIA+ EMPLOYEES IN INTEGRATED RESORTS IN PASAY CITY: INPUTS FOR AN INCLUSIVE SUSTAINABLE TOURISM HUMAN CAPITAL MODEL

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In this exploratory study, we are able to look into how the tourism business platforms, such as Integrated Resort establishments shall develop further through assessing and identifying LGBTQIA+ employees' performance within their workplace, in concluding an effective Human Capital Model to not only promote the economic aspect of hotel and resort industries, but also in assistance of promoting an inclusive work environment.

The reasons as to why this specific topic was chosen was of that Inclusion within the workplace involves in including diversity within the workplace. In other words, everyone within the diverse would feel appreciated, respected, valued and treated equally. The researcher have then selected this study for it is a current and ongoing situation wherein members of the LGBTQIA+ community deserves to have equal rights due to the events such as bullying, discrimination, and harassment that are being done towards them. In addition to this, there have been many studies that have indicated instances in which LGBTQIA+ employees get harassed and have been made fun of within their workplace. In addition to this, it is apparent that people who are part of the LGBTQIA+ community deserve to have equal rights for issues such as bullying, discrimination and harassment are happening based on the study of *United Nations Development Program in 2018*. Aside from that, According to the *International Labour Organization (ILO) (2018)*, LGBT people face discrimination throughout the employment cycle, from education and training, to employment and refusal of employment to dismissal, denial of career training and promotion and access to social security. And, since LGBT workers are not well represented in government structures, employers' organizations are rarely hiring them. Apparently, whenever they encounter discrimination, harassment or bullying, study shows that this affects the approach of a certain business to become insufficient.

International Labour Organization (ILO) also reported that LGBT people face discrimination throughout the employment cycle, LGBT workers are not well represented and organizations are rarely hiring them. Based on another research study entitled; *Organisational change towards LGBTQ+ inclusion in hospitality and tourism: Managerial perspectives*, it has been stated that the inclusion of LGBTQIA+ within the global business environment has been given much attention as it has been an emerging topic for the fact that it focuses on equal treatment for the LGBTQI+ in terms of employment. Likewise, *World Bank Organization* have even stated that inclusion for the LGBTQIA+ within the business creates an Economic imperative in which means not only industries will be improving economically, but also improves the growth rate and nations, maximizing productivity within the country.

The purpose of the study is to gather data from the following LGBTQI+ respondents who are working within integrated hotels in Pasay City, such as gathering information on their experience as an employees as well as to gather their insights, capabilities, skills regarding their workplace so that this study will be able to promote inclusivity within tourism businesses. This study will then be analyzing the insights of LGBTQIA+ employees regarding their work environment. As well as how they are able to contribute in Integrated Resort establishments, discussing their hardships and barriers that they face in terms of employment and how the LGBTQIA+ employees are able to cope up within the workplace regardless of the issues that they face daily within the workplace. In addition to this, this study shall also be addressing on how inclusion within the workplace will be able to create an effective and sustainable human capital in order to promote diversity and an inclusive tourism business platform. The area of the study then focuses on the employment analysis of the LGBTQI+ people who are working within integrated hotels in Pasay City. This is in order to sustain inclusion within the tourism business platform, in chances of creating an effective and sustainable human capital model. And in terms of the human capital model, this means being inclusive within the business framework, being able to improve productivity within the tourism business sector through conducting an area study among the LGBTQI+ employees who are working within integrated hotels.

This research study strives to be a source of information in order to imply equality for everyone within the tourism workplace. In addition, this research study will also discuss how inclusion will be able to make the organization a better place for the LGBTQI+ community in terms of employment. Qualitative methods of gathering were utilized within this study as a form of receiving an in-depth way of collecting data. The participants of the study were the LGBTQI+ employees working within integrated resorts in Pasay City. This research utilized a purposive method, which are specifically LGBTQIA+ participants working within integrated resorts and have been interviewed regarding their experience of working within their workplace as LGBTQI+ individuals. Gathering data about their hardships, the pros and cons of being and LGBTQI+ employee working within the tourism industry, as well as to obtain information regarding their insights to this specific topic. This research had then utilized a purposive method, in which requires only a specific few LGBTQIA+ participants who were interviewed regarding their experience of working within their workplace as

LGBTQI+ individuals in gathering data about their hardships, the pros and cons of being and LGBTQI+ employee working within the tourism industry, as well as to obtain information regarding their insights to this specific topic.

Structured interviews and qualitative surveys have been conducted and distributed to the selected respondents. The researcher conducted one-on-one interviews with fifteen open-ended questions towards five target respondents through the utilization of one-on-one call interviews. For the other five respondents, the researcher gathered data using of qualitative survey questionnaires. Obtained data from the qualitative method conducted were encoded and were grouped, identifying patterns which find similarities and differences of the respondents' answers. In the process of analyzing data, a coding process was conducted using the received transcript of data. Data have been identified, as well as categorized. Moreover, interpretive and narrative analysis have been utilized in analyzation of data from respondents. As for the conclusion of the study that, in order to have sustainability in promoting inclusivity within the workplace, certain changes must be done within the people who are of managerial positions. In other terms, possible organizational changes must be applied in order to promote LGBTQIA+ inclusivity within the workplace.

Data gathered regarding the insights and inputs of LGBTQIA+ individuals working within integrated resorts, up until now within the Philippines indicate that there are still many LGBTQIA+ employees working who have been experiencing discrimination. The discrimination that they experience however are not of that to the point of extremity based on their responses. However, similarity of data gathered has stated otherwise that there are actually many of these LGBTQIA+ employees' face discrimination on a certain extent. Integrated Resort Businesses however have been reported by the respondents that these establishments have indeed made them feel welcomed and does not tolerate discrimination within the organization.

However, certain instances in which harassment and teasing of their co-workers, as well as them being judged by customers of the establishment have been present. Regarding of these hardships that majority of these LGBTQIA+ employees face, having to implement inclusivity measures within the workplace would be able to aid LGBTQIA+ employees in to a limitless space extending their skills and capabilities that they are able to manifest within the workplace. Having to implement certain rules and activities that promotes the inclusivity of the LGBTQIA+ employees within the workplace, not only produce human capital for Integrated Resort businesses, but also give rise in promoting inclusivity in other organizations in general.

In supporting the implementation of organizational changes within the workplace in order to promote an inclusive LGBTQIA+ Human Capital Model, the following laws have been indicated within the country to protect the LGBTQI+ are; The Gender Equality Law of 2011, SOGIE Bill, Magna Carta of Women (MCW), and The Philippine Constitution regarding Human Rights (Article II, Section 11.) Such first step action plans that will be implemented in order for inclusion are as follows; (1) Adjustment of the Rules and Regulations as well as the Policies by the HR within the stated establishment in aligning to the needs of the LGBTQIA+ employees and Conducting gender inclusive activities and training in order to reduce any kind of stereotyping. Gender sensitivity seminars should be equipped in order to provide knowledge regarding inclusion of the LGBTQIA+ to the employees within the workplace. More information has been indicated within the following recommendations as well for the HR in promoting a sustainable and inclusive workplace for LGBTQIA+ individuals. Within the study's conclusion, we have then provided a Human Capital Model as a form of input for an LGBTQIA+ Inclusive Sustainable Human Capital as it is also indicated in this study on how changes must be implemented in the organization.

Keywords: Integrated Resort Establishments, LGBTQIA+ Employees, Human Capital Model, Tourism and Hospitality Platforms, Economic Imperative.

CRUISING REOPENING AN OPPORTUNITY FOR CRUISE EMPLOYEE TO COME BACK: BASIS FOR OPERATION REQUIREMENTS

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The study aimed to identify the measures and modifications made to the basis for operational requirements of the cruise line industry and its employees to be able to comply with the operational requirements. A total of twenty (20) respondents were interviewed through online structured interviews and analyzed to answer the questions indicated in the statement of the problem. The study filled the gap between the previous operation requirements and the modified requirements for operation during the pandemic. The overall result of the study revealed that the cruise line companies have different requirements for their operations during the new normal since there is no finalized guideline yet, the researchers recommended that the cruise line companies be unified and have the same modified requirements to apply all the changes and thereby, utilized this study as the basis for the standard format of requirements needed for employees to come back for the operation.

Keywords: cruise line, operation, pandemic, reopening, requirements

PERCEPTIONS OF HOTEL GUESTS ON THE REMOVAL OF SINGLE USE PLASTIC TOILETRIES IN 5-STAR LUXURY HOTELS

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Single-use plastic toiletries are regular complimentary items found in hotel bathrooms worldwide. Every day, hotels worldwide provide bars of soap and bottles of shampoo, conditioner, body soap, and lotion to hotel guests, and typically, placed in plastic bottles or packaging. Even if only a small portion of the soap or the bottle of liquid is consumed by a guest, the housekeeping crew would dispose of it. A study revealed that up to 95% of the plastic used in hotel rooms ends up in landfills, where it sits for hundreds of years (Green Getaways, 2022) Another study has revealed that every year, the top 300 hotel businesses in the world discard an estimated 5.5 billion amenity bottles and caps. (Lambert, 2018). Due to the destructiveness to the environment, several countries have banned single-use plastic toiletries in hotels. As a result, countries have started prohibiting the consumption of single-use plastic toiletries. For instance, South Korea prohibits all hotels with more than 50 rooms from providing single-use amenities by 2022 (Jun, 2021.) California became the first state to prohibit hotels from providing mini toiletries in plastic bottles by 2023 and hotels in New York will be required to stop using single-use plastic toiletries by 2024. (Axworthy, 2021). However, luxury hotels emphasize their opulent image by including single-use plastic toiletries from well-known international spa and perfume brands. (Kang, 2019). Complimentary amenities found at luxury hotels are extremely significant - both to the hotel's image and brand, as well as to their discerning guests. Customers' willingness to pay is affected by providing luxury brand room amenities. This has been shown to influence customers' perceptions of the room positively. As the hotel sector evolves, hotel guests have become more conscious of sustainability and green consumption habits. (Robinot & Giannelloni, 2010) Moreover, the COVID-19 pandemic has increased environmental awareness. As guests are becoming more aware of hotels' environmental and sustainability initiatives, these sustainability practices are expected to become more evident in hotel operations (McCracken, 2019). A solid green image increases hotel customers' satisfaction with non-optional green practices (Kim & Roseman, 2020). As a result, hotel guests have shown increased loyalty and the intent to return to a hotel that uses environmentally friendly practices. (Marin et al., 2009).

The paper aimed to determine hotel guest perceptions regarding removing single-use plastic toiletries in 5-star luxury hotels, determine the most favorable alternative for single-use plastic toiletries, and determine the most important factor in deciding alternatives to single-use plastic toiletries. This paper will determine the hotel guests' perception regarding removing single-use plastic toiletries and explore the alternatives to single-use plastic toiletries in luxury hotels. Developing a favorable alternative to single-use plastic toiletries could help prepare for government policies and adapt to the new consumer behavior. This paper seeks to find the answers to the following questions: What are the reasons and benefits of removing single-use plastic toiletries in luxury hotels? What are the roles of single-use plastic toiletries in luxury hotels? What are the alternatives to single-use plastic toiletries?

This quantitative study used online survey questionnaire that was sent to respondents who have experience of staying in 5-star luxury hotels and 102 responses were recorded. The online survey was designed to contain some multiple choice questions and questions answerable using the Likert scale. The survey form was also written both in English and South Korean to make it inclusive to the sample. The convenience sampling procedure was employed for this study, wherein the researcher invited friends and acquaintances to participate in the survey. Invitations to participate in the study were sent via email, apps such as Viber, Kakaotalk or Messenger.. Data gathering took a total of seven days, and participants included both South Koreans and Filipino respondents. The obtained data were tabulated and evaluated using frequency distribution, percentage, and ranking.

The most significant findings of the study are the following: The survey results reveal that out of 102 respondents, 39.2% were not aware of the policies regarding the removal of single-use plastic toiletries and 37.3% of the respondents heard about the policy but did not know details of the problem, while 23.5% of the respondents were familiar with the issue. This result supports McCracken's (2019) statement that hotel visitors are slowly becoming more conscious of environmental and sustainability measures. It was also revealed that 26 people, or 25.5%, strongly agreed to remove single-use plastic toiletries, 20 respondents or 19.6%, agreed on eliminating single-use plastic toiletries. 24.5% answered neither agree nor disagree, 25 people do not mind the removal of single-use plastic toiletries in luxury hotels. Twenty people, or 19.6%, disagreed while 11 people, or 10.8%, strongly disagreed. This idea is supported by Yusof (2013) and Robinot and Giannelloni (2010), stating that today's guests and visitors are increasingly worried about the environment and choose to visit eco-friendly locations and stay in green hotels. However there are a great number of people who disagree with the removal of single-use plastic toiletries due to several reasons such as concern for hygiene, not fitting luxury service standards, uncomfotability, and purpose as souvenir (Embrain, 2019). Out of 102 respondents, 71 people, or 69.6%, are unwilling to pay for luxury toiletries during check-in or reservation. In contrast, 30.4% are willing to pay for luxury toiletries during check-in or reservation. Thirty-five people, or 34.3%, strongly agreed, and 48 or 47.1% agreed that luxury hotels must provide environmentally friendly single-use toiletries for convenience.

According to an article released by Shea (2013), the status of real luxury is decided by convenience, choice, and customer control. The findings support the study of Mogelonsky that single-use plastic toiletries are still the favored amenity delivery vehicle; thus, hotels must find other ways to provide plastic toiletries in an environmentally friendly way (2020). Furthermore, it supports Embrian's study, which found that most respondents believed hotels should supply environmentally friendly single-use toiletries (2019). When questioned if the respondents feel safe when using toiletries accessible to different people is important, the survey revealed that 63 people or 61.8% strongly agreed, 34 people or 33.3% agreed, and five people or 4.9% neither agreed nor disagreed that feeling safe even though many people are using the toiletries is essential. This supports the claim of Embrain (2019) that luxury hotel visitors are hesitant to utilize multi-use pumps or wall-mounted dispensers because they believe the hotel or previous guests may easily manipulate them. Hotel guests are not assured if these multi-use pumps or wall-mounted dispensers are properly cleaned. When asked to rank their most favorable alternative to their most minor favorable alternative in choosing single-use plastic toiletries alternatives. The results revealed that the most favored alternative is solid bars wrapped in biodegradable paper with 39 people or 38.24%. Smart automated dispensers ranked second in terms of most favorable alternatives to single-use plastic toiletries with 29 people or 28.43%. Other options had almost similar results. 13 people or 12.75% answered multi-use pump bottles, 11 people or 10.79% answered refillable wall-mounted dispensers, and ten people or 9.8% responded they prefer selling toiletries during reservations or check-in as their most favorable alternative. In summary, this survey reveals that luxury hotel guests are aware of environmental and sustainability measures. However some people oppose removing single-use plastic toiletries in a 5-star luxury hotel. The results indicate that a solid bar wrapped in biodegradable paper is the most preferred alternative to single-use plastic toiletries. The most important factor people consider when choosing an option for single-use plastic toiletries is hygiene.

In conclusion, luxury hotel guests are becoming more conscious of environmental and sustainability measures. However, not many people like the idea of removing single-use plastic toiletries in a 5-star luxury hotel. This shows that a gap exists between the level of awareness of environmental issues due to plastic waste in hotels and action or response to these issues as it relates luxury hotels and toiletries. Solid bars wrapped in biodegradable paper are the most preferred alternative to single-use plastic toiletries and the most important factor people consider when choosing an alternative to single-use plastic toiletries is not a contribution to the environment, rather hygiene amenities is given more consideration.

Keywords: single use plastic, toiletries, Luxury hotel

TOURISM SUSTAINABILITY DEVELOPMENT PROGRAM: THE CASE OF LOS BAÑOS IN THE NEW NORMAL

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The main objective of this study is to gather more information about what the Municipality of Los Baños, Laguna to keep their tourism attractions afloat in the face of the Covid-19 outbreak. The following issues are addressed in this research: There are two profile of the respondents which is their Role - Public and Private Sector, Tourist and Local People - and their Involvement and The Sustainable Development Programs in Los Baños. The respondents assessed the tourism sustainability in terms of People, Planet, and Prosperity indicators and their significance according to their profile and recommendations. In order to acquire information about the current situation, this study used a case study and a descriptive survey research design method which is the mixed method procedure.

In terms of assessing the tourism sustainability development program of Los Baños, Laguna when grouped according to profile the researchers utilized Analysis of Variance (ANOVA). The total of researchers' respondents is two hundred (200). Each role contains twenty-five percent (25%) of total respondents. The majority of the respondent's involvement in tourism is medium. According to the interviewees, they are following Tourism Sustainable Development Programs and there is a significant difference in analysis on the planet and involvement in Los Baños, Laguna.

Keywords: Sustainability, Tourism Development, People, Planet, Prosperity, Programs