

## **ASSESSMENT OF STRESS AND JOB SATISFACTION AMONG HOSPITALITY INDUSTRY WORKERS**

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Occupational stress is widespread in the hospitality industry in which the workers deal with different kinds of people, attitudes, situations and other pressure from the workplace. With this dramatic situation in the hospitality industry, this study was formulated. Descriptive correlational approach through Pressure Management Indicator (PMI) was used to assess hospitality industry worker's job satisfaction, perceived stress, and coping mechanism. Simultaneously, the study tallied the demographic profile of the respondents as it was convened relevant to its relationship to other variables. Also, it deciphered the connection between the respondent's perceived pressure and coping mechanism. Furthermore, it analyses the correlation between the respondents' perceived pressure and job satisfaction. Data revealed that most of these respondents were dominated with males. Respondents were satisfied with their job and supported by the overall weighted mean, which endorsed an agreement and satisfaction. Regarding hospitality industry workers' perceived pressure, sources of pressure enumerated in the tool were not considered a source of stress. However, it can be gleaned that most respondents agreed that lack of social support by people at work was making them stressed, and it was considered generally a source. Yet, the level of coping mechanism and their coping strategy showed favourable results since they balance using it regularly, and at the same time, they share their concerns with other people. The relationship between gender and coping mechanism and perceived stress and job satisfaction doesn't have a significant relationship; therefore, the null hypothesis is accepted. Thus, the results revealed that with the presence of stress in the workplace, hospitality industry workers are still satisfied with the job and in the organization in which they are working.

Keywords: Job Satisfaction, Stress, Coping Mechanism

## **SUSTAINABILITY PRINCIPLES AND THE CHALLENGES ENCOUNTERED BY ASEAN-CERTIFIED HOMESTAYS**

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The main objective of this study was to assess the application of sustainability principles of the ASEAN-certified homestays in the Philippines. Specifically, it sought to determine the challenges that the homestay providers encounter in operations. This study utilized the descriptive survey research method with the aid of questionnaires. Data gathered were processed, assembled, presented in tabular format, analyzed and interpreted. Descriptive statistics was applied with the use of the weighted mean formula. Results revealed that sustainability principles in the economic, environmental and socio-cultural aspects are applied to a moderate extent by the homestay providers. It was also ascertained that the challenges of the homestay providers were moderately felt in the aspects of marketing and promotion and collaborations; slightly felt in the aspect of recordkeeping; and were very slightly felt in terms of managing operations. Based on the findings, the ASEAN-certified homestays are sustainable, despite the challenges they encountered in operations.

Keywords: sustainability, ASEAN-Homestay

## **ACCOMMODATION FACILITIES IN THE NEW NORMAL: AN ANALYSIS OF THE COPING MECHANISM OF HOSPITALITY ESTABLISHMENTS TOWARDS BUSINESS SUSTAINABILITY**

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This qualitative study intended to determine the coping mechanisms of four selected DOT-listed accommodation facilities in the province of Nueva Vizcaya in terms of management, the result of which will be the foundation of developing a framework for accommodation facilities during health crisis /pandemic. Respondents are the managers and or supervisors of DOT-accredited hotels/resorts. Profile of managers or supervisors in terms of degree in college, number of years in the service was part of the study. Likewise, profile of the accommodation facilities in terms of its number of rooms and number of years operating was determined. Data were gathered using interview conducted with the aid of virtual meeting application. Interview guide questions are based on self-confidence and submissive approaches. Results showed that managers/supervisors self-confidence coping mechanism is primarily derived from the extended help made by government. Also, guidelines and trainings helped the respondents to be resilient in their management styles. Support showed by their family members is part of the submissive approach coping mechanism applied in the middle of pandemic for them to sustain the business. From the results of the study, a coping mechanism framework was created.

Keywords: New normal marketing, resiliency, self-confidence and submissive approach, tourism

## **CHALLENGES IN PRESERVING RELIGIOUS RELICS AND REPOSITORY OF ARTIFACTS OF MUSEO DE SANTA ANA TAGUIG**

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Heritage tourism involved more than just visiting a historic site or event. It was best described by Smith (2010) as heritage tourism that produced and defined opportunities to experience the places, people, events, and artifacts that genuinely represented our past and present. Through historical tourism, we saw, experienced, and felt our foundations as we built towards the future. Heritage tourism provided a pleasant sense of escapism for some, a quest for knowledge, or a complex matrix of many different social, cultural, or leisure-oriented motivations for others. The term 'heritage' changed a lot over the years. Heritage was originally limited to the monumental remains of cultures but it steadily evolved to include alive culture and current forms (Kelly, 2009). Heritage referred to tangible and intangible, natural and cultural, moveable and immovable, and documentary assets that were inherited from previous generations and were passed down to future generations because of their irreplaceable value (UNESCO, 2012). Museums were places where cultural heritage was conserved, displayed, and shared with the public.

One of the historic places in Taguig City was the Archdiocesan Shrine of St. Anne or known as Santa Ana Church; it was located in Barangay Santa Ana, Taguig. It was part of the Diocese of Pasig which used to be part of the Archdiocese of Manila. The current Parish Priest is Rev. Father Orlando B. Cantillon. The local church was built during the Spaniards' colonization period. Santa Ana was one of the well-known historic churches that preserved the culture and important relics for many years. The Archdiocesan Shrine of St. Anne accommodated the Museo de Sta Ana. It housed holy relics and a collection of items which represented Taguig's rich religious culture and history. It was the city's first ecclesiastical museum. The Archdiocesan Shrine of St. Anne accommodated the Museo de Sta Ana, which was Taguig's first ecclesiastical museum, which houses the holy relics and artifacts that represent the city's rich religious culture and history.

This paper sought to determine the preservation process and investigated the challenges where experiences, observations, and suggestions were derived from the data collected from the administrators and visitors of the museum. The researcher used a qualitative type of questionnaire in the study "Challenges in Preserving Religious Relics and Repository of Artifacts of Museo de Santa Ana Taguig". Qualitative research involved collecting and analyzing the non-numerical for statistical analysis. Qualitative data were used by texts, photos, videos, and audios to better understand the opinions, concepts, and experiences (Bhandari, 2020). The study's participants included ten (10) individuals from Taguig. The participants are the personnel of the museum and local visitors from Barangay Sta Ana. A purposeful sampling strategy was used by the researchers, and the findings were used as the basis for challenges in preservation.

The researcher's method was qualitative, and the observations made by the researcher were objectively reported. These observations were validated by an in-depth interview and focus group discussion to determine the challenges of preserving religious relics and artifacts in the Museo de Sta. Ana. The interview was a tool that the researchers used to assess the responses. It measured each participant's knowledge and understanding of the issues faced by the Museo de Sta. Ana which ran into difficulties when it came to preserving religious relics and antiques. The information gathered by researchers was used to obtain the necessary primary data. The study's instrument was divided into two (2) parts: the participant profile and the questionnaires for the museum's administrators and visitors.

The conclusions and recommendations have been formulated for the study, particularly on issues pertaining to preservation and strategies to overcome the sustainability of the museum. Protecting, preserving, and restoring museum objects was the responsibility of management in handling preservation issues. Community and cultural-based organizations also played a key role in protecting the museum. The researcher found that the Museo de Sta. Ana and the collections within the museum were valuable resources to the community. They allowed people to experience things from the past by traveling back in time through the telling of stories. We gained knowledge and inspiration from looking at what was done before which influenced how we spoke and viewed the world around us. It was established that gazing at historical art helped shape who we were as individuals. Artifacts were preserved in order to provide evidence of the past. Researchers concluded that young individuals were ignorant of the museum's preservation. Their cultural heritage understanding was limited.

Furthermore, encouraging youth had a positive impact on the museum since they participated in programs, contributed to preservation efforts, and helped increase museum awareness. Visitors were attracted to the museum by the religious relics and artifacts on display. Improving display details, repairing the interior to preserve cultural and historical evidence, educating the public, and introducing the museum to young people were given more attention by the management to figure out how to appeal to the museum's younger visitors. The youth were less interested in visiting museums as they became more immersed in technology. They urged young people to join the museum's youth organization in order to enhance preservation awareness and support the museum. The Museo de Santa Ana maintained a preventive conservation effort aimed at reducing collection damage through environmental improvements which included (1) preservation measures such as providing a suitable storage environment and properly preparing the artifact for long-term storage. (2) Cleaning of any artifact was handled at least with the advice of a professional conservator. (3) To reduce the risk of theft or vandalism, access to collections was restricted and limited. Storage areas were locked at all times. (4) Display details and interior repairs were improved. (5) They sought to convince the authorities to consider expanding the museum so that there was enough space for both the museum objects and the visitors. If museum objects were properly stored and handled, they were seen, researched, and enjoyed for future generations. To encourage visitors, the Museo de Sta Ana continued to offer pre-tours and announced the schedule before and after each mass. They also collaborated with the youth to participate in the museum's educational tours and encouraged them to take the opportunity to be one of their future tour guides. The goal of the pre-tour was to educate visitors about the history and preservation of museum and church heritage objects as well as allow them to appreciate and learn the value of history and preservation in general. They also worked with schools or nearby barangays to spread awareness about the importance of the Museo de Sta. Ana. In this case, they were not only introducing the museum but also sharing the importance of its content.

Keywords: Museo de Sta. Ana, Heritage, Preservation, Sustainability, Museum, Church

## **PANDEMIC OPERATION STRATEGIES EVALUATION OF BEACH RESORTS IN LAIYA, BATANGAS: INPUTS FOR ENHANCED RISK MANAGEMENT IMPLEMENTATION ON BUSINESS OPERATIONS**

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One of the most in-demand places for recreational activities is the beach resort which provides full-service lodging with access to a range of services that allows individuals to rejuvenate their various parts of life including physical, mental, social, and emotional well-being. Unfortunately, there is an occurrence of the pandemic which suspends the operations of some businesses including the beach resorts. It shows the downside of the industry facing the said virus, it also shows the opportunities and operation managers' strategies for operating and achieving business continuity. This study intends to help protect employees' health and safety after an event, as well as to minimize business interruptions that might result in financial losses. For the past years, this sector has made a great contribution to the tourism and hospitality industry but due to the crisis, the leisure sector, specifically beach resorts are adversely affected. As a result, beach resorts have a shortage of customers which will lead to decreased profitability.

This is experienced by many countries across the globe and especially in the Philippines. In the Philippines, 33% of all personnel in the travel and tourist industry have been laid unemployed. The said industry had a rough experience in dealing with the impact of Covid-19. Hence, a systematic strategy may play a crucial part in surviving in the industry and closing down. During the COVID-19 pandemic resorts and other businesses heavily relies on enhanced risk management implementation in business operations, it helps organizations to be more prepared and also serves them as a guide on how an organization should react to the challenges and issues that the community has. Unfortunately, other businesses failed to sustain their competency which led to bankruptcy and some had no other choice but to shut down. The objective of enhancing risk management implementation is to minimize customer disruption and, more importantly, to allow the company to rapidly resume its normal operations.

The researchers conduct this study to provide a basis for enhanced risk management implementation on business operations, a series of processes that means improvement, as well as for settling the issues to produce a definite result through the action in the face of a pandemic. The primary goal of this research is to evaluate risk management in resort business operations in Laiya, Batangas Philippines. It specifically determines the planning, organizing, implementation, and monitoring of business operations during the pandemic and proposes an action plan based on the study's findings. The strategy that describes the form and utilization of available resources to enhance the business strategy is known as the operations strategy. The researchers aims to provide an input for enhanced risk management implementation on business operations that lays out steps in that direction from one regulatory oversight to the next in terms of guidance on how to react in an urgent situation and retrieve or maintain daily business activities through a plan of action that enables businesses to face lesser catastrophic and serious damage while also enhancing a safe and secure environment. This includes the location, size, and kind of facilities accessible; worker abilities and talents; use of technology, unique procedures, special equipment, and quality control techniques to guarantee the firm continues to run even if a pandemic occurs through enhanced risk management implementation that lays out steps for moving slowly and carefully from one stage of guidance to the next on how to deal with a pandemic and recover or maintain normal business operations through a course of action that helps the business face severe and serious harm while also improving safety and security. These processes are conceived in detail and have a specific purpose to be acted upon during a crisis.

The study used a Qualitative Descriptive method as it describes the assessment of different beach resort operations in Laiya, Batangas. The collection of data for this study is from the Managers or owners of the chosen DOT-accredited beach resorts in Laiya, Batangas. The method helps the researchers to gather, analyze and at the same time interpret data that can formulate a solution towards the problem addressed by the study and also conclusions and even recommendations as well. The managers of selected beach resorts in Laiya, Batangas, Philippines were the participants in this study. The researchers conducted interviews for eleven (11) DOT accredited beach resorts with Certificates of Authority to Operate in the said destination. The sampling technique used by the researchers was the total enumeration sampling technique. It was utilized by selecting participants based on the purpose and significance of the topic of the research. These sampling techniques assist the researchers to determine the participants through their knowledge and judgment in accordance with the COVID-19 pandemic's restrictions, as well as balancing the sample from various beach resorts. The researchers conducted an in-depth interview at the selected beach resorts in Laiya, Batangas, the Philippines for the collection of data that was used for the study. This study also had multiple stages of data gathering procedures. The researchers prepared interview guides that are only based on the statement of the problems in the study to be specific, a semi-structured interview was the approach in this study. The researchers used thematic analysis in this study to analyze the data gathered through the qualitative method through developed initial codes, compiled codes with supporting data gathered, categorized the said codes into themes, reviewed and revised themes, and finally obtained a narrative for the data gathered for the study. The aforementioned methodologies and procedures provide a clearer understanding of the topic and a deeper knowledge of the study's outcome through investigation.

The participants of the study are managers from accredited beach resorts located in Laiya, San Juan Batangas. The findings suggest that throughout the planning phase of their operational plans, most participants gave significant weight to the variables of government rules and regulations that were tightly enforced during the Covid19 Pandemic. This has a significant impact on their planning process for managing their businesses, including the employee schedule, services provided, required documents for guests, and additional safety precautions for those working at the beach resort that will still result in client satisfaction and business success. Task alignment helped the numerous resorts manage their operational plans, resulting in the elimination of issues like reduced personnel and overworked employees. In order to make their workforce flexible and responsive in the scenario, these roles and obligations were clearly expressed in recurrent training, seminars, and briefings. In terms of the implementation phase of their business strategy, participants should evaluate a variety of elements, including internal and external environment assessments, as well as business prospects in the event of a pandemic, all of which have a significant impact on their decision-making. In monitoring their business operations in terms of performance standards they have utilized social media platforms, supervision, reduced target markets, revenue, and following protocols, on the spot correction, constant reminders, and guidance. The pricing and capacity, innovation and improvement of the operation management, work arrangements, guest feedback, corrective measures, and sales and performance have all been used to gather data for corrective measures.

This study shows the importance of evaluating beach resorts when it comes to their risk management implementation in order to come up with strategies that lessen the impact of fortuitous events such as the pandemic. Tourism professionals should be aware of the existing threats around their business to achieve business sustainability as well as business success. There are a lot of factors to consider when it comes to evaluating risk management implementation specifically on beach resorts such as, being aware of the existing laws and regulations for them to continue to operate especially during this time of the pandemic, where compliance is really necessary for the safety of everyone. Following such procedures can help managers to have a smooth process of planning when it comes to the operations of their businesses and aside from that, these health and safety protocols also ensure the well-being of the employees and the guests which are both necessary for the business. Another factor is that an employee's tasks and responsibilities must be compatible.

One way to fully understand the risk management implementation of a business, we must assure to have all employees organized and each must have a role to play. Overall environment of the business must be assessed as well in order to determine the strategies needed to enhance the operations of the business when it comes to risk management. Once strategies are implemented, business owners should supervise and evaluate the said strategies to assure that these strategies are working effectively and can really mitigate the negative effects of the pandemic towards the business. Businesses are existing within an uncontrolled environment which is why this study can help readers to visualize what to expect when it comes to managing risk on business operations. This study will greatly help tourism professionals who would like to establish a business in the tourism industry. This would also help existing tourism professionals who have their businesses and to anyone in the tourism and hospitality industry to enhance their knowledge when it comes to risk management implementation specifically on business operations.

Keywords: Business Operations Strategies, Risk Management, Thematic Analysis, POLC Framework