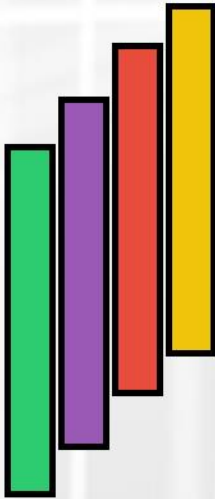


ISSN: 2591-7064

Vol. 2, No. 1, Mar. 2018



**Ascendens Asia Journal
of Multidisciplinary
Research Abstracts**

Funded by
Joint Multidisciplinary Research Conferences
Joint Multidisciplinary Research Conferences Plus
Multidisciplinary Research Festivals

Available at
www.ascendensasia.com/ojs
www.aaresearchindex.com/ojs

Published by
Ascendens Asia Pte. Ltd.

March 2018

1st GGEM-SIMP-AAG Multidisciplinary Research Conference Abstracts



**Grand Global Events Management,
Singapore Institute of
Multidisciplinary Professions and
Ascendens Asia Group**



ISSN: 2591-7064

Recommended Citation

(March 2018) "1st GGEM-SIMP-AAG Multidisciplinary Research Conference Abstracts," Ascendens Asia Journal of Multidisciplinary Research Abstracts, Vol.2, No.1. Available at: "<http://aaresearchindex.com/ojs/index.php/AAJMRA>".

The Ascendens Asia Journal of Multidisciplinary Research Abstracts (AAJMRA) is a collection of abstracts of research papers presented during Multidisciplinary Research Fests (MRFs) mainly organised by Ascendens Asia Singapore as well as other research conferences in collaboration with various institutions and learned societies. MRFs provide opportunities for collaboration with a common prime objective of creating platforms for students, faculty, staff, and researchers-alike from different institutions to interrelate/interact with their counterparts. MRFs are expected to aide and promote personality development and critical thinking as participants engage themselves in constructive discussions with other participating researchers.

AAJMRA's are made available complimentary and for open access by Ascendens Asia Singapore. For more information, please contact publications@ascendensasia.com.

Copyright & Disclaimer

Copyright© 2018

Copyright for the texts which include all issues of Ascendens Asia Journal of Multidisciplinary Research Abstracts are held by the AAMJRA, except if otherwise noted. The compilation as a whole is Copyright© by AAMJRA, all rights reserved. Items published by AAMJRA may be generously shared among individuals; however, they may NOT be republished in any medium without express written consent from the author(s) and advance notification of the AAMJRA Editorial Board. For permission to reprint articles published in the AAMJRA, please contact the Editorial Board at publications@ascendensasia.com.

Disclaimer

Facts and opinions published in Ascendens Asia Journal of Multidisciplinary Research Abstracts (AAMJRA) express solely the opinions of the respective authors. Authors are responsible for their citing of sources and the accuracy of their references and bibliographies. The editors cannot be held responsible for any lack or possible violations of third parties' rights. Interested parties may also directly contact authors to request for full copies of the journal proceedings.

1st GGEM-SIMP-AAG Multidisciplinary Research Conference Abstracts

Ad Hoc Board of Reviewers

Dr. Herbert Baron
Doctor in Business Administration
Faculty, Polytechnic University of the Philippines
Dr. Ruth P. Carlos, CPA, CICA
Doctor in Business Administration
Associate Professor IV
Commission on Higher Education – National Capital Region
Dr. Marion A. Cresencio
Doctor of Education
Chief, Research and Extension Office
Polytechnic University of the Philippines – Graduate School
Dr. Louvelle S. Formentera
Doctor in Business Administration
Faculty, Polytechnic University of the Philippines
Dr. Willy O. Gapasin
Doctor in Business Administration
Area Chairman Marketing
Eulogio Amang Rodriguez Institute of Science and Technology – Graduate School
Dr. Raquel L. Salvador
Doctor in Business Administration
Professorial Lecturer II / Research Chairman
Arellano University
Dr. Caroline T. Sumande
Doctor in Educational Management
Professor II, Polytechnic University of the Philippines
Dr. Nelson J. Abesamis, CPA, FRIAcc, MRIDr (Sr), MRIBA (Sr)
Doctor in Business Administration
Faculty, UUC Graduate School

Editorial Board

Editor

Dr. Carmencita L. Castolo
Ascendens Asia Pte. Ltd.
287 Tanglin Road Singapore 247940
E: publications@ascendensasia.com

Managing Editor

Dr. Glenn S. Cabacang
Ascendens Asia Pte. Ltd.
287 Tanglin Road Singapore 247940
E: publications@ascendensasia.com
T: +65 9180 2603 / +65 9385 9582

Proofreader

Kiri Poananga

Editorial Assistant

Rock Bryan B. Matias, MBA

Publication Site

<http://www.aaresearchindex.com/ojs>

Papers Presented	Page No.
Ad Hoc Board of Reviewers	6
Editorial Board	7
Economics	
The Mediating Role of AMLA towards Building a Sustainability Philippine Financial Industry <i>Ms. John Kaye Q. Tabano, MBA</i>	13
Educational Management	
Core Competencies of Accountancy Graduates and Industry Requirements <i>Dr. Noli G. Valera, CPA, REB, REA</i>	15
Embedding ERP Systems Training in the Accountancy Program: Preparing for Industry Practice <i>Ms. Joannamarie Ciervo Uy, CPA, MBA</i>	16
Industry and School Partnership as a Workforce Development Strategy <i>Ms. Marivi T. Camacho, LPT, MBE</i>	17
The Effect of K-12 Implementation to Private Higher Educational Institutions' Promotional Activities and Its Organization <i>Mr. Eivin B. Tolentino, MBA</i>	18
Impact of Online Faculty Evaluation on the Teaching Performance of PUP Taguig Faculty <i>Ms. Gecilie C. Almiranez</i>	19
Entrepreneurship	
Entrepreneurialism: It's Contribution to Community Development <i>Mr. Eivin B. Tolentino, MBA</i>	21
Financial Management	
The Investment Practices of Small and Medium Enterprises <i>Mr. Jan Paolo S. Vila, MBA</i>	23
Human Resources Management	
Characteristics of Highly Talented International Business Professionals <i>Mr. Roy Angelo Pobre, MBA</i>	25
Impact of Level of Education on Organizational Development <i>Ms. Roxanne Velasquez-Selmo, MBA</i>	26
Cultural Diversity: Bridging Difference Towards Organizational Success <i>Mr. Rock Bryan B. Matias, MBA</i>	27

Impact of Informal Management of External Audit Firms To Employee Performance <i>Mr. Jayvic O. Guballo, MBA</i>	28
Online Talent Acquisition and Requisition Management <i>Mr. Jayvic O. Guballo, MBA</i>	29
Overcoming Employee Turnover: Championing Employee Retention Programs <i>Ms. Renielle S. Rogel, MBA</i>	30
Training Concerns and Consequences: The Academe Experience <i>Mr. Jericho M. Inarda</i>	31
The Effect of Job Mismatch on Employee Productivity <i>Mr. Ryan C. Roque, CPA, MBA</i>	32
An Assessment on Millennials' Commitment in the Workplace <i>Ms. Mary Anne E. Medina, MBA</i>	33
The Role of Competitive Compensation Towards Employee Productivity and Satisfaction <i>Mr. Jonathan P. Binaluyo, CPA, MBA</i>	34
Management	
Corporate Controls Framework for the BPO Service Industry <i>Mr. Roy Angelo Pobre, MBA</i>	36
The Impact of Digital Printing in the Printing Industry: A Global Perspective <i>Mr. Joel Agacita, MBA</i>	37
Organizational Development	
Taxpayers' Attitudes and Its Influence on Compliance to TRAIN Law <i>Mr. Francis Benson C. Hugo, CPA, MBA</i>	39
Coping with Challenges on Change Management due to Technological Innovations <i>Ms. Naidette L. Lasaleta, MBA</i>	40
Organizational Development Strategies for Enterprises Involving Marginalized Communities and Vulnerable Groups <i>Ms. Hazel B. Alfon, RChm, MESODEV</i>	41
The Role of Organizational Culture on Employee Attraction, Productivity and Retention <i>Mr. Renielle S. Rogel, MBA</i>	42
Organizational Challenges in Implementing Business Process Reengineering in Hotel Industry <i>Mr. Marvin Lascano, CPA, MBA</i>	43

Organizational Development in Selected Non-life Insurance Companies <i>Ms. Maria Felisa U. Azurin, MBA</i>	44
Talking across the world, is there a communication breakdown? A study of intercultural communication in Business Process Outsourcing companies <i>Ms. Mariel L. Salguero, MBA</i>	45
The Role of Organizational Development in the Business Sustainability of Selected Fastfood Establishment <i>Mr. Peter Andrew S. Dumanig, MBA</i>	46
Flexibility in Management Change and Organizational Development: A Study of the Water Refilling Stations in Cavite Province, Philippines <i>Mr. Elias Prieto, Jr., MBA, MAE</i>	47
The Role of Organizational Development on the Business Sustainability of Select Car Dealers in Metro Manila <i>Engr. Carlos Soriano, MBA</i>	48
Organizational Management of Select Modern Retailing Establishments <i>Mr. Mark B. Madrid, MBA</i>	49
The Organizational Structure in the Printing Industry: A Review <i>Mr. Joel Agacita, MBA</i>	50
Risk Management	
The COSO-Based Framework Internal Control System of a Telephone Company: A Compliance Study <i>Mr. Jonathan P. Binaluyo, CPA, MBA</i>	52
Business Continuity Plan of BPO Companies in the Philippines <i>Mr. Ryan C. Roque, CPA, MBA</i>	53
Strategic Management	
Management Strategies of Selected Multi-Purpose and Consumer Cooperatives in Manila <i>Patrick John R. Rico, MBA</i>	55
Applications of Functional Management in Social Entrepreneurship Ventures <i>Ms. Maricon R. Biron, MBA</i>	56
Reinventing Management Strategies to Address Global Challenges <i>Mr. Rock Bryan B. Matias, MBA</i>	57
Development of Metrics for the Functional-level Strategic Program Designing of Interventions for Marginalized Communities and Vulnerable Groups <i>Ms. Hazel B. Alfon, RChm, MESODEV</i>	58

Challenges in Developing and Creating Package Product In the Non-Life Insurance Industry <i>Ms. Maria Felisa U. Azurin, MBA</i>	59
Coping with Business Challenges through Technological Innovations <i>Ms. Naidette L. Lasaleta, MBA</i>	60
Factors Contributory To Why Some Business fail <i>Ms. Mary Anne E. Medina, MBA</i>	61
Level of Effectiveness of the Procurement System of the Southern Luzon State University <i>Mr. Erwin D. Villaverde, CPA, MBA</i>	62
A Study on the Functional Strategies in Human Resources Management in Business Process Outsourcing Operations: Its Effects on Satisfaction and Development of BPO Employees <i>Ms. Mariel L. Salguero, MBA</i>	63
Business Process Reengineering Through Innovative Practices of Hotel Industry <i>Mr. Marvin Lascano, CPA, MBA</i>	64
Total Quality Management Lean Approach of the Philippine Non-Life Insurance Industry <i>Glaiza V. Ortiguero, CPA, DBA</i>	66
The Need for ISO 9001 Certification of Philippine HEIs: A Review <i>Ms. Joannamarie Ciervo Uy, CPA, MBA</i>	67
Realization of Total Quality Management to Higher Education Institution <i>Mr. Jericho M. Inarda</i>	68
Service Quality Helps in Promoting Business in Tertiary Institutions <i>Mr. Jan Paolo S. Vila, MBA</i>	69
Call for Papers	70

ECONOMICS

The Mediating Role of AMLA towards Building a Sustainable Philippine Financial Industry 13

Ms. John Kaye Q. Tabano, MBA
Polytechnic University of the Philippines

Abstract

European Union (EU), United Nations (UN), Financial Action Task Force (FATF) and other international organizations had been working together to combat financial crimes specifically on money laundering. News and intelligence units corresponded that Philippines had been part of the unlawful activity. Contrariwise, the said country put up its ruling body to monitor, comply, and evaluate financial industries in adherence to anti money laundering act. The study will use a secondary data from linked government agencies and other related literature. Official statistics of quantitative method and further case analysis and descriptive method of qualitative research will also be utilized. Philippine Financial Industries portray a very critical role in modern age. Customers' mistrust, bribery, corruption, trafficking, terrorism, slow economic and other negative reflection jive in financial institutions due to money laundering that happens domestically and internationally. Some of the concurrences of AMLA are still in process for amendment, revision, and application because of several connections to anti-money laundering. Though Anti-Money Laundering Council (AMLC) was put up on a latter years, there are resolutions in place. Since technology advances in solving crimes, for example, alarm system is used for theft and robbery, CCTV for data gathering and identification of suspects. For banking and finance, it uses technological databases in coordination with foreign body. Furthermore, the research will discuss the mediating role of Anti-Money Laundering Act towards building a sustainable Philippine Financial Industry.

Keywords: mediating, anti-money laundering act, Philippine financial industry

EDUCATIONAL MANAGEMENT

Core Competencies of Accountancy Graduates and Industry Requirements

Dr. Noli G. Valera
National University

Abstract

This study focused on determining the competencies of new graduates, the requirements of industries, and the gap between said graduates' competencies and industry requirements. The competencies of new accountancy graduates consist of knowledge in general accounting, cost and management accounting, auditing, tax accounting and accounting information system. The skills of said new accountancy graduates consist of analytical, interpersonal and communication abilities. The attitude consists of humility, punctuality, willingness to learn, obedience, integrity, independence in mental attitude and adherence to confidentiality of information. The competencies required by industries include entry level technical knowledge in the different areas of accounting. They need basic knowledge in general accounting, cost and management accounting, taxation, audit and accounting information systems. However, they expect new accounting graduates to have excellent analytical, interpersonal and communication skills. Further, they expect new graduates to demonstrate high degree of personal and professional attitudes such as humility, obedience, willingness to learn, punctuality, integrity, independence in mental attitude and ability to keep information confidential. The competencies of new accountancy graduates in terms of knowledge meet the requirements of industries except for gaps culled out in knowledge in general accounting. Gaps were also noted in tax accounting concerning their knowledge in identifying and using tax forms in reporting tax liabilities and in accounting information system regarding their knowledge in database management. In terms of the skills of new accountancy graduates, gaps were seen in their analytical and problem solving skills, ability to interact with other members of the organization, their attention to details, resourcefulness, and initiative and their ability to communicate effectively financial information. In terms of attitude, a gap was noted in the degree of humility. Schools should revisit the contents of their program curriculum and policies, integrate into their courses syllabi classroom methodologies that will enhance analytical, communication and leadership skills, introduce English bridging courses to ensure that said graduates get the right communication skills, encourage student activities in order to boost confidence and interpersonal skills and conduct workshops and trainings focusing on values formation and leadership.

Keywords: competencies, accountancy graduates, industry requirements

Embedding ERP Systems Training in the Accountancy Program: Preparing for Industry Practice

Ms. Joannamarie Ciervo Uy, CPA, MBA
Polytechnic University of the Philippines - Graduate School

Abstract

The objective of this study is to evaluate the need for incorporating ERP systems training in the curriculum of higher educational institutions (HEIs) as part of their Accountancy program. This is to provide hands-on experience to the accountancy students through the application of computerized accounting system as an integral part of related accounting subjects. To achieve this goal, the author will gather information through literature review and one-on-one interviews with BSA graduates who have undergone ERP systems training as part of their course, and are currently working in companies using an ERP system. The respondents for this study are limited to the BSA graduates of a certain university offering ERP systems training to its students. The study will not focus on the advantages of ERP systems in the organization but on the benefit to the graduates, now employees, of getting ERP systems training from their college program, but rather, on the lived experiences of students as to their adjustments in the industry practice—from job application to job performance. This includes the skills and knowledge qualification requirements, industry adaptability and job performance evaluation. A set of questions were relayed to the respondents pertaining to the extent of benefits gained from the training and its applicability to their current job. Through a qualitative analysis, it is assessed that such practice is a tool for a quality education and has provided additional knowledge and skills to students which are useful in the actual industry practice. The author recommends that further studies be made related to this topic, particularly, a quantitative analysis on the relationship of ERP system training in school and job performance of accounting graduates. A review and redesign of the college curriculum will be of great help to this endeavour.

Keywords: ERP systems, accountancy program, industry practice

Industry and School Partnership: A Workforce Development Strategy

Ms. Marivi T. Camacho, LPT, MBE
Polytechnic University of the Philippines

Abstract

Strengthening partnership between Industries and educational institutions are actively pursued globally. Linkages between schools and industries become a crucial means to develop innovative approaches and strategies to meet workforce needs and educational outcomes. The purpose of this paper is to explore the benefits of school and business industry partnership as a workforce development strategy. Literature reviews and secondary data were analysed to derive wider and thorough understanding on the school-industry partnership. The results revealed that strong collaborative partnership could lead to a deeper and lasting mutually beneficial bond that can contribute to broader institutional and industry goals.

Keywords: school-industry partnership, workforce development

The Effect of K-12 Implementation to Private Higher Educational Institutions' Promotional Activities and Its Organization

Mr. Eivin B. Tolentino, MBA
Global Reciprocal Colleges/ Polytechnic University of the Philippines

Abstract

The development of the Philippine educational system faces great developments to adhere with the global standard of education. K-12 implementation is a government's program to comply with the global requirement where twelve years of basic education is required. Private Higher Educational institutions (HEIs) were greatly affected due to the decreased or a total zero enrolment for the academic year 2016-2017. This resulted to a retrenchment and reorganization of the operations of these schools. With these developments in the Academe, to sustain profitability and to ensure that private HEI will acquire more students to enrol to their institution, strategies are revisited, evaluated and formulated new and innovative ways on how to survive the effect of the K-12 program implementation including its promotional strategies to promote and sell the services of educational institution as a business entity.

Keywords: HEI, promotional activities, education, K-12, organizational change

Impact of Online Faculty Evaluation on the Teaching Performance of Pup Taguig Faculty

Ms. Gecilie C. Almiranez
Polytechnic University of the Philippines Taguig Campus

Abstract

Faculty Evaluation is one of the important part of any educational institution that assess the efficiency and effectiveness of teaching methodology and strategy used by faculty to meet the objectives of the institution, to produce highly and globally competitive graduates. The main objective of the online faculty evaluation system is to enhance or improve teaching performance for promotion purposes. This paper tries to explore the impact of online faculty evaluation on the teaching performance of PUP Taguig Faculty by taking the faculty evaluation data of eleven (11) permanent faculty members from school year 2013 up to 2016 which composed of six semesters. The paired sample *t*-test and *t*-distribution was used as a statistical treatment to determine the impact of the online faculty evaluation on the teaching performance of PUP Taguig faculty. The scores on the three interval years, 2013-2014, 2014-2015, and 2015-2016 are tested using *t*-distribution with test ratio values of 0.1507, -1.0247, and 0.4121 respectively. There was no difference between the mean of the 1st semester and the 2nd semester of the entire years which means that there was no significant impact on the teaching performance of the eleven (11) PUP Taguig permanent faculty members.

Keywords: online faculty evaluation, teaching performance, PUP Taguig

ENTREPRENEURSHIP

Entrepreneurialism: It's Contribution to Community Development

Mr .Eivin B. Tolentino, MBA

Global Reciprocal Colleges / Polytechnic University of the Philippines

Abstract

Entrepreneurialism is a state of an individual's feeling in making his ideas into reality. Entrepreneurs are the people who build and create unique and innovative products and services that may satisfy the need of a particular market. These individual creates an ecosystem that is participative and need each other to work. It helps a community to develop and grow. Building entrepreneurial ecosystem that is beneficial to the community and its members has contributors that includes; conducive culture, quality of human capital, the extent and kind of policy, the availability of finance, the support from its people and government and venture friendly market. By creating this kind of healthy ecosystem for entrepreneurs, it creates a unique community that values the importance of their society in doing business. In this journal we will investigate and define the different entrepreneurial ecosystem's domain and its contribution to community development including the culture, behavior, and attitude it create.

Keywords: community development, entrepreneurialism, entrepreneurial ecosystem

FINANCIAL MANAGEMENT

The Investment Practices of Small and Medium Enterprises

Mr. Jan Paolo S. Vila, MBA
Polytechnic University of the Philippines

Abstract

The study was intended to determine the investment practices of selected Small and Medium Enterprises. The study was conducted to assess the effectiveness of the investment practices of selected small and medium-sized enterprises (SMEs). A descriptive approach was employed in the study. A random sample was drawn based on the list provided by the BIR. The respondents were owners, managers, investment officers of the SMEs.

Keywords: investment practices, SMEs

HUMAN RESOURCES MANAGEMENT

Title: Characteristics of Highly Talented International Business Professionals

Mr. Roy Angelo Pobre, MBA
Polytechnic University of the Philippines

Abstract

Most of the businesses nowadays focus on the improvement of their employees. They want to maximize and utilize their labor resources as the employees do their roles and responsibilities in their business unit. Presence of talent and competencies in a business organization plays a vital role. Global companies train their employees not only to perform what is expected from them. Different training needs analysis is being conducted to identify and measure the capabilities and potentials of their employees. Common practice is the immersion training, wherein employees are being exposed on different roles they want to pursue in the future. They also ensure that talents are being retained by compensating them well and providing their learning needs. Highly talented professionals must have excellent communication skills. They must be able to express an idea in a professional manner. In addition, they can clearly understand the problems that have occurred. They must also have good negotiation skills as this is needed in crucial situations. Their ability to define the root cause of the problem and manage conflict will increase the efficiency gap among business units. Strategic orientation is another characteristic of a talent. A talent must be able to take leadership responsibilities and assist the management's strategic way.

Keywords: international, talent

Impact of Level of Education on Organizational Development

Ms. Roxanne P. Velasquez
Computer Support Center, Inc.
Polytechnic University of the Philippines

Abstract

The aim of the study is to assess the level of education on each organizational human capital. Education has become the most powerful tool in the dynamic competitive market environment. Human capital differentiates a great organization from a good one, with the greatest investing the most capital in employee education, to achieve both short and long-term benefits. This study presents a literature review on the impact of the employee's education on the organizational development. Employees tend to become absolute, and therefore making the need to adapt to the continuous learning and updating of the skill and knowledge invaluable, due to the organizational, technological and social dynamics. Thus, in order for organizations to achieve optimum returns from their investment, there is an imperative need to effectively consider the highest education of its employees. Most organizations and even individuals tend to send themselves to a higher degree as part of their trainings and personal aspirations. Top management positions are being achieved; by those have the highest degree of education. However, the most vital asset of every organization is the human capital and employees' education is vital to the development of organization's workforce.

Keywords: human capital, employee education, organizational development

Cultural Diversity: Bridging Differences towards Organizational Success

Mr. Rock Bryan B. Matias, MBA
Polytechnic University of the Philippines

Abstract

Organization is defined as set of individuals that is working collectively in order to attain one goal or purpose. Diversity in the workplace is not something new in the organization but on how we manage this differences is just another story for business owners to look up to, in order for them to have one vision in achieving its objective. Organizational diversity pertains to set of various individuals that are categorized by their age, demography, ethnicity, sexual orientation, languages, and race that falls under the primary category, on the other hand, the secondary category pertains to the education, working experiences, income, marital status, behavioral styles, and religious beliefs. These two categories normally affect the behavior of an individual towards their working environment and co-workers. The study aims to assess the implication or the role of cultural diversity in the workplace and how these differences can be determined and managed by business managers for development of its plans. The researcher will be using secondary data, literature that is thematically analyzed and synthesized as well as document and case reviews in order to have an insight on the subject that eventually helps managers and readers in promulgating organizational strategies pertaining to human resources development.

Keywords: cultural diversity, work force, organizational development

Impact of Informal Management of External Audit Firms to Employee Performance

Mr. Jayvie O. Guballo, MBA
Polytechnic University of the Philippines

Abstract

Accounting and Audit Firms are considered as one of the most trusted institutions today. The majority of companies today are dealing with two firms; one for audit and another for non-audit accounting services. They are trusted to handle different kinds of reports related to the financial aspects of organizations, and include investigating or finding the probable cause of not following its own standards. Firms such this, should stand for the Good Governance should starts from them. The purpose of the study is determine what are the current issues faced by an employee in terms of exposure to informal management and also to validate and investigate the main issues. The method will use to develop this research study is qualitative research method. Study aims to determine what are the reasons of high turnover rate in the audit firms? Informal Management does there really an effect to employee's performance? By summarizing, understanding the insights, reasons, studies, and testimonial thru current related literature and studies, will identify the reasons and solutions of the problem. According to researcher's experiences, there are lots of Audit Firms has no formal management. Employees like CPA's and External Auditors are complaining about the rules and regulations, irregularities such as: conflict of interest, no proper distribution of equal benefits or bonuses, dealing with illegal process and also by forging the reports with the order of the management. There are many employees are really frustrated with their job because of these above mentioned instances. Example would be there's an employee who has no interest already to work to the company because the management is not taking any actions for resolving internal issues because no one in the organization is has the knowledge to deal with certain difficult scenarios.

Keywords: informal management, audit firms, employee performance

Online Talent Acquisition and Requisition Management

Mr. Jayvie O. Guballo, MBA
Polytechnic University of the Philippines

Abstract

E-commerce in Human Resources Management today is considered to be the fastest growing innovation as of this moment. At present, the majority of facets of Human Resources are automated already, including: Training & Development, Compensation and Benefits and now, the Talent Acquisition, and Requisition Management. It defines as an online based system wherein it's a paperless set up. As the old traditional recruitment and filing of 201 is considered hassle part to an Human Resources Practitioner to face in a daily life tons of 201 files and exposed outdoor interviews five or six times a week. Companies have access to fully integrated, customizable talent management solutions that really supports the entire employment life cycle. Online Talent Acquisition and Requisition Management help organizations develop a powerful management strategy that aligns to their specific business requirements, user profiles, and technology preference across their enterprise. This new introduced system had said will solve all the problems and definitely will stop the hassle set up. How effective it is? How convenient it is? Does secure all the confidential information and etc.? The study aims to determine the effectiveness of online based talent acquisition and requisition management. By qualitative research method, the researcher will investigate and validate all the collected related literatures and studies, testimonials, and insights.

Keywords: human resources, talent, acquisition, requisition

Overcoming Employee Turnover: Championing Employee Retention Programs

Ms. Renielle S. Rogel, MBA
Polytechnic University of the Philippines

Abstract

Employee turnover, as part of human resources' vocabulary is considered a taboo. If an HR practitioner will be asked regarding this phenomenon, he/she somehow considers this as a horror story, a bad dream, or a curse. But it's the reality of the business. It is where the uncontrollable and unpredictable but normal reduction of work force due to voluntary or involuntary resignations, discharge, termination, or abandonment of any member of the organization within specified period of time (McQuerrey, n.a.). Employee turnover is one of the key issues in Human Resources and the Management alike towards the achievement of their long-term business objectives. That is why employers must ensure that through their Employee Retention Programs, they are able to take into account every aspect that truly matters to their current and future employees. This study aimed to identify employee turnover trends and profiles of employees who leave a certain organization; identify different frameworks being followed by companies on turnover; and enumerate different companies that championed employee retention programs on their respective industries

Keywords: employee turnover, attraction, productivity, retention

Training Concerns and Consequences: The Academe Experience

Mr. Jericho M Inarda
Ms. Analyn Valencia Inarda
University of Rizal System

Abstract

This study dealt on the concerns and consequences of training experiences using the University of Rizal System forty four (44) core faculty of business. This research primarily examined the number of trainings attended and its relationship to the performances of the faculty. It employed descriptive method with quantitative and qualitative approaches. Triangulation was used in gathering data. The study found out that training attended by faculty in terms of instruction, research, extension, and production was inadequate if given so, most of them are in service. A significant relationship resulted among instruction, research and production training attended and the performance. However, relationship between trainings attended in extension and their performance has not been established. Yet, study cannot readily conclude that training is the only factor to consider improving the performance of the faculty. On the other hand, the usefulness of the trainings attended has displayed to the extent of only being informed and most probably did not results to numerous outputs in research, extension, and production. Finally, several problems have been revealed vis-à-vis training experiences of faculty of business for the last three years.

Keywords: training experiences, performance, instruction, production, extension, research, higher education institution (HEI)

The Effect of Job Mismatch on Employee Productivity

Mr. Ryan C. Roque, CPA, MBA
Polytechnic University of the Philippines

Abstract

One of the most important concerns being encountered by developing countries nowadays is job mismatch. To address the increasing needs of the customers or clients, businesses tend to work on a quicker pace resulting to less time to search for the applicant who will best fit to a particular job, hiring those who are either over or under qualified. This study was conducted to provide a clear view of what transpires when organizations employ people having a job mismatch. This aims to help businesses understand the adverse effects of job mismatch on employee productivity. After secondary data review and interviews, using deduction method, different types of job mismatch were identified along with its effects on employee productivity. Also, it will help on how the company will address the concerns on not hiring the best suitable ones. Getting overqualified and under-qualified individuals might exhibit undesirable consequence on productivity resulting to higher employee turnover. To avoid those negative effects, the organizations' recruitment team should be proficient to find out right individual for the right job and scrutinize a number of resumes and do more interviews before hiring. If it is not possible to perform these tasks, the company may outsource the recruitment process. If job mismatch was found out after hiring or during employment, more training shall be given to those who are under-qualified. To those who are overqualified, the credentials have to be reevaluated and find a position or role that would fit his qualification.

Keywords: job mismatch, employee productivity, recruitment

An Assessment on Millennials' Commitment in the Workplace

Ms. Mary Anne E. Medina, MBA
Polytechnic University of the Philippines

Abstract

Millennials, born in the early 1980's up to early 2000, are mostly characterized as self-centered, unmotivated, have low commitment level, disrespectful, disloyal, and easy to leave work. This paper deals with how millennials perform in an institution. We shall look at contributing factors of how millennials are depicted this way - otherwise may prove that millennials are falsely connoted. A review of existing researches has done, supplemented by observation, about millennials in the workplace. Evaluation of how millennials behave their orientation and their preference. This generation can transform the future of an organization, improve their current state or may lead the organization otherwise. It is also observed that as millennials mature, changes in their attitude are seen. The emergence of new leaders, with new approaches and strategies are visible. Furthermore, this paper aims validate the change millennials may contribute to the organizational development, ways they may continuously build the industry through their unique abilities.

Keywords: organizational commitment, millennial generation, workplace, millennial work attitude, organizational development, millennial commitment, organizational change

The Role of Competitive Compensation towards Employee Productivity and Satisfaction

Mr. Jonathan P. Binaluyo, CPA, MBA
Polytechnic University of the Philippines

Abstract

This research aims to analyze the human resources policies and practices on providing a competitive compensation package to its employees. The issue of compensation package becomes relevant due to its effect on employee productivity and job satisfaction as a factor that causes the attitude and behavior of the employees towards work productivity. This research determine the following specific objectives: (i) identify which dimensions are with greater and lesser relevance between competitive compensation schemes and practices; (ii) identify which dimension will affect greater or lesser relevance in employee productivity and job satisfaction; and (iii) analyze the relationship between employee productivity and satisfaction and the perception of competitive compensation schemes and practices. In relation to the methodological procedures, the researcher makes use of descriptive method; the researcher gathered the necessary data using survey questionnaires. The results show that the employees are indifferent about their satisfaction with their work, but they also feel indifferent about compensation schemes and practices provided by their respective companies. The correlation of the data indicates that there is a moderate correlation between the remuneration and rewards factor and the satisfaction dimension with the salary. The practical implications of this study proves that compensation schemes are often introduced to improve incentives and productivity of employees, profit sharing based on firm profitability may allow enhancing retention of employees and reducing the incidence of unemployment, hence increasing productivity that leads to job satisfaction.

Keywords: compensation schemes, employee productivity, job satisfaction, salaries and incentives, human resource compensation practices, compensation package, employee behavior.

MANAGEMENT

Corporate Controls Framework for the BPO Service Industry

Mr. Roy Angelo Pobre, MBA
Polytechnic University of the Philippines

Abstract

The Business Process Outsourcing (BPO) Industry is one of the major contributors of the country's improving economy. Currently many investors are focusing their concerns on outsourcing particularly in countries like India, Philippines, China, Singapore, and Indonesia. With this ongoing competition to become the preferred country, a competitive advantage is to know how to maintain a good business posture for the industry. There are many controls that are inherently available for each business organization, but the question is, are they managed enough. This journal article explains the different and basic controls activities for Business Process Outsourcing companies. This covers access, delivery issues, asset, process documentation, records management, data privacy, and workplace security. In Business Process Outsourcing Industries, access management plays a key role in taking care of sensitive information. This includes, personal information, sensitive personal information, corporate finances, client data, third party data, and government data. Delivery Issues Management plays a vital role on the smooth flow of business operations and continuous learning for the entire business organization. Proper software asset management gives a company an advantage in many ways. Management system must be in place to ensure that the process documents are being reviewed and updated at least on annual basis. A business organization should come up with a systematic approach to ensure records are properly maintained or retained. Records can be classified in to essential, reference or disposable information

Keywords: framework, controls, BPO

The Impact of Digital Printing in the Printing Industry: A Global Perspective

Mr. Joel Agacita, MBA
Polytechnic University of the Philippines

Abstract

Offset or Lithographic printing industry began as early as 1400 thru Johannes Gutenberg that invented the first printing machine according to Robert Lechêne of Britannica. Through time the printing industry evolved thru the development of newer printing technology. For a long time offset hailed over the printing industry because of its efficiency and cost. However, due to continuing developments in technology and high demand in high resolution and high quality printing, digital printing was born. The study aims to determine how digital printing affects offset printing industry in a global scale. The factors that were considered in this assessment are process, timeline, quality, manpower, materials, capacity, and profitability. Assessing the factors above could determine how the digital printing affects the offset printing industry globally. It was concluded that for now, offset printing quality is still better compared to digital printing primarily due to quality and cost concerns. However, further development in the digital printing technology are being undertaken to narrow this gap. Despite requiring fewer manpower and minimal machine expertise, digital printing fails in comparison with offset printing with regards to providing better printing output without sacrificing speed as well as providing cheaper materials in terms of ink and other consumables in general. It was determined that offset printing best suits in high volume printing requirements while digital printing is best suited with low volume requirements. However, the greatest advantage of digital printing over offset is the drastic reduction in pre-press process. Digital printing may replace the offset printing in the future across all spectrum of the printing industry if and when quality and cost issues are addressed and met. But in the meantime, as proven by the results of this analysis, digital and offset printing are complimenting each other towards attaining better profitability for printers. According to the latest report of drupe (a portmanteau of the German words *druck* und *paper*; print and paper respectively, is the largest printing equipment exhibition in the world, held every four years by Messe Düsseldorf in Düsseldorf, North Rhine-Westphalia, Germany), the largest gathering of printing exhibition in the world the printing industry posted an increase of 28% in 2015 sales and 27% in 2016. Functional inkjet increased from 61% in 2014 to 74% in 2016. The data shows how the digital printing impacts globally in the printing industry.

Keywords: digital printing, offset printing

ORGANIZATIONAL DEVELOPMENT

Taxpayers' Attitudes and Its Influence on Compliance to TRAIN Law

Mr. Francis Benson C. Hugo, CPA, MBA
Polytechnic University of the Philippines

Abstract

This research was conducted to enhance the tax knowledge in the National Capital Region of the Philippines and in particular to provide insight how individual taxpayers' attitudes affect tax compliance decisions to the Tax Reform for Acceleration and Inclusion (TRAIN) Law in the Philippines. Survey responses from questionnaires administered to self-employed or small and medium scale business owners, professionals, and mixed income earners in the NCR were quantitatively analyzed. This study made use of both the descriptive research method and inferential statistics. The study sought to address the following three hypotheses: (1) Perception of tax burden under TRAIN does not significantly influence taxpayers' attitudes and does not positively correlate with tax compliance to TRAIN; (2) Taxpayers' level of understanding of the TRAIN law does not significantly influence taxpaying attitudes and does not positively correlate the individual's tax compliance to TRAIN; (3) Taxpayers' perceptions of government accountability do not significantly influence taxpayers' attitudes and do not positively correlate with tax compliance to TRAIN decisions. The study adopted a cross-sectional analysis as data was only collected at one occasion in time, particularly from January 24 to February 2, 2018, and it represents the responses of the respondents at that point in time. The findings revealed that taxpayer perception of government accountability and taxpayer perception of tax burden under TRAIN were significant predictors of taxpayers' attitude. The taxpayer level of understanding of TRAIN law was found to be insignificant. The findings further showed that taxpayer attitude towards compliance are significantly related to taxpayer perception towards government accountability, taxpayer level of understanding of TRAIN law, and taxpayer perception of tax burden under TRAIN. To address issues on tax non-compliance, the tax reform must be supported with the accompanying enhancement of the quality of tax administration and enforcement. The taxpayer perception towards the new tax system and government accountability should be properly addressed.

Keywords: taxpayers, tax compliance, attitude, perception, TRAIN law

Coping with Challenges on Change Management due to Technological Innovations

Ms.Naidette L. Lasaleta, MBA
Polytechnic University of the Philippines

Abstract

In the advent of computers nowadays, the old-fashioned way of the past are slowly overtaken by the new advancements developed and put into practice in this millennial age. Some of the common phrases usually related to this phenomenon is “Change is the only constant thing in the world”, absolutely taken waves in the business world especially in the areas of various innovations initiated by most executives and business owners. This study aims to identify various issues that may be associated to start the change process, the steps to be taken, and the consideration of the various roles of people within the organization in the change management process especially during shifting to technology to provide better service or product to customers. The gathering of information and diagnosing the applicable and appropriate model to start the change process is important in facilitating change and establishing working relationships among people involved inside the organization. The role of management in the technological innovations and the leadership styles, to assess the strengths and weaknesses, are some of the common issues contributing to the initial phase of transforming the business to a technologically modern business apt for continual innovations.

Keywords: technological advancement, business innovations

Organizational Development Strategies for Enterprises Involving Marginalized Communities and Vulnerable Groups

Ms. Hazel B. Alfon, RChm, MESODEV
Polytechnic University of the Philippines

Abstract

When viewed in the lens of social and development entrepreneurship, marginalized communities and vulnerable groups in the Philippines can contribute significantly to local and national economic development. In the global scenario, various social enterprise business model case studies reflected the appropriate mix of systems, structures, and strategies which enabled marginalized communities and vulnerable groups to effectively engage in the production and rendering of goods and services in a sustainable manner. The purpose of the research is to identify the factors that will help enterprises which involve communities in geographically isolated and depressed areas (GIDAs), as well as Persons with Disabilities (PWDs), define their organizational development strategy. The study will gather data among social development practitioners who are assisting agro-forestry communities in GIDAs and as well as those that are helping PWDs in a sustainable manner. Further, the research will provide the underlying factors that created the enabling environment which improved the quality of life of people in marginalized communities as well as the PWDs. The research will also reflect the strategies about how change management may be affected to ensure that the marginalized stakeholders and vulnerable groups will be able to sustain the business model without grants and subsidies.

Keywords: marginalized communities, vulnerable groups, geographically isolated and depressed areas (GIDAs).

The Role of Organizational Culture on Employee Attraction, Productivity and Retention

Ms, Renielle S. Rogel, MBA
Polytechnic University of the Philippines

Abstract

Organizational culture or corporate culture is the method of shared values and beliefs that aggressively influence the behaviors of the members of the organization. The word shared means that employees interpret these values the same way as they are guided by these, every day of their lives (DuBrin, 2011). Company culture is often times a key factor in long-term success of the organization. However, in spite of its importance, most organizations pay quite little consideration to culture, simply letting it develop through time (Robinson, 2008). Attraction, productivity, and retention are huge issues in organizational development in the current times (and always). That is why employers must ensure that, through their corporate culture, they are able to take into account every aspect that truly matters to their current and future employees. This study aimed to identify the role of organizational culture on employee's attraction, productivity, and retention, as well as the factors that would help current and future employees decide if a company is worth working for.

Keywords: organizational culture, attraction, productivity, retention

Organizational Challenges in Implementing Business Process Reengineering in Hotel Industry

Mr. Marvin V. Lacano, CPA, MBA
Polytechnic University of the Philippines

Abstract

The challenge of hotel industry for them to sustain its growth, meet the dynamic demands of its customers, and respond to the technological advancement is highly evident. Hotels are finding its way to address the challenge with minimum cost on their end. Business Process Reengineering (BPR) is one of the solutions adopted by organization. It is a functional strategy of re-evaluating the processes in the organization in order to improve the output, reduce the turn-around time, and maximize the use of the resources (Hammer, 1990). Along the implementation of this strategy, a lot of variables should be taken into consideration to realize the benefits of the initiatives. These variables resulted to challenges in the implementation of the strategy. The benefit of identifying these challenges is to enable future change managers to consider in anticipation these factors, so that they can plan on how to mitigate the risk or cost of failure of the initiative should they decided to adopt this as well, especially those in the service oriented businesses such as the hotel industry. This journal sifts to different scholarly works pertaining to BPR and how the change is managed by different hotels. This aims to identify the challenges faced by the hotel industry in different environment. Understanding the challenges and factors that drive the innovation of business processes will lead to generation of solutions for the future implementers. This will also aid researchers of tourism and hospitality industry on how to improve the delivery of services and the industry.

Keywords: business process reengineering, hotel industry, organizational challenges

Organizational Development in Selected Non-life Insurance Companies

Ms. Maria Felisa U. Azurin, MBA
Polytechnic University of the Philippines

Abstract

Insurance Industry in the Philippines faces a lot of challenges and issues, these could be internal which include workforce management, planning, cost management and training and development of its employees. External issues which are likely very important to any insurance company are the changes in the regulation implemented by the government, changes in the market condition, changes in its employees, changing customers behavior, emerging of new players in the industry and the challenge in adopting technological change. Insurers who are ready and has plan for change can create their own future, thus, the existence of organizational development which helps improve the organization through implementation or change in policies, develops its employees or job redesign, change in leadership and also to focus on the services rendered to its customer by enhancing the products offered so as to be competitive in the insurance market. The main goal of organizational development is to develop and improve efficiency and effectiveness within the organization. This is a continuous process based on managing future change. The study tends to determine the efficiency and effectiveness of organizational development in the selected non-life insurance companies.

Keywords: organizational development, insurance industry, insurer, regulation

Talking across the world, is there a communication breakdown? A study of intercultural communication in Business Process Outsourcing companies

Ms. Mariel L. Salguero, MBA
Polytechnic University of the Philippines

Abstract

Language and cultural misunderstandings can be evaded by increasing our consideration and respect of other people, their values, and cultures. The primary notion of cross-cultural communication is that it is within the culture that people communicate. Globalization has caused intercultural communication unavoidable. It is imperative to understand the relationship of culture and communication for businesses to succeed globally. Outsourcing your business means you need to recognize the diversity of culture of the people to whom you will entrust the day to day operations of your business. Understanding one another will help you to enrich your intercultural competency and will somehow assure you of smooth working relationship between the mother company and the outsourcing company. Breakdown in communication will result to breakdown of operation. This study aims to get a broader perspective of how various cultures from different countries obtain better appreciation of one another that is critical to the overall performance of these companies in an outsourcing setting. Being sympathetic and appreciative of one another will enable all concerned staff from all levels in the organization to be more tolerant, and will provide better working relationships. This in turn enables a more efficient business operation to be achieved, which will result in higher profitability. Respecting the cultural standards, morals and philosophy of others stem from a principle that various cultures must be handled with dignity.

Keywords: intercultural communication, outsourcing, globalization, language, communication

The Role of Organizational Development in the Business Sustainability of Selected Fastfood Establishment

Mr. Peter Andrew S. Dumanig, MBA
Polytechnic University of the Philippines

Abstract

Sustainability is an emerging trend that is imperative for businesses to understand and implement into their everyday practices. The triple bottom line of sustainability includes not only looking at economic performance, but also considering environmental and social impacts as well. Companies that build their business practices with sustainability in their organization's culture and strategy will have greater chances of success than companies that have to transform their practices. Sustainable consumption has become a core objective and one of the biggest factors of change for individual consumers looking to do their part in saving the environment. Companies have responded by bringing out new brand and product introductions in line with sustainable interests. Numerous companies in the food industry utilize best practices of sustainability. Each of these companies utilizes the triple bottom line of sustainability, and many of them were built with sustainability in their organization's culture and strategy, which is what greatly contributes to their success.

Keywords: organizational development, fast food, business sustainability

Flexibility in Management Change and Organizational Development: A Study of the Water Refilling Stations in Cavite Province, Philippines

Mr. Elias Prieto, Jr., MBA, MAE
Polytechnic University of the Philippines

Abstract

In light of the proliferation of bottled water businesses in the Philippines, this research study aims to establish the flexibility in management change and organizational development of the water refilling stations in Cavite (the nearest province south of Metro Manila, Philippines) in response to growing competition and changes in market conditions affecting their operation. To establish flexibility, this paper would indicate and determine the level of importance of factors which would affect the operation and marketing of the water refilling stations in Cavite. Based on the survey conducted on one-hundred twenty-five (125) water refilling stations in the area, this paper will ascertain the level of importance of the market conditions, government regulations, operational and financial considerations in operating this type of business in the province. The survey was conducted not only on the owners of the business establishments but also included the other employees of the water refilling stations as respondents of the survey. The study has established that the factors charted in the survey were not only identified as important by the water refilling stations. Rather, they are considered as extremely important replicating constant recognition of the importance of business flexibility in management and organizational development sustaining the tremendous growth of the water refilling stations in Cavite. The survey covered 125 water refilling stations. However, there are over 3,000 water refilling stations in the Philippines (Magtibay). Furthermore, this research study focused only on one of the eighty-one (81) provinces of the country. A wider coverage would be more enlightening. Additionally, since large corporations like Coca-Cola, Pepsi-Cola and Nestle are also major suppliers of bottled water in the country, a study on the flexibility in management change and organizational development of these organizations would deepen the findings of this paper.

Keywords: change management, organizational development, water refilling

The Role of Organizational Development on the Business Sustainability of Select Car Dealers in Metro Manila

Engr. Carlos Soriano, MBA
Polytechnic University of the Philippines

Abstract

The main objective of the research was to create a learning reference in the modern environment of automotive industry from select car dealers in Metro Manila in sustaining business operations wherein organizational development played a major role. Previous research has found that organizational developments are important for automotive companies in long-term competitive advantage and in business sustainability. The most noticeable progress are the growth fundamental interest in car dealerships operation, adaptability with regards to new technologies, and the practical application of new concepts with respect to innovation. A total of one hundred fifty (150) respondents out of two hundred forty five (250) population size were chosen using purposive sampling, consisting of rank & files, middle management and top management, were obtained for the evaluation of the organizational development encountered. Results showed the respondents' level of performance in the role of organizational development on the business sustainability surveyed from selected automotive dealers in Metro Manila. Building a better business relationship within the entire business organization to is a vital part in sustaining business operation. Consequently as an executive in this industry the author implies the importance of organizational development of employer – employee and customer relation in sustaining a better business operation. As a result, this study will help improve business retention by way of analyzing awareness and satisfaction of the internal and external customers of the company. In the untiring cycle of automotive evolution now days corporate governance plays a vital role in automotive dealership operation wherein service quality and customer contentment are directly proportional to stakeholders' revenue.

Keywords: automotive dealer, car dealer, organizational development, business sustainability, customer handling, key result areas, personal aptitude, product knowledge, preventive maintenance service, after-sales service, warranty.

Organizational Management of Select Modern Retail Establishments

Mr. Mark B. Madrid, MBA
Polytechnic University of the Philippines

Abstract

The study entitled Organizational Management of Select Modern Retail Establishments aims to determine the effectiveness of some establishments in light of Retail Trade Liberalization Law. Most retail establishments have changed their operational strategy to a modernized marketing technique, an expanded and broadened direct importation of different brands, unique selling proposition, and retail-tainment. With these changes, some retail establishments have been adjusting their operational business strategy to align with the policy. This descriptive research will focus and gather data regarding organizational management of selected modern retail establishments (SM Retail, Robinsons Retails, Pure gold Price Club, and Rustan Supercenter) via questionnaire to direct hired employees, and interview to some personnel, utilizing old files and documents as fact reference, and through conducting web research. With this research, retail establishments and personnel will be able to recognize the status and result of the organizational management in compliance with the law, the effectiveness of their new operational strategies, and to identify problems encountered and long-term recommendations for the business. Recommendations of this research might be a great help to improve organizational management of some retail establishments, to enable them as competition in the global marketplace, and to initiate ongoing changes as a part of the retail industry's marketing strategy.

Keywords: organizational management, modern retailing

The Organizational Structure in the Printing Industry: A Review

Mr. Joel Agacita, MBA
Polytechnic University of the Philippines

Abstract

Offset or Lithographic printing industry began as early as 1400 thru Johannes Gutenberg that invented the first printing machine according to Robert Lechêne of Britanica. Through time the printing industry evolved thru the development of newer printing technology. Organizational structure is affected with this trend and innovations. The study aims to determine what the current organizational structure is in the printing industry by interviewing the selected printer in Quezon City. What are the challenges ahead that may affect to the current organizational structure when innovation and technological advancement come. It was concluded based on the interviews and evaluations of the selected printing press in Quezon City, that printing companies have similar organizational structure it uses the classical organizational structure which uses the division of labor approach, delegation of authority and uses the classic organizational chart. For commercial tarpaulin printers uses digital machines and they have very simple structure. For Digital Book Printer it uses digital printer in printing books but with post press process such as folding, gathering, binding, cutting, packing and then delivery while Book printer/publisher it uses both digital printer and offset printing and also with complete process from pre-press to post press. Commercial Printer it uses several machines related to paper printing, cartoon, and packaging. Skills are very poor but the PPTF initiates to proposed to TESDA about the inclusion of technical courses related to printing to develop the skills of the personnel in the printing industry.

Keywords: digital printing, offset printing, organizational structure.

RISK MANAGEMENT

The COSO-Based Framework Internal Control System of a Telephone Company: A Compliance Study

Mr. Jonathan P. Binaluyo, CPA, MBA
Polytechnic University of the Philippines

Abstract

A well-managed company is what every organization desires to achieve – its goals to profitability, accomplish its mission, and minimize surprises along the way. In order to put their goals in action, businesses should put first measures in order to protect companies' financial and management information, that is, when internal control intervenes in the company's operation. This study aims to determine the level of compliance of the internal control system as applied in a telephone business company. The descriptive method fit into this study because researchers sought for answers to some questions about the level of compliance of the internal control system of the company to the COSO-based framework of the respondents. Every business scheme changes regularly at different intervals. These changes are susceptible to risks, both internal and external. Furthermore, the control environment depicts that the procedures, processes, and the organizational structure provided by the top management is effective and implementing the factors that embodies the control environment in order for them to continually have a sound internal control system. The respondents confirmed that the strength of a particular policy being implemented can be viewed by the way of performing evaluation procedures to the whole management that signifies that the top management has full eyesight on the policy being executed. The following are recommended: the firm must comply with the set of standards, policies and procedures delegated to them to achieve goal congruence within the firm; upper management shall establish strong written policies and procedures to implement tighter control systems; and an emphasis on the need for preventive control systems, proper monitoring, and business risk assessment.

Keywords: internal control, system of internal control, COSO based framework, compliance, control environment, risk assessment, information and communication system, monitoring, control activities

Business Continuity Plan of BPO Companies in the Philippines

Mr. Ryan C. Roque, CPA, MBA
Polytechnic University of the Philippines

Abstract

Business process outsourcing (BPO) is one of the fastest mounting industries in the Philippines which boomed in the early 2000s. Despite the success, just like all other business, BPO is very vulnerable to threats such as the acts of man and acts of God. The big question is if these companies are prepared enough for any disaster that might disturb their operations. The main objective of this study is to help BPO companies understand and realize the need for disaster recovery plan. How would a BPO company still do its deliverables despite all these challenges? How could they manage all these risks? After doing interviews and secondary data review, using the deduction method, different threats were identified. Strategies on how to develop a disaster plan that would fit a BPO company are proposed. These approaches, however, do not guarantee that the business would be perfectly ready, nor would it recover immediately. It will depend on the level of importance that they give to this and how well they made and rehearse their plan. The strategy has to be attainable and effective to withstand, reinstate, and recover their businesses after devastation. Overall, BPO researchers have a broad and deep understanding of BPO. However, the field continues to evolve as clients and suppliers on every inhabited continent participate actively in the global sourcing community. There is still much research to be done.

Keywords: business continuity plan, business process outsourcing, BPO, risk management

STRATEGIC MANAGEMENT

Management Strategies of Selected Multi-Purpose and Consumer Cooperatives in Manila

Mr. Patrick John R. Rico, MBA
Polytechnic University of the Philippines

Abstract

The study intended to assess the effectiveness of the management strategies of the selected multi-purpose and consumer cooperatives in Manila. The descriptive survey method was used. The researcher gathered the necessary data using survey questionnaires answered by 116 respondents. The respondents always observed their management strategies when it comes to operations, human resource, and financial aspect and very often in terms of marketing aspect. There were no significant differences in the respondents' assessment on the operations, marketing, and financial aspects of management strategies when grouped by age, years in operation, initial membership, number of present members, current assets and average number of trainings for the past three (3) years; no significant differences on human resource when grouped by age, initial membership and current assets. There were significant differences on the human resource aspect when grouped by years in operation, number of present members, current assets and average number of trainings for the past three (3) years. The cooperatives with the large category should develop financial assistance programs. The academic institutions with degree programs on cooperatives should update their syllabus and curriculum. The cooperatives should have an efficient inventory control system to minimize warehoused items too long in avoidance of further costs. They should also establish procedures for handling, storage, packaging, and delivery of goods. They should also practice product development and create new or improve their existing products to attract new customers. There should be more attractive compensation packages to encourage employees to work harder and stay longer. The training office of the Cooperative Development Authority should conduct capacity building programs to the budding cooperatives.

Keywords: management strategies, multi-purpose cooperatives, consumer cooperatives, operations, marketing, financial, human resources

Applications of Functional Management in Social Entrepreneurship Ventures

Ms. Maricon R. Biron, MBA
Polytechnic University of the Philippines

Abstract

This study aims to find out the platform of empowerment of Filipino social entrepreneurs in Metro Manila. The researcher also aims to find what should be the possible things of developing Filipino social entrepreneurs to build future successful entrepreneurs in Metro Manila as well as accomplishing sustainability by producing quality products and services. Indication is obtainable from the Filipino social entrepreneurs' survey interviewed in this study. The researcher used logistic regression analysis for social entrepreneurs and analysis data for entrepreneurs to recognize modifications concerning business and social entrepreneurs in demographic features, determination, and goal, use of resources, industry choice, scarcity, and organizational structure. Results showed that Filipino social entrepreneurs were being empowered and motivated in Metro Manila through the internal and external factors. After conducting chosen individual interview survey, the researcher came up with the following recommendations. First, construct and establish stakeholders' personas as an entrepreneur with crowd funding grounds. Second, develop gender innovative positive attitudes with sustainable goals through family moral support. Third, provide technology-based learning. Lastly, establish a productive institutional pathway by encouraging entrepreneurial expansion.

Keywords: social entrepreneurs, empowerment, motivation, sustainability, and technology-based learning.

Reinventing Management Strategies to Address Global Challenges

Mr. Rock Bryan B. Matias, MBA
Polytechnic University of the Philippines

Abstract

Management Strategies pertains to setting up overall plans by examining internal and external forces that drives the competition among industry, also this pertains to proper allocation of resources in identified opportunities in gaining advantage to its rivals or competitors. Due to the challenges bring by globalization, innovation is encouraged in order to survive in a fast changing environment. Strategies that are carried out today may not be viable on the next operating days because trends and market segments are also developing overtime. The study aims to identify possible new approaches that can help in reinventing business strategies in connection with corporate strategies and business-unit strategies which includes financial, marketing, research and development, operation, human resources management, social responsibility as well as information management strategies. The researcher will be using qualitative approach and meta-analysis as well as literature reviews in order to have in depth insights of the functional areas of business in order to identified new strategies that managers or business owners.

Keywords: management strategy, functional strategy, reinventing strategy, globalization

Development of Metrics for the Functional-level Strategic Program Designing of Interventions for Marginalized Communities and Vulnerable Groups

Ms. Hazel B. Alfon, RChm, MESODEV
Polytechnic University of the Philippines

Abstract

The aim of the research is to develop metrics around the use of SWOT and PESTLE Analysis tools which can be used by social development practitioners in designing business model-based interventions for marginalized communities and vulnerable groups. The metrics can aide community-based enterprise practitioners to easily determine whether it is practical and cost-effective to pursue a certain intervention. SWOT stands for Strengths, Weaknesses, Opportunities, and Threats. It is a strategic planning tool which organizations widely used to identify its internal strengths and weaknesses in capturing a particular growth opportunity and/or eradicating or mitigating a threat to its sustainability. The SWOT analysis is being used extensively as it is good planning tools that can help an organization realize what it can and cannot do when faced with an opportunity or a threat. PESTLE, on the other hand, stands for Political, Economic, Social, Technological, Legal, and Environmental. It is an analytical tool that thoroughly identifies the external factors which can influence the sustainability of a business or an intervention. Based on the first-hand experience of the researcher, the application of SWOT and PESTLE Analysis tools can provide a good picture whether a social development intervention is worth pursuing. However, there should be descriptive and numerical metrics or indices which can be a basis for decision-making. The metrics or indices will reflect the time, cost, and danger of implementation.

Keywords: SWOT, PESTLE, development intervention, descriptive metrics, numerical metrics

Challenges in Developing and Creating Package Product in the Non-Life Insurance Industry

Ms. Maria Felisa U. Azurin, MBA
Polytechnic University of the Philippines

Abstract

Insurance was developed over a period of several hundreds of years, and is still actively used by many. It was created for the protection of the insuring public. It gives peace of mind to the customer that he/she will be compensated by the insurer in the event of unforeseen and sudden loss, by securing an insurance cover. There are various product lines in the non-life insurance area, which are being offered to the insuring public (the assured / insured), namely Marine, Property, Motor, Personal Accident, Casualty, etc. The insured are purchasing insurance products for their protection, and agreed to pay certain amount (the premium) for a peril that will protect them from possible and unexpected loss. But for every policy there will always be exclusions, and not all policies are comprehensive—they do not cover all perils, but only those which the insured wants to be covered or wants the right to claim, whatever the cause is. With the demand of the consumer, the insurer, through its line underwriters, develops and formulates a product that will satisfy the needs of its customers so as not to lose them. But there are various factors to be considered in developing and creating a package product in the non-life insurance and this is the purpose of the study, to determine the factors and challenges encountered by the insurer in developing and creating new package product that will cater the needs and wants of its customers.

Keywords: challenges, insured, premium, product line, package product

Coping with Business Challenges through Technological Innovations

Ms. Naidette L. Lasaleta, MBA
Polytechnic University of the Philippines

Abstract

Business technological innovations are trendy nowadays. To survive competitions, businessmen and executives must consider the “when” and “how” to maintain control business transitions if management decided to initiate the change process of shifting to a modern way of providing services and creating new products for the changing tastes of consumers. Implementing the change procedures or the shifting process to technology can be tedious, in that assessment on the strategy used to manage recent change and reviews must be done to definitely ensure the proper adaptation of the change initiative. This study aims to consider the variables that will shape the implementation strategy, which can be changed or reviewed overtime, to achieve the desired future business state. Process changes within the organization are important to effectively monitor, assess, and sustain the change efforts and to identify interventions to be used in the success of the change implementation for the advance information technology application.

Keywords: change process, innovative strategies, technological advancement

Factors Contributory to Why Some Business fail

Ms. Mary Anne E. Medina, MBA
Polytechnic University of the Philippines

Abstract

Knowing how one's business may fail is significant to managing a new venture. It is important for a small enterprise to ensure success and continuous operation. Tantamount to learning how to make your business succeed, it is also of great interest to be aware of how their ventures might go wrong. Other than SMEs/SMBs, multinational companies are also prone to failure. These institutions must look deeply into financial and other relevant factors that are detrimental to their sustainable success. While established, already seasoned enterprises are no exemption. Unfavorable circumstances could have been prevented if facet of causal events is evaluated and discovered prior to its commencement. Review of existing researches about various business failures are done to be able to learn deleterious, factors that may be contributory to such, which must be considered at an early stage to prevent bankruptcy or loss of customers. Different quadrant of business may show an aspect to focus development or improvement, it may not be visible, but must be addressed immediately so as to prevent possible plunge in the pit. Financial management could be factors that could lead to such catastrophe, were evaluated that are relevant to improve corporate governance of an enterprise.

Keywords: business failure, corporate governance, SME, SMB, causal factors of business failures, factors of business failures, enterprise

Level of Effectiveness of the Procurement System of the Southern Luzon State University

Mr. Erwin D. Villaverde, CPA, MBA
Polytechnic University of the Philippines

Abstract

The main objective of the study was to determine the level of effectiveness of the procurement system in relation to the delivery of services. Specifically, it aimed to identify the following: (1) profile of the respondents; (2) level of effectiveness of the procurement system in terms of leadership, procurement strategy, procurement processes and policies, human resource management, procurement information technology, procurement performance management and organization's economic performance, customer focus and supplier relationship management; (3) difference in the assessment of the respondents in the effectiveness of the system when they are grouped into profile; (4) and problems encountered by the respondents on the procurement system of the organization. Results showed that the procurement system is effective except in terms of customer focus and supplier relationship management. There was no significant difference in the assessment of the respondents on the effectiveness of the procurement system when grouped according to profile except in terms of role in the procurement process in the organization. The respondents agreed that the number one problem was slow processing of document/request, second was non-stocking of common supplies, and third was non-monitoring of inventory/stocks. The following are recommended: Root cause analysis should be done to resolve the slow processing of documents/ requests. Supply Office should practice stocking of common use supplies and regular monitoring of inventory of stocks, as well as advance and proper planning of the procurement of goods and services. This study is beneficial to SLSU as a whole where the best practices and recommendations were noted. The output of this study is primarily intended to improve the delivery of service of procurement and supply office as well as to improve the existing procurement system to achieve faster delivery of service through the implementation of recommendations stated here.

Keywords: level of effectiveness, procurement system, RA 9184.

A Study on the Functional Strategies in Human Resources Management in Business Process Outsourcing Operations: Its Effects on Satisfaction and Development of BPO Employees

Ms. Mariel L. Salguero, MBA
Polytechnic University of the Philippines

Abstract

In a swiftly changing aggressive business environment, human resources are one essential source of competitive benefit. Human resource structures can make contributions to continued competitive benefit via expediting the improvement of skills which might be unique to the company. Strategic human resource management is the system of enticing, cultivating, compensating, and maintaining employees for the advantage of both the employees and the company as a whole. The connecting linkage among HR and organizational operation will empower the HR managers to outline plans so as to bring forth higher operational outcomes to attain better organizational accomplishments. On this paper, after emphasizing that the human assets are a crucial supply of competitive gain, strategic human resource control is defined through particular examples from published educational and research studies regarding the effect of strategic human resource management practices on organizational accomplishments, its effects on satisfaction and development of employees, particularly those working in BPO companies, the realization is that the manner an organization manages its human assets has a tremendous influence with the organization's performance.

Keywords: functional strategies, human resource management, business process outsourcing

Business Process Reengineering Through Innovative Practices of Hotel Industry

Mr. Marvin Lascano, CPA, MBA
Polytechnic University of the Philippines

Abstract

Traditional hospitality services offered by hotel industry were somehow shaken by the presence of sharing economy providers, particularly Airbnb. Some articles described the potential increase in revenues of Airbnb, however, based on 2016 performance of large hotel players their growth remain to be stable. They have noted the challenges of competition more on how they cater the demand for the services in the industry. Business Process Reengineering is one of the key functional strategies taken by these companies. Implementing operational innovation help them to continuously grow in terms of the bottom line. Operational innovation is a strategy to reduce cost by findings solutions on how to reduce the turn-around-time (TAT) on product development, customer services, or conducting activities that the company perform. (Hammer, 1990). This journal consolidates the ideas of different scholarly works to describe the approaches of business process reengineering to selected hotels in the world. The gains of the functional strategy might not be evident based on the available information. However, the strategy to reengineer the process, can be viewed, mainly driven by the challenge to address the dynamic needs of the customers and adopt with the continuously evolving technology. This journal will also highlight the importance of human resource or the work force in the success of the business process reengineering (Pongsathornwiwat, 2013). These are the important drivers that may be identified. The effect of the sharing economy is not conclusive yet but the paper describe that it seems not be a consideration of the hotels across the globe.

Keywords: BRP, hotel industry

TOTAL QUALITY MANAGEMENT

Lean Approach of the Philippine Non-Life Insurance Industry

Dr. Glaiza V. Ortiguero, CPA
Polytechnic University of the Philippines

Abstract

The study determined the effectiveness of the use of Lean Approach in the non-life insurance industry in the Philippines in terms of these aspects: basic thinking, mindset and assumption setting (culture), process improvement, capability development, management system and situational/value driven approach, as a basis to establish an industry-wide baseline so that the insurance companies can craft a roadmap to a more solid implementation of Lean Approach in the insurance industry. Descriptive method of research was used. A total of 773 non-life insurance professionals were surveyed (449 supervisory, 147 middle management and 177 top management), using self-structured survey questionnaire. Majority of the respondents are supervisors. All respondent insurance companies are corporations, dominantly offering commercial products and majority of which are in existence for 50 years and above and have total assets of Php 1,250,000,001 and above. A larger part have 501 and above number of employees. From the aspects cited in this study on the effectiveness of Lean Approach utilization, the non-life insurance industry in the Philippines is demonstrating an effective and strong indication of positive initiative in this area. Lean Approach in terms of job position level (culture, capability development and situational approach variables) and number of years in existence (culture variable) are significant aspects in the effectiveness of Lean Approach utilization that needs to be taken into account. A quality management program based on the five aspects indicated in this study is highly recommended to ensure the excellence at execution performance of insurance companies.

Keywords: process improvement, lean approach, non-life insurance

The Need for ISO 9001 Certification of Philippine HEIs: A Review

Ms. Joannamarie Ciervo Uy, CPA, MBA
Polytechnic University of the Philippines

Abstract

This paper aims to explore the advantages of holding an ISO certification by higher education institutions (HEIs) in the Philippines. To achieve this purpose, the author did an extensive review of related literature and studies with the aid of various electronic journals databases including Emerald Publishing, Science Direct, EBSCO Publishing, and Springer. Moreover, the researcher referred to surveys, books, organization testimonies and other articles related to the topic. Due to increase in the number of new colleges and universities, and the continuous expansion of existing HEIs in the country, the competition in private education is tough. Holding certifications from various agencies is used to increase enrolment rate by including this information on the posters, tarpaulins and other advertising media. The study is focused on the benefits of ISO certification to the Philippine HEIs as to operations, financial performance, and customer satisfaction. ISO is a set of standards focused on quality management systems providing guidance to organizations to ensure that customer satisfaction is achieved. This paper presents a review of the benefits of holding an ISO certification which includes (1) new opportunities, (2) customer satisfaction, (3) efficiency and increased productivity, (4) compliance with statutory and regulatory requirements, (5) market expansion, and (6) risk assessment. The relevance of these benefits to Philippine HEIs is analyzed. The findings suggest that HEIs should focus on the implementation of the standards and continuously initiate self-assessment to monitor performance and align processes towards total quality management. The study seeks to have an impact in the education industry by highlighting the need for ISO certification and encourage these HEIs to invest continuously in quality education.

Keywords: ISO 9001; Philippine HEIs; quality management system

Realization of Total Quality Management to Higher Education Institution

Mr. Jericho M. Inarda
Polytechnic University of the Philippines

Abstract

This study investigated the realization of Total Quality Management (TQM) at University of Rizal System involving selected faculty and staff of the three campuses who applied for International Organization for Standardization (ISO) certificates. It used descriptive evaluative method of researching utilizing questionnaire checklist. Primarily this endeavored to know the level of adaptation to TQM in terms of continuous improvement, benchmarking, commitment of all within the organization, student's services, measurement, analysis and evaluation, organizational management and leadership, action plan, taking action, training, education and development, and communication. In addition, it explores on the status of implementation with respect to attainment of school's vision and mission, attainment of quality goals, performance, job satisfaction, programs, and policies. The quantitative results reveal that with regard to the level of adaptation, students' services need to be extra-responsive to improve its components given that TQM is after customer satisfaction and students' welfare must be a priority. Relative to status of implementation, job satisfaction among personnel have been very prominent as assessed by the respondents.

Keywords: total quality management, higher education institution, international organization for standardization, quality management

Service Quality Helps in Promoting Business in Tertiary Institutions

Mr. Jan Paolo S. Vila, MBA
Polytechnic University of the Philippines

Abstract

One important strategy which service organizations can adopt to achieve success and main competitive advantage is improvement of service quality. Service Quality is a relevant issue which challenges the service industry in emerging global competition (Ghasemi, Kazemi, and Esfhani, 2012; Douglas Connor, 2003). The study aims to understand different scenario of service quality on an industry and how this study helps to promote better experience to everyone. The researcher is aiming for a favorable result that can help every business in focusing a good service quality. This result maybe use in delivering good retention rate of client and maximize better opportunity of the business. Service quality is an assessment of how well the business delivers comfort to all clients of the business. Businesses should develop the atmosphere of good customer service and problem free environment.

Keywords: service quality, service industry, tertiary institutions

Call for Papers

On behalf of the SIMP-AAG JOINT MULTIDISCIPLINARY RESEARCH CONFERENCES' (JMRCs) organizers - the Singapore Institute of Multidisciplinary Professions and the Ascendens Asia Group, the JMRC Research Review Committee is sponsoring a call for papers across multiple disciplines. JMRCs are open to all research conferences to celebrate researchers who continue to strive for excellence in pursuit of knowledge enhancement for world and human development.

The Research Review Committee welcomes papers from any fields of discipline across various themes that contribute to further learning and continuing professional development.

Authors of accepted papers may be invited to present their work either orally or by poster. The conference is open to the public and everyone is invited to submit proposals for papers.

Timetable

Timely submission of the papers is critical to the success of the program. The procedures and timetable enumerated below will apply.

Registration opens

Deadline for abstract submission

Notification of abstract acceptance

Deadline for full paper submission

**Full paper submissions that are completed after deadline for full paper submission may not be included in the Conference Proceedings.*

Important Dates

depends on scheduled JMRC

depends on scheduled JMRC

depends on scheduled JMRC

depends on scheduled JMRC

Deadline for Submission of Full Research Paper

The Research Review Committee looks forward to receiving full research papers from interested scholars and researchers in response to the call on or before <depends on scheduled JMRC>. The Conference Secretariat is happy to respond to inquiries from interested parties.

Questions may be addressed to JMRC Research Review Committee at jmrc.papers@ascendensasia.com and/or the Secretariat at JMRC@ascendensasia.com. Your participation in this effort to produce new papers will contribute to the written body of useful knowledge for world and human development!



Ascendens Asia Pte. Ltd.
287 Tanglin Road, Singapore 247940
www.ascendensasia.com