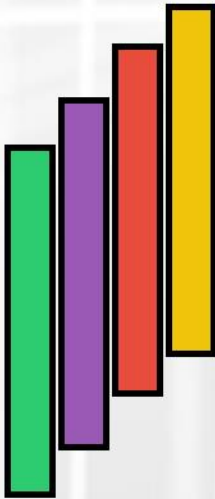


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ACCOUNTING

Information Quality of the Accounting System of a Life Plan Company

Mr. Alfer B. Tiong
Polytechnic University of the Philippines

Abstract

This study aims to assess the Quality of Information of the Accounting System of Life Plan Companies in the National Capital Region. The descriptive method of research was utilized in the study and data was gathered using survey questionnaires. The hypothesis was tested at .05 level of significance. Statistical tools employed in the study were frequency, percent distribution, ranking, weighted mean, t-test, and one-way analysis of variance. The study reveals that majority of the respondents obtained a Bachelor's Degree, 79 or 86.81%; had 3 to 5 years of work experience, 31 or 34.07%; participated in 1 to 2 trainings, 51 or 56.04%; and 58 or 63.74% of them were staff. The respondents' assessments on the information quality of the accounting system were interpreted as "Strongly Agree" on the following aspects: Accuracy, Completeness, Understandability, and Verifiability. However, Timeliness was assessed with the interpretation "Agree." It was also revealed that when respondents were grouped by highest educational attainment, there was a significant difference in the respondents' assessment for all aspects of information quality, except for accuracy. When respondents were grouped by work experience, there was no significant difference in the respondents' assessment in all aspects of information quality, except for accuracy where p-value is less than the assumed level of significance. Similarly, the study also reveals that there was significant difference in the respondents' assessment on all aspects of information quality when respondents were grouped both by number of trainings related to accounting system participated in for the last 3 years and by position level.

Keywords: information quality, accounting system, life plan Company

EDUCATIONAL MANAGEMENT

Lived Experiences of Women Department Heads in Higher Education: Challenges, Opportunities and Constraints

Ms. Jalaine Joyce V. Malabanan
Polytechnic University of the Philippines

Abstract

The notion of a woman as a leader has been a polarizing topic for many years. Our society, a masculine society, has customarily perceived males to lead and women have been acculturated with this notion that it has been firmly entrenched in our norms. This study highlights the importance of Women Deans and Department Heads' experiences and the value of listening to their perspectives, so as to offer insights into what has most helped and hindered their successes in their field. In order to gain a better understanding of these experiences, a qualitative phenomenological study, using Interpretative Phenomenological Analysis, was conducted to explore women leaders' experiences and identify what they went through in their formal preparations, prior to the ascending of their positions, their roles, and responsibilities as middle managers, and the experienced gender stereotypes and prejudices in carrying out their positions. The in depth analysis of the data shows that the participants' leadership styles are unaffected by their gender, collaborative, and demonstrative of care and nurturing of students. They regard gender never as an issue and that women, like men, are qualified and they have the capacity to excel in the area of leadership. Furthermore, the study reveals that these women leaders have dispelled the myth of the 'Macho culture' and broke the glass ceiling in the middle management of academic institutions, as they believe that in terms of academic leadership, what gives rise to elevation is how one performs and not their genders.

Keywords: leadership, gender bias, gender roles, gender prejudice, women empowerment

Campus Management: A University's Initiative towards Environmental Sustainability

Ms. Annabelle B. Magsino
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Abstract

The basic role of a university is to equip students with knowledge and to mold them into a global minded citizen. As United Nation initiated a “Decade of Education for Sustainable Development”, higher education institution necessitates to integrate environmental sustainability practices in their teaching, research, and community services. This study aims to determine the level of awareness of university stakeholders in relation to teaching and curriculum, research and scholarship, campus operation and management, and community towards sustainability, what is the perception of the respondents towards implementation of sustainability efforts and practices and how they recognize the issues and concern toward sustainability programs in the university. Specifically, this study seeks to ascertain if there is a significant difference among the responses of the stakeholders about their level of awareness on environmental sustainability practice and to propose strategies that the campus may pursue to implement a comprehensive environmental sustainability programs. This study uses a Descriptive Method. A survey questionnaire is used to gather pertinent data. Statistical treatment is applied to analyze the data gathered and to validate precisely the answers. The data shows that there is no significant difference on the level of awareness of the stakeholders on the sustainability development practices. The result reveals that respondents find it evident that the university has implemented initial steps to achieve sustainability, but has not been in full swing. This is also manifested in the curriculum and instruction, where all respondents are aware of the sustainability practices being implemented. The result also discloses the answers of the respondents on the issues and concern towards environmental sustainability practices. Hence, the University of Batangas Lipa Campus has to keep on its mission of educating and engaging on environmental initiatives.

Keywords: environment, sustainability, awareness, practices, stakeholders

FINANCIAL MANAGEMENT

Audit Committee's Roles and Responsibilities of Selected Financial Institution: A Case Study

Ms. Andrea Rose Rimorin
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Abstract

The audit committee (AC) plays important roles and responsibilities in corporate governance. This study considers the extent of how a financial institution perceives AC's roles and responsibilities in terms of financial and narrative reporting, whistleblowing, terms and remuneration, internal audit process, annual audit process. The descriptive approach coupled with quantitative analysis from the survey results of 50 respondents were used to have an in-depth understanding of perceived AC's roles and responsibilities. The perceived roles and responsibilities of the audit committee are divided into functions: financial reporting, narrative reporting, whistleblowing, internal controls and risk management systems, internal audit process, external audit process, appointment and tendering, terms and remuneration, independence and annual audit cycle. The respondents' perception is 'Strongly Agree', that the audit committee performs their function on narrative reporting, while the remaining roles and responsibilities (i.e. financial reporting, whistleblowing, internal controls and risk management systems, internal audit process, external audit process, appointment and tendering, terms and remuneration, independence and annual audit cycle) are being perceived as 'Agree'. The researcher recommends to have a clearly defined policy and guideline on whistleblowing, and to extend the study to other industries, in order to address similar concerns in governance.

Keywords: audit committee, financial institution, case study

The Operation Internal Control Practices of a Manufacturing Food Processing Company

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Polytechnic University of the Philippines

Abstract

Effective internal control system plays an important role in ensuring the achievement of organizational objectives. The study determines the level of effectiveness of the internal control practices of one manufacturing food processing company in Marikina City. This study adopted the descriptive method of research and used a survey questionnaire as research instrument. The respondents were employees involved in internal control procedures. Frequency Distribution, Percentage, Weighted Mean and Analysis of Variance (ANOVA) were used in the statistical evaluation. Based on the findings, majority of the respondents were rank and file employees, and were assigned in the production department. Most of them have attended at least one (1) to three (3) related trainings on internal control practices with one (1) to there (3) years relevant experience. Generally, the respondents rated 'effective' all the factors enumerated under Control Environment, Risk Assessment, Control Activities, Information and Communication, and Monitoring. There is a significant difference in terms of Control Environment according to the number of related trainings about internal control that they participated in; significant difference in terms of the five internal control components according to the number of years in service; and significant difference in terms of Control Environment and Information and Communication according to the number of years of experience in internal control. The researcher recommends that this manufacturing food processing company in Marikina City has the opportunity to implement the best practices and focus points at the operational level to improve the efficiencies and effectiveness of its internal control.

Keywords: effective internal control system, operation internal control practices, manufacturing food processing company, components of internal control system, management

Financial Management Practices of Hog Raising Business in Rosario, Batangas

Ms. Caroline D. Marqueses
Polytechnic University of the Philippines

Abstract

The study aims to assess the effectiveness of the financial management practices of a hog raising business in Rosario, Batangas. The descriptive-survey method of research was utilized in the study. Respondents were composed of 181 piggery owners/hog raisers in Rosario, Batangas. Majority of the respondents were sole proprietors, with a capital of P1,000,001- P3, 000,000, and have 6-10 years of existence, with 1-5 employees and had raised 51-100 hogs in a year. Financial management practices in terms of Fund Source, Cash Management, Working Capital Management, and Financial Risk were effective whereas Financial Reporting and Analysis and Accounting Practices were somewhat effective. There were no significant differences in the respondents' assessment on the effectiveness of financial management practices on hog raising business when grouped according to the average number of hogs raised for the past one year. The study also notes several differences on Financial Risk, Accounting Practices and Cash Management when grouped according to form of business and capitalization respectively. Furthermore, there were significant differences on Fund Source and Cash Management, when grouped according to number of years in operation and number of employees. The researcher recommends that hog raisers should separate their business and personal funds in order to easily recognize their income. Owners should consider hiring an accountant to do the financial statements of the business to obtain a more organized and systematized record of financial data and invest in computer based software to allow the business to process their accounts with greater speed and accuracy. Moreover, owners should consider having separate personnel for handling cash and for handling accounting records for internal control procedures. Having cash disbursement system also needs to be considered to have an efficient and secure handling of business' cash payments. Business owners should also conduct an analysis to assess change in business profits and owner's equity every quarter to evaluate businesses past income performance and assess the uncertainty of future cash flows. Finally, future research and policy directions in respect of training and capacity development targeting specifically business segment differences should also be conducted to gauge level of knowledge in handling business in terms of financial management.

Keywords: financial management practices, fund source, financial reporting and analysis, accounting practices, cash management, working capital management and financial risk.

Financial Management Practices of Businessman Member-borrowers of Multipurpose Cooperatives in Tanauan City Batangas

Mr. Philip Jourdan E. Olimpiada
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Abstract

A poor financial management may lead a business to lose profit and the worst scenario is to stop its operations. Member-borrowers of cooperatives in Tanauan City had been observed to have delinquencies on their livelihood loan repayments. Thus, the researcher investigated the phenomenon on member-borrowers who patronize livelihood loans, on four cooperatives, operating for more than five years, with a total population of 182. The researcher adopted the Slovin's formula which resulted to have a minimum of 126 sample respondents. The researcher decided to have 150 samples and employed random sampling on the cooperatives. The researcher used a self-administered questionnaire to gather data. The gathered data had been tested using statistical tools such as Frequency and Percentage Distribution, Weighted Mean, One-way Analysis of Variance and t-Test. Majority of the respondents were aged 41 to 50 years old, were female, high school graduates, married, 2 to 3 years members of the cooperative and with only one livelihood loan. The results show that member-borrowers often practice debt management, risk management, working capital management, capital structure management and recording of financial transactions, while sometimes practice cash flow management. Furthermore, when grouped according to age, years of membership in the cooperative and number of availed loans within a year, the overall assessment was significantly different; by sex, civil status and highest educational attainment, their assessments were not different.

Keywords: multipurpose cooperative, financial management, member-borrowers, livelihood loan, debt, risk, capital, records

Automation of Budgeting Process in a Government Office

Ms. Krystal M. Reyes
Polytechnic University of the Philippines

Abstract

This study aims to assess the level of agreement on the automation of the budgeting process of a Government Office. The study employed the descriptive method of research which was designed to provide in-depth information about the characteristics of subjects or setting within a particular field of study. The researcher gathered the data using a survey questionnaire as the research's main tool along with telephone and face-to-face interview to guide and get direct information from the respondents. The respondents were composed of 219 budget officers who were directly involved in the preparation of the company's budget with at least two (2) years of experience in government service. Majority of the level of agreement on the automated Budgeting Process in terms of Correctness, Usability, Reliability, Efficiency and Scalability was verbally interpreted as "Somewhat Agree". This is mainly due to the system incompatibility with the required Operating System and the spreadsheet application to be used. Hence, a system upgrade is suggested, not only in the current budget system, but also to the technology used by the users. Furthermore, to avoid deterioration in the system's performance, scalability of the system must be take into consideration to be able to handle the growing number of users as well as workload. This should be done along with various trainings to fully attain the goal of automation. Lastly, further studies can be done on the technical issues and aspects of the automated Budgeting Process.

Keywords: budgeting process, technology, automation, system incompatibility, trainings

Financial Management Practices of Millennial Single Parent

Ms. Heidi C. Liwag
Polytechnic University of the Philippines

Abstract

The study aims to assess the effectiveness of financial management practices of millennial single parents in selected business districts in National Capital Region (NCR): Makati, Bonifacio Global City, and Ortigas. A descriptive-survey method of research was employed to the study in determining the effectiveness of financial management practices of millennial single parents. The respondents were composed of 65 millennial single parents for the evaluation of their financial management practices. Based on the findings, the level of their financial management practices' effectiveness in terms of earnings, savings, and investing were somewhat effective, while they voted 'effective' in terms of spending. The study also notes several significant differences. The assessment of the respondents varies depending on the sex, employment status, and monthly income. Hence, the researcher recommends that in terms of earnings' management, millennial single parents should give importance to budgeting and give a commitment to personal financial management. In terms of saving, millennial single parents should strongly consider making automatic saving a part of the budget by setting aside money for funding an emergency account, paying fixed and variable expenses or creating a fund for their children. In terms of spending, millennial single parents should track expenses and must be educated that the bigger the gap between income and spending, the better. Being tech-savvy, the millennial single parents can use excel sheets, a simple diary, mobile applications, or desktop computers to track expenses and know what percentage of earnings goes where. Additionally, they should always separate their wants from their needs in order to manage finances well. In terms of investing, millennial single parents should always look forward beyond the current month. They must know that properly invested money earns more money over time. Risk is always there but they must remember that the higher the risk, the higher the return. Furthermore, millennial single parents need to research and learn continuously throughout their working lives. They must remember that financial freedom is not achieved the day they start working, but the day they get their finances in working order. Moreover, it is a time to learn whatever poor financial management practices millennial single parents had in the past and also a time to be hopeful about the future.

Keywords: financial management, millennial single parent, earnings, savings, spending, investing

The Collection Procedures of Real Estate Management Companies Servicing Residential and Commercial Buildings

Ms. Elisah C. Costales
Polytechnic University of the Philippines

Abstract

The general purpose of this study is to determine the effectiveness of the collection procedures of real estate management companies servicing residential and commercial buildings. To achieve this goal, the descriptive method of research was employed in this project. The researcher used Slovin's formula to compute the sample size. This results to a minimum of 144 respondents. The researcher exceeded the minimum target sample size by conducting the survey among 150 respondents with cash collection functions from real estate management companies. Purposive sampling technique was adopted to select the respondents for the study due to the diverse characteristics of the targeted population. The instrument used in gathering the pertinent data for the research was designed by the researcher. The data collected was analyzed using Statistical Package for Social Sciences (SPSS). The study reveals that the respondents often practice four factors that contribute to the effectiveness of collection procedures of real estate management companies servicing residential and commercial buildings: proper records management; controlling and safeguarding of collections; knowledge regarding timely reporting procedures; and management oversight. The study also notes significant differences in the assessment of the respondents depending on their highest educational attainment; average monthly income; number of years in the company; and number of relevant training and seminars in cash collection. The findings of the study are useful for companies in examining the weaknesses of their collection procedures. The researcher recommends establishing sound internal control to safeguard cash receipts and deposits to avoid possible theft or loss. Furthermore, real estate management companies shall regularly evaluate their collection procedures to ensure proper implementation and compliance to company policies.

Keywords: collection procedures, safeguarding, timely reporting, proper implementation, compliance

The Accountants' SAP System in Selected Shared Service Centers

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Polytechnic University of the Philippines

Abstract

The study aims to assess the effectiveness of accountants' SAP system in selected shared service centers. Since this is a fact-finding study that describes the current situation in the Finance and Accounting sector relative to SAP and procedures of Shared Service Centers, the descriptive method of research was utilized. Observation, interview, survey with the use of questionnaire and documentary analysis were also utilized in data collection. In the preparation of this study, the researcher employed the survey method in the use of the questionnaire in gathering data. Since the study was centered on effectiveness of accountants who use SAP and procedures, the researcher made observations on the accountants who use the SAP System working in Finance and Accounting sector. The respondents of this study were the 313 who came from different selected shared service center companies in Metro Manila. The respondents were profiled according to sex, age, highest educational attainment, job position level, length of service, and number of trainings/seminars related to SAP for the last three years who engaged in Finance and Accounting sector. The collected data were presented through the use of statistical tables to represent various response of the respondents to the different research questions which is vital in achieving the results of the study.

Keywords: SAP, shared service centers, accounting

The Internal Control System of a Commercial Bank

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The study intends to assess the effectiveness of the Internal Control System of a commercial bank. The descriptive - survey method of research was used in this study. The respondents were composed of 120 bank employees from the Banking Operations Group (BOG), Finance and Corporate Affairs Group (FCAG), and Compliance Department of CTBC Bank (Phils.), Corp. Based on the findings, the effectiveness of the internal control system of a commercial bank in terms of control environment, risk assessment, control activities, information and communication, and monitoring activities were evaluated by the respondents as 'very effective'. The study also reveals that there are no significant differences on the effectiveness of the internal control system a commercial bank in terms of age, sex, civil status, highest educational attainment, job position level, length of service in the company, and years involved in internal control. The researcher recommends that: 1) the bank shall consider employing older or experienced individuals with at least master's degree; 2) interms of control environment, the bank shall continue to maintain an updated design of the organizational structure made accessible to all the employees; 3) in terms of risk assessment, the bank shall remain to identify fraud risks opportunities for unauthorized acquirement, use and disposal of assets and altering the reporting records; 4) in terms of control activities, the bank shall continue to practice all transactions within the limits set by the policy or that exceptions to policy had been granted by the appropriate authority; 5) in terms of information and communication, the bank shall enhance that data information back - up is available whenever the system is down to eliminate delay in the operations; and 6) in terms of monitoring activities, the bank shall continue to check that all employees are sharing and receiving information appropriately and that this information is timely, relevant, and sufficient for the user. The researcher also recommends that future researchers work on other topics that were not taken up in this study to identify the effectiveness of the internal control system.

Keywords: internal control system, commercial bank, control environment, risk assessment, control activities, information and communication, monitoring activities

Housing Loan Practices of a Commercial Bank

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Abstract

The study intends to assess the effectiveness of housing loan practices of a commercial bank. The descriptive-survey method of research was used in this study. The respondents were composed of 1,100 housing loan borrower of a commercial bank, which came from 10 Metro Manila branches. Based on the findings, the effectiveness of housing loan practices of a commercial bank in terms of character, capacity, capital, collateral and condition were evaluated as 'effective' by the respondents. The study also reveals that there are several significance differences on the effectiveness of housing loan practices of a commercial bank in terms of age, civil status, highest educational attainment, and terms of loan payment. The researcher recommends that the bank should propose a surety, which undertakes directly for the payment once the principal debtor makes default, to the borrower. Second, the bank should consider increasing the interest rate in able to minimize the risk exposure of the bank. Third, the bank should require the borrower to have mortgage redemption insurance. This will protect the borrower's surviving household in the event of sudden death or disability of the loan borrower. Fourth, the bank should consider projecting the industry of the borrower in 5 to 10 years. The projection on the industry will serve as a basis on giving a cap or maximum loanable amount or the bank can suggest the borrower to pay higher down payment to minimize the risk exposure. Finally, future researchers should conduct a study on the housing loan through public sector such as PAGIBIG and GSIS. This will help the borrower to compare the housing loan of the public and private sectors.

Keywords: housing loan, commercial bank, 5 C's of credit, character, capacity, capital, collateral, condition

Credit Card Practices of Public and Private Employee Millennial in the National Capital Region

Ms. Maria Victoria S. Luzon
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Abstract

The study aims to assess the credit card management practices of public and private millennial employees in the National Capital Region. The descriptive-survey method of research was used in this study. Purposive sampling was used to determine the sample size and employed a researcher-made questionnaire for the purpose of gathering data. Millennial government employees were single card owners and used the card 2 or 3 times a month. They voted 'effective' on their credit card management practices in terms of credit card fraud avoidance; whereas in terms of repayment patterns, spending patterns, and credit card preferences and purpose of use, it resulted to 'somehow effective'. Private employee millennials were also single card owners and used the card 2 or 3 times a month. They were voted 'effective' on their credit card management practices in terms of credit card fraud avoidance and credit card preference; 'effective' on spending patterns, and 'somehow effective' on repayment patterns and purpose of use. There were no significant differences in the respondents' assessment on the effectiveness of their credit card management practices when grouped according to age. When grouped by sex, assessments on the number of credit cards, frequency of credit card use, purpose of use and spending pattern were statistically the same, except on credit card fraud avoidance and credit card preferences. Credit card issuers/providers must improve their own marketing strategies focusing on the most availed promos and freebies by the millennials, to encourage them to patronize their services. Since annual fee has been the main consideration by credit card holders, both from the millennial government and private employees, setting it on a low price can increase the rate of prospective clients and can maintain current cardholders. Credit card providers/issuers must encourage clients to enroll in their paperless billing statement services which will be sent on earlier date before due; consequently, billing notifications like text messages or e-mail must be sent as a reminder of credit settlement.

Keywords: credit card management practices, millennial, public and private employees

Competitiveness of Food Park Businesses with Micro Investment Capitalization

Mr. Prince Guillan D. Cruz
Polytechnic University of the Philippines

Abstract

The study intends to determine the competitiveness of food park businesses with micro investment capitalizations in Marikina City. A descriptive method of research was employed. The respondents were composed of 62 owners or managers of food park stores or whoever is in direct management of the firm. Based on the findings, most of the businesses were sole proprietorships with capitalization of P200,001 – P300,000, managed by the owners themselves, earned an average monthly income of P50,000 and below, been in operation for not more than 1 year, and employed 3 or less people. All the three generic strategies suggested by M. Porter such as Cost Leadership, Differentiation and Focus Strategy were all assessed by the respondents as ‘Very Competitive’. The researcher recommends that food park administrators should evaluate the financial goals of their tenants and lower down rents to help them gain back investment in a much sooner time. Further, administrators shall implement policies to avoid duplication of menus within the food park to regulate competition. Also, future food parks are recommended to be built inside city centers and financial districts of the country and ensure ease of access.

Keywords: competitive advantage, cost leadership, differentiation, focus strategy, food park, micro investment capitalization

Business Microfinancing in the Province of Rizal

Ms. Kristin de Guzman
Polytechnic University of the Philippines

Abstract

The study intends to determine the economic impact of microfinance in the Province of Rizal, specifically in the depressed areas in lower Antipolo City. A descriptive method of research was employed to the study in determining the impact of microfinance, especially its contribution/relevance in the households. The respondents were composed of 100 individuals with existing businesses registered in barangays who availed/applied of loans in microfinancing institutions. Findings show that there was a great impact in terms of household, business and society. The study notes differences; the assessment of the respondents varies on the category of business they are engaged in and in number of years in business. In order to improve the microfinance program and the objectives of microfinance institutions, the researcher recommends considering to increase the loanable amount the poor households can avail from microfinance institutions, to increase potential capital and earn bigger revenues, which will help boost household income and spending. Furthermore, microfinance institutions, through the help of the government, should promote sustainable businesses which can carry on operations and would open new level of positions within the business industry. Moreover, the government should consider strengthening its advocacy in encouraging the entrepreneurial poor to engage in micro, small, and medium enterprises to alleviate the economic conditions of the poor households. Microfinance institutions should continue to provide and promote programs or skills trainings that would open new business ideas for households who want to engage in entrepreneurship.

Keywords: microfinancing, business, households

The Effectiveness of Microfinance Services Provided by Card, Inc. into Selected Household Beneficiaries in Muntinlupa City

Ms. Sheila Mae S. Singson
Polytechnic University of the Philippines

Abstract

The objective of this study is to determine the effectiveness of microfinance services provided by Card, Inc. into selected household beneficiaries in Muntinlupa City. The researcher used descriptive design, wherein a researcher-made questionnaire was employed. Frequency and Percentage Distribution, Weighted Mean, ANOVA, t-Test, and f-ratio were utilized as statistical tools. The respondents' assessment on the effectiveness of microfinance services provided by Card, Inc. in terms of services provided and accessibility of loans/credit were 'very effective'. Statements "able to avail or access loans/credits on time" with the highest weighted mean of 3.67 and "contribute to health and educational programs" with the lowest weighted mean of 3.50. In terms of products provided, services provided, accessibility of loans or credit and organizational management, the assessments were the same when grouped by profile. Services provided and accessibility of loans/credit were 'very effective', while products provided and organizational management were considered 'effective'. There was no significant differences in the respondents' assessments on the effectiveness of microfinance services provided by Card, Inc. when grouped by profile, while it is statistically different when grouped by one variable with an average annual household income. It is recommended that Card, Inc. should focus on the areas of products provided and collaboration with other sectors. To be an effective institution for poverty-alleviation, Card, Inc. needs to have leaders that are capable of expanding microfinance services. The government and private sectors must tie up to create an appropriate supervisory and regular framework to make them more efficient and viable. Also, Card, Inc. must enhance the existing education committee to facilitate improvement of member's skills in livelihood activities. Aside from the enterprise loan, Card, Inc. may consider the provision of housing loans to its low income member to improve and repair existing homes. There is need to regular access the economic status of the members to avoid the drifting away from the focus of the poor and low income households. Further studies may be done on the effectiveness of microfinance services to the household beneficiaries.

Keywords: effectiveness of microfinance services, products, services, accessibility, organizational

Credit Loan Processing and Approval Standards of Lending Companies in Taguig

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Abstract

The study intends to determine the Credit Loan Processing and Approval Standards of Lending Companies in Taguig. A descriptive method of research was employed to the study in determining the Credit Loan Processing and Approval Standards. The respondents were composed of 130 personnel from four (4) lending companies, for the evaluation of loan processing and approval standards. Based on the findings, the respondents' assessment on the importance of credit loan processing and approval standards in terms of character, capital, documents submitted, credit history & credit rating are very important. The study also notes several significant differences, the assessments of the respondents varies depending on the credit policy the business were using. Further, the number of years in lending companies, job position level, years in the present job and number of trainings on the present job has an effect on how the respondents' assessed the loan processing and approval standards. The researcher recommends that the lending companies should focus on the areas of character, capital, documents submitted, credit history, and credit rating when evaluating the loan application of their borrower. Furthermore, lending companies should have an intensive evaluation on the borrowers' accounts and should constantly check and consider the way the competitor moves in the market, then compare their process to determine if there are changes that should be applied in credit operating guidelines, procedures and parameters.

Keywords: 5C's of credit, lending companies, loan processing and approval standards

Clients Satisfaction on Fund Transfer Via Mobile App of Universal Banks in Metro Manila

Ms. Evelyn U. Valencia
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Abstract

The study aims to assess the customer satisfaction for the fund transfer option in the mobile applications of universal banks in Metro Manila. The researcher opted to use the descriptive method of research in assessing the degree of respondents' acceptance and areas for improvement. Furthermore, the researcher developed a researcher-made questionnaire, which was validated by a registered psychometrician before it was subjected to pre-testing. After the approval of the statistician, the researcher-made instrument was distributed to the students of Polytechnic University of the Philippines Graduate School, some BPO employees and to some BPI employees, who also provided assistance to the researcher in the distribution of the questionnaires to their colleagues. The result reveals that 216 or 59.7% of the respondents are between 21-30 years old, 201 or 55.5% are female, 247 or 68.2% are unmarried, 179 or 49.4% belongs to rank and file positions, 224 or 61.9% are users of the fund transfer mobile app for three years, 262 or 72.4% visits bank branches for at least thrice a month, 270 or 74.6% visits bank branches to make a deposit, 305 or 84.3% opened an online account because of its convenience, 174 or 48.1% are sending money to their family and friends amounting to 1001 to 5000 per month, and 186 or 51.4% are sending money using the mobile fund transfer one to three times in a month. The respondents' level of satisfaction on the service quality of the mobile banking fund transfer facility in terms of Reliability acquired a grand mean of 4.53 with a verbal interpretation of 'Very Satisfied', in terms of Efficiency which got 4.23 grand mean with verbal interpretation of 'Satisfied', and in terms of Security it got a 3.87 grand mean or 'Satisfied'. When respondents are grouped according to age and employment position, there is a significant difference in the respondents' level of satisfaction based on its reliability, therefore, the null hypothesis was rejected. When the respondents are grouped according to age, gender, civil status, employment position, and by number of years using the mobile app, efficiency and security aspects do not significantly differ therefore, the null hypothesis is accepted. The researcher recommends the following: 1. banks should maximize its effort in educating their clients about the facility; 2. banks should develop the proficiencies of its employees about the mobile banking fund transfer option to ensure the quality service; 3. banks should also simplify the process of enrollment and activation of the mobile banking fund transfer facility; 4. banks should also provide an SMS alert as a notification for every successful fund transfer transaction when using the mobile app; 5. banks should enhance the capability of other types of account to become the source account for the transfer and not limit be limited to ATM-based accounts only; 6. banks must be consistent in the dissemination of information regarding the security of the mobile banking so that their clients can be fully aware of how to protect their bank transactions, especially when doing their fund transfer using the mobile app; and 7. banks should also consider the possibility of transferring funds from their banks to other banks, via the mobile banking fund transfer facility.

Keywords: customer satisfaction, internet banking, mobile banking, fund transfer, security, convenience.

The Car Financing Schemes of Selected Banks and Car Dealers in Metro Manila

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Abstract

The main purpose of the study is to assess the competitiveness of the car financing schemes offered by selected banks and car dealers in Metro Manila. The descriptive research design was employed and a researcher-developed survey questionnaire was used to gather data. The gathered data were statistically treated using the frequency distribution and percentage, weighted mean, ranking method and the analysis of variance. The four hundred respondents, who's sample size was determined using the Slovin's formula and chosen by random and snowball sampling, were composed of car loan availed from different banks and car dealers in Metro Manila. The study revealed that the car financing schemes of selected banks and car dealers were competitive in terms of application process, interest rate provisions, payment terms and conditions and discount and freebies. However, the study noted several significant differences on the respondents' assessment. Their assessments vary depending on the respondents' age, gross monthly income and length of employment or business existence. Further, the number and type of car acquired through financing also influence how respondents assess the car financing schemes of the selected banks and car dealers. The researcher recommended that banks and car dealers must offer car financing schemes that provides low down payment with longer payment period to accommodate lower monthly payments, must not require their customers to surrender post-dated checks (PDCs) as means of monthly payment and must allow customers to defer monthly payments up to the first five months of the payment period.

Keywords: auto loan, car dealer, car financing, car loan, financing scheme, loan availed

Trust Portfolio Management in Trust Department of Selected Universal Banks in Makati City

Ms. Irish Jane P. Crame
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Abstract

Trust portfolio management involves the selection of right investment in terms of minimum risk and maximum return while considering the financial goals and risk tolerance of the client. Harry Markowitz(1952) introduced the Model Portfolio Theory which is an investment framework for the selection and construction of investment portfolios based on the maximization of expected returns of the portfolio and the simultaneous minimization of investment risk. This study assessed the effectiveness of trust portfolio management in trust departments of selected universal banks in Makati City by gathering data through questionnaire and portfolio managers were the respondents because of their expertise in portfolio management. Different factors considered in portfolio management such as asset allocation, return on investment, sensitivity to economic forecast, and risk associated with investment were assessed to know how portfolio managers execute their investment decisions in discretionary or managed accounts. The results showed that when respondents were grouped according to age, highest educational attainment, job position level, years of handling investment, the respondent's assessment were the same in Asset Allocation. While when grouped according to years of experience in portfolio management and annual training/seminar attended for the last three years, their assessments differ in all factors. Overall, portfolio managers play a pivotal role in deciding the best investment plan for an individual. It is a must for them to be a good decision makers, fair in dealing with clients and well-versed in managing investment portfolios.

Keywords: trust portfolio management, portfolio manager, modern portfolio theory, investment risk, expected return

Financial Management Standards of Selected Multi-Purpose Cooperative in its Credit Operations

Ms. Princess Dale T. Saldares
Polytechnic University of the Philippines

Abstract

The objective of this study is to determine the effectiveness of financial management standards of a selected multi-purpose cooperative in its credit operations in Pasay City. The study used the descriptive design wherein a researcher-made questionnaire was employed. Frequency and Percentage Distribution, Weighted Mean, ANOVA, t-Test, f-ratio and Ranking were utilized as statistical tools. The respondents agreed on the effectiveness of the financial management standards of a multi-purpose cooperative in its credit operations. There were no significant differences in the respondents' assessment on the effectiveness of the financial management standards of the multi-purpose cooperative in its credit operations when grouped by age, sex and educational attainment; while, statistically different when grouped by number of years as member of cooperative and average of annual number of seminars/trainings. Multi-purpose Cooperative should continue to intensify its financial management standards. It should provide education, seminars and trainings for their members, elected representatives and other agents of the cooperatives for them to contribute effectively to the development of the cooperative. Further studies can be done about financial management standards in its credit operation of the multi-purpose cooperative.

Keywords: cooperative, financial management, financial planning, financial control, financial risk management, communication

Personal Financial Management Practices of Secondary Educators in the National Capital Region

Ms. Angel C. Rodriguez
Polytechnic University of the Philippines

Abstract

The study aims to assess the level effectiveness of the personal financial management practices of secondary educators in the National Capital Region. A descriptive method of research was employed to the study in determining the effectiveness of financial management practices of the respondents. Respondents were composed of 410 secondary educators of different schools in Metro Manila. There are 5 aspects used in the study to determine the level of effectiveness of personal financial management of the respondents such as Savings, Financial Investment, Business Investment, Career Development and Risk Management. All of the aspects resulted to be in effective except for Financial Investment and Business Investment which the study showed to be somewhat effective. The study also noted several significant differences in terms of age, sex, civil status, highest educational attainment, average monthly income, number of years in teaching experience and type of school employed at which affected the assessment on the Financial Management Practices of the Secondary educators. The study concluded that a strong background in financial literacy totally affects the level of effectiveness on teachers' personal financial management practices. Based on the data gathered and discovered from the study, the researcher recommends that financial literacy seminars, trainings or workshops should be conducted on continuing or cyclical basis that will cover the aspect on how to invest their money wisely in different financial instruments available in the market. Furthermore, the researcher recommends that the teachers should seek professional growth because of the fact that one of the most important factors that contribute to their career advancement, as savings and investment has a direct relationship with individual's income. Moreover, the researcher recommends that teachers should start saving and investing at their early age to achieve financial freedom in a long run and be prepared during their retirement. Additionally, the researcher recommends that teachers should enhance their saving habits and avoid teachers' loans and weigh the amount of interest they are paying on different loans they have. Lastly, the researcher recommends that teachers should learn different avenues on how to earn additional income using their available skills and capabilities such as online services, retailer, caterer or stocks investing.

Keyword: financial management, secondary educators

Satisfaction of Government Bank's Employees on its Loan Servicing Facility

Ms. Christine R. Reponia
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Abstract

Employees are valuable assets and the key to success of an organization. Employers provide benefits and perks to sustain employee's satisfaction. Most of the companies provide various benefits like offering loan facility to its employees. Loans are made to acquire a certain asset like house and lot, motor vehicle, household finances and other financial obligation involvement. Banks are one of the companies which offer loans not just to clients but also to employees. This research focused on the satisfaction of a government bank's employees on its loan servicing facility. The respondents were currently working in Land Bank of the Philippines. This study aims to assess the level of their satisfaction and address the study hypothesis on whether there is a significant difference between the level of satisfaction if the respondents are grouped according to their profile. Frequency and Percentage distribution, Weighted Mean, t-Test, ANOVA, and Ranking were employed as statistical tools.

Keywords: government bank, loan servicing facility, satisfaction

Financial Management Practices of the Shipping Companies in Metro Manila

Ms. Mary Joy B. Calinao
Polytechnic University of the Philippines

Abstract

The main objective of the study is to determine the effectiveness of the Financial Management Practices of the Shipping Companies in Metro Manila, Philippines. The descriptive survey method was used and a total of 190 respondents were engaged in the study. The responses were categorized according to their profile such as sex, age, civil status and highest educational attainment. It was revealed that the respondents gave the highest weighted mean on the investment and borrowing practice of “the company prefers the highest yield of return”. In terms of financial reporting practices, “the financial statements are published monthly, quarterly, and/or yearly” got the lowest weighted mean score. In terms of financial control practices, the respondents gave the highest weighted mean for “the attitude and involvement of owner/ manager to financial controls are efficient” while the “regular audit are conducted” yielded the lowest weighted mean score. Based on the findings, the researcher suggests that the shipping companies should continue implementing the efficient financial management practices in order to deliver fast and reliable decision making of the owner and other user of the accounting information and improve the function and effectiveness of financial management practices of the shipping companies

Keywords: borrowing, investment, financial control, financial management practices, financial reporting, shipping companies.

The Assessment on Effectiveness of Financial Management Practices of the Department of Labor and Employment

Mr. Enrique P. Reyes Jr.
Polytechnic University of the Philippines

Abstract

The study was intended to assess the effectiveness of the Financial Management Practices of the Department of Labor and Employment of the Philippines. The descriptive survey method was used in this study to determine the profile of the respondents. A total of one hundred twenty (120) respondents were engaged in the study. In terms of financial planning, it was showed that “The Accounting standards (e.g. International Financial Reporting Standards, International Public-Sector Accounting Standards) are followed” has a highest weighted mean and was very effective. In terms of financial control, it was revealed that the respondents gave the highest mean on the statement “The approval of transactions is in place ensuring that all transactions are correctly made”. Meanwhile, the respondents gave the lowest mean on the statement “Audit findings are addressed on the prescribed time”. In terms of financial communication, it was indicated that the respondents gave the highest mean on the statement The financial statement is audited regularly by the Commission on Audit (COA). Whereas, the statement “Citizen-stakeholders or civil society organizations are engaged in preparation of the budget proposal” obtained the lowest mean. Based on the result of the findings, as a whole, DOLE effectively implemented a good financial management practices. On opportunities for improvement, the researcher suggests that DOLE should continuously develop its management system in order to perform its mandate which is to provide job opportunities and protect the welfare of Filipino workers.

Keywords: financial management practices, DOLE

Satisfaction on Short-Term Loan Practices of Home Development (PAG-IBIG) Mutual Fund

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Polytechnic University of the Philippines

Abstract

This study aimed to know the level of satisfaction on Short-Term Loan practices of Home Development (Pag-IBIG) Mutual Fund by its member-borrowers. The researcher used a descriptive method of research. The respondents were 150 members of the Fund availed short-term loan and had an active account in Housing Branch at Shaw Boulevard, Mandaluyong City. The study utilized Frequency Distribution, Percentage, Weighted Mean, One-Way Analysis of Variance, T-Test, and Ranking as statistical tools, and used survey questionnaire as the main research instrument. The respondents were mostly aged between 26 to 35 years old, male, single, member for 2 to 6 years, availed one time of Multi-Purpose Loan allotted for health and wellness. This study showed that the respondents' satisfaction on Short-Term Loan practices in terms of Accessibility of Information, Efficiency of Availment Process, Convenience on Re-payment, and Reliability of Loan and Assistance, were all verbally interpreted as "Satisfied". There were no significant differences in the assessments when grouped according to the respondents' profile except when grouped according to sex and type of short-term loan availed where there were significant differences. The researcher recommended the Fund to invest in advertisements focused on the benefits of Short-Term Loan programs thru social media, get feedbacks from the borrowers to determine and appropriately attend the factors for improvement, increase partnership with the collecting agencies catering online services and mobile payment/transactions, implement system-based validation and processes, and provide proper trainings and seminars for their front-line and call center services to maintain and achieve quality service.

Keywords: short-term loan, satisfaction, Pag-IBIG fund, Master in Business Administration, Polytechnic University of the Philippines

The Depositors' Claims Settlement Operations of the Philippine Deposit Insurance Corporation

Ms. Emily D.C. Dela Rosa
Polytechnic University of the Philippines

Abstract

The study attempted to determine the level of effectiveness of the claim settlement operation activities of the Philippine Deposit Insurance Corporation (PDIC). There are four (4) aspects used in the study namely: Information Dissemination and Depositors' Assistance, Validation of Deposit Liabilities, Processing of Claims and Settlement of Insured Deposits. The researcher used quantitative method since it is the most suitable method of research for this study. The researcher employed survey questionnaire to gather the data needed from the assessment of the respondents. Distribution of the survey questionnaires was arranged at the time convenient to the respondents, whereas, total of 85 respondents answered the survey questionnaires. The gathered data was tabulated and interpreted and the pooled results were analyzed to give recommendations on the subject. Findings revealed that Claims Settlement Operations (CSO) is represented mostly of the female employees. Personnel who age 36-45 years old ranked highest, nevertheless, the PDIC is represented well of diversified ages. Claims Settlement Operations is handled mostly of regular PDIC employees. Big portion of the respondents were rank and file personnel, had been in PDIC for 6-10 years, 6-10 years of experience in the settlement of claims and had 10 or above number of trainings. Overall, the respondents' assessment on the level of effectiveness of different activities in the Claims Settlement Operations of PDIC under the four (4) major activities such as Information Dissemination and Depositors' Assistance, Validation of Deposit liabilities, Processing of Claims and Claims Settlement was "Very Effective".

Keywords: Polytechnic University of the Philippines, Master in Business Administration, Philippine Deposit Insurance Corporation, claims settlement operations, processing of claims

Financial Management Practices of the Bureau of the Treasury

Mr. Bonijun C. Patac
Polytechnic University of the Philippines

Abstract

The study aimed to assess the level of effectiveness of the financial management practices of the Bureau of the Treasury. The descriptive-survey method of research was used in this study. The respondents of the study consist of 182 employees of Bureau of the Treasury for the year 2018. They assessed the financial management practices of the Bureau of the Treasury in terms Planning, Organizing, Leading and Controlling as effective. On the level of effectiveness of the financial management practices of the Bureau of the Treasury when grouped to age, sex, highest educational attainment, job position, number of years in the agency and annual number of trainings/seminars attended related to financial management for the last 3 years, the null hypotheses were accepted. As such, the bureau should establish annual action plans, budgets, programs and activities at the operations level anchored on the strategic planning; ensure that all financial files are well-kept and well-maintained; require a secure authentication process for users attempting to access the system from remote locations; establish an independent audit function that is staffed by qualified employees to review and evaluate operations and financial reports. A new study on the accounting practices and financial reporting of the Bureau of the Treasury to assess and identify the relevance of financial reports in the decision-making process of the management is recommended.

Keywords: financial management practices, level of effectiveness, finance

Barangay Micro Business Enterprises (BMBE) use of eBureau of Internal Revenue Forms (eBIR FORMS)

Mr. Eric S. Valerio
Polytechnic University of the Philippines

Abstract

The study aimed to assess the effectiveness of using the electronic Bureau of Internal Revenue Forms by Barangay Micro Business Enterprises. After the researcher gathered all the relevant data, they were compiled, sorted out, organized, tabulated, and interpreted. The study utilized Frequency of Distribution, Percentage, Weighted Mean, One-way Analysis of Variance (ANOVA), t-Test and Ranking as statistical tools. Based on the findings, the majority of the respondents were engaged in providing services. The capitalization of the said respondents is dominantly up to P1,000,000. As to the number of years in operating their business, the respondents are dominantly operating from 1 to 3 years while in terms of the number of years using eBIR forms, respondents dominantly use the system over 1 to 3 years. The respondents' perception on using the eBIR Forms were effective in terms of Accuracy, Awareness, Efficiency and Convenience while Privacy and Security was generally rated as somewhat effective. Generally, there were no significant differences in the respondents' perception on the effectiveness in using the eBIR Forms when grouped by line of business and number of years operating their business. When they are grouped by capitalization and number of years accessing the eBIR Forms, their perception on accuracy was significantly different, whereas, awareness, convenience, security, privacy and efficiency were statistically the same. As such, the researcher forwards one of his recommendations that since majority of the taxpayers under small scale capital, they should be more aware of using the eBIR Forms.

Keywords: barangay, micro business enterprises, Bureau of Internal Revenue forms, assessment, tax

Credit Risk Management Practices of Small Financing Companies in Metro Manila

Mr. Jonald P. Binaluyo
Polytechnic University of the Philippines

Abstract

This study aimed to determine the effectiveness of credit risk management practices of small financing companies in Metro Manila. The descriptive method of research was employed. The respondents composed of 254 selected employees of small financing companies in Metro Manila. Data were gathered through the use of questionnaire personally distributed to the respondents while some were sent thru electronic mailing. The statistical tools used were Frequency Distribution, Percentage, Ranking, Weighted Mean and f-Test. The respondents were mostly corporation between 16 to 20 years in operation with capitalization of more than 35 million. The respondents assessed that the credit risk management practices were very effective and properly observed in the business by means of consistently evaluating the capacity of the borrower. There was enough evidence to conclude that the group of respondents did not significantly differ in the extent of their assessment on the effectiveness of credit risk management of small financing companies in Metro Manila. The researcher recommends the following: Improve the policy on credit evaluation with regard to the educational background of the borrower. Tighten the process of evaluating the cash flows of the borrower. The company may ask for budgeted financial statements aside from the actual financial statements to ensure that cash is available when the obligation is due. Scrutinize the analysis of financial ratios of the borrower especially the debt-to-equity ratio by analyzing the percentage of capital over the assets of the borrower. The company may also take a look on the percentage of debt over the total assets. Strictly monitor the assets pledged to the loan by doing an audit on irregular interval. Make a policy on how to determine the nature and extent of relationship of the borrower to its customer. The company may require the borrowers to submit customers list as part of loan requirements. Improve the policy on the assessment of loan impairment by having different criteria and provisions for individual loans and collective loans. Provide a restructuring loan agreement for all overdue and defaulted loans by offering condonation of penalties and reduction of interest rates. Further studies should be undertaken to determine the validity of this present study. The researcher also suggests that future researchers should evaluate the impact of internal control as one of the aspects.

Keywords: credit risk management practices, financing companies

Cash Management Practices of Integrated Resorts in Metro Manila

Mr. Jayson V. Malimata
Polytechnic University of the Philippines

Abstract

The study was intended to assess the effectiveness of Cash Management Practices of Integrated Resorts in Metro Manila. The descriptive survey method was used in this study. The researcher gathered the necessary data using survey questionnaires. The data were tested at .05 level of significance. Frequency, Percent Distribution, Weighted Mean, One-way Analysis of Variance, Two-way Analysis of Variance and Ranking were employed as statistical tools. The researcher decides to use the convenience sampling technique also known as the availability sampling by selecting 232 professionals in finance and accounting in the Integrated Resorts in Metro Manila. The criteria for choosing the respondents were as follows: (1) employees who have the knowledge regarding cash management and have first-hand information pertaining to cash management practices and controls of the company; (2) have educational background and specific functions related to cash management; and (3) persons who benefited by the industry. And the only criteria for the selection of the three Integrated Resorts are the number of years of their establishment. The researcher decided to choose the Integrated Resorts which began operating for at least three (3) years. The respondents are engaged in top management, middle management, supervisorial and staff levels in their profession. Based on the findings, the Cash Management Practices of Integrated Resorts in Metro Manila in terms of Cash Planning, Cash Budget, Cash Collection, Cash Disbursement, and Cash Control were assessed "Very Effective". The study also noted that there were no significant differences in the respondents' assessment on the effectiveness of cash management practices of Integrated Resorts when grouped into age in terms of Cash Planning, Cash Collection, Cash Disbursement, and Cash Control. Moreover, age and educational attainment also affects the respondents' assessment of Cash Management Practices of Integrated Resorts. Researcher suggested that in cash planning and cash budgeting, all departments should be involved in planning and projecting budgets to attain good cash flow. When projecting, don't be excessively optimistic. Instead, they should use worst-case-scenario estimates or historical averages. Any figures should be realistic and achievable. Accurate forecasting should be based on a range of scenarios and risks so that the organization would be understanding the key drivers of the cash position. In addition, cash collections should be closely monitored with the aim of accelerating cash inflows to speed up the collecting of accounts receivables. Furthermore, cash disbursements should be also closely monitored with the aim of negotiating a reduction in cash outflows to reduce payments. Also, there must be a separation of duties between the person receiving cash and the person responsible for disbursing cash. Cash derived from collections and cash used for disbursements should not be commingled and there should be also persons responsible for the proper recording and reconciliations of all cash transactions. Lastly, further studies can be done on other areas specifically on the establishment on clear policies on the investment of surplus funds that can contribute to the company's profitability, liquidity, and solvency.

Keywords: integrated resorts, cash management, cash planning, cash collection, cash disbursement, cash budget, cash control, profitability, liquidity, solvency

Overseas Filipino Workers' Management of Financial Resources

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Abstract

Year after year, the number of Overseas Filipino Workers (OFWs) continues to increase. Based on the result of the survey on overseas Filipinos of the Philippine Statistics Authority (PSA), the total number of OFWs estimated at 2.2 million. With the continued deployment and employment of Filipinos in jobs abroad, it is no wonder that remittance continues to rise. For the year 2017, the situation of overseas Filipinos' remittances based on the Bangko Sentral ng Pilipinas (BSP) report, indicated the growth rate of Overseas Filipinos' Cash Remittances by 4.2% for the period of January to April 2017. Money repatriated by millions of working Filipinos abroad last year was already at \$26.8 billion, making the Philippines the third biggest recipient of recorded money remittances in the world, next only to India and China. Moreover, earning in foreign currencies allows greater purchasing power for Filipinos, and supposedly, a larger opportunity to save and invest, however, based on the PSA survey relative to the distribution of OFWs cash remittance set aside for savings for the latest year update 2016, a total of 2,240 merely save. Every now and then, we hear success stories of OFWs who became successful and were able to save and invest from their hard-earned money. While some people actually became rich after laboring their years as workers overseas, some Filipinos come back empty-handed. Hence, managing financial resources is one of the aspects in life that should be taken due consideration because lack of personal financial knowledge limits personal financial management and may cause financial problems, that in turn become their personal challenges. The study evaluated how Overseas Filipino Workers manage their financial resources; how they allocate their resources through determining their profile, and their level of importance in managing financial resources such as budgeting, investment, and disbursement. Review of literature was made with the following topics: 1) Challenge; 2) OFWs; 3) OFWs Household; 4) Financial Resources; 5) Management; 6) Budgeting; 7) Investment; 8) Disbursement. The theoretical framework utilized for this research study was the Theory of Personal Financial Planning, Goal-Setting Theory, and Behavioral Life-Cycle Hypothesis. The survey was conducted on March 2018 in Philippine Overseas Employment Administration, Central Office in Metro Manila, Philippines. A self-made questionnaire was used, using a Likert scale to measure the level of importance of managing financial resources of OFWs. There are a total of 385 sample respondents gathered by means of Purposive Sampling Method. The study found out that most respondents were aged 31-40 years old, most were male, single or married with one dependent and attained the college degree, having 1 to 2 years of experience abroad and earned below Php50,000.00. The study concluded that regardless of the profile of the OFWs, the level of importance of managing financial resources for them is important. However, OFWs should continue to enhance their knowledge and continuously improve financial practices in line with their goals.

Keywords: OFW, financial resources, financial practices

Credit and Collection Management Practices of Credit Cooperatives in Valenzuela City

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Abstract

The study attempted an exploratory research on personnel connected with credit cooperatives to assess the effectiveness of their credit and collection management practices. There are 4 aspects used in the study namely requirements and granting/rejection of loan for credit management practices. Also, billing and notices under collection management practices. All 4 aspects were found to be effective. The study concluded that credit and collection management practices are effective in all aspects, must find ways to continuously improve its existing practices for the benefit of their members and their cooperative as a whole.

Keywords: credit and collection, cooperatives, Valenzuela City

Financial Management Practices of Food Cart Franchises in Selected Areas in Mandaluyong City, Philippines

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Abstract

This study aimed to determine the effectiveness of financial management practices of food cart franchises in Mandaluyong City, Philippines. Through the descriptive method of research, the profile of the respondents were determined; the effectiveness of the Planning, Controlling Inventory Level and Cash Management Practices had been assessed. It was discovered that franchising businesses in the vicinity were owned equally three types of business organizations. It was disclosed that of the 200 respondents, 75% have start-up businesses that operated in less than 3 years where 57% respondents have 2-3 employees in the store. The monthly average earnings which (80 or 40%) of the respondents were earning P 30,000.00 monthly gross sale and 45.5 % offer multiple products. In Planning, "The owner/manager is in charge of drafting a financial plan", in Controlling Inventory Level, "There is physical safeguards of inventory against theft" and finally, for Cash Management Practices "The business sets the minimum cash balance based on historical data" were perceived to be highest by the respondents with weighted mean of 4.29, 4.15 and 4.56, respectively. It was found in the study that there is no significant difference on the respondent's perception when grouped according to Type of Ownership, Number of years in operation and number of employees and thus interpreted as Effective in all Financial Management variables. In addition, when grouped according to average monthly gross sales and number of products offered, there is no significant difference in Controlling inventory level and Cash management practices. However, in the Planning aspect, the respondent's perception is Not Effective. The researcher recommends that in the Planning, an extensive research about the financial risk and operational risk of the business should be taken into consideration. In Controlling Inventory level, the physical safeguards of inventory against theft should be maintained. Overhead cost of inventory should also be reviewed and monitored. Finally, for cash management practices, the franchises should maintain and afford the use of computer assisted techniques in monitoring and keeping track of the sales and disbursements as well as the full system control.

Keywords: financial management practices, control, food cart

HUMAN RESOURCES MANAGEMENT

Human Resource Management Practices of Selected Janitorial Service Agencies in Government Hospitals in Quezon City

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Abstract

This study aimed to assess the level of effectiveness of the employees of the janitorial services on selected government hospitals in Quezon City. The study utilized the descriptive method of research. It involved 172 Janitors who were selected from the list of selected government hospitals in Quezon City. Frequency, percent distribution, weighted mean, and one-way analysis of variance were employed as statistical tools. The janitor employees of janitorial services of the government hospitals in Quezon City were 26-35 years old, male and female, single and high school graduates. Majority of them came from retailer sector, with 1-5 years' experience as janitors, and had a contract in less than 5 terms. The level of work effectiveness as regards the contractual factors was generally "Effective" with work load, sanction, security of tenure, salaries, benefits and social security. Dominantly, there were no significant differences on all the aspects of work load, sanction, security of tenure, benefits, salaries and social security when respondents' levels of work effectiveness were grouped according to civil status, highest educational attainment, age, sex, average monthly income, number of contract as a janitor and number of companies work as a janitor; however, there were significant differences on sanction when respondents were grouped by type of company work as a janitor and length of time working as janitor. The Social Security contributions of the janitors should be clearly and updated to the system of the Government Social Security. The janitorial service agencies should create a special body to fix the problem regarding the contributions and any concern regarding Philhealth, Pag-Ibig and SSS. The researcher also recommends a better separation pay program for janitors who have rendered at least 10 years of service aside from the compulsory 13th month pay. Since the janitors work for janitorial service agencies, the researcher also recommends that the janitors be entitled to a free medical package which will include laboratory expenses. It is also recommended that the human resource personnel look into ways to secure subsidy from the management of janitorial service agencies for the medical package.

Keywords: HRM, janitorial service, human resources

Employee Engagement in the Bureau of the Treasury

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Abstract

The study intended to determine the level of engagement of the employees in the Bureau of the Treasury (BTr). A descriptive method of research was employed in determining the level of engagement. Respondents were composed of 181 respondents employed in the central office of BTr. Based on the findings, the level of employees' engagement in terms of training and development, job involvement, workplace relationship, work environment, and organizational commitment were verbally interpreted as "Agreed" which means they are engaged in their organization. The study only noted significant difference in training and development, the assessments of the respondents varies depending on their civil status. Researcher recommended that BTr must prioritize professional development of their employees through trainings, seminars and educational assistance. They can also eliminate employees' resistance to change by explaining them the advantages of the change that will benefit them and the BTr. The management can also increase their employees' trust through their committed and consistent leadership. They must also be sensitive to diversity issues by providing them diversity trainings that will enable them to work effectively in multi-diverse situations. Lastly, the BTrs must promote aligning employees personal values to the philosophy and values of the organization that will surely further improve the success of their organization.

Keywords: employee engagement, Bureau of the Treasury, government employees, engagement in the public sector

The Level of Employee Engagement of a Law Firm in Bonifacio Global City (BGC): An Evaluation

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Abstract

This study aspired to discern the level of employee engagement of a law firm in Bonifacio Global City in terms of achievement, recognition, responsibility, work itself/meaningfulness of work, advancement and personal growth, working conditions, and relationship/working relations. The researcher utilized the descriptive research method and used a survey questionnaire as the main instrument for gathering data. The questionnaire was distributed through the use of simple random sampling technique and was answered by 164 respondents from a law firm in BGC. The statistical tools used were Frequency Distribution, Percentage, Weighted Mean, Two-tailed t-Test, Ranking, and Analysis of Variance (ANOVA). The data were statistically treated through the use of SPSS. The evaluation of the respondents when grouped according to age, civil status, number of years employed in the company, employment status in terms of achievement, recognition, responsibility, work itself/meaningfulness of work, advancement and personal growth, working conditions, and relationship/working relations differ significantly. When grouped according to sex and position in the company, the respondents' assessment on the level of employee engagement specifically on achievement, recognition, responsibility, work itself/meaningfulness of work, advancement and personal growth, working conditions, and relationship/working relations are not significant. While when the respondents are grouped, according to highest educational attainment, the level of employee engagement is significant on all variables except on relationship/working relations. The researcher recommended the following: (a) Improve the tool they are using to measure and evaluate the performance of their employees; (b) Institutionalize a concrete recognition and reward system; (c) Aligned employees work with the company or organization's goals; (d) Develop a proper workload management; (e) Update their training and educational programs for their employees; (f) Exercise transparency as part of the company's culture to build trust and stronger relationships between employees, management, and the company itself; and (g) Make employee engagement initiatives, a collaborative effort between the management and the rank and file employees.

Keywords: employee engagement, achievement, recognition, responsibility, work itself/meaningfulness of work, advancement and personal growth, working conditions, relationship/working relations, Polytechnic University of the Philippines, Master in Business Administration

**Training Course on Customer Service Program of Sales Assistants in Duty Free Philippines
Fiestamall of the Department of Tourism**

Ms. Ana Maria Z. Marabut
Polytechnic University of the Philippines

Abstract

The main objective of the study was to evaluate the effectiveness of the training course on customer service program given to sales assistants at Duty Free Philippines Fiestamall. The respondents assessed the training course on customer service program of sales assistants in Duty Free Philippines Fiestamall of the Department of Tourism ‘effective’ in terms of training course content, training course materials, training course facilities/ equipment, relevance of the training program, impact of the training program to the trainees and instructor/ facilitator of the training program.

It is recommended that the company develops an effective and coordinated employment agency framework that will consider hiring more female and younger ones. It should provide adequate training programs and should encourage everyone to participate in these trainings. Without management support, the staff will not be motivated to upgrade their skills. This includes providing time and resources such as meal and travel allowances to participate in training. It involves conducting regular follow-up after training. The HR Division must engage employees even before training is conducted by soliciting feedback, suggestions and ideas. The company may revisit its training-needs assessment tool. It should look at gaps between current and desired performance, analyzes core problems and recommends interventions. Future researchers may replicate this study and may include the performance of the employees after they have been trained.

Keywords: training course, customer service program, sales assistants

The Level of Employee Work Motivation in Selected Telecommunication Companies

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Abstract

The main objective of the study was to evaluate the level of employee work motivation in selected telecommunication companies. The study specifically answered the profile of the respondents, how do the respondents assess their level of work motivation in terms of job content and maintenance factors, and if there is a significant difference on how the respondents assess their level of work motivation in terms of job content and maintenance factors when they are grouped according to their profile. The study utilized the descriptive research method, the researcher gathered information from the respondents consisted of one hundred eight (108) rank and file employees of five (5) selected telecommunication company located in Quezon City. The population used is based on the Human Resource Department records. The researcher applied the Sloven's formula that provided the number of needed sample for this research at 5% level of risk. Simple Random Sampling was used in choosing the respondents. The researcher used a locally constructed Work Motivation Scale from Ignacio (2005) which is a Likert-type scale intended to measure level of employee work motivation. Majority of the respondents answered motivated in the fourteen items of Job Content. This finding seems to generalize that majority of the employed individuals are highly motivated in terms of job content factors. Most of the respondents answered motivated in the sixteen items of Maintenance Factors. This finding seems to generalize that majority of the employed individuals are highly motivated in terms of maintenance factors. There is significant difference in the assessment of the respondents on their level of work motivation in terms of job content factors when they are grouped according to their profile. There is partial significant difference in the assessment of the respondents on their level of work motivation in terms of maintenance factors when they are grouped according to their profile. Based on the foregoing findings and conclusion, the following recommendations are advised: Since the profile of the respondents has significance on the areas of employee work motivation for Job Content Factors such as Achievement, Recognition, Work Itself, Responsibility, Advancement, and Growth, the researcher recommend that personal dimensions such as Age, Sex, Civil Status, Highest Educational Background, Number of Years of Service in the Company, and Monthly Gross Salary be considered in the evaluation of work motivation of the respondents. Since the profile of the respondents has partial significance on the areas of employee work motivation for Maintenance Factors such as company policy and administration, supervision, relationship with supervisor, work conditions, salary, personal life, relationship with subordinates, status, and security, the researcher recommend that personal dimensions such as Age, Sex, Civil Status, Number of Years of Service in the Company, and Monthly Gross Salary be considered in the evaluation of work motivation of the respondents. The Work Motivation Scale, a locally constructed test which is an instrument used in measuring the level of employee work motivation of rank and file employees in their workplace should be recommended to other practicing human resource management. The respondents' highest educational background can be used in complying with their company policy and administration, supervision, relationship with supervisor, work conditions, salary, personal life, relationship with subordinates, status, and security could be transformed and used positively for their development. People managers, HR Practitioners, and respondents themselves should learn to utilize the result of this evaluation to improve the quality of work in their company.

Keywords: employee motivation, telecommunication companies, HRM

INDUSTRIAL ENGINEERING & MANAGEMENT

Automation of XYZ Supermarket's Process of Promo Implementation

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Abstract

Different process improvement methodologies arise and have been developed to meet modern needs. Some initiatives were incremental and continuous, but some were giant leaps that fundamentally changed the way organizations do business. One thing in common with all process improvement initiatives such as Total Quality Management, Six Sigma, Business Process Re-engineering, or many of that many others is that information technology is a major component, regardless of the method. In the retail industry, customer satisfaction and loyalty are essential to their success. It can be done by giving them the best customer experience possible and one way of doing it is by offering promotions. Many retailers implement different types of promotions to attract new customers. The main purpose of this study is to improve the process of promo implementation of XYZ Supermarket, from promotion creation, approval, implementation and monitoring. This study also wanted to find the root cause of the problems being encountered as well as the areas of process improvement. The researcher used descriptive method of research and a survey questionnaire have been administered as the research instrument. The survey questions were carefully crafted from the theoretical framework which is the Work Systems Method of Steven Alter in 2013. The findings revealed that the information is the root cause of all the problems being encountered in the promo implementation process and a new software system was developed to aid these problems. Business policy procedure has to be developed to maximize the full benefit of the new software system.

Keywords: promotions, automation, process improvement, organizational behavior, systems development

3D Printing: Effects and Benefits to Selected Manufacturing Companies' Product Development Process

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Abstract

With 3D printing technology making waves in the global market, the need to assess its effects and implications in the Philippines also arises. Few manufacturing companies in the Philippines have only started adopting this technology a few years ago. This study assessed the effects and benefits of using 3D Printing technology in Product Development Process of selected manufacturing companies. Specifically, the study found out the degree of helpfulness on the product development process as stipulated by Ulrich and Eppinger. The study also found out the benefits as well as the challenges the respondents are experiencing towards the adaptation of 3D printing technology. The study used descriptive method of research and a survey questionnaire have been administered as the research instrument. The survey questions were carefully crafted from the theoretical framework from the Generic Product Development Process by Ulrich and Eppinger and from the parallel study on Malaysia in 2016. The findings revealed that there were differences on the assessment of 3D printing as to the helpfulness, benefits as well as challenges between the companies and from the Malaysian study in 2016. Further research has to be done to study 3D printing on a broader perspective when the technology has gained wider user-acceptance to provide better insights and properly address any missed opportunities about its helpfulness.

Keywords: 3D printing, product development, manufacturing, environment, rapid prototyping

Product Development Teams' Performance from Selected Electronic Companies in Laguna

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Abstract

There is an abundance of literature discussing the importance of dealing with people as a critical factor in product development. Since it is the people that accomplish the work, merely using methodologies as tools, effective teamwork is a crucial factor that should be given focus. Using Texas Instruments' best practice model – that centers on the recognition of people as the accelerators of project success - the study's main objective was to assess product development teams' level of performance in four success areas namely: Understanding and Trust (UT), Sanctioned Direction (SD), Accountability (Acc), and Logistics (Log). This undertaking aimed at understanding how the local electronic industries' performs against this renowned best practice standard, providing baseline data for further research, and helping participating companies improve effective teamwork efforts. The study is a mixed method research that employed a survey questionnaire and interview as its data gathering tools. Respondents are engineers and managers, from five electronic companies in Laguna, working closely in product development. Data were interpreted as qualitative comparisons using simple statistics: frequency and percentage variance, mean, difference, and point tallying. The study found out that the overall performance level on the success areas of UT, SD, and Log is "Average"; while for Acc it is "Below Average". Problematic indicators identified are: admitting weaknesses and mistakes; and asking and offering help (UT); active participation (SC), availability of key people; pointing out problems without hesitation; and depending on the leader as the sole source of discipline (Acc); and having too much documentation/communication; open, frank and timely communication; and readily sharing information, ideas, and feelings (Log). Interviews with some respondents affirmed the results and gave more insight on the probable cause of the problems. In terms of individual company performance, while the result is reflective of the overall trend, there are evident company dependent variations on the specific areas of Acc and Log. Such variations were interpreted as dependent on the implemented organizational culture of the company concerned. In terms of demographic profiles (Gender, Length of Service, Number of Team Members worked with), it was found out the profiles have no effect on the levels of performance. The study also touched on the respondent's perception of how important each success area is, and how it compares to TI's pyramid model. While all companies ranked the success areas differently, they did show a degree of similarity (among themselves and against TI's pyramid model) wherein UT and SC were ranked in the top tier (most important) and Acc and Log in the bottom tier. On a special note, Company C is the only company that ranked the success areas importance the same as TI. Based on the findings, it was concluded that the overall performance of the participating five electronic companies is "Average" for the areas of UT, SC, and Log; and "Below Average" for Acc. Individual company performance is generally the same with the overall trend, with some minor company dependent variation in Acc and Log. Profile grouping did not affect the overall performance result and indicator trends. The success areas' level of importance was perceived differently by the companies but still closely resembles the TI's success pyramid. Participating companies are encouraged to look deeper into the identified problem areas relevant to their company, and that improvement efforts directed at these points. Overall, the researcher recommends all organizations to regularly perform team performance assessments so as identify desired behaviors (to strengthen) and problematic ones (to correct). Learning experiences, team-building activities, and/or team enhancement programs should be carried out, following examples and programs cited by the study. Employing an effective feedback mechanism will make sure that improvement efforts are sustained. And finally, rewards and recognitions should be given to further motivate team member involvement.

Keywords: product development, performance, people

MANAGEMENT

The Business Practices of Micro-Food Enterprises in Antipolo City

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Abstract

The need to uplift and better the situation of life of every Filipino family gave birth to the entrepreneurial spirit of individuals leading to the establishment of most of the microenterprises. The rise in the number of micro-entrepreneurs triggered the curiosity of the researcher on their world. There were stories of success, failures and complacency which served as a lesson to those sprouting microenterprise that prompted the researcher of the need to review the nature and practice of the microenterprises. This study sought to determine the level of effectiveness of the business practices of micro-food enterprises in Antipolo City. It made use of the descriptive research method with the survey questionnaire as its instrument which was personally distributed by the researcher to the 71 participating micro-food enterprises. The method of frequency and percentage distribution, ranking and weighted means were used to analyze and interpret the data gathered. The study revealed that most of the respondents have been operating in the business for more than 15 years; most of the respondents have 1 to 2 employees; majority of the source of funds were from 5-6 lenders; and majority of the respondents have a total capitalization of ₱500,000 and below. Micro-food enterprises tend to be complacent after they have overcome the survival years of the business and has reached the market acceptance, has lesser manpower required to maintain, preferred to the take source of fund from informal lenders that is more accessible to them, and has increasing capitalization based on their growth.

Keywords: micro-food, microenterprise, ready-to-eat foods, Antipolo City, business practices

Internal Control Practices of Triple A Construction Companies in Metro Manila

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Abstract

The study intends to determine the level of effectiveness of internal control practices of Triple A Construction Companies in Metro Manila. The descriptive survey method was used in the study. The researcher gathered the data using survey questionnaires. Frequency and Percentage Distribution, Weighted Mean, One-way Analysis of Variance, Two-way Analysis of Variance, and Ranking were employed as statistical tools. Majority of the Triple A Construction Companies were Partnership, had 1-5 numbers of employees, operating from 11 to 15 years, had a capital of P3,000,001 – P15,000,000, engaged in horizontal-vertical services and publicly listed company. In terms of the assessment of the respondents, the level of effectiveness of internal control of the Triple A construction companies in terms of Organizing People (GM=4.25), Policies and Procedures (GM=4.43), and Processes and Technology (GM=4.45) were assessed as “Very Effective”. When respondents were grouped by number of years in the operation, there were significant differences in terms of policies and procedures as well as processes and technology. In terms of organizing people, there were no significant differences in terms of types of business organization, number of employees, capitalization, classification, and publicly listed. The management should review its manual, financial objectives, identification and assessment of risk related concern in order to have clarity in oversight of the business operations. For other industries, they can use similar internal control policies in order to have an efficient and effective operation of the company. The researcher also recommends the updating of the company’s manual and disseminating it to its employees, to ensure that proper evaluation and implementation are achieved. Further studies should be done involving the five aspects of COSO Framework such as: Control Environment, Risk assessment, Control Activities, Information and Communication, and Monitoring.

Keywords: internal control practices, construction companies, triple A

Business Operations of a Coin/Card Operated Laundromat

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Abstract

The study aims to assess the effectiveness of business operations of a self-service coin/card operated laundromat in Makati City. The quantitative method of research was used in this study. In the survey method, participants answered questions administered through interviews or questionnaires. After the participants answered the questions, the researcher described the responses given. From the method used, the study entitled, “Business Operations of a Self Serviced Coin/Card Operated Laundromat”, measured the variables that would affect the business operations of self-serviced-coin/card-operated laundromats in Makati City. The aim of using quantitative research was to determine the business operations in terms of Finance (labor cost and material cost), Marketing and Production. Based on the findings, the respondents assessed the business operations of self-service coin/card operated laundromat in terms of Investment in finance, particularly in labor and material cost, and production as effective business factors, whereas marketing was evaluated as effective business operation. Furthermore, in terms of Finance, particularly in labor cost, instead of reallocating staff duties in assisting customer on how to use the washers and dryers, the owner can employ an average of 2 staff for every 5 washers and 5 dryers per business location. The owner can assign shifting schedules. This idea will lower the labor cost, since the next time the customer will avail of the laundromat service, they would already know how the machine operates. In terms of finance, under material cost, energy efficient machines are expensive for commercial washers and dryers, the owner can avail the cheaper machines when starting the business, and with this, the owner can weigh the progress and profitability of business. They can upgrade the machines once the business stabilizes. Costs for basins are saved, but the customers have to use baskets to separate clothes after wash. The owner can also give promos to customers when they avail the service for dryers. In terms of marketing, instead of putting up thrift shops, the owner can do a promotional strategy. To cite example, the owner can offer a pickup and delivery services to customers, here the customer saves time in long queues and the level of service satisfaction rises. Another strategy is to build a “laundry on the go” application. Here, you have to have an application in the customer’s device. What they need to do is to book the services that the laundry shop offers, they also have the option of pickup and delivery. The owners’ income will definitely rise as customers avail more services. Further studies for ‘laundry on the go’ is needed to analyze the impact of technology on business. In terms of production, good will means additional customers availing of the service. Based on the study, the machines work on average of 1 hour per spin of washer and another 1 hour for dryer. To avoid long queues, the owner should know the capacity per machine, the hours of operations and how many customers can be served in a day.

Keywords: laundromat, card/coin operated, business operation

Management Operations of a Hedge Fund Administrator Company in the Philippines

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Abstract

The study intends to measure the effectiveness of selected fund administration functions in a Hedge Fund Administrator Company in the Philippines. The descriptive survey method was used in this study. The study reveals that of the 89 respondents of the study, 62 or 69.7% of the respondents aged 20-30 years old, 22 or 24.7% aged 31-40 years old, and 5 or 5.6 % aged 41-50 years old and above. Most of the respondents were Male (48 or 53.9%) and the rest were female (41 or 46.1%). When it comes to educational attainment, 79 or 88.8% of the respondents were college graduates, while 11 or 11.2 were master's degree holders. In terms of Job Position, 65 or 73.0% of the respondents were rank and file employees, while 5 or 5.6% were managers. Furthermore, with regards to years of service, 46 or 51.7% of the respondents had been in service for less than a year, 36 or 40.4% were employed for 1 to 2 years, and 5 or 7.9 % were employed for 3 years and more. Their assessments were all 'effective' for Independent Price Verification, Profit & Loss Check, Fund Reconciliation, Corporate Action Processing, and Financial Statement Preparation when grouped by Age. By sex, assessments were also 'effective' on Independent Price Verification, Profit & Loss Check, Fund Reconciliation, Corporate Action Processing, and Financial Statement Preparation. When the respondents were grouped by Educational Attainment, there was no significant difference on Independent Price Verification, Fund Reconciliation, Corporate Action Processing, and Financial Statement Preparation; however there was a significant difference on Profit & Loss Check. When grouped according to Job Position, there was no significance difference on Independent Price Verification, Profit & Loss Check, Fund Reconciliation, Corporate Action Processing, and Financial Statement Preparation. When grouped by years in service, there was no significant difference on Independent Price Verification, Profit & Loss Check, Fund Reconciliation, Corporate Action Processing, and Financial Statement Preparation on assessment of selected hedge fund operations in a hedge fund administrator company in the Philippines.

Keywords: hedge fund companies, operation management, financial management

Utilization of Internal Control Practices of Selected Trading Corporations of the Philippine Stock Exchange: An Assessment

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Abstract

The purpose of the study is to determine the relationship of internal control practices to possible market manipulation through the occurrence of erroneous disclosure and other fraudulent information in selected trading corporations of the Philippine Stock Exchange. The study used correlation retrospective research method and purposive sampling in choosing the samples to be involved in the study – that is the suspended corporations of the Philippine Stock Exchange. Involved corporations were categorized by their profile in terms of the industry and nature of business, market share, level of income, and listing period, and then evaluated the effects of internal controls (control environment, risk assessment procedures, control activities, information and communication, and monitoring) in possible market manipulation through occurrence of erroneous disclosures thereafter. The study finds that risk assessment is the most affected internal control factor considering the profile of the involved trading corporations. Since risk assessment is the most affected among internal controls, and under that, the subcomponents Changes in Operating Environment and Corporate Restructuring are both most affected, the researcher recommends to strengthen these two better by properly disclosing the needed disclosures required by the Exchange to avoid severe suspension due to possible projection of erroneous disclosure and other fraudulent information that may cause market manipulation other than the inherent ones as per the Exchange's rules and regulations. Hence, the study concludes that utilization of corporations' internal control could affect the projection of the overall image of corporations to its possible market that would either induce or discourage investors.

Keywords: internal control, trading corporation, utilization, market manipulation, Philippine Stock Exchange, fraudulent transaction.

MARKETING MANAGEMENT

Customer Relationship Marketing Practices of I Can Korean Academy

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Polytechnic University of the Philippines

Abstract

The study assesses the Customer Relationship Marketing Practices of the I Can Korean Academy. The descriptive method of research was used in this study. The researcher gathered responses from the entire 50 students, 16 to 21 years old and currently enrolled. The respondents agreed that the academy practiced good Customer Relationship Marketing in terms of trust, commitment, social bonding, empathy, experience and promise of fulfilment. It is recommended that the academy considers the involvement of students in every decision that it makes. Proper relay of information is an indication of respect, which is a foundation of trust. They can personally inform the students as well as their parents, or they can also use different means of communication, such as e-mail, text messages, or other social networking sites. The management should think of ways to encourage the teachers to revise strategies to motivate their students. The management should make plans in order to facilitate and ensure that students are properly assisted by their respective teachers in doing their school works. It is recommended that the assigning of teachers will be assessed according to the students' needs, and have those needs matched with the teachers' strengths. Moreover, it is also recommended that teachers will also be given enough training and training time to review some subject matters. This will also help the academy to produce flexible teachers that can handle different subject programs. The assigning of program coordinators with a proper goal description is encouraged.

Keywords: customer relationship marketing practices, trust, commitment, social bonding, empathy, experience and promise of fulfilment

The Level of Effectiveness of the Advertising Strategies of Information Technology Company using the Hierarchy-of-Effects Model

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Abstract

The main objective of the study is to determine the level of effectiveness of the advertising strategies of an information technology company, who is using the hierarchy-of-effects model. The descriptive method was utilized in this research. The respondents were 171 clients of an information technology company in the National Capital Region. Based on the findings, the respondents agreed that the advertising strategies were “very effective” in terms of creating awareness, building liking and initiating purchase. The findings also substantiate that when the respondents were grouped according to their form of business organization, there was a significant difference in their assessment on the effectiveness of the advertising strategies in terms of initiating purchase and building liking; and there was a difference in generating preference when grouped by number of years in operation. When grouped according to the number of years as a client and the source of information about the company, their assessments in the advertising strategies in terms of creating awareness, projecting knowledge, building liking, generating preference, creating conviction and initiating purchase, the respondents’ assessment do not differ significantly. The researcher recommends that the information technology company should continue targeting MSMEs. The company may tie up or have a partnership with different associations, like the Philippine Retailers Association, Philippine Franchise Association, and other organizations that support MSMEs. The company should incorporate unique and creative visual elements into the company’s online ads, whether it is a logo, font, or color scheme, having it included can help make the brand recognizable. The company should also give more emphasis on the quality, performance, features and benefits of their product in their advertising media tools because it will strengthen the buying decision of its target clients. Lastly, the author of this study encourages other researchers to use different advertising models to measure the effectiveness of the advertising strategies of an organization.

Keywords: advertising media tools, advertising strategies, hierarchy-of-effects model

Male Buying Behavior on Whitening Soap

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Abstract

This study aims to assess the behavior of males in buying whitening soaps in Quezon City. The descriptive method was used. A researcher-made questionnaire was designed to gather data. The results show that 39.6 % of the respondents ages ranges from 21 to 25 years old; 75% are Single; eighty-one percent had obtained College degree; thirty-eight percent tend to purchase whitening soap once a month; forty-six point four percent were using their whitening soap brand for 1 – 5 years, and 62.2% usually buy whitening soap in Supermarkets. “Prefer whitening soap that come in enticing packaging or are properly packed”, received weighted mean of 4.31 with verbal interpretation of Agree. “Sensitive with the price of the whitening soaps.” received weighted mean of 4.16 with verbal interpretation of Agree. “To buy at big retailers than small ones so I can also buy other products that caters to my other needs” received weighted mean of 4.36 with verbal interpretation of Agree. “Tend to purchase whitening soap which is promoted by my favorite and trusted celebrity” received a weighted mean of 4.59 with a verbal interpretation of Strongly Agree. Respondents often seem to pay more attention to the packaging of the product and indicated that price is an important factor. Respondents prefer to buy from big retailers rather than the small ones. Most of them strongly agree that celebrities play important roles in purchase of the product. There was no significant difference between the age and 4 P’s of marketing aspect in buying behavior, same as with their civil status and respondents’ number of years as whitening soap consumer. Educational attainment has an impact on buying behavior. The frequency in buying whitening soaps is significantly related to the product, its price and the place. The place of distribution is taken into account as to where the respondents usually buy their whitening soaps. Skincare companies should highlight and make label of the products simpler for the consumers’ benefit. Hence, the product quality must be continuously improved.

Keywords: whitening soap, buying bahavior

The Promotional Strategies of a Pharmaceutical Company in the Province of Bulacan

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Abstract

This study assesses the effectiveness of the promotional strategies of a pharmaceutical company in the province of Bulacan, in which the descriptive method of research was used. A researcher-made questionnaire was designed in order gather data. The most needed data of the 429 respondents, 153 of them belong to age bracket of 51-60 years old; 227 or 52.5 are females with medical degree and are practicing as medical doctors for 6 to 10 years and for 1-5 years as clients of the company. The respondents deemed that the effectiveness of promotional strategies of a pharmaceutical company in the province of Bulacan in terms of advertising the grand mean is "very effective". In terms of personal selling the grand mean is "very effective". In terms of database/direct marketing the grand mean is effective. In terms of sales promotion the grand mean is "very effective". In terms of public-relation the grand mean is effective. In terms of online marketing the grand mean is "very effective". There are significant differences on the level of effectiveness of the promotional strategies of a pharmaceutical company when they are grouped according to profile. When they are grouped according to sex, Personal Selling is tagged as 'not significant' which accepts the null hypothesis. When grouped according to sex, Database/Direct Marketing is significant which rejects the null hypothesis. When grouped by Highest Educational Attainment, Database/Direct Marketing is not significant which accepts the null hypothesis. When grouped by Medical Profession, Advertising is significant which rejects the null hypothesis. When grouped by Number of Years of Practice, Public relation is not significant which accepts the null hypothesis. When grouped by Number of Years as Client of the Company, Database/Direct Marketing is significant which rejects the null hypothesis. Based on the conclusions, below are the following recommendations offered: 1.) In terms of Advertising the company understudy may make their message more concise, specific and intentional so that it will create awareness about the product and later will translate to recommendation. Also since this are regulated medication the message should include notification and warnings on the possible side effects of the particular-drug, this is to discourage patients or end user to self-medicate and always consult physicians' advice. 2.) In terms of Personal Selling the company understudy may craft a more tailor-fitted training program for their Medical Representative. This is to enable them to have a strong product knowledge that will empower them to explain and discuss thoroughly his/her product to a medical practitioner; this will enable them to understand and be able to recommend and use it properly for their patients care. 3.) In terms of Database/Direct Marketing the company understudy can only use text messaging, email or telemarketer in information dissemination and increasing awareness about the product, but not to expect that this will lead to recommendation or prescription, since medical practitioners still rely on face-to-face detailing and attending conventions and seminars regarding pharmaceutical innovations and updates which creates more trust and confidence in recommending the product. 4.) In terms of Sales Promotion, the company may not focus and rely on providing coupon alone especially if they are looking for sales tools that will increase sales for a longer period of time. 5.) In terms of Public Relation, the company can be more engaged in partnering with LGU and NGO in the society to bring about awareness and promote welfare. This will also increase their involvement, as well as exposure on the ground level that will enable them to really identify the needs of the people that can give them a firsthand look to better formulate strategies and gather ideas for innovation on how and what to provide in terms of healthcare services and products. 6.) In terms of Online Marketing, the company understudy could be more careful in disseminating information on social media since products offered are for health care and with restricted medicines. Misinformation can lead to inappropriate use and abuse of these products that can further lead to serious health hazard. 7.) Future researchers may want to improve this study by expanding the reach and scope of medical facilities and medical doctors to cover to validate further if same scenario is also happening to other areas. 8.) Policy maker may use the findings of this research to find a way to regulate and strengthen existing policy to avoid unethical practice for both medical practitioners and pharmaceutical company that will maintain healthy competitive environment on this industry.

Keywords: pharmaceutical, promotional strategies

Marketing Strategies of Triostar Travel and Tours

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Abstract

Effective marketing strategies help an organization in the analysis of competitive advantages by creating products and services to meet the growing demands of the target market. This study aimed to assess customer satisfaction in the marketing strategies of Triostar Travel and Tours. This study adopted the descriptive method of research and developed a researcher-made questionnaire. After the approval of her statistician, the researcher-made instrument was posted and linked to the social media account of Triostar Travel and Tours. The respondents were travelers who availed themselves of services from Triostar Travel and Tours for the year 2017. Frequency Distribution, Percentage, Weighted Mean and Analysis of Variance (ANOVA) were used in the statistical evaluation of data. Based on the findings, majority of the respondents were females, between 31-40 years of age, married, college-degree holders, earning between P 21,001-P 30,000 and got their travel expenses from their salaries. The respondents were satisfied in all of the marketing strategies of Triostar Travel and Tours in terms of Product (Service), Price, Place and Promotion with a Grand Mean of 4.40. There is no significant difference when respondents were grouped in terms of Age, Sex, Civil Status and Highest Educational attainment; significant difference when respondents were grouped in terms of Average Monthly Income, specifically when it comes to Price and Promotion; and a significant difference is present when respondents were grouped according to Source of Funds in terms of Price. The researcher recommends the following: (a) distribute a Printed Program on the day of the tour and hold an Orientation of the tourists before the tour; (b) create a special package intended for senior citizens; (c) create a deal on discounted packages on hotels and arrange tour packages that have tie-ups with high-end hotels to accommodate clients who can afford luxury accommodations; and (d) include in the tour an itinerary of activities that are appealing to children and create a package specially designed for families.

Keywords: marketing strategies, travel agency, customer satisfaction

Product Management's Diffusion Theory of Juice Drink as Marketing Strategy

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Abstract

Product management is an important organizational role. It is vital to companies, since they build products or tools for customer use. This helps us to discover how to efficiently manage products by learning concepts, processes and tools. As a marketing practitioner, it is our duty to analyze the market and layout a product vision that is differentiated and delivers unique value based on customers. The researcher used leadership and innovation to launch a beverage product called CALGIADE drink. Its objective is the development of innovative product that caters to the need of the customers.

Keywords: product management, innovative product

Emotional Branding in the Integrated Marketing Communication Strategy of a Telecommunication Company

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Abstract

The objective of this study is to determine and assess the emotional branding, which is an integrated marketing communication strategy of a telecommunication company. Furthermore, this study aims to determine how the post-paid clients of the company assess emotional branding as the company's marketing strategy. This study used the descriptive method. The respondents of the study consists of 196 respondents from Ayala Ave., Makati City. In this study, the obtained data and information needed was observed from the research survey, which was the main instrument. The data for this study were obtained through questionnaire. Frequency and Percentage distribution, Weighted Mean, One-Way Analysis of Variance, and Ranking were employed as statistical tools. The customers are the hearts of any industry. Telecommunication, being a service oriented industry, always puts priority in finding ways to make customers happy and satisfied. Sensing this importance, this study was conducted to know the effectiveness of emotional branding as a marketing strategy. Therefore, the satisfied customers will lead to increase in usage of that specific network, and as a whole, they would make it the most popular among other networks. Smart Communications Inc. may choose the blogger that will be the face of their product and services, and may influence new and existing customers to be loyal. The blog should have a personality because if the blog lacks a personality factor, it will fail to attract readers or watchers. They may also add more influencers and bloggers as their endorsers, to be engaged with more users. The marketing team should create materials that are profoundly emotionally compelling. Sharing is the best advertising nowadays because it is both heartfelt and free. They shall improve their services considering that the word of the mouth is the best tool to promote products and services. Smart shall put extra efforts to improve their products and especially their services to attract and retain subscribers. When the customer is satisfied and their preference is attained, they will help to promote the products and services that will serve as good image to the company. Leave the customers with a strong feeling by using emails and calls as part of database/direct marketing. It is not about what the brand you want to leave your audience, but the feelings you want to leave with them. They need to build a strong connection with their consumers, especially the loyal customers, in order to retain them. Smart should use a good pricing strategy to attract new customers and retain the existing ones. They also need to give discounts and freebies to their loyal customers, so that they can reach their sales targets.

Keywords: emotional branding, integrated marketing communication, telecommunication

Marketing Mix Strategy of the Shoe Industry

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Abstract

This study determines the level of effectiveness of the marketing mix strategy on the shoe industry in the City of Marikina. It concentrates on the 4P's of marketing namely, Product, Price, Place and Promotion. This study made use of the descriptive research method with the survey questionnaire as its instrument. The researcher distributed 420 questionnaires to different consumers who bought Marikina made shoes, but only 400 were retrieved in a span of two weeks. The respondents' assessment on the level of effectiveness of the marketing mix strategy of the shoe industry in the city of Marikina revealed that 'Product', 'Price', Place, Sales Promotion, Public Relation and Online Marketing attained "Effective" remarks from the respondents, while Advertising, Personal Selling, and Direct Marketing attained "Somewhat Effective". There is no significant difference on the effectiveness on the marketing mix strategy of the shoe industry in the City of Marikina when the respondents were grouped according to the number of pairs of shoes bought in 5 years since their p-values were greater than the level of significance hence null hypothesis was accepted. However, there was no significant difference when they are grouped according to sex, age, civil status and frequency of visit to the store since their p-values were less than the level of significant 0.05. Therefore, the null hypothesis was rejected.

Keywords: Polytechnic University of the Philippines, MBA, 4 Ps

Marketing Strategies of Uber in Selected Areas of Quezon City

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Abstract

The study aims to assess the effectiveness of Uber Philippines in selected areas of Quezon City. The respondents assessed the factor “Product” using a platform as tool in the ride as ‘Effective’. Marketing strategies in terms of “providing rating system to passenger’s experience” was Somewhat Effective. Price’s payments are well explained to the passengers was rated ‘Effective’ and riders providing cash tips was rated as ‘Somewhat Effective’. Promotion’s monetary incentives after the required number of trips was rated as ‘Effective’ while conduct team building activities for the driver/partner was rated as ‘Not Effective’. Place’s vehicle is available anytime (24 hours 7 days a week) was rated ‘Effective’ and passengers allowed to make multiple drop offs as long as on the way to destinations was rated as ‘Less Effective’. The study concludes that Uber should consider the age and educational background of the applicants when hiring drivers and accepting partners, since Uber is a multinational company operating in different parts of the world. It could also consider offering other types of service which will satisfy other needs of its clients. There should be a feedback and rating system as to the riders/passengers behavior during the trip. The company could also install a system wherein aside from using GPS; a vehicle tracker could be installed in the vehicle. It could provide more incentives for the drivers/partners in terms of extrinsic motivation and consider intensifying its marketing activities.

Keywords: marketing strategies, Uber, Quezon City

Customer Satisfaction on Marketing Strategies of Metered Taxis in the National Capital Region

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Abstract

In our society where traffic is the major cause of delay in going to school, churches, offices or business meetings, people really need a transportation which will provide convenience and accessibility. Effortless is what people need in times of rush hour, when getting taxi or cabs. Metered taxi was introduced to ease the dilemma by German Friedrich Wilhelm Gustav Bruhn on 1981 (Wikipedia). Metered taxi is easy for some people, but not for all. It is a means of transportation that one can see on the road when passengers hail at them. Taxi cabs may only be found in the city. Taxis can be found waiting at airports, sea ports and bus terminals. They can also be called in any spot in town by simply waving your hand. There are drivers that give passengers information about the city, but there are some that are dishonest and corrupt. This study seeks to answer the level of customer satisfaction on the marketing strategies of metered taxis in the National Capital Region. The researcher used descriptive type of research since the objective was to assess the level of customer satisfaction on the marketing strategies of metered taxis in the National Capital Region. According to Cooper and Schindler (2003), descriptive study tries to discover answers to the questions who, what, when, where, and sometimes how. Respondents are within the age range of 18-25, mostly are singles and are College Undergraduate. They ride taxi once a month and prefer riding during afternoon from 12 noon – 5:59 PM. They are patrons of taxi from 1 to 5 years and mostly are students. Dominantly, there were no significant differences in terms of the level of customer satisfaction on the marketing strategies of metered taxis when grouped by profile in terms of civil status, gender, educational attainment in terms of service quality and price, frequency of riding, time preference, number of years as passenger in terms of service quality, physical / product attributes, price, people, and process. However, there are significant differences in the level of customer satisfaction on marketing strategies of metered taxis when grouped by profile in terms of age, educational attainment specifically on physical / product attributes, promotion, place of distribution, people and process. There was also a significant difference on the number of years, specifically on promotion and place of distribution and to their employment status.

Keywords: customer satisfaction, marketing strategies, metered taxi

Direct Marketing and Public Relation on Strategies of Private Sectarian Colleges and Universities in the National Capital Region

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Abstract

The main objective of this study is to assess the effectiveness of direct marketing and public relations on strategies of private sectarian colleges and universities in the NCR as assessed by first and second year students. Stratified random sampling was used to 1500 respondents from four colleges and universities in NCR to come up with the targeted 300 respondents. The study employed a descriptive research design and were collected using the self-made questionnaire as its main instrument. Key findings revealed that most of the respondents were female with family income ranging from less than P10,000; were from public schools, and were currently enrolled in a 4-year program. Moreover, the respondents assessed Advertising, Sales Promotion, Public Relations and Direct Marketing as “effective” direct marketing and public relations on strategies. When grouped according to sex, Advertising and Public Relations had statistically significant assessment, while Sales Promotions and Direct Marketing had none. The findings further reveal that when respondents were grouped according to Average Monthly Family Income, only Public Relations has a statistically different assessment, while Direct Marketing and Advertising had none. However, when grouped according to type of school graduated from, all variables of promotional strategies had no significant difference in assessment. In terms of types of academic program enrolled in, Advertising, Sales Promotions, Public Relations had significantly different assessments, but only Direct Marketing is different. This study concludes that Advertising, Sales promotions, Public relations, and Direct marketing were all effective direct marketing strategies and an effective way of promoting public relations of some private sectarian colleges and universities in the National Capital Region. The study recommends the use of video-interviewing and gamification to improve recruiting practices and the use of Mailchimp or Aweber software to email monthly subscriptions of newsletters.

Keywords: direct marketing, public relations, marketing, Master in Business Administration, Polytechnic University of the Philippines.

PSYCHOLOGY

Emotional Intelligence and Organizational Commitment among Organic and Non-Organic Employees: Basis for Human Resource Career Management Program

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Polytechnic University of the Philippines

Abstract

The researcher seeks to determine the level of emotional intelligence and organizational commitment among 100 respondents composed of organic and non-organic employees. The study adopted a descriptive correlational research design and data were gathered through the use of two standardized tests. To analyze the data, Independent T-test and Mann-Whitney U analysis were employed. Results show that the level of emotional intelligence among the respondents is low, with intrapersonal and interpersonal intelligence indicating low levels, while other factors of emotional intelligence remain at the average. On the other hand, the level of assessment of the respondents' organizational commitment is below average, with affective commitment obtaining low level of assessment, while the remaining two components scored below average. There is no difference on the levels of emotional intelligence when grouped according to status of employment, this shows that there is no difference between organic and non-organic employees. On the other hand, the test of difference on the level of organizational commitment when grouped according to status of employment shows that there is a difference in the affective commitment of the two groups. Based on the results of the study, a human resource career management plan was crafted to improve the factors and components where the respondents' scored low or below average. The study recommends future researchers to review and develop career management plans by companies, and that they should be implemented. Similar studies may be conducted utilizing other organizational outcome predictors or a different sample group.

Keywords: emotional intelligence; organizational commitment; organic employees; non-organic employees; career management plan

Demographic Variables and Quality of Life as Predictors of Psychological Well-being of Elderly Professionals: Basis for Intervention

Ms. Roselle T. Chan
Polytechnic University of the Philippines

Abstract

The study determines the demographic variables and the quality of life, and how these may predict the psychological well-being of elderly professionals. The descriptive method of research was employed, involving a total of purposively sampled three hundred forty-three (343) elderly, 60 years old and above, who are either employed on a full-time or part-time basis, and those who have retired from full-time employment. The variables were measured using standardized instruments, namely, the Older People's Quality of Life (OPQoL) Questionnaire Brief developed by Bowling (2009) and the Ryff's Psychological Wellbeing Scale (1989). Results revealed that in terms of demographics, the elderly in this study are typically 60 to 64 years old, married, hold a bachelor's degree, employed and receive a monthly income of 40,000.00 pesos. The elderly group in this study have a high quality of life in terms of social relationships, independence, home and neighborhood, emotional well-being, financial circumstances, and lifeoverall. However, they only have moderate satisfaction with the quality of life in terms of health and religious/cultural aspects. The older adult professionals have high psychological well-being in terms of autonomy, environmental mastery, positive relations, purpose in life, and self-acceptance. This group of older adults also has a good level of psychological well-being in terms of personal growth. The quality of life in terms of health, home and neighborhood, social relationships, emotional well-being, and overall satisfaction significantly predict the psychological wellbeing of older adult professionals. An intervention was proposed for the enhancement of psychological well-being of the older adults, focusing on four areas: health and physical exercise, social activities, leisure and recreation, skills training and financial and resource management.

Keywords: quality of life, psychological well-being, elderly professionals

Leadership Style and Organizational Culture: Basis for Retention Policy Program

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Polytechnic University of the Philippines

Abstract

The main purpose of this study is to determine the relationship between Leadership Styles and Organizational Culture of the respondents as basis for the Retention Policy Program. The researcher used the descriptive method of research to gather information about the present existing conditions. Percentage and weighted mean were computed to determine the dominant Leadership Styles and perceived Organizational Culture. While Pearson Correlation Coefficient r was used to determine the relationship between Leadership Styles and Organizational Cultures. Concentrating on the gathered findings, it can be deduced that majority of the respondents or 61.25% perceived the style of their Manager as Democratic Leadership. On the other hand, rendering on the data, it can be denoted that majority of the respondents or 55% perceived that the current culture present in their Organization is Involvement. Specifically, the null hypothesis that there is no significant relationship between Authoritative Leadership Style and Organizational Culture was rejected; the null hypothesis that there is no significant relationship between Supportive and Organizational Culture was also rejected; the null hypothesis that there is no significant relationship between Democratic Leadership Style and Organizational Culture was also rejected, and lastly the null hypothesis that there is no significant relationship between Achievement Oriented Leadership Style and Organizational Culture was rejected. Rendering on the findings, a retention policy program is proposed. Based on the findings, majority of the respondents perceived that Democratic Leadership is the most practiced Style of the Managers. This also shows that the majority of the respondents perceives the dominant culture in their Organization is Involvement Culture. There is a significant relationship between Leadership Style and Organizational Culture. Based on findings of the study, Supportive and Achievement Oriented are the least perceived style of Leadership. In lieu with this, the company may conduct a mentoring program with the goal of developing specific competencies and design an individualized career development plan. According also to the findings, Reward System Culture is the least kind of culture perceived by the respondents. In line with this, the researcher recommends to redesign the Company's approach on rewards and recognition. Management will likely need to change the reward system to encourage the behaviors vital to the desired organizational culture. The proposed Retention Policy Program may be implemented and evaluated thereafter.

Keywords: Polytechnic University of the Philippines, Master in Psychology, leadership style, organizational culture, retention policy program, authoritative leadership style, supportive leadership style, democratic leadership style, achievement oriented leadership style, involvement culture, reward system.

Self-Efficacy as Correlates of Purpose in Life of Secondary Public School Teachers: Basis for a Life Skills Program

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Polytechnic University of the Philippines

Abstract

The study aims to determine the relationship between self-efficacy and purpose in life of secondary public school teachers during the school year 2017 – 2018. Utilizing the descriptive-correlative method, the researcher sought the participation of ninety-five (95) teachers, both from the junior and senior high school departments of the respondent school. Two standardized tests were used to gather data: the Generalized Self-Efficacy Scale and the Purpose in Life Test. The findings revealed that the respondents have a moderately high level of self-efficacy and a slightly high level of purpose in life. Statistical correlation analysis showed that the two concepts under study have a strong direct positive relationship, that is, the higher the self-efficacy, the higher the purpose in life and vice versa. The researcher recommends that those participants who scored “low” and “moderately low” on self-efficacy and those who scored “extremely low” to “slightly low” in purpose in life be encouraged to undergo the Life Skills Program herein proposed. Further, it is recommended that future researchers explore this line of study, so as to contribute to the database of knowledge since studies about this subject are extremely rare.

Keywords: self-efficacy, purpose in life, meaning in life, master in psychology, Polytechnic University of the Philippines

PUBLIC ADMINISTRATION

**An Assessment of the Functionality of the GAD Focal Point System in the Cities of Calabarzon
towards Policy Enhancement**

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Polytechnic University of the Philippines

Abstract

This study was conducted to find out if the cities of CALABARZON Region are equipped with functional Gender and Development Focal Point System (GFPS). Specifically it aims to find out: 1).The GAD Organizational Structure or mechanism used to localize MCW; 2). the level of participation of the members of GFPS; 3) the level of relevance of trainings attended; 4) the level of utilization of the 5% GAD budget; and 5). The issues/problems encountered in discharging their functions. A total of 331 members of the GFPS responded to this study. The study's population was determined using purposive sampling technique. Results showed that the Organizational Structure used was in the form of GFPS and GAD Council. Some members of the GFPS were in full participation; some were in partial participation and not participating as member of GFPS. The assessment on the relevance of trainings attended to their functions were in the scale of highly relevant, relevant, and fairly relevant; however, there are also responses in a smaller number in the scale of irrelevant; Problems encountered were low understanding of gender issues, incapability to determine right and appropriate PPAs to address gender issues, and absence of GAD agenda that caused the low utilization of GAD Fund. Thus, the researcher is recommending for an enhanced policy to strengthen the establishment of a functional GAD Focal Point System.

Keywords: function GAD focal point system, GAD agenda, gender issues

**Stakeholders' Assessment on The Philippine National Police Recruitment And Selection Process
Anchored on The 5 Es**

Dr. Cecilia M. Suerte Felipe
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Abstract

The study aims to assess the effectiveness, efficiency, economically, equitability and ethicality of the Philippine National Police Recruitment and Selection Process (PNP RSP) through a Quantitative Descriptive Research. The researcher surveyed three groups of respondents – policymakers, policy implementers and police recruits – to be able to get a clearer picture of the PNP RSP. The findings of the study indicated that there is a need for PNP to adopt measures to comply with each of the 5 Es. On the aspect of effectiveness, the PNP should create a template for fixed schedule and guidelines of the PNP RSP so that there will be lesser human intervention and disorderly and chaotic conduct of RSP. On the efficiency aspect, there should be a mandatory compilation of best practices and innovations made for PNP RSP by National Support Units (NSUs), then share it to police units as their reference, and as a tool for more innovation. On the economy aspect, the PNP should impose mandatory posting of periodic financial report in the conduct of RSP by the NSUs and Police Regional Offices (PROs). On the equitability, there should be a periodic analysis of demographics and deeper background checks on every police applicant. For transparency, there should be posting of the names of police applicants in public places to solicit feedbacks from the community about the applicant's personality and character. On the ethicality factor, regular recital of the police pledge of honor by every police applicant during and after the recruitment process may inculcate good character.

Keywords: effectiveness, efficiency, economically, equitability & ethicality

An Assessment of the Three Es of Public Safety and Traffic Management of Santa Maria and San Jose Del Monte in the Province of Bulacan towards its Enhanced Operation

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Abstract

This study assesses the Three E's (Enforcement, Education, Engineering) of the Public Safety and Traffic Management Units as deputized law enforcers in a local community policing system in Santa Maria and the City of San Jose Del Monte, Bulacan. Specifically, the study seeks answers to questions on the demographic profile of respondents; how the respondents assess the Public Safety and Traffic Management Units of Santa Maria and City of San Jose Del Monte Bulacan in terms of: Enforcement, Education, and Engineering; the problems encountered by the Public Safety and Traffic Management Units of Santa Maria and the City of San Jose Del Monte Bulacan in terms of: Enforcement, Education, and Engineering. Also, the study addresses the problems encountered by Traffic Management Units. The research utilized the descriptive method of research, and a researcher-made survey questionnaire as its main instrument in gathering the needed data. The statistical tool employed in the study were frequency distribution, percentage distribution, weighted mean, and t-test in the analysis and interpretation of results of the study. After careful analysis of the data gathered, the researcher arrived at the following conclusions: On Traffic Enforcement The traffic enforcers always issued citation tickets to violators, but drivers/motorists complained due to their cited violation, they argued and gave alibis. Sidewalk vendors still obstruct the traffic flow even during sidewalk clearing operations. Traffic enforcers are prone to receive cash offerings by the traffic offenders and are also prone to becoming abusive of their power. There are many newly hired traffic enforcers to manage traffic problems. On Traffic Education Drivers/motorists perceptions, some traffic enforcers lack knowledge in traffic rules and regulations. There is a lack of information awareness campaign in every barangay. On Traffic Engineering, there are many infrastructure projects, like the maintenance and repair of roads and canals, and fixing of underground water pipelines that contribute a lot on traffic.

Keywords: 3s, public safety, traffic management

The Philippine Government Electronic Procurement System (PhilGEPS): A Tool for Transparency and Satisfactory Service in the Procurement Process of the Presidential Broadcast Staff - RTVM towards System Enhancement

Ms. Rowela Mae B. Granzo
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Abstract

This study aims to assess the E-Procurement System, the Philippine Government Electronic Procurement System (PhilGEPS), in attaining greater transparency and bidders' satisfaction in the procurement process of the Presidential Broadcast Staff – RTVM towards system enhancement. Specifically, it seeks to answer the following questions: 1) what is the extent of compliance of the user's requirements in the Philippine Electronic Procurement System?; 2) how can the electronic procurement system in the PBS-RTVM be assessed in terms of accessibility, transparency, efficiency, and satisfactory service; 3) what are the problems encountered in the implementation of the PhilGEPS in the PBS-RTVM?; 4) what solutions are offered by the respondents to solve the problems?; 5) what measures can the researcher recommend in attaining a greater level of transparency and satisfactory service in the procurement process of the PBS-RTVM? Generally, the two groups of respondents rate the assessment on the extent of compliance in the requirements for the registration in PhilGEPS "Very Well Observed". The degree of compliance in the registration in PhilGEPS and requirements for participating in bidding was faithfully adhered to by the suppliers. Further, The BAC members also rated "Very Well Observed" in its compliance in posting in PhilGEPS. Overall assessment on the procurement system of PBS-RTVM using PhilGEPS in terms of transparency and efficiency is "Strongly Agree", therefore precluding waste of resources and corruption in public funds. Accessibility is being assessed as "Agree", since the system still has technical glitches that needed to be addressed. The assessment on satisfactory service has different results. The suppliers rated satisfactory service as "Strongly Agree", which implies that the suppliers/bidders believe that the system is more convenient than the manual system. However, the BAC officials assessed satisfactory service only as "Agree", since the system still has its technical glitches. Bidders, interested parties, and BAC members should continue to attend procurement training programs to professionalize and improve their skills and competencies for capacity building. The Department of Budget and Management (DBM) should upgrade the current Philippine Government Electronic Procurement System (PhilGEPS) to increase its reliability, accessibility, and performance. Manual system of procurement should also be enhanced while electronic system is still in its upgrading stage. There should be an extensive promotion of the PhilGEPS using social media platform. Moreover, this could also be used to respond to the thousands of inquiries that cannot be handled by the customer service hotlines. Procurement monitoring and the internal control system should be developed and strengthened.

Keywords: PhilGEPS, transparency and satisfaction, procurement process

Effects of the Implementation of School-Bases Management and Local Goverment Unit Support on the Level of Performance of the Eight Public Schools in Lucban, Quezon towards Optimal Attainment of Basic Education Goals

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Abstract

For most people around the world, quality education seems to be the one of the hardest things to attain. Hence, this posts the greatest challenge to the government and international agencies in the education sector that has been committed to address these issues. Democratization in the education remains to be elusive, since there are still a lot of children coming from indigenous groups and marginalized families who has limited access to education. The Philippine government adapted the School-Based Management to address the issues prevailing in the education sector. It aims at empowering school levels through delegating the powers and authorities to school administrators and encourages collaborative participation from different stakeholders like the parents and other organizations, to fully achieve the democratization in education. In 1991, the government instituted the school-based management nationwide with the promulgation of R.A 9155 as its legal cover. On one hand, the government mobilized the support of the local government units in order to respond to the wide ranging needs in the education sector. Under Republic Act 5447, the law created a Special Education Fund (SEF) and Local School Boards. The law authorizes local government units to collect additional one percent on real property tax which shall be accrued to Special Education Fund. Local School Boards are tasked to decide which aspects of spending in education should be given more priority. The currently concluded study reveals that there is a strong linear relationship between the level of implementation of school-based management and education performance of basic public schools. Hence, the higher the level of implementation of the school-based management the better results in education performance of schools. Meanwhile, in terms of the extent of LGU support to basic public education, it shows that each index of basic education performance is statistically correlated with the total SEF expenditures. This means that hundred percent of the variation in all those stated indicators is explained by the extent of LGU support through SEF expenditures. Empirically, it is confirmed that the higher performance of schools on quality, access and efficiency is likely to occur when substantial local support through SEF are utilized for basic education. In view of the above stated findings, it is recommended to the Municipal Council that they need to pass and promulgate local ordinances that will institutionalize reform in SEF allocation and expenditures aimed at improving the accountability and transparency mechanisms of the local levels pertaining to SEF allocation.

Keyword: special education fund, school-based management, local government unit

Towards Income Generating Local Government Units: An Assessment of the 6-years Journey of Four Selected Municipalities in the Province of Rizal for FYs 2011-2016

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Abstract

This study was conducted to assess the journey of the municipalities of Cainta, Taytay, Angono and Binangonan, all in the province of Rizal, towards income generating LGUs. The main objective of the study is to assess the exerted effort of the four (4) selected municipalities in the implementation of financing schemes to increase collection of locally-generated income to support the devolved functions and development projects, and the extent of implementation of the financial strategies. The study likewise intends to recognize the developmental programs and projects implemented towards local development, the problems encountered in the course of implementation of the chosen financing schemes and local development projects; and how they solved or intend to solve the problems. Finally, the study intends to identify which of the selected municipalities partner with other LGUs in the implementation of its programs and projects.

Keywords: income generating government unit, development projects

Rehabilitation Programs For Children In Conflict With the Law (CICL): An Assessment Towards Program Enhancement

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Abstract

In 2006, the Juvenile Justice and Welfare Act (RA 9344) was signed and subsequently amended by RA 10630 in 2013. The latter aims to further strengthen the juvenile justice and welfare of the youth in the country and established a comprehensive restorative juvenile justice and welfare system. With the signing of the RA10630, local government units are mandated to establish Bahay Pag-asa Centers that will cater to CICL rather than the alternative which is to place them in jails, separate from older inmates. The said law also not only provided for the strengthening of the center-based rehabilitation programs, but also the strengthening of the community-based diversion programs, wherein the CICL is integrated in the society with a community diversion plan that was devised in consultation of the social workers with the BCPC, CICL, parents of the CICL and the aggrieved party / CICL. The research targets a center that already existed prior to the passage of the law and one that was established in accordance with the RA10630. Both centers are operating under the local social welfare and development offices. Their programs are aligned in the standards set by the DSWD. Hence, the research paper was primarily done to determine the effectiveness of the services in the rehabilitation centers for the CICL. In obtaining answers for the foregoing questions in the study, several tools were used, including the structured interview with all the CICL respondents admitted from CY2015 to 2016 using a survey questionnaire, non-structured interview with key implementers and documentary review. In answering the questionnaire, the CICL respondents agreed that all six (6) programs that were evaluated were effective in meeting their needs while in the center. The level of success in the implementation of the programs is evident in how the residents perceived the programs in terms of helpfulness in their rehabilitation. For the Malolos Tanglaw Center, seventy five percent (75%) of the residents agreed that the programs in the center are "Helpful", while eighty three percent (83%) in the Valenzuela Bahay Pag-Asa considered the programs "Helpful" towards their rehabilitation. It can also be noted that the residents have positive acceptance of the programs implemented in the center. However, there are still problems in program implementation as indicated by the implementers such as the congestion within the center, inadequate budget allocation and insufficient number of staff as against the standard ratio of fifteen (15) CICL to one (1) social worker, and twenty (20) CICL to one (1) houseparent, who needs to be on an eight-hour shifting schedule. The programs for the CICL in the two centers in this study are standard in their components the form of (a) homelife, (b) health care, (c) education, (d) values formation, (e) recreation and sports and (f) skills development. The manner of implementation is dependent of the support of the LGUs in terms of budget, staffing and other resources such as the availability of volunteers for the spiritual and educational services.

Keywords: rehabilitation program, children with conflict with the law, CWCL

RISK MANAGEMENT

Risk Management of Microfinance Institutions

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Abstract

The primary objective of this study is to determine the effectiveness of risk management of microfinance institutions. The researcher used descriptive method wherein a survey questionnaire was employed. Frequency and percent distribution, weighted mean, analysis of variance (ANOVA), and f-ratio were used in the statistical evaluation. The study reveals that majority of the respondents were rank and file employees, had 1 year and below of work experience. Most of them had attended 1-5 number of trainings and had 1 year and below year in service. The assessments on the effectiveness of risk management of microfinance institutions in terms of risk governance and culture, risk strategy and objective-setting, risk in execution, risk information and communication and reporting, and monitoring were effective. There is no significant difference when the respondents are grouped according to profile, and everybody accepts the hypothesis. The researcher recommends that fringe benefits, like extra allowance or bonus may be given to the employees. Set up a dedicated team of credit appraiser who are centralized in the Head Office to ensure that the standards in approving loans are being observed. Share and agree with similar institutions that pertinent borrower information will be solely used for credit-assessment purposes, and continuously have a membership to credit information-collecting bodies. Microfinance institutions should impose strict compliance to loan documentations; communicate early and often on problem loan issues; use covenant breaches and waivers to take corrective actions; and respond to material breaches quickly and proactively. Future researchers may consider other areas of credit risk in microfinance institutions.

Keywords: risk management, microfinance institution

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