

**ISSN: 2591-7064**

**Vol. 2, No. 8, Oct. 2018**



**Ascendens Asia Journal  
of Multidisciplinary  
Research Abstracts**

*Funded by*  
**Joint Multidisciplinary Research Conferences  
Joint Multidisciplinary Research Conferences Plus  
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*Available at*  
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*Published by*  
**Ascendens Asia Pte. Ltd.**

October 2018

## 3rd GGEM-SIMP-AAG Multidisciplinary Research Conference Abstracts



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



ISSN: 2591-7064

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### Recommended Citation

(October 2018) "3rd GGEM-SIMP-AAG Multidisciplinary Research Conference Abstracts," Ascendens Asia Journal of Multidisciplinary Research Abstracts, Vol.2, No.8. Available at: "<http://aaresearchindex.com/ojs/index.php/AAJMRA>".

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<b>Papers Presented</b>	<b>Page No.</b>
Ad Hoc Board of Reviewers	6
Editorial Board	7
<b>Economics</b>	
Financial Management Practices of Shoe Manufacturers in Marikina City <i>Lyra Victoria M. Villareal</i>	12
<b>Education</b>	
Difficulty Level and Discriminating Power of the Evaluation Examination Questions of The Bachelor of Science in Accountancy <i>Gloria A. Rante</i>	14
<b>Environmental Analysis and Evaluation</b>	
Level of Effectiveness of Barangay Disaster Risk Reduction and Management Committee (BDRRMC) in the Selected Municipalities in the 3rd Congressional District of Quezon: Basis for a Proposed Program Enhancement <i>Mary Shirlyn A. Glindo</i>	16
<b>Frontier of Informatics</b>	
Mobile Wallet Platform Users in the City of Manila <i>Mary Dianne B. Alava, Jitty V. Daileg, Kay Ann M. Ramos, Margot Vera R. Raquid, Shaira May F. Santos</i>	18
<b>Law</b>	
Revisiting the New Fire Code of the Philippines of 2008 (9514)in Mandaluyong City: Basis for Enhance Implementation <i>Aurelius T. Mercado</i>	20
The Effects of TRAIN Law to Selected Variety Stores in Mandaluyong City <i>Lilian DLM Litonjua</i>	21
Impact Analysis of the Department of Trade And Industry (DTI) Comprehensive Agrarian Reform Program Beneficiaries in The Province Of Marinduque: Basis For A Proposed Program Enhancement	22
<b>Management</b>	
Factors Affecting Organizational Design in the IT and Business Process Management Industry – An Analysis <i>Roy Angelo P. Pobre</i>	24
The Dynamics of Organizational Development in the Digital Age <i>Roy Angelo P. Pobre</i>	25



Impact of Change Management on Employee Behaviour in a Contact Centre Company <i>Junerey P. Baladhay</i>	26
Personal Entrepreneurial Characteristics of Stand Alone Senior High School in the Province of Cavite <i>Maricris G. Petelo</i>	27
Marketing Strategies of Tutorial Services in the Province of Cavite <i>Emelen A. Verano</i>	28
Work-life Balance in Universal Banks in Eastwood, Quezon City <i>Cristina Allorde Dipay</i>	29
Inventory Management Practices of Max's Restaurants in Selected Cities in National Capital Region <i>Marinette B. Antolin, Christine May T. Banayos, Daisy S. Calaguas, Gen Aicetil C. Callejo, Arjay G. Reyes, Abigail C. Tumabao</i>	30
Coaching Practices for Employee Development in Selected Business Process Outsourcing of Multinational Companies in Finance and Accounting Services in Metro Manila, Philippines <i>Harley C. Arsevu</i>	31
Sustainability of Employment in Agribusiness for Global Economic Development <i>Michael Angelo C. Alejandro</i>	32
The Cash Control Practices of the Municipalities in the 6th District of Pangasinan <i>Noel A. Bergonia</i>	33
Promotion Practices of a General Sales Agency of an Offline International Airline in the Philippines <i>Ma. Luzvillen E. Palmiery</i>	34
Satisfaction of PUP Graduate School Student Customer on Food E-commerce <i>Rachelle Dayne B. Cleope</i>	35
Credit Management Practices in Lending Institution in Manila <i>Timothy Joseph Custodio, Jessica B. Chicago, John Paul Estella, Michael Anthony I. Hernani, Mary Joy C. Patungan</i>	36
Pricing Strategies Of Hair Salons In Sixth District Of Manila <i>Mary Anne S. Amoguis, Maricris A. Adante, Mary Grace M. Malinao, Dan Christian T. Navelgas, John Rommel D. Sena</i>	37
The Working Capital Management Practices of Construction Companies in the City of Manila <i>Julieta G. Fonte</i>	38

Cash Management Practices of Selected Hair Salons in Manila <i>Marietta M. Doquenia</i>	39
Credit And Collection Management Practices Of Selected Cooperatives In Manila <i>Melinda Balbarino, Monica B. Apolinari, Regine G. Dado, Nicole S. Daling, Lilian D. Flores, Jeneva M. Guiyab, Denise Angelika R. Santos</i>	40
The Impact of Services Provided by Kazama Grameen Microfinance Incorporated on the Borrowers' Socioeconomic Status <i>Bernadette M. Panibio</i>	41
<b>Sociology</b>	
Community Involvement of the College of Accountancy and Finance of the Polytechnic University of the Philippines <i>Editha A. Peralta</i>	43
Call for Papers	44

# **ECONOMICS**

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## **Financial Management Practices of Shoe Manufacturers in Marikina City**

Lyra Victoria M. Villareal  
Polytechnic University of the Philippines

### **Abstract**

Marikina City is recognized as the “Shoe Capital of the Philippines” which composed of about 450,000 citizens. Marikina is the main gateway to Rizal and Quezon provinces. According to the Marikina City website, in 1960, it has been the producer of 80% of the shoes manufactured in the country. The challenge of the Marikina shoe manufacturers nowadays is the declining revenue due to the effect of globalization and patronization of certain European brands (Angeles, 2018). Thus, it is interesting to understand how these shoe manufacturers were able to sustain their operations despite the challenges in competition. This study assessed the financial management practices of the shoe manufacturers in Marikina City. Based on the responses of the current shoe manufacturers registered in the City Government of Marikina, this study assessed the segments of financial management that is deemed significantly affecting the sustainability of these businesses. These factors focused on inventory management, investment, financing and profitability. Based on the responses, this study was able to conclude that the current demographic of the shoe manufacturing: majority was sole proprietorship, aged 46 to 60 years old, operating for more than 16 years, male and married. Fortunately, the majority was the owners themselves and had bachelor’s degree. This study concluded that the shoe manufacturing should focus on instilling controls, increasing awareness on alternative financing and investments.

Keywords: financial management, shoe manufacturing, inventory management, investment, financing, profitability

# **EDUCATION**

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**Difficulty Level and Discriminating Power of the Evaluation Examination Questions of the Bachelor of Science in Accountancy**

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Polytechnic University of the Philippines

**Abstract**

The objective of this study is to determine the difficulty level and the discriminating power of the evaluation examination questions of the Bachelor of Science in Accountancy (BSA). The researcher used the descriptive method of research, but did not conduct survey or interview because the actual test materials administered to the graduating BSA students during the 2<sup>nd</sup> semester 2014-2015 and the scanned results were used as raw data. The researcher used U-L Index Method by Stocklein as sampling technique. Under this method, the scanned results were arranged from highest to lowest according to the scores of the examinees, and then segregated the upper 27% and lower 27%. The researcher looked for the indexes of difficulty and discrimination for every test item in the exams and ultimately each item was categorized as retained, revised or rejected. If an item is very difficult or very easy, the item is categorized as rejected. If the item is difficult and moderately difficult with discrimination level as questionable and not discriminating, the item is revised. The item is retained if it is difficult and moderately difficult, with a discrimination level of moderately discriminating and very discriminating. Results showed that the test materials do not conform to the Table of Specification (TOS) suggested by the Board of Accountancy for all board subjects requiring 30% easy, 50% moderate and 20% difficult. The researcher recommends strict compliance to the TOS in the preparation of examination.

Keywords: BSA program, CPA licensure examination, evaluation examinations, table of specification, accounting education standards

# **ENVIRONMENTAL ANALYSIS & EVALUATION**

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**Level of Effectiveness of Barangay Disaster Risk Reduction and Management Committee (BDRRMC) in the Selected Municipalities in the 3<sup>rd</sup> Congressional District of Quezon: Basis for a Proposed Program Enhancement**

Mary Shirlyn A. Glindo  
Polytechnic University of the Philippines – Open University

**Abstract**

This study determined the level of effectiveness of Barangay Disaster Risk Reduction and Management Committee (BDRRMC) in the Third Congressional District of Quezon in terms of Setting Directions; Development; Implementation and Coordination; and the problems encountered in the performance of the BDRRMC duties/functions and responsibilities wherein its output is a proposed program enhancement for BDRRMC. It utilized the descriptive method of research using the checklist questionnaire. Purposive sampling technique was used with the total of 405 BDRRMC respondents and 713 stakeholder respondents from the municipalities considering the population exposure to rain-induced landslide cities and municipalities, build-up areas exposure to flood hazards, and build-up areas exposure to rain induced landslide cities and municipalities and with the established BDRRMC which includes Mulanay and San Narciso. Mean, Frequency and Percentage were used to measure the demographic profile of the BDRRMC respondents and the problems encountered by the BDRRMCs. The Weighted Mean was used to measure the effectiveness of BDRRMC. Most of the BDRRMC members have an age ranging from 33 to 60 years old and most of them are males. In terms of civil status and educational attainment, most of them are married and are high school graduates and college levels. BDRRMC members also have a length of service ranging from 2-5 years. The result of the study evidently confirmed that the BDRRMC are effective in performing their duties/functions and responsibilities in terms of setting direction, development, implementation and coordination, but based on the response of the stakeholders the BDRRMCs appeared to be mostly moderately effective specifically in terms of implementation and coordination. Furthermore, the BDRRMC still encountered different problems and challenges, which include insufficient trainings and capability building, road access, communication, awareness, politics, and unavailability of Disaster Risk Reduction and Management supplies and equipment. Based on the findings of this study, the researcher proposed a program enhancement for the Barangay Risk Reduction and Management Committee which was deemed very effective.

Keywords: BDRRMC, risk reduction



# **FRONTIER OF INFORMATICS**

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## **Mobile Wallet Platform Users in the City of Manila**

Mary Dianne B. Alava

Jitty V. Daileg

Kay Ann M. Ramos

Margot Vera R. Raquid

Shaira May F. Santos

Polytechnic University of the Philippines

### **Abstract**

This study intended to measure the degree of user's satisfaction on mobile wallet platforms as a way of doing transaction using the different factors, such as self-efficacy, convenience, safety and security, and mobility. The objective of this study is to know if there is a significant difference on the assessment of users' satisfaction on mobile wallet platforms when they are grouped according to their profile. The descriptive research method was adopted in gathering the needed information to effectively formulate constructive questionnaires relating to the variables of the study. The quantitative approach was also used for this study to emphasize measurement objectives and the statistical, mathematical, or numerical analysis of users' satisfaction on mobile wallet platforms collected through questionnaires. According to the results, majority of the respondents are 15-20 years old and most of them are female. Majority of the users are students and their source of income is coming from their allowances. With regards to the frequency of use, it is determined that users use mobile wallet platforms monthly, the type of mobile wallet platform that was mostly used is G-Cash, and the primary usage of mobile wallet platforms is to buy prepaid load and data packages. Based on the data evaluated, results have shown that there is a significant difference on the assessment of users' satisfaction on mobile wallet platforms in terms of age, source of income, occupation and frequency of use when they grouped according to their profile.

**Keywords:** *Mobile Wallet Platforms, Self-Efficacy, Convenience, Safety and Security, Mobility*

# **LAW**

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**Revisiting the New Fire Code of the Philippines of 2008 (9514) in Mandaluyong City: Basis for Enhance Implementation**

Aurelius T. Mercado  
Polytechnic University of the Philippines

**Abstract**

The Fire Code of the Philippines of 2008 was enacted establishing a comprehensive fire code of the Philippines repealing PD 1185 and for other purposes. Despite the new law, there are still difficulties on the part of fire safety inspectors in Mandaluyong City Fire Station in implementing the code which the study revisited. The study focused on assessing the implementation of the new fire code of the Philippines with regards fire safety enforcement. Forty-five fire safety inspectors and ninety-six building administrators were purposively selected in Mandaluyong City and were surveyed in CY 2018. This study utilized the descriptive method of research. Respondents perceived that the implementation of RA 9514 in Mandaluyong City was complied with and resources provided were merely adequate in support to fire safety enforcement. The problems encountered by the fire safety inspectors were the following: intervention from prominent figures; there were no administrative/legal support; and trainings and seminars were limited. Building administrators' problems included the following: there were not enough fire safety inspectors; inadequate equipment and intervention from prominent figures. Recommendations to enhance the implementation were the following: develop and designate qualified fire safety inspectors; representation by Mandaluyong Fire Station management to BFP higher office; other sources of additional budget; acquisition of equipment and supplies. Further recommendations include: a revisit of the IRR of RA 9514; creation of a legal team; specialized training of fire safety inspectors regardless of rank; observe accountability and strict monitoring of the implementation of the Fire Code.

Keywords: Fire Code of the Philippines, Mandaluyong City

## **The Effects of TRAIN Law to Selected Variety Stores in Mandaluyong City**

Lilian DLM Litonjua  
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### **Abstract**

As the TRAIN Law took effect this year, it made such a huge impact on the business world. The purpose of this research is to know the effects of the change in fiscal policy to MSMEs, specifically to the variety stores. This study used the descriptive method, specifically the normative method to ascertain the common negative effects of TRAIN Law to variety stores in Mandaluyong City. Likert-type scaling technique was used in assessing whether the respondents agree or disagree to the presented practices. Based on the result of the study, the respondents are mostly composed of stores that operates for more than three (3) years with daily sales of five thousand (5,000) and below, having an initial capital of forty thousand and above. The variety of storeowners confirmed that they increased the price of the products they sell, lowered the number of their inventory, agreed to not add a slight mark-up on the sale price, but overall agreed that it is still a good idea to invest in small business like variety stores. A change in fiscal policy may cause a drastic rise in the inflation in the market, negatively influencing customer's behavior and leading to a passive possible loss. This study gave answer as to the effects of TRAIN Law to selected variety stores in Mandaluyong City. The researcher determined that the variety store owners should review the customer's needs and the strategy in determining the needed inventory level. Also, determine which expenses that can be cut to improve the profitability of the business and to consider refinancing on the products that will surely generate profit.

Keywords: TRAIN Law, inflation, variety stores, customer's behavior, management, price, invest

**Impact Analysis of the Department of Trade and Industry (DTI) Comprehensive Agrarian Reform Program Beneficiaries in the Province of Marinduque: Basis for a Proposed Program Enhancement**

Mark Dennis B. Cortez  
Polytechnic University of the Philippines - Open University

**Abstract**

This study aimed to know the impact of Department of Trade and Industry- Comprehensive Agrarian Reform Program (DTI-CARP) to its beneficiaries within the Agrarian Reform Communities (ARCs) declared by Department of Agrarian Reform (DAR) in the Province of Marinduque. The respondents of this study were the ARBs across the Agrarian Reform Beneficiaries Organization (ARBOs) who were strategically identified using cluster sampling. The respondents include the Chairman, Operations Manager, and representatives from Officers, Administrative, Finance, and Production Staff. The study used the Descriptive-Survey of Research and the Mean for the statistical treatment in order to analyze the data. Findings revealed that interventions given by DTI-CARP thru trainings and seminars were effective and resulted to somehow improve their living condition as part of the organization. In addition, it was also revealed that Market Development and most of the Product Development Activities given by DTI-CARP were effective in terms of income generation and creating more competitive brand to their product. In terms of asking the impact being provided to them in helping beneficiaries in improving their living conditions and compliance of product market requirements, the respondents agreed that assistance being made resulted for more income. On the other hand, the respondents partly disagreed that the program has helped them to obtain FDA-LTO or DENR CNC/ECC as one of the mandated compliance set by the Philippine laws and regulations. Furthermore, the respondents were tasked to rank the problems and shortcomings of DTI-CARP that may affect its effective implementation. Majority of respondents ranked first the concern for lack of organization funds (operation capital). With this, the researcher recommended that the National Program Office (NPO) of DTI-CARP may seek for additional funding to provide the needs of assisted ARBOs that will eventually lead to improve the living condition of its members. This may result to better and more quality assistance being provided to the ARBOs and its members/beneficiaries.

Keywords: DTI-CARP, FDA- license to operate (FDA-LTO), government financing institution, agrarian reform beneficiaries' organization (ARBO). Agrarian reform beneficiaries (arbs), national program office (NPO)

# MANAGEMENT

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**Factors Affecting Organizational Design in the IT and Business Process Management Industry  
– An Analysis**

Roy Angelo P. Pobre  
Polytechnic University of the Philippines

**Abstract**

The organizational development is continuously emerging to cope with the rapid changes in the environment, technology and competition. Managers struggle to engage employees due to threats of downsizing or outsourcing. In the field of Information Technology and Business Process Management (ITBPM), organizational development is one of the key points in their business operations. These business operations include game development, contact center or customer sales services, animation, health care information management, and software development. The challenge now is how to properly manage and design the organization of the ITBPM companies? What are the things to consider when it comes to strategy, structure, process, and reward and people management? Will the decision fit the needs of the current industry? There are many factors affecting the organizational design. The first is strategy, which dictates direction. The second is structure, which determines the location of decision-making power. The third is process, which has to do with the flow of information; they are the means of responding to information technologies. The fourth is rewards and reward systems, which influence the motivation of people to perform and address organizational goals. The fifth is made up of human resource policies, which influence and frequently define the employees' mind-sets and skills.

Keywords: analysis, factors, organization, design



## **The Dynamics of Organizational Development in the Digital Age**

Roy Angelo P. Pobre  
Polytechnic University of the Philippines

### **Abstract**

An organization is a group of people with a purpose. It can be a profit-oriented or a non-profit organization. The organization will start by defining its goal, mission, vision, values, and objectives. In the digital age, many organizations are being formed; whether it is brought by a common goal or by change. Organizations are now performing their functions in efficient ways with the use of modern technology. The organization will begin to grow once all major components are met – goals, structure, roles and responsibilities, resources. As the organization reached its maturity phase, the next concern is how to maintain its operations. The challenge is how long the organization will become stagnant. Will it survive for decades or is it going to decline in just few years? The organizations today continue to strive to improve their strategy, structure and processes. While data science is helping organizations, leaders should be careful in handling sensitive organization information. As the technology improves, the risks for the organizations also improve. The organizations should also consider re-structuring based on the improved functions and cost-efficient manner. With the modern tools and automation brought by the digital age, many of the roles and responsibilities are lessened. Continuous improvement should not only be for the assets, structure, processes of the organization, but also in the members as well.

Keywords: dynamics, organization, development, digital

## **Impact of Change Management on Employee Behavior in a Contact Center Company**

Junerey P. Baladhay  
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### **Abstract**

This qualitative research on the impact on change management on employee behavior focused on the effect of an enterprise implementation on employees' annual appraisal assessment that determines employee performance which affects yearly salary increase in a large contact center company that has a strong presence in Metro Manila and in other provinces across the Philippines. Review of literature and studies suggests a lack of a specific model or process for appraisal implementation and its impact on employees' performance in a contact center company. Utilizing Kotter's Change Management models as guidance, the research questions examined the attitudes and behaviors of employees involved with the contact support operations. The researcher used purposeful sampling and face-to-face interviews with 20 employees as data gathering method. Data were analyzed through pattern-matching technique. The findings were that employees initially felt positive about being a part of the business operations. During the course of employment, employees actually experienced inadequate training and setting of expectations, which they advised to management, was very important to ensure they are meeting their target KPIs; no definitive development and coaching and a lack of communication for individual concerns; supervisor's increased job duties and responsibilities without additional compensation; and feeling unvalued in employee meetings. The implications for enterprise change include the potential for positive employee behavior in BPO companies when management is considering a change model or process involving employees in an appraisal implementation during the organizational change.

Keywords: change management, BPO, employee behavior

## **Personal Entrepreneurial Characteristics of Stand Alone Senior High School in the Province of Cavite**

Maricris G. Petelo  
Polytechnic University of the Philippines

### **Abstract**

The study pursued to determine the personal entrepreneurial characteristics of a stand-alone senior high school in the Province of Cavite. This could be the way how entrepreneurs would instruct the youngsters in entrepreneurial activities and how to guide them to become business-oriented, and be competitive in the future. Specifically, it aimed to find out the demographic characteristics of accountancy, business and management Grade 12 students in terms of age, sex, and monthly income; determine the personal entrepreneurial characteristics; assess the rating of the respondents rating in the following cluster of achievement, planning and power. It also sought to determine the significant difference among Personal Entrepreneurial Characteristics in terms of age, sex, and monthly income. This study made use of the descriptive design as it aimed to describe, assess and provide the insights nearly the personal characteristics of ABM students when it comes to character possess of an entrepreneur. It will give vital information to prefer readiness of ABM students in the Entrepreneurial subject as used to become a successful entrepreneur. This study was limited to 320 ABM students from stand-alone public senior high school in the Province of Cavite. Since it is limited, the complete populations of ABM students were chosen as respondents. The study made use of a checklist type of questionnaire patterned after EMPRETEC Personal Entrepreneurial Characteristics (PEC). The study used statistical tools to measure, interpret, and analyze the data. Frequency Distributions to determine the profile; Weighted Mean to rank the personal entrepreneurial characteristics of ABM students; to assess the significance difference between sex and PEC, T-Test was used; and to determine significant difference of age and family income to PEC clusters ANOVA was used. It revealed that majority of the respondents ranged the age between 16-17 years old 230 or 71.9 percent, 240 students denote to female group (75%) and only 80 are male (25%). Since the respondents are from public school so majority of monthly income fall to ₱5,001-₱10,000 a month (19.1%). The consolidated frequency distribution of the means of Personal Entrepreneurial Characteristics (PEC) of the respondents almost all of the variables included were proficient means the respondents are all matured and have the skills to be entrepreneur. And finally assess the significant difference of age, sex and family income being correlated to PEC variables as to achievement, planning and power. The result obtained that the difference between personal entrepreneurial characteristics in terms of achievement and sex is not significant at 0.05 percent level. The null hypothesis of no significant difference in the personal entrepreneurial characteristics in terms of achievement according to sex is accepted. This means that there is no difference in PEC and in terms of achievement according to sex. The result was the same as to power being correlated to age except for planning. Other variables including age and income were accepted and associated to Personal Entrepreneurial Characteristics. The stated recommendations include strengthening the skills of the ABM students as to venture in actual business operations, since Entrepreneurship is a core subject taken by the students. ABM students must have hands-on activity to develop further to get involved in business.

Keywords: entrepreneurial characteristics, SHS

## **Marketing Strategies of Tutorial Services in the Province of Cavite**

Emelen A. Verano  
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### **Abstract**

The research sought to assess the effectiveness of marketing strategies of tutorial services in the Province of Cavite which were used to meet the challenges, find opportunities, and be a globally competitive through finding out what areas needed improvements so the necessary adjustments can be made in the near future. Specifically, it sought to find out the demographic profile of the parent and student-respondents in terms of civil status, sex, monthly average family income, number of children/number of siblings, number of children attending the same tutorial service within the school year, number of siblings attending the same tutorial service within the school year, type of school the student enrolled in, and proximity to the tutorial service. In addition, it sought to find out the parent and student – respondents on how they assess the effectiveness of marketing strategies of tutorial services in terms of (1) product; (2) price; (3) place; and (4) promotion aspects. Finally, this study also sought to discover whether there is a significant difference in the respondents’ assessment of the effectiveness of the marketing strategies of the tutorial services when grouped by profile. The research made use of the descriptive research method and it was distributed to 353 respondents using a simple-random sampling technique. Standardized and researcher-made instruments and appropriate statistical tools such as Percentage, Frequency Distributions for establishing profile of the respondents, Weighted Mean in defining the average responses of different options provided in the various parts of the survey questionnaire and Analysis of Variance in testing the significant difference among variables. It revealed that among the parent and student-respondents, 241 or 68.27 percent were parents and 112 or 31.73 percent were students, 190 or 53.82 percent were female and 163 or 46.18 percent were male, 164 or 68 percent were married, 124 or 51.45 percent were from 10,000 – 20,000 monthly average family income bracket, 85 or 35.82 percent had one child and 55 or 49.10 percent had one sibling, 202 or 83.82 percent were the children attending the same tutorial service within the school year, 65 or 58.04 percent had 2 siblings, 280 or 79.32 percent were students enrolled in private school, and 256 or 72.52 percent were lived near in the tutorial service. The respondents assessed all the aspects of marketing strategies “Less Effective”. The parent-respondents’ perceptions reflected a disagreement in terms of product and price when they were grouped by civil status. The parents and student-respondents’ perceptions also reflected a disagreement in terms of product, price, and place when grouped by sex. The student-respondents’ perceptions were different in terms of product, price, place, and promotion when grouped by type of school and by proximity to school. However, the parents’ perception agreed in terms of products, price, place, and promotion when grouped by monthly average family income, type of school, proximity to tutorial service, number of children, and number of children enrolled in the same tutorial services. The researcher suggested recommendations which emphasized the need to further strengthen the committed teachers in teaching the subjects, review the tuition fees, give emphasize to proximity and accessibility of the tutorial service, and focus on the promotion with the use of radio, payment scheme, sports involvement, and landline calls obtained the highest mean of marketing activities.

Keywords: province of Cavite, marketing, strategies, tutorial services

**Work-life Balance in Universal Banks in Eastwood, Quezon City**

Cristina Allorde Dipay  
Polytechnic University of the Philippines

**Abstract**

Work-Life balance is a concept that has been practiced long before the phrase existed, but has only recently gained popularity. This study was conducted to assess the perceptions on work-life balance by the female banking employees in Eastwood, Quezon City based on work-life balance policies offered and implemented by their organizations, support provided by the organization as a whole, by the supervisors and by the colleagues, the workload assigned to these employees, their work expectations, and their work satisfaction. The study also aimed to determine if there is a significant difference in the employees' perceptions when grouped by profile. The quantitative research method was selected and survey questionnaire was used as the research instrument to collect data. The researcher was able to retrieve 105 completed survey questionnaires out of 120 distributed. There were 120 female banking employees in Eastwood, Quezon City. The details collected were analyzed using Statistical Packages for Social Science (SPSS) software. The Analysis of Variance (ANOVA) was used to determine whether there is a significant difference in the employees' perception on work-life balance. The results revealed that when respondents were grouped according to age and nature of work, there was no significant difference in their levels of agreement on all variables. When grouped according to average number of hours at work per week, average number of overtime hours per week and tenure, there was a significant difference in their levels of agreement on workload.

Keywords: work-life balance, work satisfaction, workplace support, working women, banks

**Inventory Management Practices of Max's Restaurants in Selected Cities in National Capital Region**

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**Abstract**

Max's Restaurant is an eminent name in the food industry; the inventory personnel's decisions are made crucial since inventory is one of the essential assets of the business. While this study sought to show the effectiveness of its controls, the researchers also aimed to analyze the importance of each practice that helped formulate accurate recommendations. The researchers have selected employees involved only in inventory to contribute in gathering relevant information by means of the descriptive approach via survey. Through the personnel's assessments, efficiency of the practices was analyzed. All the procedures maintained are assessed as very effective with Tracking and Regulating of Inventory Usage aspect as the highest rank. When respondents were grouped according to civil status, highest educational attainment, years of experience, and job position level, there is no significant difference in the assessment of effectiveness of the inventory management practices, same as when grouped according to age, sex, and number of trainings attended except that there is a difference when grouped by age and sex in the fourth aspect, and also when grouped according to the number of trainings attended in the first aspect. The forecasting model based on target sales got the lowest mean; therefore, the company may opt to choose other model that considers factors like consumers' preferences altered by inflation and increasing competitors. The company may shift some manual processes to computerized ones for them to keep up with the technological changes happening in the industry.

Keywords: Max's Restaurant, inventory, inventory management, effectiveness, food industry

**Coaching Practices for Employee Development in Selected Business Process Outsourcing of Multinational Companies in Finance and Accounting Services in Metro Manila, Philippines**

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**Abstract**

This study aimed to assess the level of coaching practices for employee development in selected business process outsourcing of multinational companies in Finance and Accounting Services in Metro Manila, Philippines and determine their relation to the profile of the respondents. This study employed the descriptive method and purposive sampling method. Survey questionnaires were distributed to the respondents to gather data for analysis and interpretation. The Frequency and Percentage Distribution method and Weighted Mean were utilized to analyze the obtained data. The differences of respondents' data were obtained for testing and evaluation. A total of 215 respondents were able to participate with job titles such as associates and specialists in this study. Majority of the respondents were male, between 20 to 39 years old, single, obtained college degree, assigned in general accounting services, associate level, worked in the company for 2 to 4 years, received three or more trainings. On the assessment of level of effectiveness, the respondents assessed the coaching dimension in terms of Ability to Learn and Developmental Experiences: Assessment, Challenge and Support as effective. On the other hand, in terms of Supportive Organizational Environment the respondents' assessment was rated as very effective. On the significant difference in the respondents' assessment when grouped according to profile, the result showed that there was a significant difference in the respondents' assessment in terms of Job Title in Developmental Experiences: Challenge and Number of Training Provided by the Company in Ability to Learn, hence, rejected the null hypothesis, the null hypothesis were lower than assumed .05 level of effectiveness. To promote equal opportunity for females by enhancing the benefits given to female employees in consideration of health, safety and work life balance. The researcher recommends that the company should invest in technology infrastructure to pace up with the advanced changes like cloud computing; to promote transparency between employee and management with regards to direction and plan of organization. To build a strong and supportive culture to address the turnover rate by proactively enhances job enrichment and motivation system. Future studies could have a more extensive scope to reveal more issues about organizational culture in the BPO sector.

Keywords: coaching, career development, turnover rate, job enrichment, motivation system

## **The Cash Control Practices of the Municipalities in the 6<sup>th</sup> District of Pangasinan**

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### **Abstract**

Cash refers to bills and coins used as medium of exchange and susceptible to theft due to poor cash control. This study used the descriptive survey type of research in a quantitative approach in assessing the level of effectiveness of cash control practices in municipalities in the 6th District of Pangasinan. The study revealed that most of the people working in the municipalities were female, 35-39 years old, college degree holders, rank and file employees, had 1 to 5 trainings, got 6 to 10 years' experience in cash control and were working in the municipality for 11 to 15 years. The respondents' assessments on the level of effectiveness of cash control practices as to Segregation of Duties, Imprest System, Voucher System, Audit at Irregular Intervals and Periodic Bank Reconciliation were rated "Effective". There were significant differences in the respondents' assessments on the level of effectiveness of cash control practices when grouped according to sex and number of years' experience in cash control, while there were no significant differences in the respondents' assessment on the cash control practices when grouped according to age, highest educational attainment, level of position, number of related trainings to cash control, and number of years in the municipality.

Keywords: Polytechnic University of the Philippines, Master in Business Administration, cash, cash control, municipalities



**Promotion Practices of a General Sales Agency of an Offline International Airline in the Philippines**

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**Abstract**

There are two types of airlines—the online and the offline carriers. The online airline has direct flights from a specific country, the offline does not have flights, but rather have general sales agency to sell seat for the airline. In this study, the researcher sought to identify and evaluate the promotion practices of a general sales agency of an offline international airline in the Philippines. The researcher employed a simple random technique and a descriptive research method through a survey investigation. Majority of the respondents were female, IATA agents, between 20 to 30 years old, attained a college degree, single young professionals who work with the company for about 1 year and attained 3 to 4 trainings/seminars. Sales promotion, personal selling, trade shows/events, familiarization tours and direct mails/marketing, the respondents perceived these existing promotions as effective. Thus, the general sales agency that serves as the marketing arm of the offline carriers has to ensure that these promotions are consistently done to establish brand recall to agents. Result showed that when grouped according to profile, the respondents' assessment in terms of the promotion practices was significantly different since the p-values were all less than the assumed 0.05 level of significance. It is recommended that the offline carriers should implement more 'familiarization tours' since this got the lowest assessment from the respondents.

Keywords: general sales agency, offline carrier, online carrier, familiarization tours

## **Satisfaction of PUP Graduate School Student Customers on Food E-Commerce**

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### **Abstract**

In the Philippines, e-Commerce has grasped a stronghold, especially in this era when lifestyle is heavily intertwined with technology and the Internet. In this paper, the researcher sought to assess the level of customer satisfaction of PUP Graduate School Students on Food e-Commerce. The select respondents are currently enrolled in the 2nd Semester of AY 2017-2018. This study aimed to assess the level of satisfaction and address the study hypothesis on whether there is a significant difference in the level of customer 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. Majority of the respondents belonged to the 25-34 years old bracket, female, single and preferred big players/major fast-food joints in transacting in food e-Commerce. Most respondents order food online once a month and have been transacting for less than a year. The overall assessment of the respondents on food ecommerce in terms of functional threshold/physiological attributes (GM=3.91), convenience (GM=3.96), delivery and return (GM=3.52), financing and modes of payment (GM=3.51), quality of food (GM=3.67), pricing and discounts (GM=3.60), and security and privacy (3.56) showed that they are all satisfied. There were no significant differences in the levels of satisfaction of the respondents when grouped according to their profile. However, issues on privacy and security are needed to be addressed through privacy seals, security tools and well-crafted policies that the customers can easily gauge. The same step is needed for delivery and return as policies are also vague and complicated for customers. Websites/apps also need to add variety and selection on their offerings, among others.

Keywords: customer satisfaction, food e-commerce, online, website

## **Credit Management Practices of Lending Institutions in Manila**

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### **Abstract**

This study attempted to assess the level of effectiveness of credit management practices of lending institutions in Manila. Thus, the following aspects were evaluated by the respondents: Character, Capacity, Capital, Collateral and Condition. A sample size of 108 was determined using the Slovin's Formula. The researchers used the descriptive design and statistical tools such as: Frequency and Percentage, Ranking, Weighted Mean and Analysis of Variance or ANOVA. Based on the results, the respondents assessed the credit management practices of lending institutions in Manila as 'Very Effective' in terms of Capacity and Condition, and 'Effective' in terms of Character, Capital, and Collateral. The null hypothesis was rejected because there is a significant difference when grouped according to these profiles: Age in terms of Capital, Collateral and Character while in Civil Status, Highest Educational Attainment, Type of Clients, Years of Working Experience, Job Position Level, Form of Business Organization and Number of Years in the Industry in Terms of all aspects. Based on the foregoing findings and conclusions, the researchers recommend that in order to improve in these aspects, the following must be considered: Educational Background, Standard of Living, as well as the Job Status of the clients may be regarded; prohibit the borrower to dispose his assets until loan is paid and consider the competitive landscape of the clients. Overall, lending institutions are effective because of their credit management practices, and taking note of the recommendations from this research could lead to the improvement of these practices.

**Keywords:** Credit Management Practices, Lending, Lending Institutions, Character, Capacity, Capital, Collateral, Condition

**An Assessment of Challenges of Food Cart Franchising Business in Metro Manila**

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**Abstract**

Franchising is a rapidly growing form of business in several countries in the world. It is a continuing relationship, where the franchisor provides license privilege to do business and assets in organizing training, merchandising and management in return for a consideration from the franchisee (Berredo and Mendoza, 2011). This research study assessed the challenges of food cart franchising business in Metro Manila. It had taken into account the demographic profile of the franchisees in consideration with their level of assessment of internal and external challenges of food cart franchising. This study concluded that the long return of investment is the most assessed internal factor challenge by the franchisees and the increasing number of competitors for the external factor challenge. To address the challenges of food cart franchising, it is recommended for the franchisee to know the competition present in the market, know the current customers, and target new markets to add to the customer base and to attend seminars to gain more knowledge about franchising. It is recommended for the franchisors to improve promotions of the franchise brand and continuously support the franchise system.

Keywords: food cart franchising, resource-based arguments, challenges, franchisee, franchisor

## **Pricing Strategies of Hair Salons in Sixth District of Manila**

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### **Abstract**

The study *Pricing Strategies of Hair Salons in Sixth District of Manila* aimed to assess and evaluate the pricing strategies existing in the hair salon businesses in the 6<sup>th</sup> District of Manila. The study utilized the descriptive method to describe the sample characteristic. The researchers used Likert-scale type survey questionnaire as the research instrument to acquire the necessary data and achieve the main objective. These questionnaires were randomly distributed to 102 respondents, specifically the owners/managers of hair salons. The statistical tools utilized were Frequency and Percentage Distributions, Weighted Mean, Ranking, and ANOVA Test. Age, sex, civil status, highest educational attainment, and the length of time managing the business are the variables that were considered to determine if there is a significant difference between the respondents' assessment when grouped by profile. The researchers concluded that there is no significant difference between the respondents' assessments when they were grouped according to profile. The researchers recommend to the management of hair salons to take advantage of other pricing strategies that they are lacking. In addition, the researchers advise them to practice the pricing strategy that best suits for the market, as well as those which greatly contribute to the profitability of the firm.

Keywords: pricing strategies, premium pricing, penetration pricing, price skimming, bundle pricing, promotional pricing, psychological pricing

## **The Working Capital Management Practices of Construction Companies in the City of Manila**

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### **Abstract**

This study aimed to assess the application of the implemented working capital management practices of construction companies primarily classified as general buildings in the City of Manila, as evaluated by the representatives of the selected construction companies. The respondents of the study were forty two (42) accounting officers and staff of selected construction companies in the City of Manila as determined using the Slovin's formula. The study applied the descriptive method of research using simple random sampling as the sampling technique. The instrument used was the survey questionnaire and the statistical tools were Frequency, Percentage, Ranking and Analysis of Variance. The findings revealed that the perception of the respondents on the level of effectiveness of working capital management practices differed when grouped according to age and civil status both in terms of cash management and short-term payables management. On the other hand, the perception of the respondents on the level of effectiveness of working capital management practices do not differ when grouped according to profile with the corresponding aspects not mentioned. Based on the results, the respondents assessed the working capital management practices of selected construction companies in Manila as somewhat effective, in terms of cash, short-term receivables, inventory, and short-term payables management. In light of the conclusions drawn, the researchers recommend that the construction companies, primarily classified as general buildings, must adhere to the implementation of effective working capital management practices that are applicable in their business.

**Keywords:** working capital, working capital management practices, cash management, short-term receivables management, inventory management, short-term payables management, construction companies, general building

## **Cash Management Practices of Selected Hair Salons in Manila**

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Polytechnic University of the Philippines

### **Abstract**

This study aimed to determine the level of effectiveness of cash management practices of hair salons in Manila as assessed by the owners or managers. The respondents of the study were two hundred thirty-one (231) owners, managers, and assistant managers of selected hair salons in Manila as determined using the Slovin's formula. The study applied the descriptive method of research using cluster sampling as the sampling technique. The instrument used was the survey questionnaire and the statistical tools were Frequency, Percentage, Ranking and Analysis of Variance. The findings revealed that the perception of the respondents on the level of effectiveness of cash management practices differed when they were grouped according to highest educational attainment, length of service, sex in terms of cash disbursement, civil status in terms of cash receipt and cash disbursement aspects, job position in terms of cash receipt. On the other hand, the perception of the respondents on the level of effectiveness of cash management practices did not differ when grouped according to profile with the corresponding aspects not mentioned. Based on the results, the respondents assessed the cash management practices of selected hair salons in Manila as very effective in terms of cash disbursement and cash control, whereas effective in terms of cash receipt. In light of the conclusions drawn, the researchers recommend that the hair salons should adhere to the implementation of effective cash management practices that are applicable to their businesses.

Keywords: cash control, cash disbursement, cash management practices, cash receipt, hair salons

## **Credit and Collection Management Practices of Selected Cooperatives in Manila**

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### **Abstract**

In today's society, one of cooperatives' key benefits is financial assistance, and unlike other financial institutions that offer credit service to its clients, cooperatives are friendlier, having lower loan interest rate and easier credit terms. In light of this, the main purpose of the study is to determine the level of effectiveness of the credit and collection management practices of selected cooperatives in Manila with regards to the following aspects – credit policies and procedures, credit approval, collection process and credit and collection control. The researchers utilized the descriptive method using the survey questionnaire which was distributed to 102 cooperatives in Manila. Based on the assessment of the respondents, the management practices under credit approval, collection process, and credit and collection control aspects were very effective. On the other hand, the management practices with regards to credit policies and procedures aspects were considered effective by the respondents. Moreover, there are no significant differences on the respondents' assessments of the effectiveness of credit and collection management practices according to their profile except for credit and collection control, whereas there is a significant difference on the assessment of respondents when grouped according to age. With all the information gathered by the researchers, they recommend that cooperatives may require members to pay their credits in installment basis, send an officer to check the validity of information given by members, lay out more effective sanctions (e.g. reassignment) corresponding the level or degree of offense made by an officer, and implement job rotation to avoid the formation of personal relationship between the member and the said officer.

**Keywords:** Credit and Collection, Management Practices of Cooperatives, Credit Policies and Procedure, Credit Approval, Credit Collection, Credit and Collection Control



**The Impact of Services Provided by Kazama Grameen Microfinance Incorporated on the Borrowers' Socioeconomic Status**

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Polytechnic University of the Philippines

**Abstract**

This study entitled “The Impact of Services Provided by Kazama Grameen Microfinance Incorporated on the Borrowers' Socioeconomic Status” aimed to assess the impact of services provided by Kazama Grameen Microfinance Incorporated on the borrowers' socioeconomic status in Malate-Tondo Branch. Kazama Grameen is a non-government organization (NGO) aimed to provide small loans to help people with low incomes to start a small business for the purpose of income generation and livelihood projects. The descriptive method of research was adopted in gathering the needed information. Through this method, the researcher was able to effectively formulate the questionnaire relating to the variables of the study. This questionnaire was randomly distributed to 290 borrowers of the KGI Malate-Tondo Branch. Frequency and Percentage Distributions, Weighted Mean, Independent Sample t-Test and One-way ANOVA were the statistical tools used to interpret the data. Safety/security of life and property, food security, social status, industrial productivity, increase in financial capability and economic status were the variables considered to know if there's a significant difference on the impact of services provided by KGI Malate-Tondo Branch on the borrowers' socioeconomic status when grouped according to profile. Based on the data evaluated, there were significant differences on the impact of services provided by KGI Malate-Tondo Branch on the borrowers' socio-economic status when grouped according to their sources of income and monthly household income.

Keywords: microfinance, Kazama Grameen, impact, borrower, socioeconomic

# **SOCIOLOGY**

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**Community Involvement of the College of Accountancy and Finance of the Polytechnic University of the Philippines**

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**Abstract**

This study aimed to assess the impact of community involvement of the College of Accountancy and Finance of the Polytechnic University of the Philippines to the socio-economic status of the respondents. From the total population of 78 beneficiaries, 65 beneficiaries were computed based on Slovin's formula that served as the sample size of this study, but based on the scope and limitations of this study; beneficiaries who completed the 8th-day seminar and graduated from the program which totaled to 30 beneficiaries were considered as respondents of the study. Descriptive and quantitative methods were used in the study. The instrument used was survey questionnaire and the statistical tools were Frequency and Percentage Distributions, Ranking, Weighted Mean and Analysis of Variance. Based on the results, "Self-advancement" was assessed as very satisfactory, which ranked first among the aspects. "Application of Learning's in Accounting" was at the bottom which was assessed as very satisfactory. In terms of significant differences, Self-advancement, Application of Learning in Accounting and Livelihood Enrichment had no significant differences in the impact of community involvement program to socio-economic status of the beneficiaries. However, Self-advancement when grouped according to '*how did they know about the program*' had shown a significant difference in the impact of community involvement programs to the socio-economic status of the beneficiaries. In light of the conclusions drawn, the researcher recommends that the beneficiaries should attend and participate in different activities and seminars that will improve their knowledge, critical thinking and leadership skills which will be helpful in their livelihood and to explore things that are new to them that could make a great significance or value to their livelihood and can be applied in their businesses.

Keywords: community, community involvement, beneficiaries, accounting, self-advancement, application of learning's in accounting, livelihood enrichment

## **Call for Papers**

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

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

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*depends on scheduled JMRC*

*depends on scheduled JMRC*

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