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BEHAVIOURAL SCIENCE

Behavioural Factors of Consumers' Choice in Patronizing Fast Food Chains

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Abstract

This study was conducted to determine the level of influence of the behavioural factors of consumers' choice in patronizing fast food chains of Marketing students of Polytechnic University of the Philippines in Sta. Mesa, Manila in terms of social factors, psychological factors and cultural factors to fast food chains, and if there is a significant difference in the level of influence of each factor when grouped according to year level, sex, monthly allowance and frequency of visit. The study is a form descriptive research that used quantitative. A total of 120 Marketing students in PUP Department of Marketing Management were randomly selected to be the sample of the study. They were given survey questionnaires that contains all the information regarding the study. The results showed that the respondents agree to patronize the fast food chains based on social factors, psychological factors and cultural factors. There is no significant difference in the level of influence of the behavioural factors which are the social factors, psychological factors and cultural factors in terms of the profile of respondents which include their year level, sex, monthly allowance and frequency of visit. However, there are some items which showed a significant difference such as those that fits their demographic status, taste preference and those that prioritize the elderly and PWDs when the respondents were grouped according to year level. Thus, the researchers identified the socio-demographic profile of the respondents in terms of year level, sex, monthly allowance and frequency of visit from the data collected. The researchers were also able to identify that there are some significant differences between the profile of the respondents and some of the behavioural factors of consumers choice in patronizing fast food chains. Therefore, it was concluded that there are some differences in views and opinions of the respondents on some behavioural factors in fast food chains patronage. Behavioural factors that result in having significant differences among socio-demographic profiles reveals that views and opinions vary greatly.

Keywords: behavior, brand preferences, factors, fast food, patronization

Self-Esteem as a Factor in Mathematics Anxiety of Grade Six Pupils of Santolan Elementary School

Ms. Candelaria M. Balmeo, MAEd
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Abstract

This study sought to assess the self-esteem and mathematics anxiety exhibited by grade-six pupils of Santolan Elementary School. Specifically, it sought to answer to find out the demographic profile of the pupil-respondents in terms of (1) gender, (2) monthly family income and (3) average grade in Mathematics for the last three grading periods. It also sought to find out the the pupil-respondents level of self-esteem, the extent of Mathematics Anxiety exhibited by pupil-respondents, how do pupil-respondents attribute their Mathematics Anxiety in terms of (1) personal, (2) school, (3) family and (4) peer factors. Finally, this study also sought to discover whether there is a significant difference on the level of Mathematics Anxiety exhibited by pupil-respondents with high self-esteem and low self-esteem levels. This study utilized a causal-comparative design and it was limited to 252 pupil-respondents chosen using a simple-random sampling through fish bowl method. Standardized and researcher-made instruments and appropriate statistical tools were utilized to determine their self-esteem and mathematics anxiety. It revealed that among the pupil-respondents, 133 or 53 percent were male and 119 or 47 percent were female. Meanwhile, 131 or 52 percent were from the P5,000-P15,000 monthly family income bracket, 64 or 25 percent belonged to P15,001-P25,000 monthly family income bracket, 49 or 19 percent belonged to below P5,000, and 8 or 4 percent belonged to above P25,000 monthly family income brackets. One hundred forty-one (141) pupil-respondents or 56 percent have 80-84 average in Mathematics, followed by 51 or 20 percent with 85-89 average, 42 or 17 percent with 75-79 average, and 18 or 7 percent with 90-100 average. It revealed that 205 or 81 percent pupil-respondents had high self-esteem, while 47 or 19 percent had low self-esteem. It also revealed that 5 or 1.9 percent of the pupil-repondents have sure mathematics anxiety, 135 or 53.6 percent are fearful about Mathematics, 110 or 43.7 percent are in the borderline, and 2 or 0.8 percent have no anxiety. The pupil-respondents who disagreed to attribute mathematics anxiety to personal and peer factors reached composite means of 2.13 and 2.24 respectively. Those who disagreed to attribute their mathematics anxiety to family factors had a composite mean of 2.12. Meanwhile, those who attributed mathematics anxiety to school factors yielded a composite mean of 2.56. The significant difference in the extent of mathematics anxiety exhibited by the pupil-respondents having high and low self-esteem levels was established: pupil-respondents having high self-esteem level had experienced low extent of Mathematics Anxiety, and vice-versa.

Keywords: self-esteem, anxiety, mathematics

BUSINESS

Determinants on the Operational Sustainability of Convenience Stores

Ms. Carolina D. Garcia
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Abstract

Convenience store is a retail business primarily emphasis on providing the public a convenient location to quickly purchase from a wide array of consumable products, predominantly food and services. It serves as a one-stop destination for food, refreshments, tobacco products and a wide variety of other items. Convenience stores are open 24 hours, and it usually charge significantly higher price than regular grocery stores or supermarkets. The purpose of the study is to determine the factors on the operational sustainability of convenience stores for the benefit of future entrepreneurs who wanted their own convenience store. The following variables such as accessibility, product variation, product attributes, service, space or area and safety and security were assessed. Among the given variables; accessibility, product variables and product attributes were ranked first, second and third.

Keywords: convenience store, accessibility, product attributes, product variation.

Financial Management Practices of Micro and Small Enterprises (MSEs) in the National Capital Region

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Ascendens Asia

Abstract

This study sought to evaluate the effectiveness of financial management practices of Micro and Small Enterprises (MSEs) in the National Capital Region. The researcher employed the descriptive method. The respondents were 205 owners, business entrepreneurs, managers, accountants, accounting assistants and bookkeepers of training and consultancy firms distributed in different areas of Metro Manila, Philippines. The survey questionnaires were distributed to the target respondents. It was concluded that while most respondents across different profiles agreed that they were dominated by partnership operating for 6 years or more employing 6 to 10 employees with a capitalization of Php1,000,000 to 1,500,000 serving local clients and engage in training and consultancy business which was categorized as MSE in the National Capital Region and practicing and implementing financial management. The financial management practices of MSEs disclosed some wrong doings. Lack of intensive interview and personal observation tend to reject and neglect the fact that actual practice had tremendous differences. Financial figures might not reflect the reality. It is worth taking time, effort, and resources to extend stronger support in terms of further developing the same employees' multi-cultural competence, specific to the culture they are assigned to deal with. Apparently, the respondents who belonged to the five categorical profiles stated above expressly noted their higher level of financial management practices as they were able to develop deeper understanding on the internal control measures to safeguard the firms' resources. The findings imply the need of introducing adjustments and adaptations to firms' management strategies and practices by considering any discrepancies that exist according to firm's demographic characteristics. Further studies could investigate other features – like financial context within organizations and general community to understand how these features get factored in. Cultivate individual work sustainability in the Training and Consultancy industry through developing employees' and entrepreneurs' financial literacy by helping them to become successful and sustainable firms: (1) Acknowledge the immense influence of financial management; (2) Assess financial management literacy and know-how. That they should be vigilant concerning the dynamics on the results of its operations; (3) Expand their knowledge and incorporate this into firms' everyday financial management practice; and (4) Adapt to diversity. Future studies can also centralize on topics beyond MSEs sustainability and progress like the promising model of industries development and satisfaction.

Keywords: financial management practices, MSEs, training and consultancy firms

The Visual Merchandising Strategies of the Franchiser-Retailers in the National Capital Region: Status and Effectiveness

Dr. Angelito R. Calingo
Polytechnic University of the Philippines

Abstract

Providing consumers with the choice to provide relief to any of their needs and wants through the variety of product brands resulted in product patronage's remedy that is manifested as customer traffic in uniquely presented retail stores. Many MSME retail outlets however, seem to have problems in effecting good store design since they still maintain their color-faded signages. In product presentations that are ineffective due to poor product display and poor customer service. If retail establishments would cater to different customers, how should the exterior and interior design visual presentation be like? The purpose of this study is to determine the effectiveness of visual communication of the retail environment design that it should support whatever brand concept there is in order to attract, inform, and persuade prospects.

Keywords: AFFI, atmospherics, FLE, MSME, store design

ECONOMICS

Correlation of Economic Growth and Selected Economic Variables in Asean Region

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Abstract

As per ADB, growth in each ASEAN member countries differ in terms of investment, consumption, oil prices and external demand. Likewise, potential growth is defined as the maximum rate of growth that the economy can achieve with macroeconomic stability. Growth slowed in 7 of the 10 ASEAN economies, edging down the sub-regional average to 4.4% in 2015. In the study, the government learned various factors that can be used for their policy development and improvement of infrastructure. The researchers determined how Infrastructure Spending, FDI, Employment Ratio and Foreign Aid affect the Economic Growth of the entire Southeast Asian economies. After performing several regression models, it emerged that only Infrastructure Spending was able to significantly predict and cause significant relationship with Economic Growth. More over the value of the R-square relates that 99.4% of the variations in Economic Growth are explained and accounted from Infrastructure Spending. This emphasizes and support theories in Development Economics that indeed, the presence of Infrastructure fuels business activities leading to economic growth. Secondary data pertaining to different economic variables such as growth rate, infrastructure, foreign aid direct investment and employment of ten ASEAN member countries were taken from Bloomberg and other government agencies. The proponents used 30 years as coverage of the study. The researchers utilized regression analysis and Markov for the analysis of data. The study also presented the forecasted values of the different variables of the ASEAN member countries.

Keywords: economic growth, infrastructure, direct investment, foreign assistance, employment

EDUCATION

The Influences of Socio-Political Forces to the Discursive Formation of Historical Novel Characters

Asst. Prof. John Hayrold Coronel Malonzo
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Abstract

The study was conducted to reveal the influences of the socio-political violations to fictional communicative discourse of the characters in five Filipino novels in English: *A Passing Season* by Azucena Grajo Uranza, American Period; *To Be Free* by Edilberto K. Tiempo, Post-American War Period; *The Survivors* by Antonio Enriquez, Japanese Period; *At War's End* by Rony V. Diaz, Post-Colonial Period; and *Empire of Memory*, by Eric Gamalinda, Martial Law Period. The descriptive-qualitative, content analysis, and historical research designs were used to interpret and analyze the novels which involved three approaches in literary criticism: Marxism by Karl Marx; Speech Act Theory by John Langshaw Austin; and Illocutionary Acts by John R. Searle. The study concluded that the forms of socio-political violations in the history were reflected by the novels. In relation to fictional communicative discourse, characters were assertive before committing a socio-political violation which entails the following positive traits: accommodating, outspoken, candid, principled, truth, open, frank, sincere, and straight; and negative traits: domineering, bossy, authoritarian, and forceful. The characters became directive while they were doing and accomplishing a violation. The directive illocutionary act entails the following positive traits: supportive, caring, sympathetic, compassionate, and accommodating; and negative traits: tyrannical, rebellious, oppressive, and autocratic.

Keywords: socio-political violation, historical, literary criticism, Marxism, speech act, illocutionary acts

Technology Acceptance and the Technological, Pedagogical, and Content Knowledge (TPACK) of Pre-service Mathematics Teachers

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Bicol University Graduate School, Legazpi City

Abstract

Prompted by the existence and development of technological breakthroughs in the field of education, the 21st century teachers are challenged to integrate technology in the teaching-learning environment. This study was conducted to determine the possible relationship of technology acceptance and the respondents' competence on the technological, pedagogical, and content knowledge (TPACK) in Mathematics. The result of the study was drawn from forty-two pre-service Mathematics teachers. Survey research and correlational research methodology were employed. The checklist of technologies available for access and use, modified technology acceptance survey and the teacher-made technological, pedagogical, and content knowledge competence test were used in this study. The developed instrument for this study underwent validation and reliability tests. Descriptive statistics and Pearson product-moment correlation coefficient were used to describe the results of the study. Results of the study revealed that pre-service mathematics teachers had access to the conventional and modern instructional technologies in learning Mathematics. In general, pre-service mathematics teachers had a high technology acceptance with the mean value of 4.080. They had the highest perception mean in the usefulness (PU) while lowest in the facilitating conditions (FC). They were performing well in most of the content-related constructs, followed by the technology-related constructs and lastly in the pedagogy-related constructs of the technological, pedagogical, and content knowledge (TPACK) framework. Significant relationships were observed between the constructs of subjective norm (SN) and content knowledge (CK), subjective norm (SN) and pedagogical, content knowledge (PCK), perceived usefulness (PU) and pedagogical, content knowledge (PCK), technology attitude (TA) and pedagogical, content knowledge (PCK), and overall technology acceptance and the pedagogical, content knowledge (PCK), at 95% confidence level. Content, pedagogy, and technology should be complementing each other to attain the desired learning outcome for the learners. Focusing solely and mainly in technology knowledge without considering and balancing the knowledge in the content and pedagogy might produce a pitfall in the teaching-learning environment.

Keywords: TPACK, technology acceptance, pre-service mathematics teachers

Level of Compliance to Bureau of Customs Functions Specific Code of Conduct: Basis for Anti-Smuggling Strategies

Dr. Mark John O. Almase
Dr. Ma. Luz B. Dasmariñas
Philippine Christian University

Abstract

This study assessed the level of compliance to the BOC Function Specific Code of Conduct based on CMO25-2010, along with the challenges and its impact to the revenue collection, prevention and suppression of smuggling and others frauds and cargo clearance. Descriptive comparative method of research was utilized. The survey questionnaire was used, and responded by 540 respondents from BOC personnel, Customs Brokers and Clients at 180 each assigned and transacting business at the three major collection districts of the Philippines. The three groups evidently displayed different points of view in the eight variables of BOC Function Specific Code of Conduct. The overall mean of the personnel group was apparently much higher than those obtained by the customs brokers and client groups'. On challenges encountered, the personnel group assessment was "Less Prevalent" on the other hand "Moderately Prevalent" by the Customs Brokers and Clients groups. Pertaining to Impact, Ranked 1 was the Cargo Clearance with a GM of 2.63 "Moderately High", followed by the Prevention and suppression of smuggling and other frauds, ranked 2 with a GM of 2.56 "Low" and lastly by the Revenue Collection, with a GM 2.25 "Low" and ranked 3. There are "Significant Differences" in the assessment of the three groups of respondents on eight variables of the Level of Compliance BOC Function Specific Code of Conduct, Challenges and Impact as such the Null Hypotheses were all Rejected.

Keywords: BOC, compliance, code of conduct, anti-smuggling

Knowledge, Practice, and Attributes of Junior High School Professional Science Teachers

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Abstract

Science teachers play an important role in upgrading the standards of teaching-learning process in the 21st century. Since the students are expected to have or possess learning outcomes and skills of the 21st century, professional science teachers should also have these 21st skills so that they can give their utmost best to ensure that the framework in science education is properly observed and become evident inside and outside the classroom. Hence, science teachers should possess the professional knowledge, apply professional practice, and exhibits professional attributes to become effective and efficient in educating the students on the importance of science concepts in their lives. This study used the cross-sectional survey and correlation designs in data collection and analysis of the knowledge, practice, and attributes of 37 Grade 10 science teachers. An adapted instrument, with a Cronbach's alpha coefficient of 0.92 was used. The participants labeled the knowledge ($X=3.5397$; $SD=0.3928$), practice ($X=3.5422$; $SD=0.4291$), and attributes ($X=3.4839$; $SD=0.4520$) as "Strongly Agree (SA)". This study revealed that; (a) there is no significant difference between the male and female science teachers' knowledge, practice, and attributes; and (b) there is no significant difference between single and married science teachers' knowledge, practice, and attributes. However, there are components of science teachers' professional practice which are significantly related to educational attainment. The present study could serve as baseline data in initiating and innovating plans for continuous professional development for teachers towards upgrading their teaching competencies needed in 21st century. This study would be replicated considering perspectives of junior high school science teachers in other grade levels and also include other variables that may also affect or influence their professional qualities.

Keywords: *knowledge, practice, attributes, professional science teachers, demographic variables, professional development program*

EDUCATIONAL MANAGEMENT

Relationship between the Academic Performance and Birth Order of Grade 10 Students from Nuestra Señora de Aranzazu Parochial School, Academic Year 2017 – 2018

Ms. Maria Carmella L. Sugang
Mr. Frederick Edward T. Fabella, Ph.D.
Roosevelt College, Graduate School

Abstract

This study was conducted to find out whether birth order is a factor in academic performance. Adler's (1930) assertions on the personality differences based on different birth order were used as this study's theoretical basis. The respondents of the study were taken from the Grade 10 high school students of Nuestra Señora de Aranzazu Parochial School located in San Mateo, Rizal, Philippines. Using purposive sampling 77 "first born", 55 "middle child", 71 "last born" and 30 "only child" respondents were obtained. The respondents' academic performances through their general weighted average in 2017 were also taken. The chi-square formula yielded a value of 8.696 which is higher than the critical value of 7.81. Therefore, it could be inferred that there is a significant relationship between birth order and academic performance. Welch T tests were computed between the academic performances of the different birth orders. This statistical tool yielded a t value of 1.8145 between first born and only child, a t value of 1.6988 between middle child and only child, a t value of 1.6054 between last born and only child, a t value of -1.8145 between only child and first born, a t value of -1.6988 between only child and middle child and a t value of -1.6504 between only child and last born. The preceding Welch t values all indicate a significant difference in the academic performance of the respective respondents.

Keywords: birth control, academic performance

HOSPITALITY MANAGEMENT

Resiliency and Multiculturalism (Stories of Hospitality Management Interns Abroad)

Dr. Carmen C. Menes
La Consolacion College – Bacolod

Abstract

Internship abroad is one of the programs of the Commission on Higher Education of the Philippines. The program provides opportunities to acquire practical knowledge, skills and desirable attitudes in reputable establishments in foreign countries. Hospitality management students are among those who benefit from the program. International internship significantly contributed to the preparation of future hospitality workforce for a culturally diverse industry. Through narrative inquiry, this qualitative study took a closer look at the experiences of hospitality management interns in a foreign country. Rigors of the findings were ensured while using Braun and Clarke's (2006) thematic analysis. Five themes emerged, namely, (a) Intermingling Emotions, (b) Acceptance of the Events Happening in their Lives, (c) Challenging Experiences, (d) Communication Barriers, (e) Multicultural Work Environment. The stories of the interns revealed that the program has helped in their technical, professional, physical and psychological and social development. Results may be used by the institution for improvement of the implementation of the internship abroad program.

Keywords : international internship, hospitality, narrative inquiry, Thailand

HUMAN RESOURCES MANAGEMENT

Career Satisfaction of Sales Professionals: Inputs to Salesmen's Motivational Program

Ms. Mariel G. Carag-Jagurin
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Technological Institute of the Philippines

Abstract

Sales Management function is important to the successful implementation of business strategies. Sales Management practices influence on the salespeople's motivation, satisfaction and performance. Sales career are almost certain to make more money in sales than in technical or administrative jobs. Companies need to make sales to survive, and usually reward successful sales people highly, to ensure that they stay in the job. Accordingly, it's fair because the better the sales person, the more he or she will earn. It is commonly accepted that the best sales people are successful wherever and that they go don't move jobs very often. This is certainly true, but rarely does someone have a perfect career track record in sales. There are a lot of internal and external factors that can get in the way of consistently achieving quota and even the consistent top sales achievers have blemishes in their career history. Because of the high level of competition for sales talent and the scarcity of sales people who can consistently produce, it is critical not to reject capable candidates for the wrong reasons. Sales people need to be motivated about the sale goal, to work toward the goal and to get the extra mile reach beyond goals. In the same way, they need to be motivated about their overall performance an ongoing basis. The hard part is identifying how to motivate salespeople and influencing salespeople through motivation. This study, career satisfaction of sales professionals as inputs to a motivational program for sales people aimed to assess the satisfaction level of salesmen had anchored to the given work motivation. The respondents of the study came from the three corporate sectors: Automotive, Real Estate and Pharmaceutical Companies. Descriptive study utilized the survey questionnaire to assess the satisfaction level by means of Herzbergs Two- Factor Theory of Motivation (Motivator and Hygiene Factors. To have scientific result the following statistical tools such as percentage, weighted mean and chi-square were used.

Keywords: career satisfaction, motivation, quota

Level of Job Motivation in Tertiary Institution in the National Capital Region

Dr. Federico B. Ramos Jr.
Polytechnic University of the Philippines

Abstract

The study sought to assess the level of job motivation in the tertiary institutions in the National Capital Region. The hypothesis of the study focused on determining if there are no significant differences on the assessment on the level of job motivation in tertiary institution based on the following aspects: Extrinsic, Intrinsic and Performance evaluation factors when respondents are grouped according to profile. A descriptive method of research was carried out in an attempt to investigate the effect of the level of job motivation on employee performance in the tertiary institutions in the National Capital Region. The population for this study concentrated on employees, both the teaching and non-teaching staff. The researcher used the descriptive method since the process was more than gathering and tabulating data. The instrument used in this study was a questionnaire prepared by the researcher which primary sources are reading books, journals other references. Tools used to statistically treat the data were frequency and percentage distribution and T-test. Among all other success factors, the researchers used descriptive there are a variety of factors that can influence a person's level of motivation and satisfaction. The research sample has 984 respondents. Each of the participants responded to questionnaires which included questions about demographics, extrinsic factors, intrinsic factors, and performance factors. The data was analyzed using the Statistical Package for the Social Science (SPSS) Graduated pack 2.0. Correlation was used to determine the correlation between the level of motivations, extrinsic factors, intrinsic factors and performance factors. The study revealed that extrinsic factors, intrinsic factors, and performance factors have greater influence on level of motivation of the private and public tertiary level educational institutions. The results indicate those employees are dissatisfied with Payments, Promotions, Training, Respect and Responsibility and working conditions. The research results showed that employee motivation influences employee performance of private and public tertiary Institutions in national capital region. The results of correlation analysis in this study have demonstrated that motivation of employees have positive relationship with employee performance, which is statistically significant ($p\text{-value} < 0.05$). This means that enhancing employee motivation positively improves employee performance. This leads to rejection of null hypothesis developed in this study, an indication that motivation of employees is a significant predictor of employee performance in private and public tertiary Institutions.

Keywords: job motivation, tertiary institution, extrinsic, intrinsic, performance

**Asean Integration as Perceived by Key Officials of the Polytechnic University of the Philippines
Main Campus: Basis for a Proposed Development Program**

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Abstract

The study aimed to determine the perceptions, preparations and plans of the Polytechnic University of the Philippines Main Campus with regards to ASEAN integration. The findings revealed the following; the purpose of the ASEAN Integration is producing quality workforces who are capable enough in facing the demands and challenges of the regional integration.; the role of the offices in the ASEAN Integration is to develop the faculty, human resources and the students to be able to fully participate in the integration; the challenges of the ASEAN Integration are the difficulties in having the curriculum, instruction and the school calendar adhere with the existing norms and standards of our neighboring ASEAN countries; the offices prepares for the internationalization of the standards of the faculty and students through development of competencies and linkages with other universities; and lastly, the plans of the respective offices for the ASEAN Integration deal more with quality assurance on various areas of the institution and how the administration office will be upgrading the workforce in order to meet the demands of the integration. The proposed development program in addition was evaluated as very acceptable and very attainable.

Keywords: ASEAN, integration, workforce

INFORMATION TECHNOLOGY

Effectiveness of Multimedia Based Educational Tool for Computer Hardware and Software Installation

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Abstract

The use of multimedia in teaching and learning process leads to higher learning and offers a potentially venue for improving student understanding and skills. This research aimed to develop an educational multimedia tool for Computer Hardware and Software Installation course. The researchers utilized the ADDIE instructional design for the completion of the research study. After the development phase, the developed educational tool was evaluated by the respondents based on the following: (1) level of acceptance in terms of design, ease of use and overall functionality; (2) level of satisfaction in terms of content, tutorials and simulator and; (3) overall effectiveness of the multimedia based tool. A survey questionnaire was utilized to evaluate the level of acceptance and satisfaction of the respondents on the developed multimedia tool. For the level of effectiveness, a pre-test and post-test was conducted. The evaluation process revealed that design, ease-of-use and the overall functionality of the developed multimedia tool is acceptable, while they are extremely satisfied with content, tutorials and simulator. With these results, it was proven that the developed multimedia tool has the features and functionalities to make it an effective supplementary tool for teaching and learning the said course. Moreover, the components included are significant to help the users deepen their knowledge and the simulator helped them to strengthen their skills and understand every component of computer hardware and software. Using the Quasi- Experimental research design, the result of the pre-test / post-test of the two group showed that the developed multimedia educational tool is an effective courseware in teaching Computer Hardware and Software Installation.

Keyword: multimedia teaching, simulator, computer installation

LOGISTICS MANAGEMENT

Perplexities Encountered in the Current Transport Operations by a Third-Party Logistics (3PL) Company

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Abstract

This study aimed to identify the perplexities encountered by a Third-Party Logistics (3PL) in the Current Transport Operations. The researchers intended to answer the following problems: 1) What is the current transport operations of a third-party logistics in terms of cargo handling, delivery and customer service? 2) What are the perplexities encountered in the transport operation of third-party logistics in terms of: cargo handling, delivery and customer service? The researchers utilized multi-faceted kinds of research methods. The respondents of the study are composed of twenty employees and forty customers. The results showed that the problems encountered by the company are the following: shipments are frequently delayed in reaching the agreed transit time, cargoes are unsecured and there is misunderstanding between clients and employees. Based on the outcome gained from the study, the subsequent recommendations are hereby set further and in view; initiate timeframes and routing strategies to meet the agreed time of delivery; require training for cargo handling personnel, an improved cargo handling procedures and; a well-managed customer service.

Keywords: perplexities, third-party logistics, cargo handling

Warehousing Practices of a Container Freight Stations

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Abstract

Warehousing operations are an integral part of a company business strategy. Efficient warehousing can ensure that a company ships and receives vital stock in time for replenishment on store shelves or in manufacturing facilities. The study assessed the current practices the current practices of a Container Freight Station in terms of stripping, releasing of cargo and stuffing. Furthermore, the study evaluated the warehousing practices in terms of reliability, security and flexibility. The respondents of the study are the personnel of a Container Freight Station and their clients. The findings revealed that in terms of flexibility the company is not capable to adapt to a change over a short period of time. It was recommended that dispatching of products on time and assigning trucks on time should be their top priority and implement a concrete stuffing strategies and policy. It is one way to ensure company's optimal flexibility to outsource or consolidate with another provider.

Keywords: warehousing, reliability, flexibility, stuffing, stripping

MANAGEMENT

Employer's Feedback on the Performance of the Business Administration Graduates

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Abstract

The purpose of this research is to know the feedback of employers on the performance of the Business Administration graduates since this program was offered in the Polytechnic University of the Philippines Lopez, Quezon Branch. Employers expect that the Bachelor's Degree graduates must not just to be equipped with specific knowledge, and skills but also with professional and personal attributes relevant to the field of their study. The descriptive survey was used in determining the performance of BA graduates using questionnaire prepared by the researcher. The data collected were carefully tabulated, organized, analyzed and interpreted using frequency and percentages. Weighted mean was used to interpret the performance level of BA graduates. The study determined that the performance of the Business Administration graduates were outstanding based on the assessment done by the employers in selected municipalities in the fourth district of Quezon. This study revealed that most of the BA graduates rated excellent with regards to the application of their knowledge in crucial circumstances. The employers gave high ratings on the procedural knowledge of the BA graduates. The researchers also found out that the BA graduates as employee are motivated to perform best on the given task and were given positive feedback by the employers. The research findings showed that employers of Business Administration graduates are very much satisfied with their job performance. Therefore, the findings of this study revealed that Business Administration program major in Marketing Management in Polytechnic University of the Philippines Lopez Quezon Branch was worthy and upstanding to offer.

Keywords: employer's feedback, job performance, employer's satisfaction, Business Administration graduates

MEDICINE

Utilization of Probiotics as Water Supplement of Broilers Fed with Commercial Rations

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Abstract

Adverse effect of antibiotic feeding had encouraged a shift in favor of using probiotic in broiler production. This study determined the production performance, meat quality, profitability and the *in vivo* digestibility of nutrients in the rations fed to broilers supplemented with varying levels of probiotics via drinking water. It was laid out following a Completely Randomized Design with four treatments replicated four times. The treatments were: Treatment 1 with 1 tsp antibiotic per liter of water, T2 with 1 tsp probiotics per liter of water, T3 with 1.5 tsp probiotics per liter of water, T4 with 2 tsp per liter of water. No significant differences were observed among broilers fed rations supplemented with varying levels of probiotics in drinking water in almost all parameters such as average final weight, total weight gain, average feed consumption, average daily gain except feed conversion efficiency. Supplementation of probiotics did not affect the meat quality of broilers. The color, odor/aroma, taste/texture, tenderness, juiciness and overall acceptability of the oven-cooked broiler meat showed similar meat quality. Highest average return above feed, chick and supplement cost was obtained by broilers with 0.1% probiotics. *In vivo* digestibility of nutrients such as dry matter, crude protein, calcium and phosphorus utilized by broilers fed ration supplemented with 0.1% (Treatment 2), 0.15% (Treatment 3) and 0.2% (Treatment 4) of probiotics was significantly higher than those fed ration supplemented with 0.1% antibiotic (Treatment 1) via drinking water. However, no significant difference was obtained on the digestibility of dry matter, crude fiber, crude fat and ash. Probiotics can be used as an alternative supplement to broilers instead of antibiotics. It is recommended that probiotics can be supplemented in drinking water of broilers at 0.1% or 1 gram per liter of water for better growth performance, meat quality, digestibility of nutrients and higher returns. Further study on the effect of supplementing different probiotics available commercially in different strains of broilers and on the growth and laying performance of egg-type layers supplemented in their drinking water.

Keywords: probiotics, water supplement, production performance, meat quality, profitability, broilers

The Effectiveness of Carnitine in Reducing Cancer-Related Fatigue in Adults: A Systematic Review

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Abstract

Cancer-related fatigue is a complex, multifactorial, multidimensional condition affecting 70-80% of cancer patients. Despite the high prevalence of the condition, there is still no standard pharmacologic intervention to date. Up to one-third of patients suffering from cancer-related fatigue are not well-managed with detrimental consequences to their performance status, functionality, and quality of life. This systematic review aims determine the effectiveness of carnitine in reducing fatigue symptoms, as well as, improving the performance status and quality of life of adult patients diagnosed with cancer. We searched for and retrieved randomized controlled trials involving adult cancer patients with fatigue symptoms who were given either carnitine or placebo. After searching the Cochrane Database, MedLine, PubMed, EMBASE and unpublished studies of ClinicalTrials.gov, and then conducting a manual review of cross-referenced articles, seven trials were included in this systematic review. Cochrane protocol was employed in assessing the risk of bias and Revman Software version 5.3 was used for the analysis. Majority of the studies showed no significant improvement in fatigue scores. Only the studies that utilized a combination arm showed improvement in their fatigue symptoms. But due to the presence of other substance in these studies, the treatment effect of carnitine itself remains inconclusive. The trials that measured performance status and quality of life have inconsistent results. There was a trend towards improvement in the quality of life, but the effect of carnitine was not statistically significant. Review of current clinical data shows that there is no significant difference between carnitine and placebo in reducing fatigue, improving performance status, and quality of life. At present, carnitine still has no proven role in the armamentarium against cancer-related fatigue.

Keywords: carnitine, cancer-related fatigue

SCIENCE & TECHNOLOGY

Inquiry-Based Formative Assessment in Grade 10 Electricity and Magnetism

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Abstract

This developmental and descriptive research using pre-experimental design aimed to develop lessons and determine their effects on student learning using inquiry-based formative assessment for Grade 10 Electricity and Magnetism. It focused on the developed lessons using inquiry-based formative assessment to promote student learning in Electricity and Magnetism, concepts on Electricity and Magnetism developed in the inquiry-based formative assessment process, activities designed by the students to verify their concepts, and its effects on students' conceptual understanding, science process skills and metacognitive skills. The respondents were the forty (40) Grade 10 students at Central Bicol State University of Agriculture – Laboratory High School SY 2017-2018. Qualitative analysis was used on the developed lessons, on developed concepts on electricity and magnetism, and on the activities designed by the students. Gain score and paired t-test were used to compare the pretest and posttest. The result showed that the develop lessons using inquiry based formative assessment were on Magnet, Principles of Magnetism , Electric and Magnetic Fields, Current-Carrying conductor, Electromagnetic Induction, Faraday's Law of Electromagnetic Induction, Generators and Electric motors with features namely: competency-based, using inquiry-based formative assessment process, promotes open inquiry activities and collaborative learning. Moreover, these lessons are designed to promote student learning through the process of eliciting prior conceptions, brainstorming of concepts, revising of answers, designing activities, presenting activity results and verifying their revised answers. Also, the students' concepts are developed and students' designing of the different activities provided avenue to verify their concepts in electricity and magnetism. There were improvements on students' conceptual understanding, science process skills, metacognitive skills showed by the mean gain of 10.25, 3.8, and 0.59 respectively. Therefore, these lessons aligned to K to 12 Science competencies with inquiry-based formative assessment process, and that could promote open-inquiry activities can be used as supplementary instructional resources.

Keywords: electricity and magnetism, formative assessment, inquiry-based, inquiry-based formative assessment, inquiry-based formative assessment process

SOCIOLOGY

The Attitude Level and its Relation to the Perceived Effectiveness of Information Dissemination Tools Used by the Philippine National Police – Police Community Relations Group (PNP-PCRG) to the Residents of Barangay Bagong Silang, Caloocan City

Dr. Rudolf Anthony A. Lacerna
Polytechnic University of the Philippines

Abstract

This research aimed to know the attitude level and perceived effectiveness of the residents of Barangay Bagong Silang, Caloocan City on the Information Dissemination Tools of the Philippine National Police – Police Community Relations Group (PNP-PCRG) to their perceived effectiveness. Specifically, the awareness, knowledge level, attitude, perceived effectiveness and the relationship of the attitude and perceived effectiveness were investigated. The researcher anchored the study to Social Judgment Theory by Muzafer Sheriff to determine whether the residents' ego-involvement anchors towards the latitude of acceptance, non-commitment and rejection. In this descriptive and evaluative research, the researcher employed quantitative approach using survey method. Questionnaires were administered to the simple randomly selected 398 residents of Barangay Bagong Silang, Caloocan City. Frequency distribution, percentage, weighted mean and Pearson's R Correlation were statistical tools used in the data. Research found out that majority of the respondents are aware and moderately knowledgeable with agreed positive attitude towards the information dissemination tools used by PNP-PCRG. In addition to that, respondents perceived the tools as highly effective. Lastly, the researcher concluded that the agreed positive attitude of the residents of Barangay Bagong Silang, Caloocan City on the tools in the information dissemination of PNP-PCRG has a weak relationship to their perceived effectiveness. With the results, various recommendations were given to the PNP, PCRG, Officials of Barang Bagong Silang Caloocan and its Residents.

Keywords: information dissemination, information dissemination tools, Philippine National Police, Police Community Relations Group

I Miss Dad: A Descriptive Case Study among Children Left by Overseas Filipino Worker (OFW) – Parents

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Abstract

Using a qualitative study, specifically descriptive case study, we examined the underlying experiences, consequences and adjustments of the children of the Overseas Filipino Worker (OFW)-parents. Three senior high school students from Saint Agnes Academy with an Overseas Filipino Worker (OFW) as their father were interviewed about their experiences and consequences of having an OFW for a parent, and how they adjust in their current situation. Results showed that Experiencing Communicative problem, Having the Absence of Parental Role, and Becoming Mature at an Early age were their experiences for having an OFW parent. The consequences experienced by the children with OFW parent involved Perceiving a Strong Relationship, Earning Financial Stability, Drifting Apart of Family Relationships, Collapsing Family Structure, Feeling an Emotional Instability, and Acquiring Trust Issues. Lastly, they adjusted to their current situation by Being Accustomed to Absence, Receiving Support from Others and Being resilient. Moreover, this present study showed that a child's right path in life is not misdirected merely by the absence of an OFW-father.

Keywords: OFW, experiences, consequences, adjustments

Father, Forgive Me: A Descriptive Case Study among Diocesan Priests who Left the Priesthood Ministry

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Abstract

Using a qualitative study, specifically descriptive case study method, I determined the factors that made former diocesan priests decide to leave the priesthood ministry. Four former diocesan priests were interviewed about the reasons of their departure; the psychological consequences of leaving the priesthood ministry; how they adjusted to the secular life; and how they viewed their future life as lay people. Results showed that conflict with Bishop, struggling with celibacy, disappointment/discouragement with fellow Priests, lack of spiritual/human formation, feeling of loneliness, lack of interest with the priestly life, realizing that priesthood is not fit for the person, unfulfilled career desire, having a relationship with a woman, and having a child or family were the various reasons why they left the priesthood ministry. The psychological consequences of their departure were experiencing social-stigma, difficulty in adjusting to the secular life, difficulty in looking for work/resources, and difficulty in living independently. Moreover, their adjustments to the secular life were rationalizing about the decision in leaving, identifying own experiences with others, accepting the consequences/risks, and receiving support from others. Lastly, they viewed their future life as being employed for a job, being dispensed/laicized, being married in the church, continuing membership in the church and being satisfied in a present life. Contrary to popular belief that involvement with a woman is the primary reason for leaving the priesthood ministry, this study highlighted other important underlying factors.

Keywords: priesthood ministry, diocesan priest

Katorse: A Descriptive Case Study among Teenage Mothers

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Abstract

Using a qualitative study, specifically descriptive case study, we examined the underlying themes of teenage pregnancy. Three teenage mothers were interviewed about the factors that led them to engage in teenage pregnancy; the consequences of their actions; and how they adjusted to the situation. Results showed that Having a relationship with a man, Feeling of independence, Being carried away by emotions, Experiencing peer pressure and Seeking for father's comfort were the reasons why they engaged in teenage pregnancy. The consequences of their actions were Experiencing social-stigma, Experiencing emotional problems, Experiencing delayed education, Having problems with financial matters, Having relationship problems with the partner, Experiencing difficulty in adjusting as a mother, Experiencing difficulty in raising a child, and Feeling of Regret. Moreover, their adjustment to the situation involved Accepting the situation and Receiving social support. Moreover, this present study also highlighted other important factors.

Keywords: teenage pregnancy, motherhood

TOTAL QUALITY MANAGEMENT

Employees Perception on the Readiness of Hotels in Subscribing to ISO 9001:2015 Standards

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Abstract

The study presented the results on the employees' perception on the readiness of hotels in subscribing to ISO 9001:2015 standards. With the ongoing hospitality globalization, international qualifications and certifications are highly demanded and considered as a competitive advantage of firms which are internationally certified. Descriptive research was used in the study. The researcher concluded that most of the hotel employees perceived that their hotels are highly ready for ISO 9001:2015 standards in accordance with its principles and aspects. Thus, it was recommended that the hotel managers/owners might take the challenge of having their hotels certified. This implies that the management may take the challenge of getting their hotels audited by ISO certifying buddies for their readiness for ISO 9001:2015 certification to ensure that the quality management systems will help the hotels support their staff and improve levels and quality of customer satisfaction.

Keywords: business administration, ISO 9001:2015 certification, quantitative research, descriptive design, Philippines

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