

Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts

Volume 3

Number 1B

June 2022

3rd SIMP-AAG-BCP Joint Multidisciplinary Research Festival Abstracts



SINGAPORE INSTITUTE OF
MULTIDISCIPLINARY
PROFESSIONS



**SINGAPORE INSTITUTE OF MULTIDISCIPLINARY
PROFESSIONS, ASCENDENS ASIA GROUP and
BESTLINK COLLEGE OF THE PHILIPPINES**



Recommended Citation

(June 2022) "3rd SIMP-AAG-BCP Multidisciplinary Research Festival Abstracts," Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts, Vol.3, No.1B. Available at: "<https://ojs.aaresearchindex.com/index.php/aasgbcpmra>".

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

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

Copyright & Disclaimer

Copyright© 2022

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

Disclaimer

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

3rd SIMP-AAG-BCP Joint Multidisciplinary Research Festival Abstracts

EDITORIAL BOARD

Editor

Dr. Joy Evelyn Arevalo-Ignacio
Research Director, Bestlink College of the Philippines
E: publications@ascendensasia.com

Managing Editor

Dr. Charlie I. Carino
Bestlink College of the Philippines
E: publications@ascendensasia.com

Editorial Assistants

Danika Christyn C. Astilla-Magoncia, MPM
Pierre Dann Ampo

College of Hospitality, Tourism, Accountancy, Business and Management

Dean

Dr. Ryan M. Ignacio

*Bachelor of Science in Business
Administration*

Head: Mr. Jeremiah P. Palmiano
Research Coordinator: Ms. Ariane G. Astudillo
Research Advisers:
Mr. Reynold R. Bangalisan
Mr. Randy C. Villaseñor
Mr. Jeremiah P. Palmiano
Ms. Vinalyn L. Sarzata
Ms. Ariane G. Astudillo
Mr. Danilo F. Molera Jr.
Sharlene M. Guevarra

Bachelor of Science in Entrepreneurship

Head: Vinalyn L. Sarzata
Research Coordinator: Ms. Ariane G. Astudillo
Research Adviser: Ms. Vinalyn L. Sarzata

*Bachelor of Science in Tourism
Management*

Head: Dr. Ruby D. Odulio
Research Coordinator: Mr. Benedict B. Darilag
Research Advisers:
Mr. Benedict B. Darilag
Mr. Richard R. Sagcal
Mr. Robert Kevie L. Cruz
Mr. Rosalie Q. Jacinto
Mr. Sheiladele S. Gonzales

***Bachelor of Science in Office
Administration***

Head: Joan O. Bayani
Research Coordinator: Mr. Bryan T. Tubao
Research Advisers:
Mr. Bryan T. Tubao
Ms. Kimberly Joyce B. Embile

***Bachelor of Science in Accounting
Information System***

Head: Dr. Maria Edna T. Portugal
Research Coordinator: Mr. Bryan T. Tubao
Research Advisers:
Dr. Maria Edna T. Portugal
Dr. Nenita D. Makalintal

***Bachelor of Science in Hospitality
Management***

Head: Dr. Dana France H. Ignacio
Research Coordinator: Ms. Dana Rae B. Boatis
Research Advisers:
Dr. Dana France H. Ignacio
Mr. Roland Rambo B. Jayoma
Mr. Ronnie T. Tejerero
Ms. Patricia Caroline C. Loceo

College of Computer Studies

Dean

Dr. Rosicar Escobar

***Bachelor of Science in Information
Technology***

Head: Mr. Rommel J. Constantino
Research Coordinator: Mr. Khristian M. Hoseña
Research Advisers:
Mr. Rogie B. Montoya
Mr. Rosauo P. Villalon
Mr. Ronald G. Roldan Jr.
Mr. Emerson D. Gelera
Mr. Jorge B. Lucero
Mr. Gerald R. Dela Cruz
Mr. Alejandro B. Adovas
Ms. Sheryl T. Flororita

Bachelor of Science in Entrepreneurship

Head: Vinalyn L. Sarzata
Research Coordinator: Ms. Ariane G. Astudillo
Research Adviser: Ms. Vinalyn L. Sarzata

College of Criminal Justice

Dean

Dr. Riando D. Mosqueda

Bachelor of Science in Criminology

Head: Dr. Myrna S. Cuntapay

Research Coordinator: Ms. Mindy C. San Gabriel

Research Advisers:

Denise Anne G. Osorio

Dr. Myrna S. Cuntapay

Mr. Eddie E. Villaruel

Mr. Edgar Reyes

Dr. Leilani I. Cusack

College of Arts, Science and Engineering

Dean

Dr. Charlie I. Cariño

Bachelor of Science in Psychology

Head: Dr. Jolly M. Miguel

Research Coordinator: Ms. Maria Regina V. Baluyut

Research Advisers:

Mr. Dindo B. Danganan

Ms. Frances Mikaela V. Apongol

Ms. Maria Regina V. Baluyut

Ms. Irene T. Mayor

Ms. Krissha T. Jaine Laurente

Dr. Leilani I. Cusack

*Bachelor of Science in Computer
Engineering*

Head: Engr. Reynante B. Ponay

Research Coordinator: Engr. John Chester R. Mangubat

Research Advisers:

Engr. Reynante B. Ponay

Engr. John Chester R. Mangubat

Ms. Rosalie R. Galang

Bachelor of Library Information Science

Head: Mr. John Pros Valencia

Research Coordinator: Ms. Maria Regina V. Baluyut

Research Adviser:

Mr. John Pros Valencia

College of Arts, Science and Engineering

Dean

Dr. Milagros O. Luang

Bachelor of Physical Education

Head: Mr. Abraham P. Muyrong II
Research Coordinator: Ms. Justine Lyn T. Fernandez
Research Adviser:
Mr. Abraham P. Muyrong II

Bachelor of Technology and Livelihood Education

Head: Mr. Abraham P. Muyrong II
Research Coordinator: Ms. Justine Lyn T. Fernandez
Research Adviser:
Mr. Abraham P. Muyrong II

Bachelor of Elementary Education

Head: Mr. Abraham P. Muyrong II
Research Coordinator: Ms. Justine Lyn T. Fernandez
Research Adviser: Mr. Ryan Christopher M. Villalon

Bachelor of Science in Secondary Education

Head: Ms. Josephine P. Galicha
Research Coordinator: Mr. Dominador J. Rilon, Jr.
Research Advisers:
Mr. Dominador J. Rilon, Jr.
Dr. Mary Jane B. Guan
Mr. Abraham P. Muyrong II
Dr. Romeo Fernandez

Bachelor of Technical- Vocational Teacher Education

Head: Dr. Antonio Bermudez
Research Coordinator: Mr. Norman DC. Asio
Research Adviser:
Dr. Leilani I. Cusack

Publication Site

<https://www.aaresearchindex.com/ojs/index.php/AASgBCPJMRA>

Papers Presented

EDITORIAL BOARD	4
ENTREPRENEURSHIP	29
<hr/>	
A Business Plan on Establishment of Foodtrep Corner in Kingspoint Bagbag Novaliches Quezon City	30
Annie Christine T. Albor, Clarince C. Baise, Haide, Grace M. Bendanio, Trexie Lorenz B. Cayao, Roselle Culla, Shermae Iris D. Delos Ama, Alliena May D. Franche, Angelica Ibanez, Vincent Hasky Lacap, Jenevev C. Torres Adviser: Ernesto S. Framo, LPT, DPA	
A Business Plan on the Establishment of TroPARES Nueve at Sitio Dagat-Dagatan Brgy.178 Camarin, Caloocan City	31
Jahyascent L. Abdon, Khimberly E. Abria, Jessel D. Almacin, Jayson G. Bacolod, Kristina R. Gacer, Ronald S. Malejana, Trisha Mae S. Pabustan, Kristianpol G. Villamor, Marlou C. Yula Adviser: Ernesto S. Framo LPT DPA,	
A Fashionable Wardrobe in Evergreen Bagumbong, Caloocan City	31
Hannah Mae M. Beran, Ma. Clariz D. Cerezo, Laarni V. Dungog, Jean Aira D. Gaciles, Reynalyn R. Lamata, Angelica L. Pascual, Aira Mae M. Quintana, Rohelene N. Rosario, Ella Mae M. Sare, Clarisse Jane B. Vallecera Adviser: Ernesto S. Framo, LPT, DPA	
BBQSILOG	33
Alfie B. Caysido, April A. Dela Cruz, Kyla Pauline A. Gammaru, Mark Ryan. Gonzales, Maica B. Jorge, Zyra Jane Nicole G. Mesa, Geraldine M. Molon, Marc Anthony I. Ortiz, Jimuel C. Salvador, Erica Mae Solapas Adviser: Ernesto S. Framo, LPT, DPA	
Bigalog “The Rice N’ Egg”	34
Kimberly E. Abiada, Ma. Angelica A. Ballera, Jirah A. Bolivar, Arcelen O. Calagos, Mharizza A. Dinglasa, April Joy M. Gacelo, Jonnel D. Magramo, Ken Robert M. Mando, Mary Joy C. Paniterce, Cleaford B. Pantonial Adviser: Ernesto S. Framo, LPT, DPA	
Business Plan of Vuroncoathing Affordtunado in Commonwealth Area	35
Nilmark P. Babac, Angelo B. Babiera, Jesaias Jherico C. Bon, Irene P. Cenal, Rinnah Jane L. Mangompit, Cindy Z. Mison, Aira Marie L. Ogalesco, Realyn A. Patanao, Daisy Mae B. Torrado, Danica M. Valera Adviser: Ernesto S. Framo, LPT, DPA	
Deli Sisig at Barangay 178 Camarin Caloocan City	36
Chenie Ann Arevalo, Enizah Leine Agbanlog, Erica May Fernandez, John Gallo Oscar, John Paul Espiño, Leymar Dela Cruz, Lucy Lumbis, Tessa Flores, Vienna Gade Quatchon Adviser: Ernesto S. Framo, LPT, DPA	

Keto Dream Keto in 72 Sta. Isabel Street Brgy. Gulod Novaliches Quezon City 37

Mark Ryan Brendez, Rosemarie Endrina, Trixie Española, Mary Bryan Lleba, Christine Luzong, Jonnalyn Marticio, Bernard Mirabel, Mike Mendoza
Adviser: Ernesto S. Framo, LPT, DPA

Thrift Collection including Brand New and Ukay Ukay at Bestlink College of the Philippines 38

Christine T. Alvarado, Desiree V. Baclayo, Marinezza O. Baquero, Jonalyn B. Belarmino, Mary Jane S. Calzo, Rosenberge G. Dela Cruz, Emylyn L. Glee, Alric C. Lavada, Melvin N. Plaida, Erka Jane D. Timosan
Adviser: Ernesto S. Framo, LPT, DPA

HOSPITALITY MANAGEMENT 39

A SWOT Analysis on the Newly Renovated Guestrooms of Mock Hotel at Bestlink College of the Philippines 40

Zarah Mae C. Lacandazo, Verna Allyssa Manoguid, Angelica Valino, Honelyn Villa, Alexis C. Villar
Adviser: Romano A. Paparo

Assessment of Practical Classes and Laboratory Teaching Learning for BSHM Program at BCP: Towards a Guide 41

Casinillo, Jenyveb Jane A., Espadero, Donnavie, Martinez, Joece O., Mesa, Judy Ann M., Ringor, Ryan P.
Adviser: Dr. Dana France H. Ignacio

Bachelor of Science in Hospitality Management Students' Perception on Student Council Activities at Bestlink College of the Philippines 42

Jr. Isidro R. Bug-Os, Roseann I. Iraula, Christine G. Pacheco, Joanalyn R. Sardiña, Anafia B. Sasaban
Adviser: Mr. Ronnie T. Tejerero

Benefits of Synchronous Online Learning of Hospitality Management Students at Bestlink College of the Philippines A.Y 2021 – 2022 43

Agnes, Charlie B., Gabay, Patricia G., Palambiano, Jenica L., Palses, Trisha Anne Ashley J., Rojas, Jamila C.
Adviser: Mr. Ronnie T. Tejerero

Career Preparedness of the Graduating BSHM Students at BCP amidst the New Normal A.Y. 2021-2022 44

Mary Ann B. Caangay, Jezreel Raven U. Casimiro, Lovely Joy L. Osmillo, Beverlyn G. Pingkian, Hazel Kate I. Sumbeling
Adviser: Dr. Dana France H. Ignacio

Cause and Effect of Eating in Jollibee Corporation in the Health of BSHM Students at Bestlink College of the Philippines 46

Bryan Dave R. Asoy, Jean Mel O. Duria, Jennifer S. Garnace, Jake D. Narra, Ryan Christopher O. Pagado
Adviser: Dr. Dana France H. Ignacio

- Challenges and Benefits of Fourth-Year BSHM Students Work Experience While Studying at Bestlink College of the Philippines.** 47
 Nicko Sandro A. Agan, Claudine N. Alberio, Mhelfred M. Austria, Emanuel R. Villanueva, Jure C. Yosoya
 Adviser: Romano A. Paparo
- Challenges Encountered by Different Banquet and Catering Services during Pandemic Located at Brgy. Commonwealth, Quezon City: Towards a Guide** 49
 Zyrach E. Anagaran, Mark Lloyd T. Bantaotao, Jayson R. Biggayan, Gibee Mac B. Garcia, Ryan T. Monreal
 Adviser: Roland Rambo B. Jayoma, CHP
- Challenges Encountered by Fast Food Chain Employees in Dining Services during COVID-19 Pandemic at Zabarte Town Center Caloocan City** 51
 Kriselle Joyce B. Besa, Jerome S. Casillan, Domelene P. David, Ed Anferny S. Masim, Anne Girle L. Sarmiento
 Adviser: Roland Rambo B. Jayoma, CHP
- Challenges Facing of Housekeeping Department at Eurotel Hotel Edsa Mandaluyong during COVID-19 Pandemic: Towards a Guide** 53
 Jessel Ann Bonghanoy, Darlen Encarnacion, Ana Mae Olarita, Angelo Noe Panerio, Jocelyn Pellazar
 Adviser: Roland Rambo B. Jayoma, CHP
- Comparative Study of Blended Learning versus Online Classes of BSHM Graduating Students at Bestlink College of the Philippines** 55
 Priccs Daniel B. Aquino, Kenneth D. Pajo, Princess D. Quilatis, Noime S. San Andres, Paul Siegfred A. Solis
 Adviser: Roland Rambo B. Jayoma, CHP
- Customer Satisfaction of Small-Scale Online Food Business by BSHM Students of Bestlink College of the Philippines, A.Y. 2021-2022** 57
 Jacinto, Ella Mae M., Bagaoisan, Lovely D., Rosana, Ruthchel, Panti, Rommel
 Adviser: Mr. Ronnie T. Tejerero
- Development of BSHM Students' Core Competencies for Academic Year 2020-2021 at Bestlink College of the Philippines: Towards A Guide** 58
 Jhon Errol Encinares, Harvin Lacorte, Kenneth Minoza, Ariel Rivera, Dexter Arjhon M. Sandoval
 Adviser: Romano A. Paparo
- Effective Teaching of the Online Class Learning in Professional Subjects in Hospitality Management** 60
 Mary Belen P. Bondoc, Roxanne F. Boton, Janel Nicole M. Ganton, Rizza A. Lopido, Jestoni P. Sarmiento
 Adviser: Mr. Ronnie T. Tejerero

Effectiveness of Asynchronous Teaching Learning Approach to 4th Year BSHM Students at BCP A.Y. 2021-2022	62
Micaela Lourdes D. Míole, James S. Pascua, Jessica R. Pasiliao, Elaine Love A. Salita, Marc Kenneth D. Vilchez Adviser: Dr. Dana France H. Ignacio	
Effectiveness of Educational Tour towards Competency Enhancement of BSHM Students in Bestlink College of the Philippines	63
Aira Mae O. Macaranas, Justinne M. Macaranas, Jashper R. Melicio, Rhocelda G. Posadas Adviser: Mr. Ronnie T. Tejerero	
Effectiveness of Mock Hotel on the Skills Development of Hospitality Management Students at Bestlink College of the Philippines	65
Oliver Andaya, Dustine John S. Bautista, Mary Jane B. Cajayon, Angelica V. S. Celis, Marry Joy G. Sodala Adviser: Romano A. Paparo	
Effectiveness of Modular Approach on Professional Subjects to BSHM Students at Bestlink College of the Philippines A.Y 2020-2021: Towards a Guide	67
Muyo, Britney Jean E., Parabas, Raymund Christian B., Suson, Shieva Jade P., Quidangen, Ma. Theresa A., Villasán, John Mark V Adviser: Roland Rambo B. Jayoma, CHP	
Effectiveness of Online Class in Academic Performance among the 4th Year BSHM Students of BCP towards the Level of Competencies	69
John Henry P. Bandong, Jherico N. Escarilla, Stephanie B. Merino, Carmela C. Pablo, Emmelyn P. Pelayo Adviser: Mr. Ronnie T. Tejerero	
Effectiveness of Online Learning Approach to 4th Year BSHM Students of BCP A.Y. 2021-2022: Towards a Guide	70
Miracle Grace C. Boyore, Ellen T. Corbe, Carlo E. Dellosa, Mary Rose B. Espeña, Renalyn R. Monares Adviser: Dr. Dana France H. Ignacio	
Effectiveness of Online Learning to BSHM Students at Bestlink College of the Philippines: Academic Year 2021-2022	71
Analisa B. Azucena, Jerick L. Getes, Maan Trisha D. Justimbaste, Maria Ella Y. Palen, Christopher John M. Reyes Adviser: Roland Rambo B. Jayoma, CHP	
Effectiveness of Simulation Activities for BSHRM Graduated Towards a Guide in Bestlink College of the Philippines A.Y 2018-2019	72
Chanjunica A. Baron, Emy B. Federio, Jhoey A. Nogueras, Jhon Jerieh C. Onrubia, Ma. Eloisa Ann T. Malquisto Adviser: Dr. Dana France H. Ignacio	
Effectiveness of Skills Development of BSHM Students through Online Classes: An Assessment	73
AASg-BCPJMRA	Page 11 of 238

Jerra Mae D. Advincula, Danica C. Evangelista, Gerneth L. Lauron, Ricel Joy C. Santos, Lovelyn Son
 Adviser: Romano A. Paparo

Effectiveness of the New Learning Approaches in Hospitality Management Program at Bestlink College of the Philippines 75

Execquiel T. Abatas, Vincent M. Basada, Christopher R. Ballinas III, Ronald E. Mariano, John Ace Tugade

Adviser: Romano A. Paparo

Effects of COVID-19 Pandemic to the Working Performance of the Selected Employees at Three Restaurants in Ayala Malls, Quezon City 77

Mary Jane D.C. Besario, Myka Paoline G. Caandoy, Sharena May Flores, Jobelle Anson C. Maliñana, Princes A. Parado

Adviser: Roland Rambo B. Jayoma, CHP

Efficacy of Online Learning Modality to Professional Subjects of Hospitality Management Program at BCP 78

Marlon Delos Reyes, Jester A. Go, Sheila Mae Junco, John Carlo Tapdasan, Shaira Mae Zamora

Adviser: Romano A. Paparo

Employability of Fresh Graduates from Hospitality Management at Bestlink College of the Philippines 80

Albert John C. Ansale, Michelle T. Cellona, Rizalline G. Francisco, Emarie S. Lozada, Angelica O. Valdezco

Adviser: Romano A. Paparo

Employment Opportunities in Hospitality Industry for BSHM Graduating Students Academic Year 2021-2022 at Bestlink College of the Philippines: Towards a Guide 82

Marissa L. Austria, Alexander Brunio, Krizzel Mae R. Dagulo, Lenie Rose C. Diaz, Nia Chanthale G. Ortego

Adviser: Roland Rambo B. Jayoma, CHP

Essentiality of Improving the Bachelor of Science in Hospitality Management Laboratory Facilities at Bestlink College of the Philippines 83

Ellah Mae A. Alasa, Fame V. Alima, Giana L. Laurio, Jayrald V. Leal, Sheila Mae A. Natinga

Adviser: Roland Rambo B. Jayoma, CHP

Factors Affecting Employability of Graduates BSHM Batch 2020 in Bestlink College of the Philippines amidst Pandemic: Towards a Guide 84

Kirk Eros Canatoy, Micca Creo, Gezel Cunato, Chris Lorenz Dela Cruz, Monique Joy G. Pomen

Adviser: Roland Rambo B. Jayoma, CHP

Factors Affecting Students' Retention in Hospitality Management Program at Bestlink College of the Philippines A.Y. 2021-2022: 85

Ronilie A. Garcia, Criselda L. Paloma, Resty J. Lombres

Adviser: Dr. Dana France H. Ignacio

- Factors Affecting the On-The-Job Training of BSHM Students in Bestlink College of the Philippines during Pandemic A.Y. 2021-2022** 86
 Mary Ryzza Janry D. Gonzales, Jodelyn J. Grospe, Wenna Jane S. Obejas, Trisha Mae E. Olesco, Camile Ann B. Parola
 Adviser: Dr. Dana France H. Ignacio
- Impact of Online Class to the Technical Skills of Hospitality Management Students during the Pandemic at Bestlink College of the Philippines** 87
 Lovelyn R. Aguilos, Jessa Mae C. Martinez, Justine C. Notarte, Jhazmine Clair A. Renol, Ghail S. Respicio
 Adviser: Mr. Ronnie T. Tejerero
- Impact of Online Learning towards 4th Year Hospitality Management Students in Bestlink College of the Philippines** 89
 John Alfred Lachica, Lisa Lisette P. Getizo, Mebelen P. Lamay, Rommel U. Barbin, Darell A. Jabal
 Adviser: Mr. Ronnie T. Tejerero
- Impact of Virtual Class Absenteeism of BSHM Students on the Academic Performance: Towards a Guide** 90
 Mark Anthony R. Estrella, Rendan C. Francisco, Mark Loyd F. Insigne, Hazel P. Pagobo, Renz John D. Tabuñar
 Adviser: Dr. Dana France H. Ignacio
- Impact of Virtual Class in Housekeeping Services of BSHM Students at Bestlink College of the Philippines for Academic Year 2021-2022** 91
 Aaron G. Bernardino, Bernardo R. Buban, Christopher B. Fuentes, Andrea A. Pinto, Nichols Joshua B. Umagang
 Adviser: Romano A. Paparo
- Impact of Working While Studying to Graduating Student of Hospitality at Bestlink College of the Philippines A.Y 2021-2022** 93
 Cherrylyn G. Camu, Alessandra Marjonele A. Carreon, Hazel Joy R. Estrada, Angelica M. Labrador, Maygie T. Ladines
 Adviser: Dr. Dana France H. Ignacio
- Implications of Virtual Classes in BSHM Students at Bestlink College of the Philippines A.Y. 2021-2022: Basis for Skills Development** 94
 Chrisjerard Inigo, Ancieeth B. Jumandos, Quenie Jane T. Pepito, Richard A. Sales, Jona Marie C. Simortin
 Adviser: Mr. Ronnie T. Tejerero
- Learning Adaptation of BSHM Graduating Students to the New Normal at Bestilink College of the Philippines for Academic Year 2021-2022: Towards a Guide** 95
 Princess Yvonne P. Bertes, Ma. Teresa C. Bristol, Grace M. Cid, Mirasol Corto, Keren Happuch D. Tadle
 Adviser: Roland Rambo B. Jayoma, CHP

Motivational Factors Influencing the Senior High School Students in Choosing BSHM “Towards a Guide” at BSP Ay 2021-2022	97
Maecie B. Acosta, Rosalie L. Bautista, Joan P. Bermeo, Blessie A. Corpuz, John Paul Oclarit Adviser: Dr. Dana France H. Ignacio	
Motivational Factors of Students to Pursue the Bachelor’s Degree in Hospitality Management in BCP amidst Pandemic	99
Baragenio, Andrea Marie P., Berber, Jenny Anne S., De Jesus, Rojina S., Mendoza, Joshua F., Talde, Angelika Adviser: Dr. Dana France H. Ignacio	
Problem Encountered by Working Student Vis-A-Vis to Academic Performance of BSHM Graduating Students	101
Jandel L. Ballatan, Christine Mae O. Limbauan, Eliene Jeane G. Peralta, Jessa A. Rubio, Clara H. Valenciano Adviser: Mr. Ronnie T. Tejerero	
Readiness for the Face To Face Classes of BSHM Department at Bestlink College of the Philippines: Towards a Guide	102
Racquel A. Arrmamento, Mark Dominic M. Ancheta, Anniejean N. Claudio, Elaïtes I. Magbutay, Ma. Theresa M. Marcos Adviser: Roland Rambo B. Jayoma, CHP	
Readiness of the Hospitality Management Students on Face-To-Face Classes in the New Normal at Bestlink College of the Philippines: Towards A Guide	103
Mary Grace M. Amogues, Jessa Mae P. Bautista, Jethro R. Libo-On, Eugene Mark A. Soniega, John Andei Lloyd T. Viojan Adviser: Romano A. Paparo	
Significance of Linkages with Hospitality and Tourism Organizations to BSHM Students at Bestlink College of the Philippines	104
Lester P. Delos Santos, Jolina M. Depalco, Kately Dc. Lopez, Angelica A. Urbano, Joshua M. Virtus Adviser: Romano A. Paparo	
Significance of the Research Course to the Students of Hospitality Management at Bestlink College of the Philippines	105
Aaron Jhay Braza, Arvin D. Flores, John Michael C. Ignacio, Desiree Nicodemos, Chabieleen V. Roman Adviser: Romano A. Paparo	
Soft Skill Development of 4th Year BSHM Front Office Students through Online Based Education at BCP A.Y. 2021-2022	106
Jhan Deifred O. Almonte, Angelica C. Barruga, Mark Anthony B. Cabansag, Melleah S. Espiritu, Niña Lyn M. Santos Adviser: Dr. Dana France H. Ignacio	
Student Perception in Developing the Skills of Hospitality Management Students through Virtual Classes at Bestlink College of the Philippines	107
AASg-BCPJMRA	Page 14 of 238

Mark R. Andarino, Jessie P. Atiga, Rosselle M. Ebasco, Cristina R. Mayan, Joylyn C. Mendez
Adviser: Romano A. Paparo

Student Perception of On-The-Job Training for Hospitality Management at Bestlink College of the Philippines 108

Rovielyn C. Baylen, Carlo Jay B. Bayron, Rojelene R. Blasco, Kyla P. Cabasag, Michael V. San Buenaventura
Adviser: Mr. Ronnie T. Tejerero

Students' Perception on the Effectiveness of Virtual Classes in the Development of Skills in Food and Beverage at Bestlink College of the Philippines 109

Ma. Virginia I. Caringal, Eddieson B. Dagale, Myraann C. Francisco, Shaina M. Ganan, Dianne P. Opinion, Angelica Mae R. Valino
Adviser: Romano A. Paparo

The Challenges of BSHM Graduating at Bestlink College of the Philippines On-The-Job Training A.Y. 2021-2022 110

Carmela T. Alingalan, Mary Cone L. Bagat, Andrea Grace J. Corpuz, Justin L. Dichoso, Remark M. Luna
Adviser: Dr. Dana France H. Ignacio

The Challenges of BSHM Student on Virtual Learning at Bestlink College of the Philippines S.Y. 2021-2022 111

Babylyn C. Ambay, Aldrin B. Carcellar, Joeven M. Estropia, Marryjane L. Mancera, Christinejoy D. Taganna
Adviser: Mr. Ronnie T. Tejerero

The Development and Assessment of Ergonomically Designed Kitchen on Selected Mcdonalds Branch in Quezon City 112

Dannah Ashley Buracan, Erickaniel T. Capili, Reynold M. Jariel, Christian Z. San Juan, Mary Grace R. Ylanan
Adviser: Roland Rambo B. Jayoma, CHP

The Effectiveness of Futures Employment Opportunities for BSHM Graduating at BCP during A.Y. 2021-2022: Towards s Guide 114

Anesa B. Agero, Maria Liza B. Egos, Gladys C. Gonda, Ann Jelica E. Monte, Danica M. Montesclaros
Adviser: Dr. Dana France H. Ignacio

The Effectiveness of Bartending Classes via Online Delivery Mode for the BSHM Graduating Students in Bestlink College of the Philippines 115

Dacles, Julius C., Dapitan, Dennis A., Galve, Jomare R., Samson, Mia Kim M., Torregosa, Malou C.
Adviser: Roland Rambo B. Jayoma, CHP

The Effectiveness of Online Bartending Classes at Bestlink College of the Philippines 116

Nerlyn E. Abelligos, Catheren P. Esposito, Johanna Marie C. Holandez, Joseph Z. Quinto, Princess Anne T. Umani
Adviser: Mr. Ronnie T. Tejerero

The Effects of COVID-19 Pandemic to the Career Expectation in Hospitality Industry among the Hospitality Management Students of Bestlink College of the Philippines 117

John Rex C. Camacho, John Ferdinand M. Catuira, Noel C. Garcia Jr., Monica G. Madrideo, Jolina E. Ponce

Adviser: Roland Rambo B. Jayoma, CHP

The Effects of COVID-19 Pandemic to the Retrenched Employees of Mcdonald's West Avenue Branch in Quezon City: Towards Recovery 118

Keir John H. Borja, Marifer E. Gazzingan, Ryan M. Manaog, Jackielyn Rose B. Marquez, Rey P. Rebato

Adviser: Roland Rambo B. Jayoma, CHP

The Effects of Promotional Tool on Consumer's Eating Behavior 119

Arman John E. Aguimlod, Kristel Dianne V. Botor, Maezelle Ann Cardenas, Angelo Gabriel P. Diesta, Wendy D. Osiel

Adviser: Dr. Dana France H. Ignacio

The Impact of Assessment Tools in Lms Relative to Academic Performance of 4th Year BSHM Students of Bestlink College of the Philippines: Basis for Refinement 121

Riza P. Galez, J.R. J Laigue, Jea Mae A. Paguirigan, Bernadeth V. Silva, John Paulo N. Zate

Adviser: Mr. Ronnie T. Tejerero

The Impact of Career Opportunities amidst Pandemic among Fourth Year BSHM Graduating Students of BCP: Towards a Guide 123

Ritchelyn M. Aborita, Christian Jay M. Butial, Justine Ela A. Dela Cruz, Rj Angelo O. Tiempo, John Edward C. Verzosa

The Impact of Coping Mechanism on Two Fast-Food Restaurants in Quezon City amidst the COVID-19 Pandemic 124

Aaron King Bagadiong, Mark Angelo Reyes, Jaymarc Ronquillo, Kevin Sahagun, Rosalie Uy

Adviser: Mr. Ronnie T. Tejerero

The Impact of COVID-19 to Fast Food Chain Delivery Services at Barangay Greater Lagro, Quezon City 126

Jocelyn Y. Calugay, Herwen N. Dela Cruz, Michael Jude M. Espiritu, Jenalyn T. Layson, Aila Marie C. Panes, Mark Anthony C. Pingad

Adviser: Roland Rambo B. Jayoma, CHP

The Impact of Learning Management System as Perceived by the Bachelor of Science in Hospitality Management at Bestlink College of the Philippines: Towards a Guide 127

Dominick A. Buhat, John Carlo R. Dela Cruz, Marjorie R. Fernandez, Joan A. Jaime, Kennard Jolo M. Leonardo

Adviser: Mr. Ronnie T. Tejerero

The Impact of Part Time Job for BSHM at Bestlink College of the Philippines: An Assessment 128

Cardenas, Jayson R., Dellomos, Johnmar A., De Luna, Ni Ño Ivan, Fampula, Julie Ann M., Lazaro, Joyce H.

Adviser: Roland Rambo B. Jayoma, CHP

The Impact of Skeletal Schedule on the Academic Performance of 3rd and 4th Year BSHM College Student: Basis for Improvement 129

Berunio, John Lester B., Jayme, Kimberly O., Panganiban, Jason B., Sasil, Allan V., Toribio, Vincent A.

Adviser: Roland Rambo B. Jayoma, CHP

The Impact of Studying While Working in Academic Performance of Selected 4th Year Students amidst the Pandemic 130

Liana Marie G. Gatchalian, Carmel Ann D. Mondigo, Karen L. Flondarina, Jennifer E. Caballero, Rosalyn Meniolas

Adviser: Mr. Ronnie T. Tejerero

The Level of Readiness of BSHM Graduating Student at Bestlink College of the Philippines in Approaching Working Environment: An Assessment 132

Retchel B. Andoque, Joyce Ann R. Oro, Xena G. Patoc, Gian Salenga, Carlos V. Sevidal

Adviser: Mr. Ronnie T. Tejerero

The Significance of Social Awareness in Hospitality Management Curriculum at Bestlink College of the Philippines Basis for Improvement 133

Angela B. Batika, Angie B. Coral, Ailyn N. Deniga, Anthony C. Para, Stefany N. Parinas

Adviser: Mr. Ronnie T. Tejerero

Tracer Study for the BSHRM Graduate Students of Bestlink College of the Philippines A.Y. 2020-2021 134

Jervis Kim Alpay, Lheynnel R. Angoluan, Efren Jr. L. Baguio, Miguel Lawrence M. Palencia, Arnel C. Villamor

Adviser: Dr. Dana France H. Ignacio

Tracer Study: BSHRM Graduates of Bestlink College of the Philippines Batch 2020 – 2021: Towards a Guide 136

Aldrin B. Borjal, Jehusaphat N. Calayo, Lara Gidea Mari B. Requizza, Marian P. Orubia, Mary Joy C. Cerbito, Sheikinah V. Gomez

Adviser: Roland Rambo B. Jayoma, CHP

INFORMATION SYSTEM 137

BCP Bulacan College Registrar Department 138

Marlow S. Cartagena, Mary Joyce B. Manaloto, James T. Malait, James W. Pangilanan, Marvin P. Tolcidas

Adviser: Khristian M. Hoseña

BCP Bulacan Senior High School Registrar Department	139
Mark Gil H. De Moral, Aiza R. Capuno, Harvey E. Nacario, Charlotte T. Caceres, Ron Christian O. Villanueva, Aljon Z. Paglinawan Adviser: Khristian M. Hoseña	
School Directress Management System	140
Joshua V. Alcantara, Laverne C. Allawan, Dave T. Badilla, Mariane Joy L. Delos Santos, Andrea V. Olarte, John Cedric G. Orlanes Adviser: Khristian M. Hoseña	
School Information System (Clinic Management System)	141
Billy Jhun O. Escarda, Argie Dice, Aljon Z. Paglinawan, Ed Vincent B. Yamit, Neil Howell Del Rosario Adviser: Khristian M. Hoseña	
School Information System (Guidance and Counseling Management System)	142
Mark Joseph Abiog, Jayson Milante, Christian James Fajiculay, Jemnick Salvador, Jayar Viloria Adviser: Khristian M. Hoseña	
Student Information System - Academic Offices	143
Aljhon I. Reodique, Mark Joseph A. Maya, Emilyn Prias, Jemuell Sunaya, Manuel Cabadsan Jr. Adviser: Khristian M. Hoseña	
INFORMATION TECHNOLOGY	145
A Comparative Analysis between Goldilocks and Red Ribbon towards Consumer's Perception along Susano Road, Novaliches, Quezon City	146
Vanessa E. Austria, John Paul B. De Mesa, Sharmaine T. Goc-ong, Monica Paula A. Lomboy, Rafael R. Macaranas Adviser: Ernesto S. Framo, LPT, DPA	
A Proposed Strategic Plan in Customer Service of a Milk Tea Shop in Mabolo, Valenzuela City	147
Mark Anthony R. Bacsá, Maricor D. Hausa, Mary Joy R. Latonero, Fimars O. Maravilla, John Allen B. Renomeron Adviser: Ernesto S. Framo, LPT	
Banking and Finance Management System (Financials – Collection, Accounts Payable & Accounts Receivable, Disbursement, Budget Management, General Ledger)	148
Ian James A. Barbosa, Maricor G. Bituin, Jamela C. Cruz, Jaymie Louise C. Regalado, Ellie Rose E. Sabinay Adviser: Ms. Ain Geuel Escobar	
Banking and Finance Management System Human Resource IV: (HR Analytics, Core Human Capital, Compensation Planning, and Administrative Payroll)	149
Julius Gerard R. Talion, Zarah Marie P. Urmeneta, Melbert B. Villasoto Adviser: Ms. Ronnie Geuel Escobar	

Banking and Finance Management System Human Resource Part Ii: (Learning Management, Training Management, Competency Management, Succession Planning, and Employee Self-Service) 150

Gladys Brendez, Aldrin John Perez Lafuente, Brando Bautista, Marivic Temporal, Rey Ryan Gomez
 Adviser: Ms. Ain Geuel Escobar

Banking and Finance Management System Human Resource Part Iii (Leave Management, Time and Attendance, Timesheet Management, Shift and Scheduling, Claims and Reimbursement) 151

Jasper L. Zacarias, Sharmine T. Bardon, Sheila Mae R. Guinita, Robert John R. Mamuyac, Lawrence Joshua D. Salazar
 Adviser: Ms. Ain Geuel Escobar

Banking and Finance System Human Resource Part I: (Recruitment, New Hire on Board, Applicant Management, Performance Management and Social Recognition) 152

Daryl Deleon, Eric Cabrillos, Mark Eron Vergara, Chris Darrel Palconit, Johnpaul Barruga
 Adviser: Ms. Ain Geuel Escobar

Banking Management System – Core 1 (Loan Processing, Loan Payment Monitoring, Loan Restructuring, Client Information) 153

Christian Kenneth A Abungan, Cassey Emme B. Adarayan, Leonardo Jr. V. Garcia, Noel B. Pontejo, Leonette D. Sabang
 Adviser: Mr. Alejandro B. Adovas

Banking Management System – Core 2 (Communication Management, Savings Tracking, Social Performance Monitoring, Consolidation) 154

Joana Paula M. Abad, Mark Angelo P. Bacaycay, Arnel B. Bernaldez, Jerramie N. Española, Riena N. Matuba
 Adviser: Mr. Alejandro B. Adovas

Banking Management System – Logistic 1 (Project Management, Asset Management, Warehousing, Procurement) 155

Princess Jeanrique Ambal, John Andre Colubong, Chard Andrew Heteroza, Justine Bless Lopez, Christian Joseph Macaro
 Adviser: Mr. Alejandro B. Adovas

Banking Management System – Logistic 2 (Vendor Portal, Vehicle Reservation, Document Tracking, Audit Management) 156

Kenneth Bruze M. Ledde, Jasmine M. Malinao, Janina M. Ramos, Eunice D. Rodriguez, John Lester V. Villamor
 Adviser: Mr. Alejandro B. Adovas

Banking Management System Administrative (Facilities Reservation, Document Management, Legal Management, Visitor Management) 157

Jean Rose P. Amatos, Kimberly M. Dela Cruz, Dexter A. Gabule, Shalomae G. Parael, Vhon Lester B. Partosa
 Adviser: Ms. Sheryl T. Flororita

- Effectiveness of Marketing Tools to the Business Performance of Coffee Shop in Sto.Nino, Meycauayan, Bulacan** 158
 Chrismael A. Asilom, Knika Anne P. Asuncion, Emerjohn C. Atangan, Alwin A. Ayao, John Paul P. Malco
 Adviser: Ernesto S. Framo, DPA
- Effectiveness of Online and Offline Advertisement of Food Chains in Karuhatan, Valenzuela City** 159
 Lyndon C. Gamoyao, Angelica V. Mape, Anne Ronet M. Ng, Juniel D. Tolentino, Melvin A. Valdoz
 Adviser: Ernesto S. Framo, LPT, DPA
- Effectiveness of Promotional Tools as a Marketing Strategy towards Customer Satisfaction of Andoy's Clothing Store in Bagumbong Caloocan City** 160
 Rose-Ann C. Anagaran, Princess Rhenalie A. Arbasto, Lanie Fe T. Belisario, Maribel F. Fille, Joana B. Silay
 Adviser: Ernesto S. Framo, LPT, DPA
- Factors Affecting Customers Satisfaction of Chooks to Go at Novaliches Quezon City: An Analysis for the Effectivity of an Organization** 161
 Jacqueline A. Arenas, Ruzzel A. Castillo, Don Johan B. Galanido, Chadelyn S. Lasingga, Rose L. Mahinay
 Adviser: Ernesto S. Framo, LPT, DPA
- Factors Affecting Customers Satisfaction of Chooks to Go at Novaliches Quezon City: An Analysis for the Effectivity of an Organization** 162
 Argie S. Hompay, Aquila M. Taduran, Jorma O. Tanay, Lucelyn L. Oinal, Maryjoy S. Tomboc, Via - Mariel R. Dela Cruz
 Adviser: Ernesto S. Framo, LPT, DPA
- Hotel and Restaurant Management Human Resource (Compensation Planning and Administration, Core Human Capital Management, HR Analytics, Payroll)** 164
 Mary Joy C. Abrasado, Mark Louie C. Corpuz, Edcel P. Labra, Albert Rey F. Rojas, Marc Kevin V. Umambi
 Adviser: Mr. Jorge B. Lucero
- Hotel and Restaurant Management Human Resource Part Ii: (Competency Management, Learning Management, Training Management, Succession Planning, and Employee Self-Service)** 165
 Abarquez, Jake G., Diadula, Judy Ann, Belmonte, Baby Rose M., Hipolito, Roccini Kate L., Jugan, Jessa R.
 Adviser: Mr. Enrico Pineda
- Hotel and Restaurant Management System Administrative: Document Management, Facilities Reservation, Legal Management, Visitor Management** 166
 Kevin Domasian, Arvin Castaneda, Jhon Vincent R. Refugia, John Paul Viernes
 Adviser: Mr. Alejandro B. Adovas

Hotel and Restaurant Management System Core Transaction I (Order Management W/POS, Kitchen and Bar Module, Food and Beverage Costing, Inventory Management, Resto Analytics) 167

Kent Bryan A. Dio, Diether John Puente, Jayvee S. Estrada, Ariam B. Miano, Rica Mae M. Rafael
 Adviser: Mr. Ronald G. Roldan Jr.

Hotel and Restaurant Management System Core Transaction Ii (Front Office, Room Facility, Billing, Housekeeping & Laundry Management, Supply Management) 168

Gerald Pacheco Bocabel, Apple Mae Cabug, Elifher Dollisen, Myla Llobrera, Kim Bryan Pudadera
 Adviser: Mr. Ronald G. Roldan Jr.

Hotel and Restaurant Management System Core Transaction Iii (Booking, Reservation, Facility Management, Guest Management, Customer Relationship Management) 169

Jerome S. Cariño, John Michael A. Delute, Kurt Daniel De Alday, Redjie A. Quiachon, Sephter Ivahn Fortin
 Adviser: Mr. Enrico Pineda

Hotel and Restaurant Management System Core Transaction Iii (Booking, Reservation, Facility Management, Guest Management, Customer Relationship Management) 170

Jerome S. Cariño, John Michael A. Delute, Kurt Daniel De Alday, Redjie A. Quiachon, Sephter Ivahn Fortin
 Adviser: Mr. Enrico Pineda

Hotel and Restaurant Management System Human Resource Iii (Time and Attendance Management, Timesheet Management, Shift and Scheduling, Leave Management and Claim and Reimbursement) 171

Monic G. Arabe, Jessa T. Cristobal, Cindy S. Dormiendo, Janeth D. Infante, Lara Joyce S. Laodenio
 Adviser: Mr. Jorge B. Lucero

Hotel and Restaurant Management System Human Resource Part I (Recruitment, Applicant Management, New Hire Onboard, Performance Management, and Social Recognition) 173

Jessa C. Avenido, Jhan Paul C. Barcenas, Aldrin E. Pelosas, Mary Joy B. Rosales, Jayson G. Tolosa
 Adviser: Mr. Enrico Pineda

Hotel and Restaurant Management System: (Vendor Portal, Audit Management, Vehicle Reservation, Fleet Management System, Document Tracking System) 174

Jaime C. Fabillar III, Ace JB P. Gozon, Rozelle Lucero, Gielee L. Nunez, Juvel P. Pieza
 Adviser: Mr. Enrico Pineda

The Assessment of Customers Preference of Selected Milk Tea Shops at Paso Deblas, Valenzuela City 175

Jovilyn M. Viloría, Angel Shene M. Pajarillo, Christine D. Lique, Pamela Mae L. Tabat, Rachel Q. Barcelon, Sheryl Q. Barcelon
 Adviser: Ernesto S. Framo, DPA

The Effectiveness of Social Media on Customer Retention of Tully's Coffee in Malinta, Valenzuela City 176

Charina Mae M. Barboza, Marineil G. Campado, Abigail A. Pelorina, Christian Wendell L. Ramos,
Richard P. Rosende
Adviser: Ernesto S. Framo, DPA

**The Effectiveness of Social Media on Frontrow enterprise towards Online Marketing in
North Fairview, Quezon City** 177

Renalyn O. Andrada, Charline B. Delos Santos, Kristella A. Fabros, April Joy M. Gonzales, Jane N.
Predilla
Adviser: Ernesto Framo, LPT, DPA

**Transport Network Vehicle System – Core 1 (Taxi Dispatching, Fleet Management, Driver
Information and Payment Management, Fuel Management, Customer Management)** 178

Norman D. Amar, Arvin Will T. Bayacsan, Krisia C. Cabañero, Jehovah V. Manalo, Jessie D. Toriaga
Adviser: Ms. Sheryl T. Flororita

**Transport Network Vehicle System – Core 2 (Store Room Management, Booking, Payment,
Transport Analytics, GPS Tracking)** 179

Joseph Jay B. Acorin, Bryan Jay S. Andaya, Marvin Dr. Barros, Mike Roldan O. Berol, Mary Georjade S.
Lorenzana
Adviser: Ms. Sheryl T. Flororita

**Transport Network Vehicle System - Finance (Disbursement, General Ledger, Accounts
Payable, Accounts Receivable)** 180

Kyle D. Ablao, Nardilyn R. Correa, Celdric L. Dy, Michelle J. Jasareno, Rachel Ann D. Pagdato
Adviser: Ms. Sheryl T. Flororita

**Transport Network Vehicle System - Human Resource 4 (Core Human Capital Management,
Payroll, Compensation Planning and Administration, Human Resource Analytics)** 181

Joshua P. Carnesil, Rogina Fallin P. Escolta, Ricky B. Martin, Jackielyn L. Santos, Johnpaul R.
Umanito
Adviser: Ms. Sheryl T. Flororita

**Transport Network Vehicle System – Human Resources 2 (Competency Management,
Training Management, Learning Management, Employee Self-Service, Succession Planning)** 182

Lloyd Kevin A. Deotoy, Jeffrey M. Francisco, Noverlyn G. Pingkian, Lyca G. Oinal, Jay-Anne D.
Veloria
Adviser: Ms. Sheryl T. Flororita

**Transport Network Vehicle System - Human Resources 3 (Timesheet Management, Claims
and Reimbursement, Leave Management, Shift and Scheduling, Time and Attendance)** 183

Ivan James C. Andrade, Ian Paul A. Colo, Jenilyn M. Quitar, Marlo R. Sarvida, Salvador A. Zurbito Jr.
Adviser: Ms. Sheryl T. Flororita

**Transport Network Vehicle System - Logistic I (Procurement, Asset Management, Project
Management, Warehousing)** 184

Clarence Glenn R. Callao, Mae Ann F. Caunca, Johnrien S. Mislant, Emerson T. Pantoja, Rey Vincent
S. Peñales
Adviser: Ms. Sheryl T. Flororita

Transport Network Vehicle System - Logistic 2 (Fleet Management, Document Tracking System, Vehicle Reservation, Vendor Portal, Audit Management) 185

Jose L. Busadre Jr., Leomark S. Celestial, Juvelyn M. Dueñas, Regane Macahibag, Mary Mercidita S. Sermillas

Adviser: Ms. Sheryl T. Flororita

Transportation Network Vehicle System – Human Resource 1 (New Hire on Board, Social Recognition, Applicant Management, Recruitment) 186

Mary Joy R. Adorador, Timothy James S. Bartolome, Marjon T. Esaga, Rowell M. Singh, Jayson Suan

Adviser: Ms. Sheryl T. Flororita

LIBRARY INFORMATION SCIENCE 187

Assessment of Users' Satisfaction with Library Resources and Services at the Bestlink College of the Philippines: Towards a Guide 188

Argelyn Mariano, Arvie John Simbulan, Logen Yaiso, Lorelie Monleon, Marlon Kem-Ing

Adviser: John Pros B. Valencia RL, MLIS

Assessment of Users' Satisfaction with Library Resources and Services at the Bestlink College of the Philippines: Towards a Guide 189

Argelyn Mariano, Arvie John Simbulan, Logen Yaiso, Lorelie Monleon, Marlon Kem-Ing

Adviser: John Pros B. Valencia RL, MLIS

Bestlink College of the Philippines Bachelor of Library and Information Science 190

Janice G. Sosmeña, Michael B. Padua, Ma. Joneth T. Valdiviso

Adviser: John Pros B. Valencia, RL, MLIS

Bestlink College of the Philippines Bachelor of Library and Information Science 191

Clarissa E. Guro, Diveril D. Gracio, Jenny Desunia, Kingrick A. Lustre, Maricar A. Bernal

Adviser: John Pros B. Valencia, RL, MLIS

Bestlink College of the Philippines Bachelor of Library and Information Science 192

Alexander M. Jaldo, Jericoh P. Galman, Jomar C. Danga, Mylene L. Nicanor, Samer B. Solirio

Adviser: John Pros B. Valencia, RL, MLIS

Bestlink College of the Philippines Bachelor of Library and Information Science 193

Angelika Jean C. Sia, Fatima M. Ziganay, Lhorie Mae L. Pascua, John Anthony C. Delos Reyes, Ron Lester G. Nuñez

Adviser: John Pros B. Valencia, RL, MLIS

Bestlink College of the Philippines Bachelor of Library and Information Science 194

Clarisse D. Bisnan, Jocelyn R. Flora, Herlyn A. Navarro, Laura Marie O. Rotap, Mark Dominic T. Bernardo

Adviser: John Pros B. Valencia, RL, MLIS

Performance Assessment of Bachelor of Library and Information Science (BLIS) Students in their On-The-Job Training (OJT) for the Academic Year 2021-2022 195

Lovely Mae B. Abainza, Angelie Anne B. Decelo, Sheryl R. Hunat, Marife Napolitano, Kevin A. Turno
 Adviser: John Pros B. Valencia, RL, MLIS

OFFICE ADMINISTRATION 196

A Feasibility Study for Digital Conversion of Filing Office Files and Document of Human Resources Department in Plumbing and Fire Protection Company in San Juan City 197

Andrey S. Galicia, Joyce C. Lopez, Jerlyn Mae Q. Moscosa, Diana A. Ubana, Jonathan I. Undecimo
 Adviser: Kimberly Joyce B. Embile, LPT

A Feasibility Study for the Enhancement of Office Procedure of XYZ Child Daycare Center in Caloocan City 198

Restie John D. Arellano, Ralph Lauren V. Cabangal, Charmine R. Daña, Michelle Ann O. Garais, John G. Jervoso
 Adviser: Kimberly Joyce B. Embile, LPT

A Feasibility Study in Improving of Ordering and Deliveries of AA Trading and Construction in Quezon City 199

Ellaine G. Aguillon, Shaira M. Awa-oa, Roel V. Buday, Mariz A. Carreon, James Bryan M. Martizo
 Adviser: Kimberly Joyce B. Embile, LPT

A Feasibility Study of Administrative Office Services for Barangay ABC in Quezon City 200

Kathylen E. Benoya, Crisheil Jane B. Campilan, Ceejay T. Martinez, Jesseca M. Parreño, Jamie B. Vivas
 Adviser: Kimberly Joyce B. Embile, LPT

A Feasibility Study of Improving Filing System in Barangay Health Center Caloocan City 201

Jay Angelame P. Bernas, Jennyrose V. Franco, Cherrylyn B. Leonor, Jennifer R. Retulin, Windy D. Zapador
 Adviser: Kimberly Joyce B. Embile, LPT

A Feasibility Study of Office Procedure in Secretarial Department of Barangay ABC Quezon City 202

Shekinah Glory S. Amoncio, Christine Mae A. Ansing, Darwin B. Catadman, Jhon Merk I. Ibarola, Rica Maureen M. Terania
 Adviser: Kimberly Joyce B. Embile, LPT

A Feasibility Study on Enhancement of Office Procedure in Human Resource Management of ABC Company in Valenzuela City 203

Allysa L. Angelio, Abegail P. Arreglado, Gabrielle B. Dungao, Cres Angelyn B. Gianan, Alma R. Ledesma
 Adviser: Kimberly Joyce B. Embile, LPT

A Feasibility Study on Enhancing the Operation Process of Barangay Health Center in Bagong Silang Caloocan City 204

Joshua Ken C. Laturnas, Melojeane E. Oclitaria, Jonel I. Podolig, Anjo C. Samin, Forial T. Turirit
 Adviser: Kimberly Joyce B. Embile, LPT

A Feasibility Study on Improving Handling Records of the Senior High School Students in Bestlink College Bulacan Campus 205

Apple J. Galvez, Clarisse C. Gega, Jesset B. Oliva, Alano S. Ramos Kr, Mary Chel J. Templo
 Adviser: Kimberly Joyce B. Embile

A Feasibility Study on Improving the Office Procedure in Administration Department of Barangay Camarin Caloocan City 207

Mika T. Arca, Quem Verly P. Chua, Cheery C. Duena, Jelyn R. Fallurin, Cazandra A. Imperial
 Adviser: Kimberly Joyce B. Embile, LPT

A Feasibility Study on Office Procedure of Human Resource Department at ABC Salon in Quezon City 208

Analiza G. Abalos, Cristina Aggasig, Mary Runella G. Antonio, Jonnalyn Q. Aspe, Geralyn C. Vallente
 Adviser: Kimberly Joyce B. Embile, LPT

A Feasibility Study on the Enhancement of Office Procedure in the Production Department of XYZ Enterprises, Inc. in Malabon City 209

Alexander Almoradie, Hazel B. Aquino, Valirie Ann Z. Bautista, Ma. Angela M. Garcia, Celine D. Persigas
 Adviser: Kimberly Joyce B. Embile, LPT

A Feasibility Study on the Improvement of office Procedure of High School Registrar Department of Caloocan City Business High School 210

Jasmin A. Francisco, Cherry Lie R. Mallari, Mary Jane T. Saldo, Jeanelyn T. Saspa, Vanessa Lane Tadije
 Adviser: Kimberly Joyce B. Embile, LPT

A Propose Office Procedure in Lending Company Financial Assistance Loan at Novaliches Branch, Quezon City 211

Luis S. Calonia, Lars Jason B. Dela Cruz, Evajane B. Dugos, Patrick F. Fetalvero, Neil Christian C. Namion
 Adviser: Kimberly Joyce B. Embile, LPT

An Office Procedure Development of Library Department in Bestlink College of the Philippines at Novaliches, Quezon City 212

Nancy B. Araneta, Cendy M. Mandapat, Mary Jean L. Olalia, Giselle G. Pido, Joshwa T. Recta
 Adviser: Kimberly Joyce B. Embile, LPT

- An Office Procedure on Improving Senior High School Registrar Department System of ABC School in Novaliches, Quezon city** 213
Jen-jen Escototo, Willaine Paula C. Fernandez, Mariel Jane B. Ponce, Lyka T. Torillos, Raiza D. Villanueva
Adviser: Kimberly Joyce B. Embile, LPT
- An Office Procedure Study in Workplace Safety Process of Pizza Food Corporation at Edsa Kamias Quezon City** 214
Venus T. Angulo, Ruvie J. Bangcoyan, Charmaigne Llerena, Clarence M. Lorenzo, Marevic S. Montano
Adviser: Kimberly Joyce B. Embile, LPT
- Development in Recruitment Mangement System of Human Resource Department for Adents Company in Quezon City** 215
Cristelle M. Gomez, Erika R. Medina, Janesse Kaye D. Magbiro, Marivic D. Dungan, Rhealyn Karla E. Dulay
Adviser: Kimberly Joyce B. Embile, LPT
- Development of Office Procedure in Human Resources Department at ABC Construction Incorporation in Quezon City** 216
Cyrile P. De Pedro, Lyca Mae C. Eno, Maria Victoria M. Llamas, Vanessa Mae Necosia, Camille Rose S. Vallecera
Adviser: Kimberly Joyce B. Embile, LPT
- Development of Staffing Procedure in Human Resource Department of XYZ Corporation at Caloocan City** 217
Renato P. Alutaya Jr., Aldrin I. Aninon, Arvin B. Anyayahan, Mark P. Escolano, Leonard F. Marzan
Adviser: Kimberly Joyce B. Embile, LPT
- Enhancement of Office Procedure in ABC Development Cooperative in Santa Maria, Bulacan** 218
Gerilyn R. Carcueva, Roshell G. Corros, Ma. Fhay L. Cruz, Ronalyn A. Gusoso, Richelle A. Orzal
Adviser: Kimberly Joyce B. Embile, LPT
- Enhancement of Office Procedure in Human Resource Department at ABC Restaurant in Quezon City** 220
Katherine C. Aguinaldo, Judy Ann G. Dotillos, Joelina G. Ramos, Abigael A. Tañuan, Sarah Mae R. Villegas
Adviser: Kimberly Joyce B. Embile, LPT
- Feasibility Study of Office Procedure in Administrative Department for Barangay San Agustin in Quezon City** 221
Erin L. Breva, Mae Ann D. Madelo, Analy L. Magadan, Celles V. Magdaluyo, Marielle Denise M. Yu
Adviser: Kimberly Joyce B. Embile, LPT

- Feasibility Study of Proper Filing and Procedure of Services in Clinic at ABC School in Quezon City** 222
 Roy M. Doctolero, Joymie G. Marticio, Mherly G. Mendez, April Steven D. Nueva España, Karizza Kae Nicole Palaña
 Adviser: Kimberly Joyce B. Embile, LPT
- Improving an Office Procedure on Document Transaction in Barangay Sauyo, Quezon City** 224
 James Kyle A. Dela Cruz, Jerhome A. Fernandez, Jhuval D. Dalma, Ronnie L. Antiga, Sheela Mae P. Dela Cruz
 Adviser: Kimberly Joyce B. Embile, LPT
- Improving Marketing Procedure of Fertilizer in AAV Company in Bulacan** 225
 Roy B. Besmano, Lester John O. Camasis, Renalyn T. Luartes, Rosalie D. Mariano, Ivan S. Quiroga
 Adviser: Ms. Kimberly Joyce B. Embile, LPT
- Improving Office Procedure in Human Resource Department for Construction Company in Caloocan City** 226
 Charlie James H. Daguiro, Jasper Ian A. Javier, Adriel Nikko R. Lumbres, Michael M. Pertez, Genell S. Regala
 Adviser: Kimberly Joyce B. Embile, LPT
- Improving Office Procedure System at Marketing Department of DLQ Electrical Engineers in Cubao Branch** 227
 Angela O. Celeste, Aila Marie B. Malto, Dennis G. Nicolas Jr., Lyra Mae P. San Jose, Janine Ashleen I. Versoza
 Adviser: Kimberly Joyce B. Embile, LPT
- Improving Office Transaction in BCD Company in Quezon City** 228
 Daisylyn R. Daguinod, Leizl D. Ferreras, Razielh Mae L. Miranda, Aljhon Kenneth A. Santiago, Alexia Tiongson, Ana Mae D. Villareal
 Adviser: Kimberly Joyce B. Embile, LPT
- Improving Records and Filing Management of Cemetery Office in Health and Sanitation Department of North Caloocan City Hall** 229
 Mark Jason B. Borlagdatan, Eloisa A. Caeg, Christine L. Cordevilla, Eloisa B. Prieto, Rix M. Sensi
 Adviser: Kimberly Joyce B. Embile, LPT
- Improving the Employment Process in Human Resource Department of XYZ Company in Quezon City** 230
 Cindy B. Parinas, Joan L. Sina-on, Mary Joyce C. Bustillo, Reniel D. Fabroa, Rifferson P. Cortaga
 Adviser: Kimberly Joyce B. Embile, LPT
- Improving the Office Procedure of Human Resource Department of RSS Security Agency Inc., New Haven, Novaliches, Quezon City** 231
 Geraldine G. Berber, Harry G. Bito-On, Christine P. Cortez, Freddelyn R. Fernandez, Rica O. Mahinay
 Adviser: Kimberly Joyce B. Embile, LPT

Office Procedures for Record Management of Product's Payables and Receivables in Accounting Department of ABC Trading Company in Caloocan City 232

Kristina J. Hila, Christine Grace A. Ibay, Eloisa T. Musico, Emalyn Grace R. Tadong, Vanie D. Verana
Adviser: Kimberly Joyce B. Embile, LPT

Proposed Enhancement on the Selected Office Procedures in the Secretarial Department of Barangay ABC in Caloocan City 233

Joven D. Bantolin, Jhon Paul C. Buendia, Sheila Marie R. Cayetano, Catherine B. Manaois, Jhon Sherwin L. Pares, France Danielle R. Telimban
Adviser: Kimberly Joyce B. Embile, LPT

The Feasibility Study of Developing Healthy Work Environment in Food Industry 234

Melisa D. Albes, Maria Kristina G. Almojuela, Michelle S. Dimatangal, Abegail A. Mesana, Mark Anthony P. Orcine

Adviser: Kimberly Joyce B. Embile, LPT

The Proposed Office Procedure at Assessor's Office in North Caloocan City Hall 235

Catherine Anne Bellido, Edgie Spencer M. De Guzman, Merlyn O. Relos, John Michael M. Solomon, Clara B. Ternal

Adviser: Kimberly Joyce B. Embile, LPT

The Proposed Office Procedure Development in Human Resource Department at XYZ General Hospital, Caloocan City 237

Janice C. Abuya, Joel Martin S. Albia, Florren F. Lacuna, Cherry May L. Tresreyes, Mayvelyn G. Pangilinan

Adviser: Kimberly Joyce B. Embile, LPT

The Proposed Office Procedure in HumanS Resource Department of XYZ Construction Company at 4th ave. South, Caloocan City 238

Mary Joy B. Abo, Lesly Ann A. Bello, Nigel Nash Borromeo, Carissa O. Oliva

Adviser: Kimberly Joyce B. Embile, LPT

ENTREPRENEURSHIP

A Business Plan on Establishment of Foodtrep Corner in Kingspoint Bagbag Novaliches Quezon City

*Annie Christine T. Albor
Clarince C. Baise
Haidee Grace M. Bendanio
Trexie Lorenz B. Cayao
Roselle Culla
Shermae Iris D. Delos Ama
Alliena May D. Franche
Angelica Ibanez
Vincent Hasky Lacap
Jenevev C. Torres
Adviser: Ernesto S. Framo, LPT, DPA*

Abstract

FoodTREP Corner is a business that aims to provide people who enjoy eating various meals with a cheat yet healthy option. The business aims to provide reasonably priced, healthy foods that are simple to prepare to meet customers' cravings while providing the greatest healthy meals. FoodTREP Corner offers burgers with unique patties such as banana blossom patties, mixed pork and banana blossom patties, and regular patties. They also have soft drinks and juices for their beverages.

Compared to other business ventures, the risks associated with operating a burger joint are minimal. Despite the competition, demand rises as consumers abandon home cooking instead of dining out. The proper location and the fact that everyone enjoys a good burger can prove to be a winning recipe. In the country, it is easy to sell burgers because they are easy to make and affordable, and people enjoy it. The difference between FoodTREP Corner's burger business is that there is a variety of meat and veggies, which makes their business attractive and healthier than other burger businesses.

**A Business Plan on the Establishment of TroPARES Nueve at Sitio Dagat-Dagatan
Brgy.178 Camarin, Caloocan City**

Jahyascient L. Abdon

Khimberly E. Abria

Jessel D. Almacin

Jayson G. Bacolod

Kristina R. Gacer

Ronald S. Malejana

Trisha Mae S. Pabustan

Kristianpol G. Villamor

Marlou C. Yula

Adviser: Ernesto S. Framo, LPT, DPA

Abstract

The demand for food services is increasing as time passes by. However, as the demand increases, researchers have noticed that only a few have the courage to take a step and build a name in the industry. Researchers have decided to choose Pares and Mami as the main products. To better determine the demand for Pares and Mami in the area of Camarin Caloocan, the researchers utilized 50 respondents from the residents around the area to know their perception of having a Pares and Mami house restaurant nearby. A structured questionnaire was distributed to be filled out by the respondents. The researchers chose a close-ended survey with questions that allowed the respondents to analyze and answer easily. The researchers composed ten questions that included the demographic profile of the respondents and questions about their perception of having a Pares and Mami house around the area.

Since this will be the researchers' first time building a business, they have decided to survey other store owners on how to manage a store and how other shops came up with the prices of their products. This survey towards other stores will serve as a guide for the researchers to utilize their strengths. The researchers' survey found that most people would love a Pares and Mami house around the area. The survey conducted towards the other shops greatly helped the researchers to come up with their fair prices. The business offers healthy and delicious meals at a very affordable price. The researchers chose to use a psychological pricing strategy. The business/shop can be located in Brgy Dagat-dagatan, Camarin Caloocan City, with available leasing space and a perfect location surrounded by people who also love Pares and Mami, making it closer as they will be the target market of the company with accessibility and visibility of the establishment/store. In promoting the business, the researchers set a marketing activity to attract customers and promote customer loyalty using flyers, posting on social media platforms, tarpaulin, and word of mouth. Social Media will be the researchers' key tool in promoting the business. Monthly promotions, opening hours, and announcements will be on the business's social media platform. The researchers are also open to any suggestions that could help the business improve.

A Fashionable Wardrobe in Evergreen Bagumbong, Caloocan City

Hannah Mae M. Beran

Ma. Clariz D. Cerezo

Laarni V. Dungog

Jean Aira D. Gaciles

Reynalyn R. Lamata

Angelica L. Pascual

Aira Mae M. Quintana

Rohelene N. Rosario

Ella Mae M. Sare

Clarisse Jane B. Vallecera

Adviser: Ernesto S. Framo, LPT, DPA

Abstract

The Fashionable Wardrobe is a new apparel store selling fashionable clothing to men and women. The store began in 2022 with the concept of different types of clothes with a combination of brand-new and preloved. It aims to provide top-quality products that are affordable and have unique designs. The demand for clothing in the Philippines has continued to rise over the past years. The household expenditure for clothing and footwear was valued at 77.2 billion Philippine pesos in 2018. Filipinos include shopping for clothing and apparel in their expenditures, with an average monthly income in the Philippines of PHP20,000.00. Clothing accounted for 5% of total spending.

Furthermore, in 2018, 68% of Filipino cross-border online shoppers spent money on fashion items such as clothing, shoes, and accessories. The plan focuses on various strategies for how The Fashionable Wardrobe clothing business will rise among the existing clothing industry on the market. Strategies include giving out fliers, posting tarpaulin, social media, flash sales, banners, coupons, loyalty cards, word-of-mouth, etc. The team set up several meetings and consistent communication to ensure they followed their mission and vision in putting up their business plan. The team carefully designed the costing to meet their expectations in profit. The Fashionable Wardrobe's outlined costing proves that the business plan will not only be successful once expectations in planning are met but will also change the game in the small clothing industry. Provided the marketing strategies that they have and resources, the team is very confident in providing people with the type of quality clothes and customer service they are looking for. Given the initial capital of P50,000.00, the team expects an estimated monthly income of around P103,343.00, a total of P1,107,246.00 net sales annually. The Fashionable Wardrobe aims to provide customers with quality clothing for a very affordable price and excellent customer service. The team considers themselves fashionistas, and so it's the main reason why this led to the creation of The Fashionable Wardrobe clothing business.

BBQSILOG

*Alfie B. Caysido
April A. Dela Cruz
Kyla Pauline A. Gammaru
Mark Ryan. Gonzales
Maica B. Jorge
Zyra Jane Nicole G. Mesa
Geraldine M. Molon
Marc Anthony I. Ortiz
Jimuel C. Salvador
Erica Mae Solapas
Adviser: Ernesto S. Framo, LPT, DPA*

Abstract

BBQSILOG is an eatery that sells barbecue and silog meals. BBQSILOG is a combination of the words barbeque and silog. Barbeque is a Filipino ihaw style. While the silog is usually a combination of fried rice, eggs, and other dishes, the meaning of the "Si" in Silog is sinangag or fried rice, while the word "log" means itlog or egg. For our logo, the yellow color represents happiness, energy, and optimism, while the fire at the back refers to the fact that we cook and serve our food hot. BBQSILOG is a partnership business that ten people run. It operates 24/7, and there are three people on every shift. Our tagline is "Sulit sa sarap" because our business aim is to bring joy to the customers through tasty and quality food at an affordable price. Drivers, workers, nearby residents, students, and neighbours in Rancho Libis, Barangay Assumption City of San Jose Del Monte, Bulacan, are the target consumers.

BBQSILOG offers rice meals, which are Tapsilog, Bangsilog, hamsilog, Porksilog, hotsilog, tosilog, Sisilog, and Bolosilog. We also offer pork barbeque, chicken inasal, Betamax, isaw, and bituka ng baboy. For the rice, we offer garlic fried rice and plain rice. And for the drinks, we offer iced tea and blue lemonade.

To promote our business, our strategy is to put a tarp in front of our store, give flyers, especially to the residents near our store, and create a social media page to post our products that are more efficient and acceptable to our customers. BBQSILOG is a small business composed of the owner, cook, assistant cook, and cashier. We offer dine-in, take-out, and delivery. This kind of service will also benefit the delivery riders and customers far from our store but want to try our meals. Our main goal is to provide high-quality food and services to satisfy our customers.

Bigalog “The Rice N’ Egg”

*Kimberly E. Abiada
Ma. Angelica A. Ballera
Jirah A. Bolivar
Arcelen O. Calagos
Mharizza A. Dinglasan
April Joy M. Gacelo
Jonnel D. Magramo
Ken Robert M. Mando
Mary Joy C. Paniterce
Cleaford B. Pantonial
Adviser: Ernesto S. Framo, LPT, DPA*

Abstract

BIGALOG "The Rice N' Egg" is a combination name of raw rice and raw egg that suits them perfectly to be easily recognized by the customers and stand out among other rice and egg businesses. The business intends to be customers' preferred rice and egg store by providing them with the best quality goods and services at a reasonable price. The products that BIGALOG "The Rice n' Egg" offers are raw rice and raw egg. Rice has different types of qualities: Jasmine Rice (Denurado), Coco Pandan, and Golden Star (Sinandomeng). The egg has two varieties: the regular egg and the salted egg. The target consumers are the retailers, sari-sari stores, food stall owners, tricycle drivers, carinderias, all pass-by commuters, online customers, and the residents of the 9 Kagawad Road Talanay Area A Barangay Batasan Hills, Quezon City. The researchers look forward to their business, BIGALOG "The Rice n' Egg," managing, handling, and giving the satisfaction that every consumer deserves. They are also aspiring and aiming for the business's overall success, especially during its operation.

Business Plan of Vuroncoathing Affordtunado in Commonwealth Area

Nilmark P. Babac
Angelo B. Babiera
Jesaías Jherico C. Bon
Irene P. Cenal
Rinnah Jane L. Mangompit
Cindy Z. Mison
Aira Marie L. Ogalesco
Realyn A. Patanao
Daisy Mae B. Torrado
Danica M. Valera
Adviser: Ernesto S. Framo LPT, DPA

Abstract

Vuroncoathing AfforDtunado is a food business that seeks to build trust and knowledge to improve the Vuroncoathing AfforDtunado made and sold to distributors such as sari-sari stores and students close to the store. Vuroncoathing is not your usual polvoron; it also prioritizes customers' sweet snacks in the healthiest manner possible because it's produced with wheat and oats, ideal for people on a diet or who don't want too much sugar. It has three different coated flavours, such as mango, ube, and chocolate and has a nut inside, and they offer it at very affordable prices.

Vuroncoathing AfforDtunado is located in Commonwealth Market, Quezon City. It is visible to the shoppers of the Commonwealth Market, known as one of the big markets in Manila. This is also what students go through when going to high school or elementary school, so it is a good spot to build a business. Additionally, the area has low competition for polvoron products. The tagline is "Vuroncoathing for Affordable Cravings," which says that whether you are young or old, it is within the budget and affordable like other products. Still, the taste and producer of the product are quality enough to satisfy the customer at the cheapest price.

As for service, Vuroncoathing AfforDtunado offers delivery services and is open to resellers. This kind of service will benefit the business and the people who will become the resellers since it will help them build a small business. The business has a processor, cashier, packager, graphic designer, and customer service that will be in charge of helping run the business. Different suppliers will provide the raw materials.

Deli Sisig at Barangay 178 Camarin Caloocan City

*Chenie Ann Arevalo
Enizah Leine Agbanlog
Erica May Fernandez
John Gallo Oscar
John Paul Espiño
Leymar Dela Cruz
Lucy Lumbis
Tessa Flores
Vienna Gade Quatchon
Adviser: Ernesto S. Framo, LPT, DPA*

Abstract

Deli Sisig, located in Barangay 178 Camarin, Caloocan City, is a food business proposed by nine people who conceptualized the ideas and strategies to forecast the feasibility of this business. The researchers came up with the idea of this business corresponding to the same vibe of eating sisig during break time way back in the first year of college up to the present. This has become the favourite comfort food of the researchers. Deli Sisig will soon be open with a beginning capital of forty-five thousand for the starting year of operation. It is much different from its competitors, who could be more expansive in accommodating customers by offering take-out orders only. Yet, Deli Sisig sees the opportunity to make it unique from them. Aside from offering take-out orders, it also offers dine-in services for the customers. Moreover, it has various sisig offers on the menu at a lower price than the competitors, which can be one of the business's strengths. Deli Sisig targets all the citizens around the location, even the people outside the vicinity, and all the marketers who pass around to buy their goods because the chosen location is near the wet and dry market, which is an opportunity for the researchers for the business operation.

Keto Dream Keto in 72 Sta. Isabel Street Brgy. Gulod Novaliches Quezon City

Mark Ryan Brendez

Rosemarie Endrina

Trixie Española

Mary Bryan Lleva

Christine Luzong

Jonnalyn Marticio

Bernard Mirabel

Mike Mendoza

Adviser: Ernesto S. Framo LPT, DPA

Abstract

Keto Dream Cake was founded on February 1, 2022. It is a new cake business that has a goal to give satisfaction to the customers. Keto Dream Cake is made from "ketogenic," which means it is a cake made for customers who love chocolates and sweets but are afraid to eat them due to personal problems with sweets. That's why we are introducing to you our made-to-order Keto Dream Cake. Worry no more; it is diet-friendly and affordable too. We have our production located at 72 Sta. Isabel Street, Brgy Gulod, Novaliches, Quezon City. After knowing what our business is all about, the next thing that pops up in our minds is the name and logo of our business. First, our business name should be eye-catching and easy to remember, so we think "Keto Dream Cake" is a good business name. Keto means "diet," and dream means "a dream for everyone to eat a delicious and healthy cake without fear of gaining weight or having diabetes," then we mixed it by thinking about where our cake is made from and what our goal in this business is. So we named it "Keto Dream Cake." Next is the logo; our logo should be eye-catching, too and related to our business name. At first, we had trouble making a logo, but we ended up using this logo. It is very colourful, and you will see what our business is about. In today's generation, where unhealthy foods are everywhere that will make us sick, our firm made a cake that our generation will love and at the same time healthy. Our cake is very chocolatey and velvety but healthy. A cake that is not pricey but high in quality, it is a Keto Dream Cake that will make everyone happy and healthy.

Thrift Collection including Brand New and Ukay Ukay at Bestlink College of the Philippines

Christine T. Alvarado

Desiree V. Baclayo

Marinezza O. Baquero

Jonalyn B. Belarmino

Mary Jane S. Calzo

Rosenberge G. Dela Cruz

Emylyn L. Glee

Alric C. Lavada

Melvin N. Plaida

Erka Jane D. Timosan

Adviser: Ernesto S. Framo LPT, DPA

Abstract

The business focuses on building an exclusive cloth shop at Thrift Collection, located at #20 Santa Marcela St., Brgy. Gulod, Novaliches, Quezon City. It provides products that will cater to the trends and likes of people's clothing. Exclusive clothing stores are a unique type of business that is different from ordinary clothes shops. It offers huge discounts and insurance where the customer gets the assurance that the clothes they buy are not damaged and are of good quality. When customers buy clothes in the shop, they will get a discount and keep enjoying our clothing products even more. The discount can be obtained from us, including the guarantee that we do not give clothes with problems or defects in this agreement. Customers will also receive a free photoshoot with their newly purchased clothes. To get an agreement that the business will be responsible for damages to the clothing, whether it is defective and the photo shoot has already been done, and the complainant's client returns, we will show evidence that our sales are in order. That way, we resolve any misunderstandings with the client, and if he continues to enjoy our product, he will benefit more. Clients can be assured that they will respond to the business's questions.

The exclusive clothing shop adds more services to patronize, attract, and meet customer needs. The business also wants to renovate the layout of the business store to be more attractive to the customer. Proponents have found that the clothing store is one of the most in-demand and challenging jobs in the country, and the business has the potential to be possible in the market due to its unique service quality.

HOSPITALITY MANAGEMENT

A SWOT Analysis on the Newly Renovated Guestrooms of Mock Hotel at Bestlink College of the Philippines

Zarah Mae C. Lacandazo

Verna Allyssa Manoguid

Angelica Valino

Honelyn Villa

Alexis C. Villar

Adviser: Romano A. Paparo

Abstract

The SWOT analysis of Mock Hotel, which improved the school facilities of Bestlink College of the Philippines, is an important tool for understanding the health of an organization. It allows decision-makers to identify where an organization stands and where it needs to improve. This allows it to be a proactive player in the market while helping it remain competitive. Using the Mock Hotel provides a process that will develop students on how they can apply what they have learned. Therefore, it will guide them for future preference working in the Hospitality Industry and to future BCP students who will use Mock Hotel. The Bachelor of Science in Hospitality Management specialization in hotel and restaurant offers students the professional foundation they need to seek a career in the service industry. The students must develop managerial knowledge and functions such as hospitality. Students are allowed to apply their knowledge and skills in an actual work setting, and usually, BCP requires them to submit a written report. Data were collected from 50 students who attended hospitality management at Bestlink College of the Philippines.

This study used a descriptive survey method of research to assess socio-demographic profiles such as sex and age of BSHM students in Bestlink College of the Philippines for the year 2021-2022. The researchers gathered data from all students of the hospitality management program at Bestlink College of the Philippines, using 50 respondents as a whole population in this study in 2021-2022. The study randomly sampled fifty (50) selected students at Bestlink College of the Philippines. The group used random sampling, and the sample size was 50 students. This study also used a survey questionnaire to gather data. The questionnaire contains a question that a participant has to complete by themselves. This instrument collects more information or data and includes related questions that will help in the realization of the study. The instrument was validated upon the five selected Hospitality management students in Bestlink College of the Philippines. The purpose was to determine the importance of the Hospitality Industry written in the survey questionnaire. After the validation, the instrument was then reproduced for distribution.

Assessment of Practical Classes and Laboratory Teaching Learning for BSHM Program at BCP: Towards a Guide

Casinillo, Jenyveb Jane A.

Espadero, Donnavie

Martinez, Joece O.

Mesa, Judy Ann M.

Ringor, Ryan P.

Adviser: Dr. Dana France H. Ignacio

Abstract

Practical classes are an essential part of a complex learning environment. According to the University of Nottingham (2021), "Laboratory and practical classes are developing various experimental techniques and approaches. The value placed on skills learned in laboratory and practical classes goes beyond your university course. The study aims to provide a better understanding that practical classes and laboratory are considered as one of the resources in supporting the learning process of the students of BSHM at Bestlink College of the Philippines.

The study utilized the descriptive method design to investigate and collect information about the assessment of practical classes and laboratory teaching for the BSHM program. The researcher gathered data using survey questionnaires administered via Google Forms to fifty (50) target respondents at Bestlink College of the Philippines.

The survey revealed that most respondents are 22-year-old 4th-year students, mostly experiential learners currently experiencing their On-the-Job Training. This indicates that the respondents perceive laboratory activities as bringing them a larger role in the learning environment. Environmental and external factors can be associated with laboratory-based learning approaches. On the other hand, respondents faced problems in practical classes and laboratory teaching-learning, such as expensive laboratory tools with a weighted mean of 2.14 or ineffective. This implies that costly laboratory tools are a major factor contributing to the financial problem affecting the BSHM students. Regardless of the inadequacy of laboratories, students believe that another technique may help them nourish their learning demands, as well as using various educational resources or online media as instructional tools like seminars/webinars providing a virtual environment similar to a learning experience in a laboratory. The result indicates more ways to teach practical classes and alternative learning for the BSHM program.

Based on the gathered data and conclusions drawn, the researchers formulated guidelines to improve the respondents' academic performance through the use of the laboratory. It develops their skill set, getting out and applying the theory to a practical situation, enabling them to build upon existing skills such as problem-solving. Specifically, rather than just learning about hospitality from an academic perspective, students are shown how to apply and adapt them to real-life situations supported by hands-on learning and laborator

Bachelor of Science in Hospitality Management Students' Perception on Student Council Activities at Bestlink College of the Philippines

Jr. Isidro R. Bug-Os

Roseann I. Iraula

Christine G. Pacheco

Joanalyn R. Sardiña

Anafia B. Sasaban

Adviser: Mr. Ronnie T. Tejerero

Abstract

Learning and personal growth are achieved in college through academic and non-academic activities inside and outside the classroom. The student council continues to serve students by implementing college-wide impact projects and programs. Since a school year would only pass with being scrutinized at a general assembly, it has provided fairness and openness to the students. A Student Council is a group of elected and volunteer students who work with an adult advisor within the framework of a constitution or bylaws to provide a means for student expression and assistance in school affairs and activities, provide opportunities for student leadership experience, and promote student, faculty, and community relations. The student council's participation is necessary in connection with the hospitality management course, which frequently incorporates specific types of events. The perceptions of BSHM students toward Student Council activities at Bestlink College of the Philippines are at the heart of this research. The study's findings may aid student leaders since they will gain a comprehensive understanding of how the Student Council functions as a student organization. They may be able to evaluate which activities and projects will have the greatest influence on the welfare of students because they are future college leaders. This study utilized the descriptive method to investigate and collect information about the BSHM students' perception of student council activities at Bestlink College of the Philippines. The questionnaire was the major instrument in this descriptive qualitative study, with observation and interviews as supporting tools. The researcher gathered 50 students to complete our survey. The majority of the respondents are between the age of 21-24, mostly female students from BSHM who agreed to the activities made by the student council. The researchers developed instructions to improve the respondents' academic and non-academic performance by implementing the activities proposed by the student council based on the data acquired and conclusions reached. Guidelines include inviting students to engage in a survey regarding student council programs so that the student council may learn about the students' thoughts and improve their programs. The researchers advised programs that would be suitable for all students and would encourage them to participate. According to the researchers, students should engage with the student council to establish and improve the programs, and they should be inspired to be the future generation of leaders. These guidelines will give key elements in students' commitment to academic and non-academic achievement and motivate them with positive energy.

keywords: Student council, new normal education, student perception, student leadership activities

**Benefits of Synchronous Online Learning of Hospitality Management Students at
Bestlink College of the Philippines A.Y 2021 – 2022**

*Agnes, Charlie B.
Gabay, Patricia G.
Palambiano, Jenica L.
Palses, Trisha Anne Ashley J.
Rojas, Jamila C.
Adviser: Mr. Ronnie T. Tejerero*

Abstract

As the COVID-19 pandemic started, tertiary education adopted synchronous learning to observe educational continuity amidst the ongoing pandemic per safety and health protocols. With this, students were forced to adapt to the new setup of classes through online or synchronous learning. This paper discusses the benefits of students' perception of synchronous online learning of hospitality management students at Bestlink College of the Philippines A.Y 2021-2022.

This study was conducted in Bestlink College of the Philippines' Department of Bachelor of Science in Hospitality Management. There are fifty (50) respondents from 1st to 4th-year college students from the Department of Bachelor of Science in Hospitality Management who undergo synchronous learning. The study used a quantitative method in a checklist questionnaire through Google Forms. This study focuses on the benefits, positive and negative effects, and overall feelings of the students on synchronous learning and the effects of distance learning modality in the practicum program.

Based on the results of the study, the majority of the respondents are aged 20 to 21 years old, and there are slightly more females than males who participated in this study. Most of the respondents who participated in this study are 4th-year and second- or 3rd-year students. The overall effect of synchronous learning is that students save more time; however, they struggle to adjust to eLearning materials that came from online learning. The positive effects of synchronous learning on students are that they have more time to do other activities, such as family time or work. The negative impacts of synchronous learning are that students have technical issues in synchronous classes, such as accessibility and poor internet connection. Moreover, it decreases their willingness to learn and causes some health issues. The overall feeling of students on synchronous learning is that they are glad they have more time for themselves; however, they feel that they are not learning, and some of them experience mental health challenges such as a lack of motivation.

Based on the results, the researcher found out that students perceived synchronous classes positively by their practicality. However, there are still implications brought by synchronous classes, which were discovered by this study.

Career Preparedness of the Graduating BSHM Students at BCP amidst the New Normal A.Y. 2021-2022

Mary Ann B. Caangay
Jezreel Raven U. Casimiro
Lovely Joy L. Osmillo
Beverlyn G. Pingkian
Hazel Kate I. Sumbeling
Adviser: Dr. Dana France H. Ignacio

Abstract

Tourism and hospitality education is one of the fastest-growing fields of study in the Philippines. The overall level of career preparedness and opportunities for education and employment is high, as derived from the responses of other studies, which were mostly at high levels. As a student, preparing for a careers is one of the hardest things to do, not only for graduating students. BSHM is a course where skills and abilities are being exercised. With the COVID-19 pandemic, most educational institutions worldwide have endeavoured to change the process of education and learning by preparing online distance learning to ensure uninterrupted education. However, some courses, especially hospitality management degrees, needed more time to adapt to the conditions. Therefore, it is important to examine possible solutions to enhance the learning that helps their level of career preparedness. The researchers aim to determine how the fourth-year BSHM students are prepared to take their careers amidst the new normal.

This study utilized the descriptive method design for determining and gathering information about the career preparedness of BSHM students amidst the new normal. The researcher gathered data using a simple random sampling technique on their survey questionnaires and online interviews administered by Google Forms and online video calls to one hundred (100) target respondents at Bestlink College of the Philippines.

The survey result revealed that most of the 100 respondents are in the normal age of 22, mostly female singles with a parent's monthly income of P15,000-19,000. This implies that BSHM is a course mostly preferred by women at this age. Based on the findings, respondents' perception of their readiness to enter the hospitality industry implies their self-willingness with a weighted mean of 4.39 or Agree with an overall total of 3.76 or Agree. This means intrinsic motivation and free will are the most important factors in establishing readiness.

Respondents also face challenges in their career preparedness, such as having the "Motivation to Continuing the Hospitality Management Career" with a weighted mean of 4.35 or Agree with an overall total of 4.15 or Agree. This implies that the respondents are having a hard time aiming for higher academic degrees in the field of hospitality management because of the pandemic. Negative emotions are natural and adaptive reactions to external threats and dangerous events such as COVID-19. This influences the motivation of the hospitality

management students and reveals that not only do such emotions adversely impact occupational identification, but also their effects are channelled through three underlying motivational pathways (i.e., "can do", "reason to", and energized to" motivations).

Based on the gathered data and conclusions drawn, the researchers utilized a guide to improve the career preparedness of the respondents. The findings of this study may be utilized as a guide to improve the learning pursued and engage the students to be more motivated in preparing for their careers, even in online learning. This can help the students improve their dilemma of being ready by their capabilities, like having their eagerness, motivations, knowledge, skills, and being well-knowledgeable regarding career opportunities amidst the new normal. The graduating students must be adaptable to the sudden changes in learning regardless of age, gender, civil status, and parent's monthly income. Since the students agree that self-willingness is the major perception of being ready for the hospitality industry, the researchers recommend that the respondents should motivate themselves by having steps and goals in completing the program to help them have their degree for their career advancement. Since some students still need to learn what career opportunities they want, the administration should employ more knowledgeable career and skills-related webinars in well-known, accredited institutions locally and abroad to inspire and expose them to their career opportunities.

Cause and Effect of Eating in Jollibee Corporation in the Health of BSHM Students at Bestlink College of the Philippines

Bryan Dave R. Asoy

Jean Mel O. Duria

Jennifer S. Garnace

Jake D. Narra

Ryan Christopher O. Pagado

Adviser: Dr. Dana France H. Ignacio

Abstract

Most Filipinos are fond of home-cooked meals, but due to their hectic schedules, they tend to eat at fast food restaurants. As a result, several successful restaurants have increased their branches locally and internationally due to the overwhelming demand of millions of Filipino customers. However, health experts warn that fast food has more negative and serious effects on Filipino communities than positive outcomes. Fast food can cause vitamin deficiencies that may, in turn, lead to diseases.

This study utilized the descriptive method for collecting information about the cause and effect of eating at Jollibee Corporation on the health of BSHM students. The researcher gathered data using survey questionnaires administered via Google Forms to fifty (50) respondents at Bestlink College of the Philippines.

The survey results show that most of the respondents are female, and most are between the ages of 21 and 22 years old. All of them are single, and according to the survey, most students who eat at fast food restaurants have a monthly income of less than 1000 or more than 1000.

Based on the survey, the respondents have reasons for eating at fast food restaurants and consuming fast food one to five times a month. The highest reason for consuming fast food is the craving that they can control. Respondents know that obesity is a possible effect of eating fast food and that cravings can be substituted with healthier food to avoid the possible negative effects of eating fast food. Healthy food can be made easily and inexpensively.

Based on the gathered data and conclusions drawn, the researcher formulated a cause and effect of Jollibee Corporation on health to determine the effects of fast food on health and what the respondents need to do to control their fast food consumption. The faculty should utilize modern ways of teaching in this new normal and assist the students in basic learning in their chosen field of expertise in the hospitality industry. This could give motivation to the students, the desire to graduate, awareness of current opportunities, and the drive to pursue their chosen career. Respondents also recommended that the faculty communicate efficiently and effectively with online learners to prepare them for their careers amidst the new normal

Challenges and Benefits of Fourth-Year BSHM Students Work Experience While Studying at Bestlink College of the Philippines.

Nicko Sandro A. Agan

Claudine N. Alberio

Mhelfred M. Austria

Emanuel R. Villanueva

Jure C. Yosoya

Adviser: Romano A. Paparo

Abstract

Education is essential for youth in creating their careers and opportunities in life. They study hard to fulfil their dreams and make them a reality. However, when the pandemic happened, there was a rise in students working while studying because everyone was affected. They needed to provide for their needs, like school expenses, bills, and personal needs. They risked themselves to work even though managing time between school and work was hard, but they needed to work and study simultaneously.

Being a college student is difficult because school expenses are increasing, especially in private colleges and universities. It requires a lot of money to become a degree holder. Not all parents have a lot of money to spend and support their children, especially in college. So, they decided to help their parents by working while studying to support their financial expenses.

According to the study findings conducted by Williams (2014), students work due to budgetary needs, meeting a quick or basic necessity, and helping the students in their future objectives. Working part-time was supported by the study of Furr and Elling (2002), where students had financial problems.

The basic problem a working student faces is the scheduling of routine. These students are considered hard workers. Students must make schedules from time to time to work on multiple tasks. In short, they have to be spontaneous with their work and student life. This may cause them to distance themselves from all other social activities and are bound to be loyal to their professional work. They are only committed to their work and spend only a few hours on their studies. Research says these people are most organized and can manage their time accordingly.

The life of a working student is so complicated. They barely give time to anything or anyone. He has no communication with friends, shows less up to family, and plays a complete hide-and-seek game with books. Their educational life is always at complete risk. They seek unusual excuses from their teachers, throwing their names at the end of the list of punctual students. Unfortunately, balancing a social life, work, family, and educational time is stressful. There's always something going on, and you frequently feel like you're being pulled in every possible direction, just passing the time to see how long you can last before you're stretched too thin. This probably isn't a very healthy lifestyle. Work is an important factor for the

students who can't afford to pay a single penny to their institute. It depends on how you manage your workload and education in the meantime. Taking the stress of every little thing is a big issue. Try to overcome your problems in the best possible way.

Hence, this study leads the researchers to determine the challenges and benefits of the fourth-year BSHM student's work experience while studying at Bestlink College of the Philippines and to what extent they face these challenges and how they benefit.

This study utilized the descriptive method design to investigate and collect information about the challenges and benefits of fourth-year BSHM students' work experience while studying at Bestlink College of the Philippines. The researchers gathered data using survey questionnaires administered via Google Forms to fifty (50) target respondents at Bestlink College of the Philippines.

Based on the gathered data and conclusions drawn, the researchers utilized a guide to improve the career preparedness of the respondents. The findings of this study may be utilized as a guide to improve the learning pursued and engage the students to be more motivated in preparing for their careers, even in online learning. This can help the students improve their dilemma of being ready by their capabilities, like having their eagerness, motivations, knowledge, skills, and being well-knowledgeable regarding career opportunities amidst the new normal. The graduating students must be adaptable to the sudden changes in learning regardless of age, gender, civil status, and parent's monthly income. Since the students agree that self-willingness is the major perception of being ready for the hospitality industry, the researchers recommend that the respondents should motivate themselves by having steps and goals in completing the program to help them have their degree for their career advancement. Since some students are unaware of what career opportunities they want that still exist within the field, the administration should employ more knowledgeable career and skills-related webinars in well-known, accredited institutions locally and abroad to inspire and expose the students to their career opportunities.

Challenges Encountered by Different Banquet and Catering Services during Pandemic Located at Brgy. Commonwealth, Quezon City: Towards a Guide

Zyrah E. Anagaran
Mark Lloyd T. Bantaotao

Jayson R. Biggayan
Gibee Mac B. Garcia

Ryan T. Monreal

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

Catering services have been a fast-growing industry for years, but the pandemic in 2020 became the worst. During the COVID-19 pandemic, the banquet and catering businesses were shut down, causing profit and employment loss. It affected many people, communities, and businesses worldwide, and the catering industry felt the severe effects of this pandemic. There were challenges that this industry faced throughout the pandemic phase, which led to companies being temporarily closed due to lockdowns and restrictions. Adjusting to this new normal was more challenging than people thought. Before conducting an event, they had to check the capacity of the venue due to different health protocols to follow. The number of guests was limited, and some events were cancelled due to lockdowns in certain places. With this existing condition, the researchers conducted a study that determined the challenges encountered in banquet and catering services during the pandemic that affected employees and employers.

The research used the descriptive technique to identify the challenges in banquet and catering services during the pandemic and draw lessons from experience. The researchers gathered data using survey questionnaires administered via Google Forms to a mixed number of fifty (50) employers and employees from the banquet and catering services in Brgy. Commonwealth, Quezon City, as our target respondents. The online survey results revealed that most respondents were between the ages of 18-22 years old, mostly female and single. Most of their work positions were service personnel, and 66% of the population preferred to have their preparations two days before the event.

During the pandemic, the respondents admitted that they were greatly affected by salary, schedule, location, transportation, and health. Respondents faced many challenges that burdened them while working in the industry, particularly having social distancing while at an event. Every business had to adjust, which may be more difficult for some than others, with a percentage of 90.

Based on the gathered data and conclusions drawn, the researchers evaluated and determined the challenges different banquet and catering services encountered during the pandemic. This study focused on gathering ways to overcome the banquet and catering services' challenges to help the industry grow. The gathered data will provide critical factors in the commitment to the economic success of the catering industry amidst the pandemic.

To overcome the challenges, the faculty should utilize modern ways of teaching in this new normal and assist the students in basic learning in their chosen field of expertise in the hospitality industry. This could give motivation to the students, the desire to graduate, awareness of current opportunities, and the drive to pursue their chosen career. Respondents also recommended that the faculty communicate efficiently and effectively with online learners to prepare them for their careers amidst the new normal. The administration should employ more knowledgeable career and skills-related webinars in well-known, accredited institutions locally and abroad to inspire and expose the students to their career opportunities.

Challenges Encountered by Fast Food Chain Employees in Dining Services during COVID-19 Pandemic at Zabarte Town Center Caloocan City

Kriselle Joyce B. Besa

Jerome S. Casillan

Domelene P. David

Ed Anferny S. Masim

Anne Girlie L. Sarmiento

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

Governments worldwide have restricted fast food chains and restaurants to prevent the virus from spreading. Fast food chains must implement severe new safety procedures to protect their employees and customers. While the COVID-19 pandemic affects all groups, employees are also impacted and suffering due to the outbreak, including fast food employees working at various fast food chains in Zabarte Town Center, Caloocan City. The COVID-19 pandemic brought in lots of new regulations, safety rules, and seat capacity restrictions for dining services. Still, the fast-food industry, in particular, worked hard to keep up with ever-changing regulations, safety guidelines, and occupancy limits. This present research was conducted to determine the challenges encountered by fast food chain employees in dining services during the pandemic that also influence how this industry manages to deal with the COVID-19 pandemic.

This study utilized the descriptive method design to determine and describe the challenges encountered by fast-food chain employees in dining services during the pandemic. Despite the COVID-19 pandemic, most people are afraid of getting the disease. Yet, many still work because of the family they are supporting, where most respondents are concerned about getting infected by the virus, with a weighted mean of 4.28, and experiencing anxiety, depression, stress, etc., with a weighted mean of 3.85. On the other hand, respondents encountered challenges in terms of health, workplace safety guidelines, work experience, dining restrictions, seat capacity, safety measures, and health and sanitation requirements. The respondents agree that, unlike before, several adjustments happened in the dining service, and anyone could dine at the fast food chain; but, due to the new protocol in place, only a selected few are allowed.

The researchers gathered and collected data on certain fast food employees who are working during the pandemic, including how they keep up with serving customers and keeping themselves and their families safe; how they keep up with all the new restrictions for fast foods, particularly for dining in; how they were affected in their work before and during the pandemic; and whether they are keeping up with all the new requirements they need before they start working.

Based on the gathered data and conclusions drawn, the researchers evaluated and determined the challenges encountered by fast-food chain employees in dining services during the pandemic. This study focused on gathering ways to overcome the challenges the fast food industry faced to help the industry grow. The gathered data will provide critical factors in the commitment to the economic success of the fast food industry amidst the pandemic.

To overcome the challenges, the faculty should utilize modern ways of teaching in this new normal and assist the students in basic learning in their chosen field of expertise in the hospitality industry. This could give motivation to the students, the desire to graduate, awareness of current opportunities, and the drive to pursue their chosen career. Respondents also recommended that the faculty communicate efficiently and effectively with online learners to prepare them for their careers amidst the new normal.

Challenges Facing of Housekeeping Department at Eurotel Hotel Edsa Mandaluyong during COVID-19 Pandemic: Towards a Guide

Bonghanoy, Jessel Ann

Encarnacion, Darlen

Olarita, Ana Mae

Panerio, Angelo Noe

Pellazar, Jocelyn

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

The Housekeeping Department is considered the largest department in a hotel, and even before the pandemic, it was always one of the busiest departments in different lodging establishments. However, every cleaning aspect changed when the pandemic began in March 2020. The pandemic affected all aspects of the hospitality industry. Hence, in this study, the researchers aim to gather all available information relative to the Housekeeping Department and see how they deal with the challenges and strategies they employ to become sustainable and competitive. The Housekeeping Department is an important aspect of the hotel industry as it is responsible for cleaning, room aesthetics, maintenance, public areas, back areas, and the overall hotel surroundings. As part of customer service, the primary function of the Housekeeping Department is to keep the venue well-cleaned and sanitized. Without the Housekeeping Department, the hotel would quickly deteriorate. Hence, the Housekeeping Department is critical in the hospitality industry.

The researchers gathered data using survey questionnaires administered via Google Forms to twenty-five (25) respondents at Eurotel Hotel Mandaluyong for this study, wherein a descriptive method design was used to investigate and collect information about the challenges faced by the Housekeeping Department at Eurotel Hotel.

The survey results show that the majority of the respondents are females, with 48%, and according to their ages, 22-25 are the majority. According to their shift schedule, an opening is the majority, with 32%. Respondents admitted the challenges that the Housekeeping Department faces, with the 1st rank in precise cleaning they encountered, and it shows that the hallway of corridors with a weighted mean of 4.2, followed by guest satisfaction, first rank with the numeral value of 4.84, is reducing wait time. The government health and safety protocols are in the 1st rank with a weighted mean of 4.88. In the solutions and strategy in a new way of cleaning, this rating recorded its highest weighted mean of 4.8, and in the 1st rank is the consult with the industry experts. Lastly, the findings show that utilizing a crafting guide to overcome the challenges faced by the respondents. It reveals that the 1st rank with the numerical value of 4.32 is implementing the new healthy protocol.

Researchers propose a way to assist respondents in improving the Housekeeping Department, ensuring customer satisfaction by developing new cleaning strategies and techniques.

Researchers also propose a regulatory check by managers to ensure the area's cleanliness. To strengthen the role of housekeepers in operations, researchers' guidance must be adopte

Comparative Study of Blended Learning versus Online Classes of BSHM Graduating Students at Bestlink College of the Philippines

Priccs Daniel B. Aquino

Kenneth D. Pajo

Princess D. Quilatis

Noime S. San Andres

Paul Siegfried A. Solis

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

Many establishments, businesses, and schools were forced to close to avoid the spread of the virus. The interaction of students and teachers in the classroom was suspended. Thus, the researchers conducted a study to determine the difference between blended learning and online classes and to find out the effective ways of teaching during the pandemic using both modalities. This study compares the differences in learning outcomes on blended learning versus online learning for BSHM graduating students at Bestlink College of the Philippines.

This study utilized the descriptive method design for investigation and collecting information about the differences in learning outcomes on Blended Learning Versus Online Classes for BSHM Graduating students. The researchers gathered data using a questionnaire administered via Google form to one hundred (100) target respondents at Bestlink College of the Philippines.

The survey result shows respondents' frequency and percentage distribution in terms of age. Seventy-five percent of the respondents are 22-24, 16 percent are 20-21, 8 percent are 25-27, and the remaining 1 percent are 29 years old and above. Therefore, the majority of the respondents are in adulthood. The result from the survey of 100 students at Bestlink College of the Philippines supported the expected hypothesis. The findings showed the respondents' problems and challenges of blended learning and online classes in learning outcomes were a need for more practical activities.

Regarding student and teacher interactions, it was time management and internet connection. In terms of learning environment, when it was online learning, it was found that the problem was a decrease in motivation to learn, and when it was blended learning, it was found that it was because of travel time and cost. The findings also showed the factors of blended learning and online classes of Bachelor of Science in Hospitality Management students in terms of perceived ease of use was it was easy to use and accessible, while in terms of perceived usefulness, it was to save travel time and travel cost and when it comes to course content, the result was additional materials to help students understand more clearly and deeply about the knowledge.

This study revealed the significant effects of blended learning versus online classes on the respondents. Results also showed that most students' challenges in moving to blended learning and online classes needed more understanding. The study also revealed that the

benefits of blended learning and online classes to students were the opportunity to practice learning. The guidelines recommended can be used to expand knowledge about the new ways of learning applicable to the new normal.

**Customer Satisfaction of Small-Scale Online Food Business by BSHM Students of
Bestlink College of the Philippines, A.Y. 2021-2022**

Jacinto, Ella Mae M.

Bagaoisan, Lovely D.

Rosana, Ruthchel

Panti, Rommel

Adviser: Mr. Ronnie T. Tejerero

Abstract

Online business has become a popular way of shopping for consumers. This innovation for shopping not only brings a great number and variety of merchandise to potential consumers but also offers numerous business activities and a huge market. Social media is no longer known as a platform that facilitates its users to present themselves on the internet but also as media to sell some products to consumers, known as online shops or selling. Researchers aim for customer satisfaction as before the pandemic, some things have also improved, like the means of purchasing food products. There are multiple ways to start an online food business in the Philippines. Because of technology enhancement, people can now easily shop, buy, and even post our product to sell, easily and more conveniently than before.

This study utilized the descriptive method design for determining and gathering information about the customer satisfaction of small-scale online food businesses by BSHM students of Bestlink College of the Philippines. The researcher gathered data using simple random sampling techniques on their survey questionnaires and online interviews administered by Google Forms and online video calls to fifty (50) target respondents at Bestlink College of the Philippines. According to our researcher, they are more willing to undergo online shopping instead of buying in physical stores, less hustle, and more convenient. The speed of the delivery is more important to our consumer to perceive their satisfaction with the product. Some respondents agreed that spending too much in purchasing food is the easiest way to order food; customer satisfaction is an important income in this business to level up customer loyalty. And lastly, the consumer is comfortable with the cash-on-delivery payment method.

Based on the gathered data, the online business has the edge here, as the selection is virtually endless, whereas stores can have more stock and are easy to purchase with the customer. In this research, you will learn about customer satisfaction in small online food businesses, especially when a pandemic is happening, and many businesses have been affected.

Keywords: small-scale, customer satisfaction merchandising security, effectiveness of Online Class in Academic

Development of BSHM Students' Core Competencies for Academic Year 2020-2021 at Bestlink College of the Philippines: Towards A Guide

Jhon Errol Encinares

Harvin Lacorte

Kenneth Minoza

Ariel Rivera

Dexter Arjhon M. Sandoval

Adviser: Romano A. Paparo

Abstract

Hospitality management is a broad field that oversees the day-to-day operational and commercial activities of businesses in the hospitality industry. Students of hospitality and tourism management can improve their skills, knowledge, and behaviour as an individual. It also teaches the things that they may encounter and experience in the future, especially in real life, on how to treat the customer or client correctly, being a satisfying leader to manage everything, or being maintenance and housekeeping and many more. This study shows the students of hospitality and tourism management to be hospitable, especially when they're in actual hospitality and tourism industry services. The study's main aim is to contribute theoretically and empirically to addressing the challenges of learning, training, and developing suitably qualified hospitality graduates. The study envisages pragmatism as it seeks to apply the new modular learning approaches to collect data from key hospitality education and industry stakeholders. With the mixed learning methods in the new normal, the research will be useful as a guide to determine the appropriate skills and competencies that the students should know from the hospitality industry perspective. This research will guide the students in reviewing their skills and enhancing the proposed competency-based teaching and learning at the Bestlink College of the Philippines.

This study used quantitative research to obtain the needed information using a survey to determine how hospitality and tourism management develop their competencies. The respondents of the study are the students from the College of Hospitality and Tourism Management graduation for the academic year 2020-2021. They are the ones who are knowledgeable enough to answer the problems in our study, and they answered the questionnaire that the researchers gave to them, which supplies the information the researchers need. The respondents of the study are 50 respondents. The researchers used a survey questionnaire of 50 respondents to the students who developed their competencies and were able to answer our questionnaire. The researchers utilized the following instrument in gathering the data to complete the study. The researcher gathered data like a survey questionnaire, media such as the internet, books, and articles. From the readings, the researchers could determine the study's variables, indicators, and framework. The

researchers drafted the questionnaire and showed the draft to the adviser, who, in turn, gave suggestions on what items needed revision or improvement. But most of all, the tool was based on the problem statement in Chapter 1 of the study. The revised questionnaire was pre-tested to five (5) working college students who were not included as the actual proponents of the study. The purpose of the dry run was to determine the instrument's validity to gather the needed findings as answers to the statement of the problem in Chapter 1. After considering the result of the try-out, the researcher prepared the final draft of the questionnaire. The proponents floated the online questionnaire to the BSHM college students concerned before the final administration. To ensure the reliability and validity of the survey, the researchers administered the questions themselves by distributing and receiving the responses online. It had been clearly stated on the questionnaire the strict confidentiality of their responses.

Meanwhile, through their colleagues' help, they got one hundred percent (100%) retrieval of the questionnaires from the respondents. The researchers used the formula for the frequency and percentage distribution to interpret the tables containing the data, which are based on the gathered information through the questionnaire. A ranking is utilized to utter the responses according to the degree of their responses as 1, 2, 3, 4, etc. Also, a weighted mean is used. Four Point Likert Scale is a one-dimensional that researchers use to collect respondent's attitudes and opinions. It is a standard classification format for studies. The Point Likert Scale allows researchers to include four extreme options without a neutral choice.

Effective Teaching of the Online Class Learning in Professional Subjects in Hospitality Management

Mary Belen P. Bondoc

Roxanne F. Boton

Janel Nicole M. Ganton

Rizza A. Lopido

Jestoni P. Sarmiento

Adviser: Mr. Ronnie T. Tejerero

Abstract

The Bachelor of Science in Hospitality Management course professionally prepares and equips students with skills to perform daily tasks in food production, accommodations, and food-beverage service operations. The course trains them to be highly qualified hospitality and tourism practitioners who cater to their constituents and those in professional fields while sustaining the best ethical and moral standards and showcasing the best skills proficiency.

Online classes are an environment created through a learning management system that allows students and teachers to connect synchronously or asynchronously, with interaction between teachers and students generally separated by location.

Teaching through online classes it is a combination of synchronously and asynchronously. In synchronous, the professor and the students meet through G-meet or Zoom. In that way, they can discuss the lesson face-to-face. Asynchronously, tasks like activities, quizzes, and exams can be delivered to the professor anytime. This study aims to determine if online learning is productive for students and whether it allows students and professors to connect more confidently. The procedure of obtaining Likert scale survey questionnaire data is referred to as a quantitative design type of research under the descriptive approach in this study. The subject will consist of 97 respondents ranging from first-year to fourth-year BSHM students. The volunteers were chosen based on their profile, which will provide the researchers with the required information. The researchers will survey using Google Forms and a Likert scale to see if online classes are effective or ineffective in teaching professional subjects.

We discovered that even without equipment and actual activities, it's not a hindrance to studying BSHM professional subjects. Based on the findings from the effectiveness of the online classes in professional subjects in teachers' mastery, the overall weighted mean is 3.54 or effective. This implies that the respondents believe that the teacher's mastery of the subject matter greatly affects the online learning modality.

From students' internet connectivity and participation in LMS and virtual classes, the overall weighted mean is 3.48 and verbally interpreted as effective. This implies that the student's learning is effective when a sufficient and reliable internet connection enables them to participate in online classes and access the LMS.

In students' focus on enhancing skills in performing in production, the overall weighted mean is 3.47, and a verbal interpretation is effective. This implies that enhancing the skills of students' BSHM can improve production performance.

Lastly, the strategies for improving learning in BSHM professional subjects, the overall weighted mean is 3.64 and is verbally interpreted as effective. This implies that the strategies for improving learning hospitality management subjects are effective. Giving quizzes and exams, tracking students' progress, and performing activities help the professor know if their mastery of the subject matter is effective. The G-meet discussion and instructional materials can encourage students to study and understand the lesson.

The students' learning is effective when a sufficient and reliable internet connection enables them to participate in online classes and access the LMS. By computer compliance, the students can easily participate and comply with activities.

Not everyone has a good relationship in their house, and one of the students' struggles is their mental and physical health, which can hinder them from studying. Understanding them may help them have the courage to study and focus on themselves to practice their skills in real-time activities and have quality skills. Having a visual distraction is one of the struggles in learning virtually, but I can avoid it and collaborate with value and skills in performing in production. Using resourceful websites, easily passing documents through Gmail, and flexing lesson plans are the strategies for improving students' learning of BSHM subjects. Providing ongoing feedback and seminars via webinars also helps students and professors know if they are effective in learning hospitality management subjects.

Keywords: Online Teaching, Professional Subjects, Bachelor of Science Hospitality Management

Effectiveness of Asynchronous Teaching Learning Approach to 4th Year BSHM Students at BCP A.Y. 2021-2022

Micaela Lourdes D. Miole

James S. Pascua

Jessica R. Pasiliao

Elaine Love A. Salita

Marc Kenneth D. Vilchez

Adviser: Dr. Dana France H. Ignacio

Abstract

Online learning tools have recently been a hot topic in the educational and research literature, particularly at the university level. Various college administrators are putting a lot of emphasis on online education as a valuable teaching tool. These online learning materials have been demonstrated to make educational opportunities available to the greatest number of students at any time and in any location. Online resources are currently regarded as a technique for enhancing education, increasing learners' access to learning, and lowering instructional expenses. Distance education is increasingly filling a need for educational options that transcend geographic, time, and resource constraints. It is now necessary to retool and refocus oneself to remain relevant. As a result, an increasing number of people are looking for ways to educate themselves, and distance education has created a feasible choice for achieving educational goals with minimal compromise. This research focuses on the effectiveness of the asynchronous teaching-learning approach to 4th-year BSHM students at BCP.

This research utilized the descriptive method using a quantitative approach to gather information about the effectiveness of the asynchronous teaching-learning approach to 4th-year BSHM students at BCP A.Y. 2021-2022. The respondents of this quantitative research are the one hundred (100) 4th-year students of the Bachelor of Science in Hospitality Management of Bestlink College of the Philippines.

Despite the pandemic, asynchronous learning at BCP is ineffective because of the numerous elements that influence students' learning during the phase of the pandemic. It reduces the quality of the learning experience, causes learning resource challenges, limited interactions, and distraction, and affects one's health in emotionally disconnected and demotivated.

Based on the gathered data and conclusions drawn, the administration and lecturers should respond to students' concerns based on the data obtained and conclusions reached. They should create a productive learning environment by creating a plan to complete and evaluate the work assigned, participate in virtual interactions with peers, and fully participate in an online class. Management, schools, and academics who employ asynchronous methods should develop engaging asynchronous techniques based on the ideas in this study.

Effectiveness of Educational Tour towards Competency Enhancement of BSHM Students in Bestlink College of the Philippines

Aira Mae O. Macaranas

Justinne M. Macaranas

Jashper R. Melicio

Rhocelda G. Posadas

Adviser: Mr. Ronnie T. Tejerero

Abstract

Educational tours are a learning experience vital for hospitality and tourism students. Through these tours, they acquire authentic experience and valuable knowledge for future endeavours. The skills they observe from the people and hospitality and tourism professionals they encounter during these tours help them reflect upon their learnings.

According to the Commission on Higher Education Department Memorandum Order (CMO) No.63 series of 2017 entitled Policies and Guidelines on Local Off-Campus Activities, Higher Education Institutions (HEIs) in the Philippines ensure sustainable teaching and learning delivery processes through off-campus activities. HEIs conduct these activities to supplement and facilitate a more meaningful learning experience for students in addition to the regular classroom instructional programs under specific degree program requirements. These also include non-curricular activities. They are intended to broaden the student's learning opportunities and allow them to feel the real world, and therefore serve as a powerful motivator to strengthen the academe-industry linkage. These learning situations include internships, educational tours or field trips, field studies, educational linkages, student development activities, non-curricular-based activities such as mission-based, immersion/reach-out programs, conventions, conferences, pieces of training, volunteer work, interschool competitions, cultural performances, and team development activities, among others.

Bestlink College of the Philippines is one of the educational institutions in the Philippines that offers hospitality and tourism-related courses. Bestlink College of the Philippines already had several tours, training, and camps from the year 2017 until the year 2020, which made the students' learning process significant and entertaining. Several studies have been published on educational tours. However, there has yet to be a study on the effectiveness of educational tours towards competency enhancement, specifically among third-year and fourth-year students of the BSHM in Bestlink College of the Philippines.

This chapter deals with the methodological procedure by which the data of the research problems were collected. This includes the Research Design, Respondents of the study, Sampling techniques, Instrument Used, Construction of the questionnaire, Validation of the instrument, Administration and retrieval of the questionnaire, and the Statistical treatment of data. The result of this study is to determine the effectiveness of educational tours in the competency enhancement of third and fourth-year BSHM students at Bestlink College of the

Philippines to provide input for the continual improvement of educational tours and field trips at BCP.

This chapter presents the summary of findings produced from the data analysis, as well as the conclusion of the study and recommendations formed from the study findings.

Keywords: Bachelor of Science in Hospitality Management, Pandemic, Educational Tour

Effectiveness of Mock Hotel on the Skills Development of Hospitality Management Students at Bestlink College of the Philippines

Oliver Andaya

Dustine John S. Bautista

Mary Jane B. Cajayon

Angielica V.S. Celis

Marry Joy G. Sodela

Adviser: Romano A. Paparo

Abstract

The Mock Hotel is an important facility for the school that offers the Hospitality Management Program. It allows greater opportunities for the students to become familiar with the real hotel setup, adding value to their knowledge and skills that will serve as their weapon to become competitive in the industry. A mock hotel room and events place create a real-world experience for students. Bestlink College of the Philippines is proud to provide the best training and development in the hospitality industry. In a very competitive industry, these newly renovated facilities will further enhance every student's competency, giving them an industry-specific set of skills. Incorporating key business and marketing elements, BCP gives every student a head start to achieve their dream career. For too long, hospitality education has relied on established methods for training future managers and hoteliers, with the traditional hotel school often seen as the gold standard in hospitality pedagogy. This study suggests that now is the time to consider new hospitality education models by providing a newly functional mock hotel at Bestlink College of the Philippines. For such students, a new model could be developed around the growing number of hospitality management students. This study suggests that the newly renovated mock hotel offers an alternative and more relevant method of entry into the hospitality sector for all the BSHM students at Bestlink College of the Philippines, and its functionality is an added value for marketing and revenue generation.

The qualitative design is used for a structured online questionnaire survey. This type of online questionnaire enables the researchers to ask each respondent the same questions in the same way. The study sample was the 100 BSHM students at Bestlink College of the Philippines. Since this study was conducted during the pandemic, and currently, the Philippines is under alert level 3, selecting participants was based on the availability of BSHM students studying at Bestlink College of the Philippines. The instrument used is a survey questionnaire online or face-to-face, depending on the availability and accessibility of the respondents. The self-formulated questionnaire was the most important instrument used in the study. It is the major tool used by the researchers in gathering significant data from the respondents. An interview

was also conducted as it was also an effective way of gathering information. It is used to supplement and authenticate those gathered in the major tool, the questionnaire. The respondent was not part of the sampled population. On the part of the statistical treatment, the researchers used the formula to get the frequency and percentage distribution to interpret the tables containing the data based on the gathered information through the questionnaire. A ranking method is also utilized to rank the responses according to the degree of their responses as 1, 2, 3, 4, etc. A weighted mean is also used in interpreting the data. A four-point Likert scale is also used to describe the importance of a functional mock hotel at Bestlink College of the Philippines.

**Effectiveness of Modular Approach on Professional Subjects to BSHM Students at
Bestlink College of the Philippines A.Y 2020-2021: Towards a Guide**

Muyo, Britney Jean E.
Parabas, Raymund Christian B.
Suson, Shieva Jade P.
Quidangen, Ma. Theresa A.
Villasan, John Mark V
Adviser: Roland Rambo B. Jayoma, CHP

Abstract

Our country is still dealing with the COVID-19 pandemic. Due to government recommendations, the educational system has evolved from face-to-face classes to modular and e-learning. Most students are returning to their usual learning routines, while some are seeking information, particularly those unfamiliar with computers, and others have obviously opted to quit because they need to work amid the pandemic to support themselves and their families. Proper sanitation of the school, where modular learning is applied, alcohol stands in every facility for parents and children, and wearing a facemask and face shield are required for everyone's protection. These are just a few of the safety standards. Apart from that, social separation is carefully enforced. As students learn to reflect on their experiences, they develop new abilities, attitudes, and ways of thinking. Experiential learning also educates students to be responsible for their learning because they participate in active learning roles.

The primary goal of this research is to identify the challenges faced by professors and students in implementing the Modular Approach on professional subjects to BSHM students at Bestlink College of the Philippines in the academic year 2020-2021. Additionally, this research aims to determine the methods, interventions, or solutions used by educational institutions and the government to assist students, parents, and teachers who are struggling with academic subjects.

The study utilized the descriptive method design for investigating and collecting information about the effectiveness of the modular approach on professional subjects in BSHM students at Bestlink College of the Philippines, A.Y. 2020-2021: Towards A Guide. The researchers gathered information using survey questionnaires administered via Google Forms to one hundred (100) respondents at Bestlink College of the Philippines. In this pandemic, respondents admitted that using a modular approach in professional subjects greatly impacts learning new skills, academic performance, completing tasks, and self-studying. The respondents have numerous problems that burden them in using the Modular Approach that can influence their academic achievement, especially the lack of equipment, with a weighted mean of 3.73 and distractions by the noise of the surroundings, with a weighted mean of 4.11. Based on the gathered data formulated guidelines by the researchers via Google Forms and a survey questionnaire, females are the majority of respondents with 67% responses, while males have 33%. The fourth-year students are the majority of respondents, with 65 percent at Rank

1. This is followed by the third-year students with 24 percent at rank 2, while second-year students with 11 percent fall at rank 3.

The achievement of higher self-study or learning skills among students is one of the advantages of employing modular systems for instruction. At the same time, some instructors are inspired to use technology in their teaching methods.

Effectiveness of Online Class in Academic Performance among the 4th Year BSHM Students of BCP towards the Level of Competencies

John Henry P. Bandong

Jherico N. Escarilla

Stephanie B. Merino

Carmela C. Pablo

Emmelyn P. Pelayo

Adviser: Mr. Ronnie T. Tejerero

Abstract

One of the biggest challenges the educational system faces is conducting practical classes that maintain social distancing, where students can focus and do practical activities to enhance their capacity in the hotel industry. Due to many factors, students need help to develop skills through online classes alone. This study focuses on the effectiveness of online classes in academic performance among 4th-year BSHM students at Bestlink College of the Philippines towards the level of competencies of online learning.

The study employed correlational quantitative methods; simple percentages and weighted mean were used to determine the effectiveness of online classes in academic performance among 4th-year BSHM students towards the level of competencies. Among the 4th-year students of Bestlink College of the Philippines, the students were selected using purposive sampling. The sample population size is one hundred (100) students, forming the population of all hospitality management students. The instrument used is a survey questionnaire distributed and done via Google Meet.

This study reveals that the effects of online classes on students are information overload, wherein students are overwhelmed with their schoolwork, and students struggle to develop their skills due to this pandemic; and limited hands-on training, which is hard to implement in this day, wherein students should apply what they have learned in online classes. Thus, to achieve a high level of learning, teachers and students should have constant interaction to guide them in doing tasks properly and to guide the students to enhance their competencies.

The teachers or professors should consider the activities to be given to the students during online classes to give the students enough time to read, understand, and answer all their activities. Due to the current learning-teaching modality, the students need help to showcase and apply the skills and competencies acquired during the class. Thus, this study recommends conducting practical classes that can help the students apply what they have learned in online classes to have experience in the work field. Also, students must participate in any school activities, avoid distractions during online classes, manage their time properly, and be more attentive to their online classes to absorb learning better.

Effectiveness of Online Learning Approach to 4th Year BSHM Students of BCP A.Y. 2021-2022: Towards a Guide

Miracle Grace C. Boyore

Ellen T. Corbe

Carlo E. Delloso

Mary Rose B. Espeña

Renalyn R. Monares

Adviser: Dr. Dana France H. Ignacio

Abstract

The survey results showed that most respondents were 22 years old, female, and single, with a monthly income of 20,000 pesos or more. The respondents identified slow internet connection, self-motivation, and distractions as the major problems they encountered during online learning. However, the respondents had sharpened digital skills, with a weighted mean of 3.78, indicating that they were aware of the importance of digital skills.

The study found that BCP's online learning approach was effective for 4th-year BSHM students, meeting their educational needs during the pandemic. The study concluded that adapting an online learning system would be advantageous during any pandemic, fulfilling the educational needs of students staying at home. Although most respondents said that an unreliable internet connection was a barrier to remote learning, particularly for students who used data, the overall conclusions highlighted the efficiency and efficacy of the online learning system.

The search results provided several studies supporting motivation's importance in online learning. These studies suggest that online learning requires more self-regulation, intrinsic motivation, and independence from the learner than traditional classroom education. However, they also suggest that online learning can contribute to knowledge acquisition and skill development compared to non-internet educational approaches.

Effectiveness of Online Learning to BSHM Students at Bestlink College of the Philippines: Academic Year 2021-2022

Analisa B. Azucena

Jerick L. Getes

Maan Trisha D. Justimbaste

Maria Ella Y. Palen

Christpher John M. Reyes

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

When the COVID-19 pandemic took over the world, lives were changed, and challenges arose. Yet, this pandemic also opened new beginnings in terms of education. There is a heterogeneity of scope worldwide on how educational schools rely on the new set-up of online learning platforms to ensure that the teaching process is done effectively. In today's era, digital learning is fundamental for students and teachers as an educational strategy. There are advantages of online learning:

Online learning is approaching teachers and students with the skills to deliver teaching methods and new ways to provide effective education, and online learning is effective for BSHM fourth-year students. Any gadget that can be used for online classes, like Android/iOS, laptops, desktops, and tablets, can help students with their studies.

One of the disadvantages of online learning is the technology issues. With a stable or fixed internet connection, there is a good chance for students and teachers to continue classes. Of these pros and cons, the most important is that students learn without endangering health and life and promote new styles of education. A lockdown is a state of emergency imposed during a pandemic by the competent authorities, whereby activities, including educational activities, are carried out at home using online devices or computers. Calculation, it is time to rethink, improve and overhaul the education system in this unprecedented context.

This research study classifies the simple random method of gathering and assembling data information and meeting researchers' data using a survey and Google form for the targeted BSHM students in Bestlink College of the Philippines. The researchers selected 100 respondents under the department of BSHM to gather data that would provide the correct answers to the research. There are most participants aged 22 years old, equivalent to 40%, 58% are female, while 42% are male, and all of the respondents are single in status.

Based on the data gathered, the faculty, teachers, parents, and administrators should make more efforts to motivate their students, encourage them to discover how to improve studying strategies, create activities that may help students' abilities to grow and develop, and the faculty should be a fountain of moral support to students. The parents should also support students in pursuing college despite a health crisis. They should be aware of the struggles of online learning. If possible, providing accurate devices useful for online learning is advised

**Effectiveness of Simulation Activities for BSHRM Graduated Towards a Guide in
Bestlink College of the Philippines A.Y 2018-2019**

*Chanjunica A. Baron
Emy B. Federio
Jhoey A. Noguerras
Jhon Jerieh C. Onrubia
Ma. Eloisa Ann T. Malquisto
Adviser: Dr. Dana France H. Ignacio*

Abstract

Simulation imitates a real-life scenario to provide a life-like experience in a controlled environment. Simulation training teaches trainees the skills needed in the real world. This study assessed the effectiveness of hotel simulation learning as a tool for decision-making. Given the difficulties in educating students for the service sector, it allows them to base hypothetical choices on real-world events. The perceived learning experience may improve students' capacity for using critical thought to control various operational tactics.

The researcher used a descriptive research method to focus on the effectiveness of the BSHRM program from the perspective of Bestlink College Philippines students. The study focused on 50 BSHRM graduates of Bestlink College of the Philippines. The researchers found 50 graduated students from BSHRM as the respondents to accomplish the study.

It was noted that the age group of 22-24 years old ranked at 48%, and according to gender, 48% were male, 54% were female, and 92% of the respondents were single, while the remaining 8% were married. Seventy-eight percent of the respondents were employed, and 11% were unemployed. Respondents/employees have used the simulation activities in their work, and it enhanced their skills.

Based on the gathered data and conclusions, researchers proved that the simulation is effective, based on the result of finding that many graduated students are using what they learned in simulation and applying it to themselves. It helps to enhance their skills and is very helpful to their work.

Keywords: Effectiveness, real-life, simulation, hypothetical

Effectiveness of Skills Development of BSHM Students through Online Classes: An Assessment

Jerra Mae D. Advincula

Danica C. Evangelista

Gerneth L. Lauron

Ricel Joy C. Santos

Lovelyn Son

Adviser: Romano A. Paparo

Abstract

Hospitality management is a broad field that oversees the day-to-day operational and commercial activities of businesses in the hospitality industry. Tourism management encompasses all operations connected to the travel and hospitality sectors. It gives people the knowledge and abilities to hold managerial positions in the hotel, food, and tourism sectors. This core helps hospitality and tourism management students improve their skills, knowledge, and behaviour as individuals. It also teaches them about the things they may encounter and experience in the future, especially in real life, such as how to treat customers or clients correctly, being a satisfying leader to manage everything, or being maintenance and housekeeping, among others. This study shows that hospitality and tourism management students should be hospitable, especially in actual hospitality and tourism industry services. People in the hospitality sector strive to improve their leadership abilities as they advance in their professions. The question that naturally follows is what constitutes leadership and how it applies to the hospitality sector. Henrick, Brennan, and Monturo (2016) describe leadership as exerting influence over others. A leader must use power to sway the decisions and behaviour of others. Although the word "power" sometimes conjures up images of totalitarianism, this is not necessarily how it should be seen. Most leaders in the hospitality sector start as managers and need clarification about how to move forward to advance in their respective industries. According to the Harvard Business Review, managers and leaders differ in how they approach problem-solving, critical thought, and preventative organization.

Thus, the primary goal of this essay is to align the skills of hospitality students and graduates with the demands of business in a global setting. The study's main aim is to contribute theoretically and empirically to addressing the challenges of learning, training, and developing suitably qualified hospitality graduates. The study envisages pragmatism as it seeks to apply the new modular learning approaches to collect data from key hospitality education and industry stakeholders. With the mixed learning methods in the new normal, the research will be useful as a guide to determine the appropriate skills and competencies that the students should know from the hospitality industry perspective. This study, which is restricted to the hotel and tourist industries, underlines the need to align what professional subject teachers teach with what the sector expects. A framework is created to close the gaps between the

sector and the school's hospitality curriculum. This research will guide the students in reviewing their skills and enhancing the proposed competency-based teaching and learning at the Bestlink College of the Philippines. This study used quantitative research to obtain the needed information using a survey to determine how hospitality and tourism management develop their competencies. The respondents of the study are the students from the College of Hospitality and Tourism Management graduation for the academic year 2020-2021. They were knowledgeable enough to answer the problems in the study, and they answered the questionnaire that the researchers gave them, which supplied the information they needed. The respondents of the study are 50 respondents. The researchers used a survey questionnaire of 50 respondents to the students who developed their competencies and were able to answer our questionnaire. The researchers utilized the following instruments in gathering the data to complete the study: a survey questionnaire, media such as the internet, books, and articles.

Effectiveness of the New Learning Approaches in Hospitality Management Program at Bestlink College of the Philippines

Execquiel T. Abatas

Vincent M. Basada

Christopher R. Ballinas III

Ronald E. Mariano

John Ace Tugade

Adviser: Romano A. Paparo

Abstract

The world is evolving, and the hospitality industry is changing as well. This means that new learning approaches in hospitality management are indeed important. Most hotels rely on technology by implementing the latest strategies and marketing techniques to meet customer preferences and satisfaction. Technology plays a vital role in this. Bestlink College of the Philippines has achieved these changes to keep its standards regarding providing quality education. These include a website owned by Bestlink College of the Philippines, online transactions, laboratories for BS Hospitality Management, and implementing different strategies and marketing techniques. The goal is to ensure students can still learn, acquire, and develop new skills. Although the COVID-19 pandemic was crucial, making us dependent on technology, there are still wonderful ways to figure out different new things to solve the problem. Therefore, this research study aims to determine how effective the new learning approaches implemented in the Hospitality Management program at Bestlink College of the Philippines are. This research concerns how or why something has happened rather than what. Therefore, survey tools are often used to gather data. The data is often analyzed quantitatively in such research, using frequencies, percentages, averages, or other statistical analyses to determine relationships. This study utilizes a qualitative research design to determine the effectiveness of implementing the new learning approaches used in the Hospitality Management Program at Bestlink College of the Philippines. The respondents of this study were a combination of selected 50 students and faculty members from the BS Hospitality Management Department at Bestlink College of the Philippines who were present and easily accessible during this academic year.

In this study, researchers used the Convenience Sampling Technique, where responders are chosen according to their accessibility and willingness to participate. The respondents must be BSHM college students and selected faculty members of Bestlink College of the Philippines. The researchers used a questionnaire survey to provide descriptive and informative answers to understand the effectiveness of the new learning approaches in the Hospitality Management Program at Bestlink College of the Philippines. The researchers constructed a 6-item questionnaire researcher-made survey based on the study. The researchers ensured that the study participants should be BSHM students of Bestlink College of the Philippines. The researchers asked for the help of students and teachers to check what to include in test

questions. It also helped the researcher address some issues before being given to the study's respondents. After validating the instruments, the researcher finalized and constructed the question using Google Docs. After constructing the questionnaire, the survey was distributed throughout the online survey. Respondents received online surveys via messages.

Effects of COVID-19 Pandemic to the Working Performance of the Selected Employees at Three Restaurants in Ayala Malls, Quezon City

Mary Jane D.C. Besario
Myka Paoline G. Caandoy
Sharena May Flores
Jobelle Anson C. Maliñana
Princes A. Parado

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

Since the start of the COVID-19 pandemic, the government implemented many new protocols, including the community quarantine, which forbids individuals from travelling in and out of the area or place under the community quarantine. As the government closed, some food establishments, restaurants, companies, and their employees were greatly affected. Many employees had been laid off from work due to various restrictions and protocols implemented by the IATF (Inter-Agency Task Force), especially in skeletal work. These challenges changed the employees' daily routines, which affected their financial, mental, and emotional well-being. With this state, the researchers conducted a study to determine how the COVID-19 pandemic greatly affected the employees and how they coped with such a situation.

The study utilized the descriptive research method to fully describe and determine the effects of the COVID-19 pandemic on the working performance of the selected employees of the three restaurants in Ayala Mall. The researchers chose restaurants in the said area to pick employees representing the 25 population. Researchers used a questionnaire to conduct a survey, using a local structured questionnaire, the vital method of research utilized for the accomplishment of this study.

The survey results revealed that the respondents' age is in the normal age of 23-27 years old. This implies that most respondents are within the age group of 23-27 years old, 40 percent of the population. Most females answered from the three restaurants, with 68 percent of the population. Respondents/employees have been experiencing a shortfall in finances, having difficulties budgeting expenses, and affecting their emotional/mental health, experiencing anxiety, stress, and fear.

**Efficacy of Online Learning Modality to Professional Subjects of
Hospitality Management Program at BCP**

Marlon Delos Reyes

Jester A. Go

Sheila Mae Junco

John Carlo Tapdasan

Shaira Mae Zamora

Adviser: Romano A. Paparo

Abstract

During the COVID-19 pandemic, all schools and colleges faced severe situations since all educational institutions implemented travel restrictions. Hence, classes are conducted online. Accordingly, hospitality management faces a great challenge in college programs in implementing effective learning approaches, particularly on professional subjects, considering that the program focuses on skills.

To reduce the pressure among the professional subject teachers and the students, the institution has devised new learning approaches to ensure quality deliverance of education will be provided accordingly.

With apparent flexibility, hybrid learning comes to light. It makes the learning approaches using modalities like Learning Management Systems (Online) more adjustable in terms of time, place, cost, and pace were taken into consideration. Therefore, this study aims to determine the efficacy of the online learning approaches for the Hospitality Management Program's Professional Subjects adopted and implemented at Bestlink College of the Philippines.

There are advantages of online learning: First, online learning is approaching teachers and students with the skills to deliver teaching methods and new ways to provide effective education. In online learning, there is a greater chance of being interrupted/distracted by social media platforms. One of the disadvantages of online learning is the technology issues. Without a stable or fixed internet connection, there is a good chance for students and teachers to discontinue classes. Of these pros and cons, the most important is that students learn without endangering health and life and promote new styles of education.

This study utilized a qualitative descriptive survey method. In such research, the data was often analyzed using frequencies, percentages, averages, and other statistical analyses to determine the relationship. The respondents of this study were fifty (50) BS Hospitality Management Students at Bestlink College of The Philippines who were enrolled during the Academic Year 2021-2022.

The researchers used the online survey questionnaire to gather data to complete the study. For data gathering purposes, the researcher used a questionnaire to elicit the needed data on matters that pertain to the statement of the problems from Chapter 1.

Employability of Fresh Graduates from Hospitality Management at Bestlink College of the Philippines

Albert John C. Ansale

Michelle T. Cellona

Rizalline G. Francisco

Emarie S. Lozada

Angelica O. Valdezco

Adviser: Romano A. Paparo

Abstract

Hospitality management students must conduct themselves professionally and innovatively. The student's learning style evolves and grows with each passing day. To meet the student's learning goals, a hospitality management student must have a variety of talents, hundreds of styles, and thousands of techniques in the industry. Part of the research process is to recognize employable graduates. Employers are looking for flexible people who take initiative and can perform a range of tasks in various environments.

Furthermore, generic employability skills are fundamental. Hence, this study aims to identify the employability of fresh graduates required in the job field. As aspiring graduating students, we must look at our future selves as successful careers. The benefits of the studies are not only for graduate students and teachers' convenience but also for the easy grasp of the learners. This study used the phenomenon method design. In this methodology, the study requires persons with background knowledge. The researchers used this method for comparing the data in control and experiences about the employability of hospitality graduates from Bestlink College of the Philippines amidst blended learning approaches. The study sample included 50 new graduates from Bestlink College of the Philippines. Since this study was conducted during the pandemic, the Philippines was under alert level 1. The selection of participants was based on the availability of graduate students at Bestlink College of the Philippines. The researchers prepared the instrument used for the research based on their readings and the related literature, professional subject books, and internet access to gather more information about the topic. The researchers used Purposive Sampling to indicate the knowledge about a specific phenomenon rather than making conclusions based on statistics. The researchers used a questionnaire and observation among its respondents to get more accurate data. This study is specifically designed to evaluate the improvement of fresh graduate students' employability performances amidst blended learning approaches. The instrument used was a survey to ask questions of respondents. The self-formulated questionnaire was the most important instrument used in the study. It is the major tool used by the researchers in gathering significant data from the respondents. This was utilized as the secondary source in collecting the necessary data. This validated whether the tool could enhance the subjects' academic performance. This was also an effective way of gathering information. It is used to supplement

and authenticate those gathered in the major tool, the questionnaire. The respondent was not part of the sampled population.

Meanwhile, the researchers used a formula to get the frequency and percentage distribution to interpret the tables containing the data based on the gathered information through the questionnaire. Ranking is utilized to identify the responses according to the degree of their responses as 1, 2, 3, 4, etc. A Likert scale is a one-dimensional that researchers use to collect respondents' attitudes and opinions. It is a standard classification format for studies.

Employment Opportunities in Hospitality Industry for BSHM Graduating Students Academic Year 2021-2022 at Bestlink College of the Philippines: Towards a Guide

Marissa L. Austria

Alexander Brunio

Krizzel Mae R. Dagulo

Lenie Rose C. Diaz

Nia Chanthale G. Ortego

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

BSHM Graduating Batch of Academic Year 2021-2022 at Bestlink College of the Philippines face a unique set of obstacles as they navigate a new educational environment as both students and instructors as a result of the pandemic. Earning a college degree is such an important step in life that it has become a control part of dreams, according to Doyle Alisone (2021). One of the industries with the fastest job growth rates worldwide is the hospitality industry, which is expected to experience robust future growth. Jobs in hotels, restaurants, casinos, theme parks, cruise ships, and other establishments that cater to patrons' leisure and recreational requirements are a few of the activities that fall under the umbrella of the hospitality sector. According to eh.edu, a degree in hospitality management offers a good career option with endless possibilities, such as Food and beverage, Hotel Manager, Cruise ship Attendant, Front Office Manager, Housekeeping, Casino, Tourism, and Concierge. Every year, the global industry expands, changes, and diversifies. Indeed, the hotel industry is among the fastest-growing in the world, and that growth is predicted to accelerate in the years to come. Luxury hospitality and tourism careers also offer a distinct career path for professionals specialising in providing the best possible guest experiences. The researcher used the descriptive method. This study utilised quantitative experimental research and the Simple Random Sampling technique. The instrument utilised in the research was an online questionnaire wherein the researchers provided the questionnaire that includes questions stated in Statement of the Problem Chapter I. The questionnaire was given to the BSHM 4th-year students of Bestlink College of the Philippines- Main Campus for the academic year 2021-2022. The researchers used mathematical and statistical tools to interpret the gathered data from the survey questionnaire responses.

Essentiality of Improving the Bachelor of Science in Hospitality Management Laboratory Facilities at Bestlink College of the Philippines

Ellah Mae A. Alasa

Fame V. Alima

Giana L. Laurio

Jayrald V. Leal

Sheila Mae A. Natinga

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

Students not only learn through books and blackboards but also need a laboratory to enhance practical skills, particularly in hospitality management. This includes professional subjects such as housekeeping, food and beverage service, culinary arts, and bartending. It is also one of the goals that every student wants to experience and be trained in their chosen field and use the lessons learned in school by utilizing the facilities or laboratories. If properly provided to all the students, there will be good performances and acquired skills to have the chance to become competitive in whatever job they want.

This study utilized the descriptive method design to investigate and collect information about the essentiality of improving the Bachelor of Science in Hospitality Management laboratory facilities at Bestlink College of the Philippines. The researchers gathered data using survey questionnaires administered via Google Forms to one hundred (100) target respondents at Bestlink College of the Philippines.

The survey results show that the respondents are between the age of 21-22, mostly female, who answered the survey with an average of 73%. This may be because hospitality management services are a course preferred by women. On the other hand, respondents believe that the space and size of the location are enough to accommodate the learners to gain a holistic learning experience with a weighted mean of 4.12 or Agree. Enhancing the laboratories and facilities was also positive regarding the facility's or laboratory equipment's cleanliness based on the data collection. There are guidelines made to improve the laboratories of BSHM at Bestlink College of the Philippines. The researchers gave recommendations to the administration, department, and BSHM students.

Factors Affecting Employability of Graduates BSHM Batch 2020 in Bestlink College of the Philippines amidst Pandemic: Towards a Guide

Kirk Eros Canatoy

Micca Creo

Gezel Cunato

Chris Lorenz Dela Cruz

Monique Joy G. Pomen

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

In 2022, many of us struggled due to the COVID-19 pandemic. Many lost their jobs, and families and individuals suffered. A study found that the coronavirus pandemic 2019 significantly affected the world economy. As a result, we are now seeing an increase in the unemployment rate, specifically in our country. This study aims to investigate the effects of the COVID-19 pandemic on Bachelor of Science in Hotel Management (BSHM) graduates of the year 2020 and how it has affected their job prospects.

This study utilized a descriptive research design to investigate the factors affecting the employability of BSHM graduates of Batch 2020 amidst the pandemic. The researcher collected data through surveys and questionnaires administered via Google Forms to fifty (50) target respondents at Bestlink College of the Philippines.

The survey results showed that the respondents were between the ages of 22-24, with an equal percentage of males and females. Most were single, with 66% belonging to the middle class. Respondents admitted that they were affected by the pandemic, with both negative and positive impacts. The negative impacts included health issues (ranked 1 with a weighted mean of 3.92) and lack of flexibility and knowledge (ranked 2 with a weighted mean of 3.76). The positive impacts included more work experience (ranked 1 with a weighted mean of 4.08) and extra time for leisure (ranked 2 with a weighted mean of 3.92).

The primary objective of this research was to investigate the effect of the COVID-19 pandemic on BSHRM graduates of Batch 2020. The researcher found 25 male and 25 female respondents based on the gathered data. Most of the responders wanted to have more trust in new graduates to have their jobs and gain working experience. More face-to-face training is needed to train and experience the real world of being a hotelier. These are a few factors that affect BSHRM graduates' job prospects during the COVID-19 pandemic.

Factors Affecting Students' Retention in Hospitality Management Program at Bestlink College of the Philippines A.Y. 2021-2022:

Ronilie A. Garcia

Criselda L. Paloma

Resty J. Lombres

Adviser: Dr. Dana France H. Ignacio

Abstract

Choosing the best course and considering one's future career can be challenging for incoming college students. Some students know which course to take, while others still determine which will lead them there. In fact, because of the enormous number of courses available to students, most of them change majors. Selecting a degree and accessible courses is critical for every student because it is the foundation for future success. Students must be informed about their path to prepare for their future careers. They enter with certain goals, including finishing college and staying at their current institution. They enter a social system where peer group interactions and faculty interactions foster social integration, and they enter an academic system characterized by grade performance and intellectual development that foster academic integration.

This study utilized the descriptive research design, which the researcher applied to gather the necessary data about student retention factors in the Hospitality Management Program at Bestlink College of the Philippines for A.Y. 2021-2022. The researcher gathered data using survey questionnaires administered via Google Forms to fifty (50) target respondents at Bestlink College of the Philippines.

The survey revealed that most respondents were 22 years old, ranked one at 54%, followed by 21, ranked two at 28%, mostly female from BSHM students. Based on the results, more than half of the respondents were female, 72%, while the minority were male, with 28%. The results show that hospitality and services is a course preferred by women.

Based on the gathered data and conclusions, the researchers formulated guidelines to improve student retention in Hospitality Management at Bestlink College of the Philippines. These guidelines include that most students can catch up or learn more due to the many ways they can learn from the subject. Most teachers are more creative in teaching the subject in ways that students can easily learn. They motivate their students to pursue and reach their dreams, for them never to give up and surpass all the challenges they encounter. This will give a good relationship to each other.

Factors Affecting the On-The-Job Training of BSHM Students in Bestlink College of the Philippines during Pandemic A.Y. 2021-2022

*Mary Ryzza Janry D. Gonzales
Jodelyn J. Grospe
Wenna Jane S. Obejas
Trisha Mae E. Olesco
Camile Ann B. Parola
Adviser: Dr. Dana France H. Ignacio*

Abstract

Higher Education Institutions used to conduct on-site OJT programs for students to gain practical experience and improve their professionalism while exposing them to a real-world setting. However, due to the pandemic, students and teachers are adjusting to the transition to remote/virtual internships. This research aims to find the factors affecting students' OJT during the pandemic and assess students' satisfaction with their internships.

To conclude the research, the researchers used the descriptive method and applied simple random sampling to gather quantifiable data. The data was collected through a web survey that included a questionnaire composed of three parts: the profile of the respondents, the factors affecting the OJT of students during the pandemic, and the problems encountered.

Findings show that almost all respondents are female, and 67% belong to the age group of 22-24. 100% of the respondents are single, and 34% earn a minimum income of their parents of 5000 - 10,000 per month. The majority of the students are dissatisfied with their on-the-job training program. Fourth-year students almost agree or garnered a (4.4) weighted mean that they lack training and cannot acquire a set of realistic expectations in the hospitality industry, with a weighted mean of (4.1) and interrupted agree that they have inadequate experience in dealing with customer satisfaction. The availability of tourism and the hospitality industry was affected during the pandemic.

The majority of the respondents encountered problems in the conduct of their OJT during the pandemic. Based on the student's perception, they have a neutral satisfaction towards their OJT. The students are affected by the contributing factors of OJT, such as the availability of tourism and industries, CHED memorandum orders, IATF protocols, and faculty support. Therefore, having an on-site internship can enhance my skills and mindset and help me gain pre-professional work experience in hospitality rather than learning it through online webinars.

Key words: On-the-job Training, Covid-19, Pandemic, IATF, Experiential Learning
**Impact of Online Class to the Technical Skills of Hospitality Management Students
during the Pandemic at Bestlink College of the Philippines**

Lovelyn R. Aguilos
Jessa Mae C. Martinez
Justine C. Notarte
Jhazmine Clair A. Renol
Ghail S. Respicio
Adviser: Mr. Ronnie T. Tejerero

Abstract

The four-year Bachelor of Science in Hospitality Management program covers the conception, planning, development, human resource, and management of the various aspects of hotel, restaurant, and resort operations. It educates people interested in building a career in the leisure industry involving the planning, development, implementation, and control of culinary and accommodation/billeting operations. However, all are affected differently during the pandemic, including the education system. The Hospitality Management students at Bestlink College of the Philippines are among the most affected by this pandemic, facing challenges in education and practising their technical skills, which are important in their chosen industry. The potential impacts of online classes on the technical skills of Hospitality Management students during the pandemic at Bestlink College of the Philippines are the internet connection, time-allotment, background noise, and tools and equipment, which also affect their communication skills, and there are technical skills that need to be enhanced by the online classes.

This study aims to determine the impact of online classes on the technical skills of Hospitality Management students during the pandemic at Bestlink College of the Philippines and to improve the student's performance in technical skills during online classes. A quantitative research design under a descriptive method was used in conducting this study. One hundred (100) respondents were chosen from the population of Bachelor of Science in Hospitality Management (BSHM) students who have experienced online classes during the pandemic. Convenience sampling was the method of sampling that was employed, and a questionnaire was used to collect data from the respondents.

Most respondents were fourth-year students, and most believed the faculty could secure a stable connection during online class sessions. Respondents are aware that the faculty allocates extra time to respond to different concerns of the students. Yet, most of the respondents need help with the background noise of the instructors. When it comes to providing tools and equipment, most respondents can provide themselves with the technology needed for online classes. The respondents also know the importance of wearing proper attire as it enhances experiential learning. Respondents are also motivated to do tasks related to social and communication to enhance their communication skills and understand the relevance of interaction and working with others in the hospitality industry. Many are

dissatisfied with the limited learning resources and activities available in the department, and they are looking forward to making stronger learning connections between the learners and the teachers as more than the time provided for online classes is needed. The results yielded significance to the following stakeholders: for the students to learn more about the impacts of online classes on their technical skills during these trying times; for the instructors to know the impacts of online classes on their teaching strategies to enhance their techniques; for parents to continue their support to students, for instructors and school administrators for educational development, and for school administrators to conduct more training and workshops about enhancing technical skills of the students.

Impact of Online Learning towards 4th Year Hospitality Management Students in Bestlink College of the Philippines

John Alfred Lachica

Lisa Lisette P. Getizo

Mebelen P. Lamay

Rommel U. Barbin

Darell A. Jabal

Adviser: Mr. Ronnie T. Tejerero

Abstract

The field of Internet learning is steadily developing. There are numerous examples that schools can learn from the online learning industry. A new trend emerges in the online learning industry every few years. This study aims to determine the impact of online learning on BSHM students during the pandemic. The online learning platform solves the new homeschooling situation and the associated online distance learning demands. Students usually make their own choices about online or face-to-face programs or courses, which confuses student performance estimates.

This study used a descriptive quantitative design involving 50 Bestlink College of the Philippines student respondents. A questionnaire was used to determine the impact of online learning on the students. The questionnaire contained 15 items with five parts and was divided into open-ended and closed-ended questions for students.

This research showed the impact of online learning according to the student's point of view, and the students chose the sample uniquely. This also revealed that online learning is a very accurate solution and type of student education program. They can balance their time by attending virtual classes while doing home activities or wherever they are. It also shows positive results for the students having a hard time schooling.

This study aimed to examine how students felt about the impact of online learning based on their own experiences. Students' perceptions of online education have been determined depending on their experiences. The aspects that influenced those students' online learning experiences were also examined.

The findings of this research will determine the impact of online learning on students who take online classes. Many want online learning to continue studying because it's easy to access information to comply with the so-called assignments and other activities.

Keywords: Online learning, BS Hospitality Management, pandemic, virtual education
**Impact of Virtual Class Absenteeism of BSHM Students on the Academic Performance:
Towards a Guide**

Mark Anthony R. Estrella
Rendan C. Francisco
Mark Loyd F. Insigne
Hazel P. Pagobo
Renz John D. Tabuñar
Adviser: Dr. Dana France H. Ignacio

Abstract

Dealing with class attendance is not a new phenomenon; it has been a problem since the pandemic began. Students who attend classes more often tend to be more successful in their studies than those who are frequently absent. Absenteeism of the students reflects low levels of motivation that might have a link with extensive socialization among students, part-time jobs, poor physical or mental condition, and excessive sleepiness. Class attendance has an encouraging impact on students' academic achievements, and therefore, a mandatory attendance policy plays a significant role in accelerating academic success in undergraduate BSHM students.

This study used a quantitative research design, and BSHM students of Bestlink College of the Philippines were the respondents of this study about the causes and effects of absenteeism, tardiness, and undertime on their academic performance during the pandemic. The researchers used random sampling techniques to gather information, and a questionnaire was given to 50 Hospitality Management students who answered questions about absenteeism, tardiness, and undertime.

The researchers constructed the instrument used in this study by identifying the means of the study. The researchers focused on creating proper questions relevant to the study and would provide efficient data that the researcher could use to understand the research problem. The final draft was pre-tested on ten students not part of the sampled respondents.

The researchers filed a request to conduct a survey, and upon getting consent from the management, they distributed a survey questionnaire to the study subjects. The findings of this research will determine the impact of absenteeism, tardiness, and undertime on students who take online classes. The latest data reflect that chronic absenteeism and course failure rates dramatically worsened during the pandemic. Therefore, it is important to address the issue of absenteeism and its impact on academic performance to ensure that students are successful in their studies.

Impact of Virtual Class in Housekeeping Services of BSHM Students at Bestlink College of the Philippines for Academic Year 2021-2022

Aaron G. Bernardino

Bernardo R. Buban

Christopher B. Fuentes

Andrea A. Pinto

Nichols Joshua B. Umagang

Adviser: Romano A. Paparo

Abstract

Due to the pandemic, the learning system has changed drastically from traditional face-to-face classes to virtual classes. Virtual classes are more challenging than face-to-face classes, especially for housekeeping services of BSHM students in terms of utilizing proper tools and equipment, as demonstrated during virtual classes. Factors such as the learning environment, internet connection or mobile data greatly affect the learning of students who take virtual classes. Students attending virtual classes depend on watching videos on YouTube to gain knowledge and gather ideas. Meanwhile, to comply with some requirements, students share, contribute, or utilize other resources to possess proper tools and equipment for virtual demonstrations, as school laboratory facilities are unavailable.

Despite the challenges students encountered in virtual classes, the Bachelor of Science in Hospitality Management at Bestlink College of the Philippines provided significant reasons why individuals should not be sceptical about enrolling in one of their core courses, Housekeeping. Students will understand the important role of Housekeeping in the hospitality industry. They will discover new sanitation procedures under the New Normal. They will master the technical skills and knowledge as a housekeeping trainee. Students will also comprehend Housekeeping's work systems, workflow, and business procedures. Furthermore, they will learn to manage and avoid mistakes in making decisions in the Housekeeping Department. Therefore, this study aims to explore the impact of virtual classes in housekeeping services on hospitality management students to enhance their service skills and knowledge of the proper usage of tools and equipment.

This research study used a qualitative method, which investigates attitudes, behaviour, and experience through interviews, focus group discussions, observations, and documentation or online journals that interact less with the respondents. A purposive sampling technique was used by the researchers to distribute the questionnaire. The questionnaire was given to 100 second-year college students of the BSHM Department at Bestlink College of the Philippines, composed of male and female students, to gather information and data. The researchers utilized an online survey questionnaire as an instrument in the study conducted. The researchers gathered information and ideas related to the research study through articles, newspapers, local and foreign literature and studies related to the study. The researchers did an online pre-test survey of the questionnaires to ten BSHM second-year college students taking virtual classes at Bestlink College of the Philippines who were not part of the sample.

The purpose of online pre-testing was to analyze whether the questionnaire had unclear items. The outcome was considered as the editing and revisions of the final questionnaire. The researchers also sought permission from the Bachelor of Science in Hospitality Management Program Head at Bestlink College of the Philippines to conduct this study. The researchers personally administered and retrieved the questionnaire to ensure 100% retrieval. The research used statistical formulas such as percentage, frequency, and weighted mean to interpret the data tables based on the gathered information through the questionnaire. Meanwhile, a five-point Likert scale was also used to describe the extent of the existence of the conditions as perceived by the respondents.

Impact of Working While Studying to Graduating Student of Hospitality at Bestlink College of the Philippines A.Y 2021-2022

*Cherrylyn G. Camu
Alessandra Marjonele A. Carreon
Hazel Joy R. Estrada
Angelica M. Labrador
Maygie T. Ladines
Adviser: Dr. Dana France H. Ignacio*

Abstract

Working while studying can positively impact students' engagement with schoolwork, such as relatable working experience, time management skills, freedom from debt, and better academic performance. However, some people view working while studying as negative, while some view it as positive. Students must have great time management skills to manage their hectic schedules and maintain a good social life. Over time, students need more and more financial support to cover their expenses for living and studying.

This study used a descriptive method design to investigate and collect data on the influence of working while studying on graduating hospitality management students at Bestlink College of the Philippines in the academic year 2021-2022. The researcher acquired data by sending survey questionnaires to fifty (50) target respondents at Bestlink College of the Philippines. According to the data, most respondents are between the ages of 20 and 22, most are female, and most of their jobs are in the service crew. Most workers in the fast-food business are students because they provide ample time to learn while working. The frequency and percentage distribution of the parents' monthly income were also revealed. When asked about their parents' monthly income, most respondents (26%) said they make less than 4,000 pesos monthly.

Based on the gathered data and conclusions drawn, researchers formulated guidelines on coping with the situation for the selected working students in Bestlink College of the Philippines. The guidelines include setting achievable and measurable goals, managing their financial and emotional stress, and developing time management skills to balance their work and studies.

While working while studying has its advantages, it can also have drawbacks like fatigue and poor academic performance. Students should be aware of the difficulties that working can present while attending college. Work may be essential for generating income and opening doors for career advancement. It may be more challenging for students to earn a college degree when they work 15 or more hours per week or more, which can ultimately help them find better employment.

Implications of Virtual Classes in BSHM Students at Bestlink College of the Philippines
A.Y. 2021-2022: Basis for Skills Development

Chrisjerard Inigo
Ancieleth B. Jumandos
Quenie Jane T. Pepito
Richard A. Sales
Jona Marie C. Simortin
Adviser: Mr. Ronnie T. Tejerero

Abstract

This study focuses on the virtual classes of BSHM students at Bestlink College of the Philippines during the school year 2021-2022. The target of this research is students from 1st year to 4th year college. The study aims to expand the learnings in the hospitality industry through virtual learning. The descriptive research method was used in this study, utilizing questionnaires, observation, and construction for the surveys among its respondents. The construction for the surveys is using Google Forms. The survey result revealed that most of the respondents are female. The respondents' profile by year level in terms of frequency and percentage distribution is good. The most common problem encountered among BSHM students in virtual classes is the internet connection, which affects the scores in the LMS, having audio clarity in times of poor connection, and difficulties in finishing tasks attending virtual meetings. Based on the gathered data and conclusions drawn, most affect their mental health; some become more motivated, and other students can clarify their doubts during lectures.

The impact of virtual classes on hospitality students is that technology provides several advantages. Online learning allows students to study on their timetable, which may be advantageous for those who struggle to focus in traditional classroom settings—crafting a guide on the implications of the virtual classes' consistency in objectivity and interpersonal relationships. Some students are willing to advise the next generation.

Learning Adaptation of BSHM Graduating Students to the New Normal at Bestlink College of the Philippines for Academic Year 2021-2022: Towards a Guide

Princess Yvonne P. Bertes

Ma. Teresa C. Bristol

Grace M. Cid

Mirasol Corto

Keren Happuch D. Tadle

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

The COVID-19 pandemic struck the world on March 11, 2020, particularly in the Philippines, forcing many schools to close due to lockdown. In October 2020, classes were reopened, but schools remained closed, and face-to-face classes were unavailable. The Department of Education (DepEd) and the Commission on Higher Education (CHED) have found ways to bring education into homes through online courses. However, the transition took work due to the massive change from face-to-face to virtual classes. Many teachers, schools, students, and families needed to prepare for this change, and many teachers could not use electronic gadgets. Additionally, many students needed gadgets or internet access at home. The DepEd and CHED provided different trends and modalities, including Modular Distance Learning (MDL), Online Distance Learning (ODL), and TV/Radio-Based Instructions. Watching videos online was also part of the trends and another learning method the teacher usually provides to help students catch up with the lessons. Schools and universities are temporarily on hold due to the pandemic, so online classes are done at home.

Hospitality Management students also needed help with this new learning modality. Researchers conducted a study to find out how the graduating students of Bestlink College of the Philippines adapted to the new normal in the Hospitality Management program. The study used a descriptive method to investigate and collect information about the learning adaptation of BSHM graduating students to the new normal at Bestlink College of the Philippines for the academic year 2021-2022. The researchers collected data through survey questionnaires administered via Google Forms to one hundred (100) targeted respondents of Bestlink College of the Philippines to avoid crowded data collection due to the pandemic.

The survey's findings showed that to have more accurate and fair data and opinions, most respondents were between the ages of 22 and 30, with an equal number of men and women. Despite the hardships of adapting to the new learning environment, the respondents reacted positively to the new learning methods. A huge factor in this was that most students were Gen Z's, much more capable of adapting to technology. Another huge factor was that the respondents were motivated due to the circumstances they would face as they graduate and enter a new pace in their life in the industry.

Based on the gathered data and conclusions drawn, the researchers formulated guidelines on the learning adaptation of BSHM graduating students to the new normal. Guidelines such as

adapting to another and a new way of learning, enhancing students' skills, knowing their limitations, and enhancing technological skills are necessary. These guidelines will provide critical factors in commitment to students' academic success amidst the pandemic.

Motivational Factors Influencing the Senior High School Students in Choosing BSHM “Towards a Gudie” at BSP Ay 2021-2022

Macie B. Acosta

Rosalie L. Bautista

Joan P. Bermeo

Blessie A. Corpuz

John Paul Oclarit

Adviser: Dr. Dana France H. Ignacio

Abstract

Choosing a degree and courses is an important part of every student's education, providing the foundation for future success. Many students have difficulty deciding on a profession when they enter college, while some already know what they want to do. Due to the large number of courses offered, some students find themselves switching majors. Therefore, all students must understand what they truly want to do with their lives, which will guide them in choosing the proper career path. Their choices will greatly impact how they live for the rest of their lives. The researchers aim to discover factors influencing students' decisions to take BSHM as a course. They also aim to assist students in shaping their perceptions of this course and inspire them to choose it among other courses.

This study utilized the descriptive method of research to investigate and collect information about the motivational factors influencing senior high school students in choosing BSHM. The researchers used Google Forms to distribute survey questionnaires to fifty (50) specifically selected respondents at Bestlink College of the Philippines to collect data.

According to the survey's findings, the majority of respondents (30%) were from the home economics strand, were 21 years old on average (60%) and were equally split between men and women (25% each). Most respondents claimed that their economic status belonged to the middle class (54%). Most respondents agreed that "Percentage of employment is high after graduation" is one of their factors in choosing BSHM. The respondents strongly agreed that one of their perceived problems in choosing a BSHM degree is needing more motivation. However, they also agreed on the advantages of choosing BSHM as a field of study, such as global exposure and boosting self-esteem.

The primary goal of this study is to look into the motivational factors that influence students' decisions to pursue a BSHM degree. The findings revealed various factors that a BSHM degree offers students, but some respondents disagree on some of the factors that a BSHM degree offers them. Furthermore, their comments show how they firmly agree on potential issues/perceived problems that will hinder their desire to pursue a BSHM degree during their term of study. Their responses showed that having enough information and a good perception is vital, especially when choosing a career route. Students' career choices are greatly influenced by motivational factors, which must be realistic and truthful. This study gives senior high

school students a better understanding, inspiration, and awareness. It can also be a reference and guide for similar research studies.

Keywords: Motivation, Factor, Influence, Choose, Guide.

Motivational Factors of Students to Pursue the Bachelor's Degree in Hospitality Management in BCP amidst Pandemic

*Baragenio, Andrea Marie P.
Berber, Jenny Anne S.
De Jesus, Rojina S.
Mendoza, Joshua F.
Talde, Angelika
Adviser: Dr. Dana France H. Ignacio*

Abstract

Motivation is crucial, especially during the pandemic, as many students struggle with academics, leading to stress, depression, and suicide. One of the motivational factors for students to finish their studies is the teacher's behaviour and personality. Teachers should have a good personality to assist learners in developing their skills and improving their knowledge in all different fields. Second, teaching methods make students more productive and encourage them to collaborate. Third, the learning environment increases students' attention and focus on the learning experience, encourages higher performance levels, and motivates students to practice higher-level critical thinking skills.

This study used a descriptive research design to describe accurately and systematically the motivational factors of students to pursue a bachelor's degree in Hospitality Management in BCP amidst the pandemic. The researchers gathered data through survey questionnaires administered via Google Forms to target fifty (50) respondents at Bestlink College of the Philippines.

The majority of the respondents were male, followed by female. The age of 22 was the highest, and most of the respondents were 4th-year students, implying that 4th-year students are more active in research. Most respondents have parents who earn 4,000 pesos and below, with a total response of 32 percent. Most of the respondents are experiencing problems in terms of the learning environment, such as library facilities, and in terms of finance, such as having low income and lack of allowance.

Most respondents pursue Hospitality Management as it is a versatile qualification that opens doors to job opportunities and high-paying jobs. The respondents feel motivated to pursue Hospitality Management because it provides diverse industry opportunities for recent graduates. Most respondents are motivated and influenced to pursue Hospitality Management through good feedback from friends, family, and colleagues. Another factor is the information and ideas on social media and other platforms. Schools that offer complete and high-quality facilities and teaching methods may also affect the decision to pursue this course.

Based on the gathered data and findings, the researchers highlighted the factors that can influence students in pursuing Hospitality Management as their bachelor's degree. The researchers offered recommendations based on this study's conclusions, data, and findings.

This study provides a better understanding, inspiration, and awareness for senior high school students. It can also be a reference and guide for similar research studies.

Problem Encountered by Working Student Vis-A-Vis to Academic Performance of BSHM Graduating Students

Jandel L. Ballatan
Christine Mae O. Limbauan
Ellicene Jeane G. Peralta
Jessa A. Rubio
Clara H. Valenciano
Adviser: Mr. Ronnie T. Tejerero

Abstract

Working is a fundamental responsibility. However, understanding how this affects a student's educational experience is complicated by why the student works. Studying a course at university isn't just about paying; it's all about the time and effort spent learning. When looking at the profile of those students who work while studying, you would notice that they never waste their time; for them, every second counts. Student jobs have become a trend among students around the world. This study aims to investigate the problems working students face and their impact on academic performance and to develop action plans aimed at helping them.

This study utilized the descriptive research method, and the researchers used a survey questionnaire administered via Google Forms to gather data from 80 target respondents selected as graduate students at Bestlink College of the Philippines. Most of the respondents were aged between 21-25, and half were male and female. One of the respondents was a single employee, and more than half (70%) were full-time working students. The total population of the respondents caused the "Project/Research" due to several factors, with a weighted mean of 4.50. Respondents believed they were "sleep deprived" during work and studying, with a weighted mean of 4.8.

Based on the gathered data and conclusions drawn, working students' positive effects are increased independence, ability to budget, managing a schedule, and gaining soft skills, such as communication and problem-solving skills. Higher dropout rates, slower graduation rates, and poor effects on academic performance are some drawbacks. This study helps to better understand the issues that working students deal with and how they affect their academic performance. It can also be a reference and guide for similar research studies.

Keywords: Working Student, Problem Encountered, Academic Performance.

Readiness for the Face To Face Classes of BSHM Department at Bestlink College of the Philippines: Towards a Guide

Racquel A. Arrmamento

Mark Dominic M. Ancheta

Anniejean N. Claudio

Elaites I. Magbutay

Ma. Theresa M. Marcos

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

Today, the world is experiencing a new learning mode through e-learning due to the pandemic that started in 2020. Students at Bestlink College of the Philippines have experienced changes in class setup, from modules to online classes. However, some students need help with internet connection and personal problems at home, work, and location, making online classes more difficult than traditional learning. Since students are doing their online classes at home, they cannot avoid personal problems that they usually avoid when in school. Working students also need help with their education, making it harder to continue working and not quit, although it is hard, and the risk of getting the virus is higher.

The study used the descriptive method design to investigate and collect information about the readiness of BSHM Department students for face-to-face classes. The researcher gathered data using survey questionnaires administered via Google Forms to 100 target respondents at Bestlink College of the Philippines. The survey results show that more than half of the students are aged 22-23, 54%, and answered that they are ready for face-to-face classes. According to the survey, 64% of the survey takers are female, and 36% are male. Regarding economic status, 56% of the respondents are from the lower class, 30% from the middle class, and 8% from the upper class. A minority group of high class with 2% and other unidentified class with 4% are also part of the total number of respondents. The researchers developed guidelines for preparing students for face-to-face learning, including policies and student health, based on the gathered data. These will serve as critical components in the student's commitment to their readiness.

Readiness of the Hospitality Management Students on Face-To-Face Classes in the New Normal at Bestlink College of the Philippines: Towards A Guide

Mary Grace M. Amogues
Jessa Mae P. Bautista
Jethro R. Libo-On
Eugene Mark A. Soniega
John Andei Lloyd T. Viojan
Adviser: Romano A. Paparo

Abstract

Learning readiness is crucial for learning success, and changing the learning model requires preparation. This study aims to determine the readiness of hospitality management students for face-to-face classes in the new normal at Bestlink College of the Philippines and the guidelines to follow for implementation. Due to the COVID-19 pandemic, every student's normal way of living and learning has changed. Therefore, it is essential to identify whether students are ready for face-to-face classes. Educators can use resources in traditional face-to-face learning to help students gain, apply, and upgrade their knowledge and skills by knowing their level of readiness towards face-to-face classes. Students' readiness for face-to-face classes can be assessed comprehensively from five main domains: motivation, possession of facilities or equipment, capability to assess and use technology, the usefulness of other school services relative to learning, and self-directed learning.

This research study utilized the descriptive method design to investigate and collect information about the readiness of hospitality management students for face-to-face classes in the new normal at Bestlink College of the Philippines. The researchers gathered data using an online questionnaire administered via Google Forms to 50 hospitality management students from various college levels at Bestlink College of the Philippines in November 2021. The collected data were analyzed and presented as percentage and weighted mean scores.

**Significance of Linkages with Hospitality and Tourism Organizations to BSHM
Students at Bestlink College of the Philippines**

Lester P. Delos Santos

Jolina M. Depalco

Kately Dc. Lopez

Angelica A. Urbano

Joshua M. Virtus

Adviser: Romano A. Paparo

Abstract

This research study aims to determine the importance of linkages between hospitality and tourism organizations and BSHM students at Bestlink College of the Philippines. The hospitality industry is closely linked to at least 12 other industries, including accommodation, food and beverage, travel and transportation, tourism, event management, recreation, entertainment, technology, medical, cruise, and casinos. The study used a case study methodology, a focus group approach, and an organizational information processing theory perspective to investigate the importance of linkages and how various hospitality firm linkages affect tourism innovation. The findings reveal that hospitality firms have four main forms of linkages, and they have differentiated impacts on the students taking up Hospitality Management. Intracompany linkages benefit institutional, managerial, and product innovations, especially for the Hospitality and Tourism Program students. Both intercompany and intra-sectoral linkages encourage marketing and product innovations.

In contrast, inter-sectoral linkages facilitate not only process innovation and product innovation but also provide opportunities for students to gain knowledge in the field, develop their skills, and have sustainable networks. The researchers used exploratory research design, interviews, and purposive sampling as the sampling technique. The study fills a research gap in the knowledge of firm-based innovative linkages and explores the importance of linkages between hospitality, tourism services, and tourism manufacturing.

Significance of the Research Course to the Students of Hospitality Management at Bestlink College of the Philippines

Aaron Jhay Braza

Arvin D. Flores

John Michael C. Ignacio

Desiree Nicodemos

Chabieleen V. Roman

Adviser: Romano A. Paparo

Abstract

Research is the scientific study designed to seek answers or solutions to recognizable problems with insufficient knowledge. The hospitality industry provides goods and services to customers to satisfy them and generate profits. The best strategies to operate these businesses for the interests of their stakeholders still need to be completed and will never be tendered in an ever-changing society and world. Hence, research is necessary to gain insights before implementing provisions by hospitality establishments. Research is no less necessary in the hospitality industry than in other sectors. Research is included in the curriculum for hospitality management, and this study aims to prepare students with the skill sets highly desired by the industry. The researchers focused on the significance of research in the College of Hospitality and Tourism Management Curriculum at Bestlink College of the Philippines and how it will benefit college students.

This study utilized the descriptive method of experimental research to describe, measure, analyze, and interpret data to answer questions about existing conditions and relationships and establish trends. The researchers focused on the significance of the study in hospitality management to the selected 20 College students of Hospitality and Tourism Management at Bestlink College of the Philippines. They were given a survey questionnaire, and the researchers used stratified random sampling as the sampling technique. The study used a Four Point Likert Scale to represent the various degrees of importance. The researchers used the frequency and percentage distribution formula to interpret the data tables based on the gathered information through the questionnaire. The researchers used interviews as a follow-up to certain respondents to questionnaires to further investigate their responses.

Soft Skill Development of 4th Year BSHM Front Office Students through Online Based Education at BCP A.Y. 2021-2022

*Jhan Deifred O. Almonte
Angelica C. Barruga
Mark Anthony B. Cabansag
Melleah S. Espiritu
Niña Lyn M. Santos
Adviser: Dr. Dana France H. Ignacio*

Abstract

During the COVID-19 pandemic, most educational institutions worldwide have shifted to online instruction to ensure students' academic success. However, some institutions, like Bestlink College of the Philippines, have needed help in online learning-based education, especially in Hospitality Management courses focusing on soft skills like front office management. With this existing condition, the researchers conducted a study to develop a guide to developing soft skills of 4th-year students who are taking Front office subjects at Bestlink College of the Philippines during online-based education. The researchers want to know what soft front office skills can be developed in online learning setup and the different barriers students face during online classes in front office subjects. The study utilized the descriptive method design to investigate and gather information about the soft skills development of 4th-year BSHM front office students through online-based education. The researchers gathered data using survey questionnaires administered via Google Forms to one hundred (100) BSHM front office students, the target respondents of the research at Bestlink College of the Philippines. The survey result showed that most front office management students are female, implying that women prefer the BSHM course over men. Respondents agreed that soft skills can be developed during online classes, such as active listening, to help them in academic and professional development. Respondents faced common problems during online classes, and the majority answered that they need to fulfil responsibilities at home that give them a hard time balancing household chores and academic responsibilities. In overcoming barriers during online classes, respondents chose to ensure they have a strong internet/data connection before online classes to avoid network/data disruption. Based on the gathered data and conclusions drawn, the researchers utilized a guide to develop soft skills in front office subjects through online learning by assessing personal abilities to help develop what soft skills you excel most to strengthen and what soft skills you need to improve.

Student Perception in Developing the Skills of Hospitality Management Students through Virtual Classes at Bestlink College of the Philippines

Mark R. Andarino

Jessie P. Atiga

Rosselle M. Ebasco

Cristina R. Mayan

Joylyn C. Mendez

Adviser: Romano A. Paparo

Abstract

The study aims to determine the students' perception of developing Hospitality Management skills through virtual classes at Bestlink College of the Philippines. The study utilizes the descriptive method design to investigate and collect information about the impact of technology on the academic performance of BSHM students. The researcher gathered data using survey questionnaires administered via Google Forms to twenty (20) BS Hospitality Management students at Bestlink College of the Philippines enrolled during the Academic Year 2021-2022. The study aimed to respond to the following questions: (1) How many respondents of the 4th-year college students are described in terms of age, gender, and civil status? (2) What is the student's perception in developing the skills of Hospitality Management Student is described in terms of online learning activities, printed module, virtual classes? (3) What skills students had already enhanced in cooking, bartending, baking, housekeeping, front office, food and beverage, and bread and pastry? (4) What challenges are encountered by 4th-year college students relative to online learning? The researchers used a questionnaire to gather the necessary information on topics related to the problems listed in Chapter I's statement of the problems.

Student Perception of On-The-Job Training for Hospitality Management at Bestlink College of the Philippines

Rovielyn C. Baylen
Carlo Jay B. Bayron
Rojelene R. Blasco
Kyla P. Cabasag
Michael V. San Buenaventura
Adviser: Mr. Ronnie T. Tejerero

Abstract

This study aims to determine how students perceive on-the-job training and how it allows them to see the real world of the hospitality industry. It also allows them to improve their talents and learn more about on-the-job training, making them more competitive and industry-ready. On-the-job training (OJT) programs are course requirements that allow students to put their academic theories, principles, and ideas into practice under supervision. In order to find common themes that students believe will enhance their hospitality experience, this study will look into how students perceive the OJT. To accomplish this, the data collection method must be open-ended, allowing students to provide honest responses. The respondents chosen are 4th-year students from Bestlink College of the Philippines taking up Bachelor of Science in Hospitality Management this S.Y. 2021-2022. The total respondents of this study are 100, with 60 females and 40 males. The respondents' ages range from 21 years old to 29 years old. The survey results revealed that most respondents are 22 years old, with 45 respondents. The students' perceptions of OJT during the pandemic showed that they want health and safety protocols, such as wearing masks, physical distancing, and vaccination. The training provided by the hotel ranked first, with a weighted mean of 4.55. Lack of working experience ranked first in the "Lack of Comprehension" indicator with a weighted mean of 4.39. The students' perception of OJT during the pandemic showed that they couldn't quickly adapt to a new working environment, with a weighted mean of 4.11 and verbal interpretation of agree.

Keywords: On-The-Job Training, Hospitality Management, Students, Perception.

Students' Perception on the Effectiveness of Virtual Classes in the Development of Skills in Food and Beverage at Bestlink College of the Philippines

Ma. Virginia I. Caringal

Eddieson B. Dagale

Myraann C. Francisco

Shaina M Ganan

Dianne P. Opinion

Angelica Mae R Valino

Adviser: Romano A. Paparo

Abstract

The study aims to determine the effectiveness of virtual classes in developing competencies in food and beverages among BSHM students at Bestlink College of the Philippines. The study utilizes the descriptive method design for investigation and data collection. The researchers gathered data from 50 fourth-year college students through survey questionnaires administered via Google Forms during the academic year 2021-2022. The study aims to answer the following questions: (1) How many respondents of the 4th-year college students are described in terms of age, gender, and civil status? (2) What makes virtual classes effective regarding skills development of BSHM students relative to food and beverage? (3) What difficulties are the respondents encountering regarding the abovementioned variables? (4) How do BSHM college students perceive the effectiveness of virtual classroom approaches regarding skills development in food and beverages? (5) What recommendations may be crafted for the school administrators and faculty to improve virtual classes for BSHM students? The study will provide insights into the effectiveness of virtual classes in developing competencies in food and beverages among BSHM students.

The Challenges of BSHM Graduating at Bestlink College of the Philippines On-The-Job Training A.Y. 2021-2022

*Carmela T. Alingalan
Mary Cone L. Bagat
Andrea Grace J. Corpuz
Justin L. Dichoso
Remark M. Luna*

Adviser: Dr. Dana France H. Ignacio

Abstract

On-the-job training is a way for students to gain pre-professional job experience in their field of study. The BSHM graduating students are facing challenges in their job training due to the pandemic, which has limited on-the-job training for hospitality management students. This study focuses on the challenges faced by students undergoing on-the-job training in hospitality courses. The study utilized the descriptive method design to investigate and collect information about BSHM graduating on-the-job training challenges. The researcher gathered data through survey questionnaires administered through Google Forms to 100 target respondents at Bestlink College of the Philippines.

According to the survey, most participants were female, single, and between the ages of 22 and 24. Based on the study, most respondents had parents' average monthly income of 11,000–15,000. The result of the study showed that finding internship companies for their internship is a challenge, and the majority of the respondents experienced a one-month to two-month type of arrangement despite the pandemic. Balancing work and school obligations is one of the respondents' problems, who may find it difficult to manage their time and tasks to finish. Inconsistency in objectivity and interpersonal relationships stressed them out. Those hesitant to comment intentionally mean the hesitancy is to prevent, rather than attract, issues to themselves, which means the respondents are afraid of issues and choose to stay quiet.

The study concluded that the majority of BSHM graduating students experienced finding internship companies difficult, compilation time was limited, and the majority of the respondents were experiencing a one-month to two-month internship type of arrangement. They also faced problems such as balancing work and school obligations, being hesitant to comment intentionally, hesitating to prevent, rather than attract, issues to oneself, and inconsistency in objectivity and interpersonal relationships. The research recommends that on-the-job training should have more time. Companies and institutions could extend training from five to six months, allowing trainees to learn more, get more experience, and become more competitive. Administrators should conduct pre-ojt sessions, in-house training, orientation meetings, and interviews to boost the student trainees' problem-solving, professionalism, and human relations skills. The OJT Coordinator should make on-the-spot visits and monitor the student-trainees and participating offices for the execution of the work assignments. Mentors must help learners understand that the primary goal of training is to improve themselves.

The Challenges of BSHM Student on Virtual Learning at Bestlink College of the Philippines S.Y. 2021-2022

*Babylyn C. Ambay
Aldrin B Carcellar
Joeven M. Estropia
Marryjane L. Mancera
Christinejoy D. Taganna
Adviser: Mr. Ronnie T. Tejerero*

Abstract

The hard lockdown in the Philippines began in March 2020 due to the coronavirus disease (COVID-19) outbreak. For the safety of the students and teachers, the government and the Commission on Higher Education (CHED) suspended face-to-face classes and recommended virtual learning. Virtual learning is an effective way to continue education during the pandemic. Still, it poses a big challenge for teachers, students, and parents who need help to afford the necessary equipment and internet connection. This study aims to evaluate BSHM students' difficulties with virtual learning and identify its effects.

The researchers used the quantitative-descriptive research method and gathered data from 50 BSHM students at Bestlink College of the Philippines using an online questionnaire in Google Forms. The survey revealed that all BSHM students faced the same challenges, including distraction at home, poor internet connection, financial difficulties, unexpected power outages, and technical problems. These challenges caused anxiety, depression, and stress among the students. Despite the impact of these challenges, students preferred to set achievable goals, stay connected, have intrinsic motivation, and develop time management to acquire knowledge.

Based on this research, it is important to investigate and determine the challenges faced by students on virtual learning, the effects of these challenges on students, and how they can help themselves despite the challenges they have experienced. The researchers recommend that institutions provide load support to access virtual classes, improve internet connection, and provide technical support to students. Additionally, institutions should conduct orientation meetings and training sessions to boost students' problem-solving, professionalism, and human relations skills.

Keyword: BSHM, Challenges, COVID 19, Virtual Learning.

The Development and Assessment of Ergonomically Designed Kitchen on Selected McDonalds Branch in Quezon City

Dannah Ashley Buracan

Erickaniel T. Capili

Reynold M. Jariel

Christian Z. San Juan

Mary Grace R. Ylanan

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

In recent years, ergonomics has become essential in office settings and the service industry. An imperfectly designed kitchen layout can greatly impact daily efficiency, service, and production, putting employees and staff in danger. Ergonomic design eliminates work-employee incompatibilities, resulting in a more productive workplace. The researchers carried out a number of studies in particular Quezon City McDonald's restaurants that had a variety of ergonomic issues in their kitchens. One of their main problems is accidents such as slips and falls, burns, and cuts that can put them at work risk.

This research study aims to determine the development and assessment of an ergonomically designed kitchen in selected McDonald's branches in Quezon City. The workplace is a crucial factor that speeds up activities while putting the workers under the least stress. As a result, the workspace must be given special consideration when planning the arrangement. Given the importance of the kitchen platform, it is necessary to design a kitchen and evaluate it ergonomically.

The researchers used the descriptive research method and gathered data from 50 BSHM students at selected McDonald's branches in Quezon City using an online questionnaire in Google Forms. According to the survey, most of the respondents are male, between the ages of 22 and 24, work as cashiers in fast-food chains, and hold undergraduate degrees (56% of them). The total population of the respondents preferred the L-shape type of kitchen design due to several factors.

Respondents believed that kitchen ergonomics helps the cooks to be much more organized and is a vital factor that helps them in their work. Slips are the most common accidents that respondents encounter in establishments with slippery floors, directly affecting their work performance, followed by miscommunication. Respondents agreed that the placement of ergonomically designed kitchen appliances is important, as it has a big impact on the performance of the employees.

Based on the gathered data and conclusions drawn, the researchers formulated guidelines for safety and efficient service for establishments like McDonald's to avoid kitchen-related accidents that often happen to employees. The ergonomically designed kitchen in McDonald's

is very important because it can guide employees to avoid any accidents that may occur while working in the kitchen. Furthermore, employees could provide quality, efficient, and quick service with caution through ergonomics.

The management needs to assess the flooring and any possible cause of incidents to ensure the safety of the staff. The management must ensure that the employees are adequately trained and assigned reasonable workloads to avoid stress and fatigue due to overwork caused by a poorly designed kitchen.

The Effectiveness of Futures Employment Opportunities for BSHM Graduating at BCP during A.Y. 2021-2022: Towards a Guide

Anesa B. Agero

Maria Liza B. Egos

Gladys C. Gonda

Ann Jelica E. Monte

Danica M. Montesclaros

Adviser: Dr. Dana France H. Ignacio

Abstract

The hospitality sector is one of the most important aspects of the tourism industry. Graduates of hotel management face an increasingly competitive and uncertain job market. Understanding the hospitality industry, its components, and where one fits in is a crucial first step toward a successful career. Everyone working in the hospitality sector must have the necessary knowledge, skills, attitudes, and values to deliver high-quality products and services that customers expect.

This study aims to gain knowledge and skills to prepare students for the future and expand the minds of those who read this study on what opportunities await and how to obtain them. The researchers conducted a descriptive research design to collect data about the effectiveness of employment opportunities for BSHM graduating students. Fifty graduating BS Hospitality Management students were selected to participate in the research study.

The survey questionnaire prepared by the researchers was used to gather the needed data. A four-point Likert Scale was used to describe the different variables involved in the study. The researchers administered the Google Forms questionnaires to the respondents under hospitality management through Messenger, Email, and text message.

The survey showed that most of the respondents were 22 years old, and there were more females than males. Most hospitality graduating students are single, making them more responsible for completing their education. Respondents faced many problems in terms of local, foreign, and cruise ship industry work. The study also revealed that employment opportunities for BSHM graduates can lead to an improvement in hospitality services, an increase in the hospitality business industry, and an increase in the number of foreign and local visitors annually.

The researchers recommend a change in the teaching method of professional teachers in class for the students to be more active. The implementation of the proposed solution to solve the challenges encountered may be encouraged by the administrators and professional teacher providers to improve the way of teaching and have more hands-on activities in class to enhance academic and training skills in terms of communication skills, customer service skills, and problem-solving skills.

The Effectiveness of Bartending Classes via Online Delivery Mode for the BSHM Graduating Students in Bestlink College of the Philippines

Dacles, Julius C.

Dapitan, Dennis A.

Galve, Jomare R.

Samson, Mia Kim M.

Torregosa, Malou C.

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

The COVID-19 pandemic has had a catastrophic effect on everyone, especially in the hospitality industry. Most students worldwide, particularly at Bestlink College of the Philippines, are affected by this commotion. Online learning was eventually proposed to keep persevering students' skills in bartending subjects due to the need for more planning before the hands-on activities required to fulfil the students' knowledge. The effect of this academic year on student achievement and academic performance, particularly among BSHM graduating students, is still undetermined. This study aims to determine the effectiveness of bartending classes via online delivery mode for BSHM graduating students at Bestlink College of the Philippines.

The researchers used the descriptive method design to investigate the effectiveness of bartending classes via online delivery mode for BSHM graduating students. They gathered data from 100 respondents at Bestlink College of the Philippines using survey questionnaires administered via Google Forms.

The survey revealed that most respondents were in the normal age of 21-22, and both male and female respondents had the same percentage of 50%. Among the 100 respondents, 24% were working students, while the remaining 76% were non-working, and all were single.

Studying bartending subjects through an online delivery mode affects the graduating students regarding skills enhancement due to the lack of practical virtual demonstration and financial problems, as bartending courses may need financial capability. However, students can still improve their skills through teacher-student communication and collaborative discussions.

Based on the gathered data and conclusions drawn, the researchers formulated guidelines to enhance the skills of the respondents even while learning bartending subjects online, such as collaborative discussions between the teacher and student and the teachers' methodology and strategies with the use of actual demonstrations, video or audio lectures, PowerPoint presentations, and more. These guidelines will be important as they can contribute to student's academic success amidst the pandemic.

The Effectiveness of Online Bartending Classes at Bestlink College of the Philippines

Nerlyn E. Abelligos
Catheren P. Esposito
Johanna Marie C. Holandez
Joseph Z. Quinto
Princess Anne T. Umani
Adviser: Mr. Ronnie T. Tejerero

Abstract

Bartending is part of the food and beverage department of Hospitality Management. Due to the global pandemic, schools have changed their teaching methods from face-to-face to online classes to continue the school year. However, the lack of practical virtual demonstrations and financial problems due to the need for equipment affect students' performance. Bestlink College of the Philippines has given its students the advantage of groupings to create bartending activities.

This study used the descriptive method to investigate the effectiveness of online bartending classes at Bestlink College of the Philippines. The researchers collected data through survey questionnaires administered via Google Forms to 50 targeted respondents who have taken a bartending online class at Bestlink College of the Philippines.

The survey revealed that most respondents were aged 21 to 23 years old and mostly from sections 4201, 4203, and 4207. Most students preferred face-to-face as the modality for bartending classes. The students experienced the advantages of online bartending classes, such as time management, followed by challenges, such as distractions everywhere. The solutions done by students included focusing on the goal of making themselves motivated.

Based on the gathered data and conclusions drawn, the researchers formulated guidelines on the effectiveness of online bartending classes at Bestlink College of the Philippines. Guidelines such as motivating oneself are essential for respondents to achieve academic success during the pandemic. Conducting webinars to orient students and parents in using time wisely is also recommended.

Keywords: Online Bartending Classes, Hospitality Management, Distance Learning, Pande

The Effects of COVID-19 Pandemic to the Career Expectation in Hospitality Industry among the Hospitality Management Students of Bestlink College of the Philippines

John Rex C. Camacho
John Ferdinand M. Catuira,
Noel C. Garcia Jr.
Monica G. Madrideo
Jolina E. Ponce
Adviser: Roland Rambo B. Jayoma, CHP

Abstract

In today's world, the hospitality industry has experienced massive declines due to the uncertainties of the COVID-19 pandemic, affecting people's lives in various ways. The pandemic has unexpectedly impacted the hospitality industry worldwide, including in the Philippines. The industry relies heavily on business and leisure travel for revenue, but due to the pandemic's travel restrictions it has caused the displacement of tourists and hospitality professionals. According to the Official Airline Guide (OAG) Aviation Worldwide, the travel restrictions on international flights have caused the global airline industry's losses of \$880 billion. The COVID-19 pandemic could result in the loss of 50 million jobs globally in the travel and tourism sector, according to a warning from the World Travel & Tourism Council.

A descriptive research design using the quantitative method was utilized in this research to identify the effects of the COVID-19 pandemic on the career expectations of Hospitality Management students in the hospitality industry. The study was conducted at Bestlink College of the Philippines, with 100 respondents chosen from each level from first to fourth year. According to the survey's findings, the lack of learning resources and the need for additional training and skills are the two biggest impacts of the COVID-19 pandemic on students' expectations for their future careers in the hospitality sector. The researchers noted that instructors should guide their students in their career choices by providing efficient and effective learning materials to be more competent and productive. In addition, they need to build industry links and collaborate with them to take the National Certificate (NC II) in a more accessible manner. The researchers recommend students read and learn on their own effectively. Students should also be familiar with their possible careers and analyze what skills they can possess or not.

The Effects of COVID-19 Pandemic to the Retrenched Employees of Mcdonald's West Avenue Branch in Quezon City: Towards Recovery

Keir John H. Borja

Marifer E. Gazzingan

Ryan M. Manaog

Jackielyn Rose B. Marquez

Rey P. Rebato

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

The COVID-19 pandemic began in early 2020 and has been challenging for everyone. The contagious disease has put many industries on hold, including the food and beverage industry, which includes fast-food chains. The health crisis forced the workforce to lose its function, eventually leading to a reduction. With this existing condition, the researchers studied the retrenched employees who encountered challenges during this crisis and determined how resilient Filipinos are.

This study utilized the descriptive method design to investigate and collect information about the effects of the COVID-19 Pandemic on the retrenched employees of McDonald's. The researchers gathered data using a survey questionnaire administered via Google Forms to fifty (50) target respondents at McDonald's West Avenue branch in Quezon City.

The survey results show that most respondents are 18 to 22 years old, mostly female, and belong to the lower class with a monthly income of Php 10,000 and below. 90% of the total population answered that they are single. The COVID-19 pandemic has had a major impact on the employment rate in the Philippine setting. Different businesses experienced major losses. This study focuses on the food and beverage industry, especially the fast-food chain McDonald's. Many employees doing their best had to experience retrenchment due to their company's losses. On the other hand, respondents faced major problems brought by the pandemic that led to retrenchment. The most effective recovery strategy to cope with the damages is opening a small business street food in their community, with a weighted mean of 4.60, followed by a referral of a job opportunity from a friend, with a weighted mean of 4.48.

Based on the gathered data and conclusions drawn, the researchers formulated guidelines to improve the recovery strategies of the respondents through their tolerance. Guidelines include finding another job, and employees must know how to manage their recovery strategies and how resilient they are. These guidelines will provide critical factors in commitment to the employees' success amidst the health-concern crisis.

The Effects of Promotional Tool on Consumer's Eating Behavior

Arman John E. Aguilod

Kristel Dianne V. Botor

Maezelle Ann Cardenas

Angelo Gabriel P. Diesta

Wendy D. Osiel

Adviser: Dr. Dana France H. Ignacio

Abstract

In the real world, advertisements have the power to reach a wide range of people and age levels through various sources and platforms. Products advertised on television or other platforms are more patronized than non-commercial products that appeal to the audience. Traditional promotional tools include television, radio, print (magazines and newspapers), and billboards. But in the age of digital media, advertising is done on websites like Facebook, YouTube, and Twitter. Many food advertisements portray their products as superior to others regarding their qualities, nutritional content, and packaging.

This paper presents the most advanced thinking on the selection, repeatedly showing that food advertisement affects an individual's eating behaviour. Since most food advertisements promote unhealthy, palatable, and rewarding food products, it significantly contributes to the current obesity epidemic. The researchers aim to find the effects of promotional tools on consumers' eating behaviour. They will examine whether the effects on eating behaviour are simply due to exposure to thoughts and images of palatable foods or whether the product benefits presented in advertising differentially affect consumption.

This study employed the descriptive design to determine and analyze the effects of promotional tools on consumers' eating behaviour. The researchers gathered data using a survey questionnaire administered via Google Forms to fifty (50) target respondents. The proponents chose randomly from 4th-year students of BSHM who are classified as students, employed, and unemployed.

The instrument used by the proponents is an online survey to administer and gather the data. It is divided into three parts using a Likert scale consisting of the demographic profile; the second consists of questions regarding the food advertising that influences the eating behaviour of the respondents. Lastly, it consists of questions on the effects of advertising on the consumption of unhealthy foods via sending it through emails and messenger.

The survey results show that the majority of the respondents are within the age group of 22 years old, with 46 percent. Females got 74 percent of respondents when it comes to the selection of gender, together with employment status. Most of the respondents are students, with 90 percent. Lastly, most parents' monthly income was 24 percent on the average of ₱5,000 to ₱9,000.

According to the result of the survey on food advertising that influences the eating behaviour of the respondents, social media, television, printed media, and radio, we got the total results of "Effective" in influencing the behaviour of the respondents in the way of influencing the consumers by those satisfying images and irresistible products that are being advertised.

As the last part of the survey, the effects of advertising on the consumption of unhealthy food got a total result of "Effective" regarding obesity, behavioural, mental health, and physical health. It shows that the effects of advertisements can barely affect the consumption of unhealthy foods, which can cause consumers to suffer from obesity, for instance.

The primary purpose of this study was to examine the effects of promotional tools on consumers' eating behaviour. Based on the gathered data and conclusions drawn, proof that food advertisement influences eating behaviour was examined and proven by the survey result. Exposure to palatable food advertisements' sensory properties increased the desire for subjective consumption.

Keywords: Real-word prime, Patronage, Non-commercial, Palatable

The Impact of Assessment Tools in Lms Relative to Academic Performance of 4th Year BSHM Students of Bestlink College of the Philippines: Basis for Refinement

Riza P. Galez

J.R. J Laigue

Jea Mae A. Paguirigan

Bernadeth V Silva

John Paulo N. Zate

Adviser: Mr. Ronnie T. Tejerero

Abstract

Education and learning are the most crucial foundation of a growing economy worldwide. However, the academic system needs radical transformation; many online learning platforms are arising. Online learning, more pronounced as the Learning Management System (LMS), is emerging as a stepping stone towards bringing revolution to the educational sector and providing hands-on solutions to the problems in education in this new normal. In the modern world, students tend to rely greatly upon technologies to achieve dramatic performance outcomes, with an intense inclination towards cellular connectivity that enhances the learning output of the students and instructors. Assessments can be divided into two: assessment for learning and assessment as learning. Assessment for learning can be used by teachers to students, for example, to assess the student's knowledge and skills to inform teaching and provide feedback to help those monitor and improve their learning skills. Assessment as learning will also occur when participating in an assessment, not only by tracking learning but also by affecting it. Students' academic performance is routinely evaluated in relation to benchmarks to ascertain whether the current instruction and intervention are having a positive impact on student achievement or whether changes need to be made. This is an example of assessment for learning. The descriptive research methods were used in this study. The researchers floated a survey using Google Forms; a questionnaire dealing with people's perceptions, knowledge, and experience would be classified as survey research. The researchers gathered data from fifty (50) target respondents from BSHM 4th-year students of the Bestlink College of the Philippines.

The survey result revealed that the respondents' profile explicitly responds to the clients of Bestlink College of the Philippines: Bachelor of Science in Hospitality Management 4th-year students were already noted, 27 people or 54% are 22 years old. In contrast, the profile of the respondents as to gender (female) is 62%. The student's academic performance level relative to the Learning Management System (LMS) agrees that low-level and moderate-level academic performances play an important role in determining whether the LMS is applicable and appropriate to the student's situation. The problem encountered by the 4th-year students when using the Learning Management System (LMS) concerning technical issues such as the loss of internet connection and time management. Based on the gathered data and conclusions drawn, the utilization of the findings of this study, and the inclusion of the following concerns that a guide on the assessment tools in LMS are. The service provider must fix the bug issues so that the LMS can be used easily, effectively, and simultaneously. Before taking quizzes such

as your LMS exam, ensure you are in the right place/station with strong internet to avoid internet loss.

Researchers have also found that using a learning management system to deliver instruction can have an impact on students' performance, either favorably or unfavorably. Most students need to be more experienced in computer and online technology. Diversity of students in terms of the place where they belong, economic status, study habits, computer and online technology access, and experience must be considered. Therefore, using LMS has to be properly organized and differentiated based on the type and what the students need, emphasizing their learning goal and motivating them to regulate their task performance and work diligently.

The Impact of Career Opportunities amidst Pandemic among Fourth Year BSHM Graduating Students of BCP: Towards a Guide

Ritchelyn M. Aborita
Christian Jay M. Butial
Justine Ela A. Dela Cruz
Rj Angelo O. Tiempo
John Edward C. Verzosa
Adviser: Mr. Ronnie T. Tejerero

Abstract

This study examines the career opportunities among fourth-year BSHM graduating students of BCP amidst the pandemic. Despite the said condition, this study aims to positively enlighten and provide information to the recipients, especially those taking the course. This study may also encourage other students who are still undecided on what pathway to choose to take the same course of study and benefit from this research. In this study, the ideas, information, and knowledge that the researchers gathered could clarify what hospitality management is, what there is to know, or what careers are waiting for them.

Among the BSHM 4th-year students of Bestlink College of the Philippines, the students were selected as respondents using simple random sampling. This study employed a quantitative descriptive design method and simple percentage and weighted mean were used to determine the career opportunities amidst the pandemic among fourth-year BSHM graduating students of BCP: towards a guide.

According to the survey's findings, the majority of respondents are between the ages of 21 and 35, 20% are women, and 98% are unmarried.

The research created a guide to give them an idea of the career they might want to pursue, provide additional knowledge about hospitality management, and encourage students to pursue their careers. Thus, the study recommended that students have experience and training that would help them improve their skills, which they would apply in the field.

This study implies that to have a good career, students need to have training and experience in the field. The school needs alternative learning to improve further and explore students' abilities and skills they have. Thus, this study recommended having a synchronous type of learning or conducting a practical class to help students boost their confidence, explore further capabilities, and improve their skills. This study will also inform students about career opportunities and motivate them to pursue their desired careers. It will enlighten people's minds, especially those students interested in the hospitality industry.

The Impact of Coping Mechanism on Two Fast-Food Restaurants in Quezon City amidst the COVID-19 Pandemic

Aaron King Bagadiong

Mark Angelo Reyes

Jaymarc Ronquillo

Kevin Sahagun

Rosalie Uy

Adviser: Mr. Ronnie T. Tejerero

Abstract

The restaurant industry has suffered greatly due to the COVID-19 pandemic in our country and worldwide. Many of the restaurants were on the edge of collapsing or shutting down. A few of them, though, managed to stay open despite having fewer operations. The COVID-19 pandemic has harmed many businesses, causing them to lose sales compared to their prior normal setup, as has been repeatedly reported and confirmed. Although a severe decrease hit the restaurant industry in revenues, owners/operators found methods to cope, even if it meant sacrificing day-to-day operational demands and employee wages. Many restaurant businesses were challenged, resulting in suddenly stopped operations, no income, and laying off workers, while others relied on government support.

The main priority concerns business operational continuity for all group members, employee protection, and market preservation. The study aims to see how the pandemic has affected their coping mechanisms. This research focuses on the impact of the COVID-19 pandemic on the restaurant industry in Quezon City, Philippines, as well as the coping mechanisms and challenges that food establishments faced during the pandemic.

The respondents of this study were selected from 25 employees from the two fast-food restaurants, with a total of 50 respondents who are currently working in the Bigs Restaurant and McDonald's at SM Fairview and West Avenue, Quezon City. Simple sampling techniques and descriptive research design were used to cater to the concerns of the study. The result of the impact of the coping mechanisms of two fast-food restaurants in Quezon City amidst the COVID-19 pandemic has a different response from the employees regarding coping mechanisms. They also undergo alternative duties at work, meaning they must be fully vaccinated. They also extend their management system to get body temperature, remind customers to have a facemask, and sanitize their hands properly. They have a list of problems they encountered, including the health risks faced by their employees, limited customers, and strict health protocols. The list is the utilization that can be applied to the two fast-food restaurants regarding the impact of coping mechanisms. They implement some strategies that may help their companies to remain and overcome the peak of the COVID-19 pandemic. The employees preferred to work in some strategies, such as managing alternate shifts for employees, requiring employees to be fully vaccinated and have a negative RT PCR or SWAB test result, and reminding customers about social distancing and other health protocols. The

extent of the fast-food management system was inclined to body temperature, advising them to sanitize their hands properly, using online advertising and food deliveries, and offering promos and vouchers. The problems encountered by the respondents are strict health protocols, health risks faced by the employees, and limited customer service. This implies that the respondents may find ways to assess the problems during the peak of a pandemic. In this research, you will know the different impacts of coping mechanisms, especially in providing a solution to the problems that companies face during the peak of the COVID-19 pandemic.

Keywords: Business, Corona Virus Disease, Coping Mechanism, Customer, Employee, Pandemic, Restaurant.

The Impact of COVID-19 to Fast Food Chain Delivery Services at Barangay Greater Lagro, Quezon City

Jocelyn Y. Calugay
Herwen N. Dela Cruz
Michael Jude M. Espiritu
Jenalyn T. Layson
Aila Marie C. Panes
Mark Anthony C. Pingad
Adviser: Roland Rambo B. Jayoma, Chp

Abstract

2019 has been challenging for everyone as people faced the COVID-19 pandemic. The severe short-term description felt by many employees and people around the globe, including the fast food chain delivery services in Barangay Greater Lagro, Quezon City. Lockdown has been challenging for people around the world, especially fast food chain employees, due to the increased risk of getting COVID-19. Yet, food deliveries in fast food chains can still be productive during the pandemic with technology. This health crisis has introduced uncertainty in major national and global society aspects. Due to the uncertainties and lockdowns brought on by the pandemic, people cannot eat outside (Jollibee, McDonald's, Mang-inasal) because of applications such as Grab, Food Panda, etc. It helped the economy greatly amidst the pandemic. It also helped those who lost their jobs during the pandemic as they became food delivery riders. In Barangay Greater Lagro, Quezon City, the researchers conducted a study to ascertain the effect of COVID-19 on fast food chain delivery services.

This research applied the descriptive method design for the scrutiny of the study. The researchers collected data with the help of Google Forms, which met the following criteria: thirty-four (34) household customers, thirty-three (33) management employees, and thirty-three (33) food delivery riders with a total number of one hundred (100) target respondents.

The survey results reveal that most of the respondents are in the age group of 19-23, mostly male. In the recruitment done, it was found that 96% of the respondents agreed that having food delivery applications and food delivery services is effective even amid the pandemic, while 4% disagreed. However, it shows the importance of how this helped the economy in the said industry.

Based on the gathered data, recommendations were formulated for the betterment of the industry while facing the pandemic. Recommendations were offered, including the safety of the service delivery riders and the further use of different platforms and applications to help the industry grow. The problems encountered by the respondents are strict health protocols, health risks faced by the employees, and limited customer service. The study implies that the fast-food chain industry needs to adapt to the current situation and use technology to continue its operations.

The Impact of Learning Management System as Perceived by the Bachelor of Science in Hospitality Management at Bestlink College of the Philippines: Towards a Guide

*Dominick A. Buhat
John Carlo R. Dela Cruz
Marjorie R. Fernandez
Joan A. Jaime
Kennard Jolo M. Leonardo
Adviser: Mr. Ronnie T. Tejerero*

Abstract

This study looked at the impact of learning management systems towards a guide. As in our current pandemic situation, face-to-face classes are still not permitted, which is why technology and LMS are very useful for students and instructors, as they can meet via platforms like Zoom, Google Meet, or any meeting application required by the school. A learning management system is software used to administer, record, monitor, report on, automate, and deliver educational programs for learning and development. The learning management system concept emerged directly from e-learning.

This study utilized the descriptive method design to investigate and collect information about the impact of the learning management system as perceived by the BSHM students. To collect data, the researchers used survey questions distributed via Google Forms to 100 respondents at Bestlink College of the Philippines. The results of the survey revealed that the majority of the respondents are in the age group of 22-24. Female is 55%, male is 44%, and 1% prefer not to say. Among the 100 respondents, 80% are 4th year, 19% are 3rd year, and 1% remaining are 2nd year, and all of the respondents are single.

As in our current pandemic, the learning management system has a positive effect on the students because they can easily access it anywhere, they do not need to go to school to get the materials personally, and it manages time efficiently. The impacts of the learning management system on the BSHM students as to distribution, resources, schedule, assessment, communication, and feedback, with a weighted mean of 3.89. Challenges and effects of learning management system in terms of accessibility and level of usefulness with a weighted mean of 3.96 followed by utilized crafting guidelines of learning management system with a weighted mean of 3.96. It indicates that the participation and collaboration of the institution, the teacher, and the parents will help the students cope with the new way of learning in today's situation brought about by the pandemic. Students will benefit from using resources such as learning management systems and various social media platforms for distance learning, as well as the continual support and guidance of the people mentioned, especially when they are still determining the relevance of such resources to their studies. A learning management system's impact on a guide can be identified and resolved using various methods and approaches.

The Impact of Part Time Job for BSHM at Bestlink College of the Philippines: An Assessment

Cardenas, Jayson R.

Dellomos, Johnmar A.

De Luna, Ni Ño Ivan

Fampula, Julie Ann M.

Lazaro, Joyce H.

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

Nowadays, the number of students with a part-time job while attending college is increasing daily. This has been a common trend in all universities and colleges, including the BSHM students at Bestlink College of the Philippines. Part-time jobs for students not only help them with financial expenses, but they also deal with some challenges both with work and school. These challenges have introduced uncertainty into major aspects of national and global society, like schools, including the Bestlink College of the Philippines. There is uncertainty about how the part-time job will affect students' achievement and academic performance, particularly the BSHM students. With this existing condition, the researchers conducted a study to determine the impact of a part-time job for BSHM students at Bestlink College of the Philippines.

This research utilized the descriptive method design for gathering information about the impact of a part-time job for BSHM at Bestlink College of the Philippines. The researcher gathered the data using an online questionnaire via Google Forms to hundred (100) BSHM student respondents at Bestlink College of the Philippines.

Based on the collected data and conclusions stated, the researchers formulated guidelines to improve the academic performance of the respondents who are BSHM students with part-time jobs. Guidelines such as proper time management are most important. This guideline is essential for respondents to achieve academic success in this pandemic.

The researchers gathered and collected data on certain fast-food employees who are working during the pandemic, including how they keep up with serving customers and keeping themselves and their families safe; how they keep up with all the new restrictions for fast foods, particularly for dining in; how they were affected in their work before and during the pandemic; and whether they are keeping up with all the new requirements they need before they start working.

Impact of a part-time job for BSHM students, Bestlink College of the Philippines, Guidelines, Researcher, Challenges, Academic performance.

The Impact of Skeletal Schedule on the Academic Performance of 3rd and 4th Year BSHM College Student: Basis for Improvement

Berunio, John Lester B.

Jayme, Kimberly O.

Panganiban, Jason B.

Sasil, Allan V.

Toribio, Vincent A.

Adviser: Roland Rambo B. Jayoma, CHP

Abstract

Catering services is a fast-growing industry severely affected by the COVID-19 pandemic. The banquet and catering businesses were shut down, causing profit and employment loss affecting many people, communities, and businesses worldwide. Adjusting to the new normal has been challenging for the industry, with companies temporarily closed due to lockdowns and restrictions. Before conducting an event, the capacity of the venue must be checked due to different health protocols to follow, and the number of guests is limited. Researchers conducted a study to determine the challenges encountered in banquet and catering services during the pandemic that affect employees and employers.

The researchers used a descriptive technique to identify the challenges in banquet and catering services during the pandemic. They gathered data using a survey questionnaire administered via Google Forms to fifty (50) employers and employees from the banquet and catering services in Brgy. Commonwealth, Quezon City as their target respondents. According to the online survey's findings, the majority of respondents are female, between the ages of 18 and 22, and single. The majority of their work position is being a service personnel. 66% of the total population prefer to have their preparations two days before the event.

The respondents admitted that they are greatly affected by salary, schedule, location, transportation, and health. They faced many challenges that burdened them while working in the industry, particularly having social distancing while in an event. In contrast, every business had to adjust, which may be more difficult for some than others, with a percentage of 90. Based on the gathered data and conclusions drawn, the researchers evaluated and determined the challenges different banquet and catering services encountered during the pandemic. This study focused on gathering ways to overcome the challenges that the banquet and catering services help the industry to grow. The gathered data will provide critical factors in commitment to the economic success of the catering industry amidst the pandemic.

The Impact of Studying While Working in Academic Performance of Selected 4th Year Students amidst the Pandemic

*Liana Marie G. Gatchalian
Carmel Ann D. Mondigo
Karen L. Flondarina
Jennifer E. Caballero
Roselyn Meniolas
Adviser: Mr. Ronnie T. Tejerero*

Abstract

Bestlink College of the Philippines has been continuously undergoing an online learning system due to the government's implementation of no face-to-face classes during the COVID-19 pandemic. Online learning in the Philippines has grown rapidly in the past few years. However, the outbreak of Coronavirus (COVID-19) caused learning institutions to embrace online learning due to lockdowns and campus closures. In the Philippines, E-learning was already implemented in 2014 under the Republic Act No. 10650, also known as the Open Distance Learning Act. Working while studying amidst the pandemic is a huge challenge for students experiencing it. At Bestlink College of the Philippines, some students work and study simultaneously. Even before the pandemic started, many students juggled work and study to support their financial and academic needs. Combining work and education leads to less time for studying, which negatively influences a student's performance.

The researchers used a qualitative technique in this study. They chose a questionnaire as an instrument to collect the necessary data through the use of Google Forms. This study section was assembled using a basic random sampling technique. To represent the complete data set, a small, random sample of BCP's 4th year working students was chosen, with each member having an equal chance of being chosen. About 400 fourth-year working students were chosen, but only 100 working students were chosen.

The survey conducted by the researchers revealed that most of the respondents at Bestlink College of the Philippines are working students, and 45% are 22 years old. 71% are female, and 97% are single. Among them, 17% are working as service crews, while 40% revealed that they got 1.5 as their highest grade, and 36% got 2.0 as their lowest grade last semester. The respondents also take nine units each semester and 3 hours per subject a week.

Most working students (74%) claimed that they work full-time, and 6% answered that they work part-time. Furthermore, students on a full-time schedule have a 2-hour overage for each duty but can also balance their academic requirements and tasks outside of school. Despite the conflict between job and academic schedules, selected 4th year-working students from Bestlink College of the Philippines may retain high academic scores while working—the advantage of working while studying is maintaining good academic grades even during the

COVID-19 pandemic. Despite the contradiction between employment and academic schedules, students attend classes. According to the researchers' poll, the advantage of working while studying is that working students get information from their job experiences, providing them an advantage over other students.

Students must be more responsible for their careers and academic schedules to be completely organized and have less difficulty. Having a plan for everything, whether at work or school, is one of the greatest methods to simplify working students' lives and reduce stress from large school burdens because everything will turn out clean and organized if students prepare ahead of time. Furthermore, students will always be on time for class or school events. Teachers of specific pupils must be kind and allow them to complete their academic obligations if they fail to pass the exercises in the time allotted. This allows instructors to apply their knowledge while assessing situations and making decisions.

Keywords: Working Students, Hospitality Management, Hospitality Industry, Work-experience, Work and Study

The Level of Readiness of BSHM Graduating Student at Bestlink College of the Philippines in Approaching Working Environment: An Assessment

Retchel B. Andoque

Joyce Ann R. Oro

Xena G. Patoc

Gian Salenga

Carlos V. Sevidal

Adviser: Mr. Ronnie T. Tejerero

Abstract

Readiness is the quality of being able or willing to do something or the state of being prepared, prompt, willing, at ease, or having a facility. This study aims to determine upcoming graduates' ability to grasp life's reality. The study will analyze students' mastery of the Hospitality Management Program regarding their readiness to approach the working environment, especially the students of Bestlink College of the Philippines who are graduating in the course of BSHM.

The researchers conducted quantitative research with a descriptive approach and used simple random sampling techniques. They used Google Forms to survey fifty (50) random graduating BSHM students as the study's respondents.

The study revealed that almost all of the BSHM graduating students of Bestlink College of the Philippines are very ready when it comes to assessing their readiness level in terms of knowledge and skills. They are also satisfied with assessing the working environment regarding motivational aspects, internal communication, recognition and rewards, and management and style. However, the results reveal that they could be more highly and extremely ready to approach the working environment. They are also not very satisfied in assessing their working environment.

The researchers recommend that the school administration develop extensive training and seminars to expand opportunities for the students to practice hands-on activities that assess their skills in the chosen field. They should also enhance relationships with their partner companies through collaboration in enhancing the students' skill sets. The administration should have partnerships with companies related to the program and conduct familiarization concerning assessing the working environment for greater knowledge acquired by the student. Additionally, the researchers recommended the administration apply the following assessment tools: practical examination, interviews, and written examination.

Keyword: Level of Readiness, Graduating Students, Hospitality Management, Hospitality Industry, Working environment.

The Significance of Social Awareness in Hospitality Management Curriculum at Bestlink College of the Philippines Basis for Improvement

Angela B. Batica

Angie B. Coral

Ailyn N. Deniga

Anthony C. Para

Stefany N. Parinas

Adviser: Mr. Ronnie T. Tejerero

Abstract

Universities play an important role in developing our societies by preparing students to be achievers and responsible future leaders. As a result, studying and improving social awareness in the BSHM curriculum at Bestlink College of the Philippines is intended to help students gain a better understanding of social awareness because our world is constantly changing, and we are constantly forced to learn new skills to adapt to this new world and society.

As a student, having social awareness means understanding and responding appropriately to a specific social situation and understanding and communicating effectively with others.

This study utilized the quantitative descriptive method design to investigate and collect information about the significance of social awareness on the hospitality management curriculum at Bestlink College of the Philippines as a basis for improvement. The researchers gathered data using survey questionnaires administered via Google Forms to one hundred (100) respondents from hospitality management students.

The survey revealed that the majority of the respondents are within the age group of 20 to 22 years old, mostly female from the 4th year level, and most of them are in the middle class. On the other hand, respondents believe that the advantages of social awareness in the curriculum rely on social and ethical improvement and empathy. It is also seen as an advantage to expand knowledge and self-esteem. The disadvantages of social awareness in the curriculum are time constraints, lack of flexibility, unwise decisions, and lack of connectivity. Based on the data collection, some results are collected from the survey, which is intended to know what to improve in the social awareness of BSHM students.

The researchers recommend that the school administration, department, and BSHM teachers develop proper guidelines to assist BSHM students in raising or developing their social awareness and understanding to motivate them to possess the necessary skills and traits to ensure their adaptability by preparing students to be achievers and reasonable future leaders.

Keywords: Hospitality Management, Social Awareness, Curriculum, Improvement

**Tracer Study for the BSHRM Graduate Students of Bestlink College of the Philippines
A.Y. 2020-2021**

*Jervis Kim Alpay
Lheynnel R. Angoluan
Efren Jr. L. Baguio
Miguel Lawrence M. Palencia
Arnel C. Villamor
Adviser: Dr. Dana France H. Ignacio*

Abstract

This research aims to find out how many Bestlink College of the Philippines (BCP) graduates continue their education after BCP. An individual's employability can demonstrate it. Schools can help graduates find work because a school's quality often reflects its graduates' quality with the help of tracer studies. Tracer studies are surveys of graduates from higher education institutions and are frequently viewed as a crucial instrument for institutional improvement, particularly when the world of work is quickly changing. Based on the results of this study, the Commission on Higher Education (CHED) will be able to create package assistance programs to develop and expand higher education programs that will increase the nation's global competitiveness. On the other hand, the Civil Service Commission (CSC) hopes to institutionalize the tracer study at the CSC level through its Research Services to reap the same benefits as tracking down the job status of its alums. The study's findings could help reinforce rules and guidelines for ensuring the relevance and responsiveness of CSC's curricular offerings, among other things.

The study utilized the descriptive method design to investigate and collect information about the tracer study for the BSHRM graduate students. The researcher gathered data using survey questionnaires administered via Google Forms to fifty (50) target respondents at Bestlink College of the Philippines.

The survey result revealed that most respondents are between the ages of 23 and 24, mostly female, and 90% of the population are Catholic. After completing their college courses, students must seek employment. According to BSHRM graduates, the lack of work experience is the most important factor in difficulty in finding a job, with a weighted mean of 4.46. Additionally, to have a good career, they must be prepared and have a guide in communication skills, which are the most needed. Finally, most graduates are drawn to be a food and beverage director and have a good liaison.

Based on the gathered data and conclusions drawn, the researchers recommend intensifying the on-the-job training programs for fresh graduates to practice the different aspects of hospitality to gain strength and become competitive, leading to appropriate skills that can lead them to success. The school administration, department, and BSHRM teachers should

also develop proper guidelines to assist BSHRM students in raising or developing their social awareness and understanding to motivate them to possess the necessary skills and traits to ensure their adaptability by preparing students to be achievers and reasonable future leaders.

**Tracer Study: BSHRM Graduates of Bestlink College of the Philippines Batch 2020 –
2021: Towards a Guide**

*Aldrin B. Borjal
Jehusaphat N. Calayo
Lara Gidea Mari B. Requiza
Marian P. Orubia
Mary Joy C. Cerbito
Sheikinah V. Gomez
Adviser: Roland Rambo B. Jayoma, CHP*

Abstract

Hospitality Management is one of the most in-demand courses today. With the increasing numbers of hotels, resorts, cruise ships, and restaurants everywhere, and the list goes on, you'll see these establishments in every place, thus making the hospitality industry wider. However, after finishing this course, one of the many things that students are curious about is how graduates can enter the industry as employees. That is the purpose of this study, to keep track of those who enrolled and finished their Bachelor of Science in Hotel and Restaurant Management at Bestlink College of the Philippines from school year 2020-2021 and to determine their status of employability concerning their nature of employment, nature of work, and nature of appointment.

The descriptive method design was used in this study to collect data on the BSHRM graduates of Bestlink College of the Philippines, batch 2020-2021. The researchers acquired data by sending survey questionnaires to fifty (50) target respondents via Google Forms.

INFORMATION SYSTEM

BCP Bulacan College Registrar Department

Marlow S. Cartagena
Mary Joyce B. Manaloto
James T. Malait
James W. Pangilanan
Marvin P. Tolcidas
Adviser: Khristian M. Hoseña

Abstract

The Registrar is the official responsible for keeping a register of official records. A registrar often manages registration requests, schedules and maintains class lists, enforces class entry and exit regulations, and maintains a permanent record of grades and marks. In schools with selective admission requirements, a student's involvement with the Registrar's formal acts does not begin until after admission. The Registrar's duty at Bestlink College of the Philippines – Bulacan Campus is no longer just that of a record keeper. Data analysis and management for school planning and decision-making have progressed beyond storing and protecting student information.

The Agile Methodology is used by the scrum master, who will give a task to all group members, and the team will focus on the task and improve their skills. By making this system, the Administrator will have access to the full student information details.

The project outcome revealed that a program was developed that can meet the needs of the students and employees of the school. It can be used to improve the system in storing information of the students. This contains the type of bundle and all the package development, writing, and testing/validating. This project is expected to have an outsourced unit.

Future researchers will gain from this study because it can provide them with crucial data that will aid in their understanding of the proper flow and interaction between students and schools. This study discusses the accurate way of storing students' information. They discuss valuable information like grades, year level, and course.

Keywords: Agile, Pentium, Interim, Incumbent

BCP Bulacan Senior High School Registrar Department

Mark Gil H. De Moral
Aiza R. Capuno
Harvey E. Nacario
Charlotte T. Caceres
Ron Christian O.
Villanueva Aljon Z. Paglinawan
Adviser: Khristian M. Hoseña

Abstract

The issues encountered by the Office of the Registrar in maintaining student records and by instructors in protecting student records from alteration or loss such as records may be lost because student files and other important files are not kept in a system like a computer or other easily accessible devices. They never retrieve it in the event of an unexpected disaster.

This project follows the Agile Methodology. This strategy is intended for short-term development to be more helpful. The project planning, design, testing, sprint review, and deployment are all included. The project team systematically reviews various related studies on this topic and then gathers all the relevant information regarding our project about the SHS registrar system. This greatly helps the project team comprehend the processes involved, activities taken, and data and information generated during those methodologies.

The proposed project aims to develop a more efficient and useful automated student record system that is accurate, fast, and easily accessible. This will ensure timely submission and issuing of students' grades, payment of student fees, enrollment, and admission. The registrar department's project system will make it easier for faculty and students to access records and previous records. The Senior High School Registrar Management will benefit from this proposed project and the senior high school students in BCP Bulacan.

Using this system project will also lessen the faculty staff from consuming too much time recording and effort locating records of the students. It will also be connected to the school's website so students can check their grades online and other students' activities. The staff in charge will make an update of students' grades easier. Because of this, delayed passing of grades will be prevented, and class cards, certificates of grades, and records transcripts will be processed quickly. Students would not wait for a long period to get their papers processed. With the aid of contemporary technology, we can quickly locate a student's record if it is lost. Once the records are entered and finished, there won't be any changes to the grades, so the records are secure. This system project will make grades, other significant student academics, school announcements, enrollment, and admissions more easily accessible for students, faculty staff, professors, and the BCP Bulacan campus.

School Directress Management System

*Joshua V. Alcantara
Laverne C. Allawan
Dave T. Badilla
Mariane Joy L. Delos Santos
Andrea V. Olarte
John Cedric G. Orlanes
Adviser: Khristian M. Hoseña*

Abstract

The issues school directors encounter are the long process of getting records and information in every department when times are needed. Gathering records and getting data information in every department when needed is such a huge waste of time and effort, especially in some emergency or unexpected situations that data requires. By providing a school directress management system in Bestlink College of the Philippines Bulacan branch, school directress work will be lessened and become easier than the previous manual system because the directress management system for students allows our director to check the condition of every department quickly. She can access the school accounting files to see daily records of students' pay for balance and other expenses, registrar files to view the tally of enrollees and other information, clinic to see the list of students' medical records, and guidance to see the student's attendance record, the active and inactive student.

The Scrum Master gives tasks to all group members, and the team focuses on improving tasks and skills. The director must register on the website to view all the student information and all departments, and the director has access to the software that receives the request when the director is away from the school. The pandemic has changed the way the world used to operate. Educational institutions have experienced the biggest change. This system makes it possible for your institution to run smoothly by digitizing and automating various academic and administrative tasks. Thanks to the software, a school data management system, you will be able to efficiently and flawlessly complete all of the tasks in every department. A well-designed school management system will lessen the workload for the staff, enable cost reduction, improve data security, and help both students and teachers save time.

School Information System (Clinic Management System)

Billy Jhun O. Escarda

Argie Dice

Aljon Z. Paglinawan

Ed Vincent B. Yamit

Neil Howell Del Rosario.

Adviser: Khristian M. Hoseña

Abstract

The Clinic Management System has several advantages, such as streamlining operations, improving administration, enhancing patient care, maintaining strict control, and increasing efficiency. It is a robust, flexible, and user-friendly system that delivers tangible benefits to clinics and is supported by reliable assistance. This project utilizes database, object-oriented, and networking techniques, with MySQL software utilized to store records in multiple areas. MySQL is an excellent and easy-to-use software for information storage. C# is the front-end software used in this project, which is Object-Oriented Programming and has connectivity with MySQL. The Clinic Management System is specifically designed to meet the particular needs of mid and large-sized clinics, and all necessary modules and features are tailored to your requirements.

We use the Agile methodology as our guide or roadmap for this project. Before starting the project, we research or refer to existing systems that differ from ours and brainstorm to plan, design, analyze, test, and assign roles. Our project's objective is to maintain a record of students who have fallen ill and received treatment or a History of Present Illness (HPI) in medical terms. Rather than using a manual process, we created this project proposal to easily handle data and ensure data security.

School Information System (Guidance and Counseling Management System)

Mark Joseph Abiog
Jayson Milante
Christian James Fajiculay
Jemnick Salvador
Jayar Vilorio
Adviser: Khristian M. Hoseña

Abstract

The Guidance Department at the school handles rules, regulations, and obtaining documents such as good conduct records. However, the current system has some issues that need to be addressed. One problem is that it cannot be connected online, which makes it difficult to distribute evaluation questions to students. Additionally, files are still stored manually. To address these challenges, the Guidance Counseling System was developed. This system includes a digital logbook and the ability to distribute evaluation questions. It can also store data in a softcopy format to reduce the need for physical documents.

The Scrum Master utilized Agile methodology to divide tasks into stages. This approach allowed researchers to focus on each phase and better understand the process. The guidance counsellor can create a guidance admin account to manage data. The admin can also create student accounts and distribute system functions.

After researching the Guidance Counseling System, I have concluded that it would be a valuable addition to our school system. The guidance staff can create a guidance admin account to create and access digital logbooks. This will simplify the process of accessing student data. Students will also have their accounts, which they can use to log in and evaluate professors using the system's evaluation questions. The admin can add or delete accounts, making the guidance staff's work easier. Additionally, students can use the system to request guidance services online, eliminating the need to wait in line at the guidance office.

Future researchers will benefit from this study as it provides insight into the guidance process and the benefits of the Guidance Counseling System. The system simplifies and accelerates the guidance process by providing student and staff accounts. This study also recognizes some of the system's challenges, providing future researchers with a starting point for further improvements.

Student Information System - Academic Offices

*Aljhon I. Reodique
Mark Joseph A. Maya
Emilyn Prias
Jemuell Sunaya
Manuel Cabadsan Jr.
Adviser: Khristian M. Hoseña*

Abstract

At Bestlink College of the Philippines, the Dean's office develops curriculum plans and reports. However, the current system has several flaws that need to be addressed. The system's application is difficult to use, data entry must be more accurate, and reports are frequently delayed. The Student Information System - Academic Offices was created to address various concerns. This advanced system offers features that overcome the limitations of the previous one. It helps prevent inaccurate data entry, reduces processing time and workload, and promptly generates results.

Previously, the school director and teachers at Bestlink College of the Philippines created curriculum plans and reports manually using MS Excel. This method was time-consuming and increased the workload for users. Additionally, unintentional errors, such as application errors, incorrect data entries, and delays in report submission to the school director, were common.

The goal is to introduce the Student Information System - Academic Offices to update and improve the current Dean's office system at Bestlink College of the Philippines. This proposed project allows users to manage, monitor, and produce reports more efficiently. To complete the project, the Scrum Master will apply an agile methodology and assign tasks to the research team members, focusing on programming, system testing, and data collection. Once the project is implemented, users, including the school director and teachers, must log in to the system to manage, monitor, and create reports.

The new system will resolve the challenges and issues with the legacy system at Bestlink College of the Philippines, making the staff's job much easier. Future researchers can benefit from this study as it provides important information on developing curriculum plans and reports. The Student Information System - Academic Offices is a more advanced and structured tool than the previous system, making it easier for future researchers to upgrade and solve future challenges.

The upcoming system will have various features to improve functionality and security. Each user will be required to create a personal account, with the Dean's administrator possessing the ability to create and revoke accounts to maintain data security. The new system will also significantly reduce the likelihood of errors, including but not limited to issues with system failures, inaccurate data entry, and delays in generating reports.

Users can use the Teacher's Tab, which will allow them to add new schedules, attendance records, exam results, and student grades. Meanwhile, the Dean's Tab will provide users access to a comprehensive list of students, teachers, subjects, classrooms, courses, and sections. The Dean will be able to add new students, teachers, subjects, classrooms, courses, and sections, create new accounts for users, post notices, and access other department systems such as the Senior High Department, College Department, Clinic Department, and Guidance Department.

INFORMATION TECHNOLOGY

A Comparative Analysis between Goldilocks and Red Ribbon towards Consumer's Perception along Susano Road, Novaliches, Quezon City

Vanessa E. Austria

John Paul B. De Mesa

Sharmaine T. Goc-ong

Monica Paula A. Lomboy

Rafael R. Macaranas

Adviser: Ernesto S. Framo, LPT, DPA

Abstract

The concept of consumer perception in marketing refers to a customer's overall opinion about a business, brand, and its offerings. This perception can be positive or negative, depending on how the customer interacts with and experiences the products and services offered by the company. A study was conducted to determine and describe the consumer perception of Goldilocks and Red Ribbon concerning economic, personal, psychological, social, and cultural factors and the services offered. This study aimed to assist both companies in creating strategies to improve their business performance and services.

The study used a quantitative research method, with 31 females (62%) and 19 males (38%) respondents chosen through a purposive sampling technique. A survey questionnaire was used as the instrument for the study, and statistical tools such as frequency and percentage, weighted mean, and paired t-test were utilized to analyze the data. The findings revealed that most regular customers were females aged 15-25 who visited both bakeshops once a month.

The regular customers of Goldilocks and Red Ribbon strongly agreed on all variables associated with consumer perception, including economic, personal, psychological, social, and cultural factors, as well as services offered regarding employees' attitudes, delivery, convenience, and overall satisfaction. The study also revealed no significant difference between Goldilocks and Red Ribbon regarding consumer perception across the variables mentioned earlier.

The researchers suggest that consistent high-quality products and services catering to various factors can influence customer behavior and encourage patronage. Additionally, both bakeshops should ensure that their employees are well-trained and educated about the business's rules and regulations, improve their delivery services, offer digital payment options, and maintain and enhance the quality of their services to meet customer expectations. Finally, the proposed action plan by the researchers should be implemented by Goldilocks and Red Ribbon to improve their business performance and enhance their services.

Keywords: Consumer Perception, Consumer Behavior, Bakeshop

A Proposed Strategic Plan in Customer Service of a Milk Tea Shop in Mabolo, Valenzuela City

Mark Anthony R. Bacsá

Maricor D. Hausa

Mary Joy R. Latonero

Fimars O. Maravilla

John Allen B. Renomeron

Adviser: Ernesto S. Framo, LPT

Abstract

In today's world, milk tea is a popular and widely purchased beverage. This study aims to determine the customers' satisfaction level with the products and marketing strategies used by a selected milk tea shop in the city. The research design for this study was quantitative, and data was collected through a survey questionnaire answered by 100 potential customers in Mabolo, Valenzuela City, using a purposive sampling technique. The information was examined using frequency, percentage, and weighted mean. The study found that 62% of the respondents were males aged between 21 and 30. The customers mainly evaluated the customer care service of milk tea shops based on customer complaints, quality of service, and loyalty. The respondents highlighted the issue of excessive waiting times, but they found beautifully presented milk tea shops appealing in terms of service quality.

Additionally, customer loyalty was rewarded through promotions and discounts for groups such as older citizens, disabled people, and students. The study also evaluated customer satisfaction with the eight marketing mix factors: product, place, price, promotion, people, process, performance, and positioning. The customers mainly complained about cleanliness and safety concerns, while rude communication was not a significant issue. The study's findings can be useful for milk tea shop owners, especially the selected milk tea shop in Mabolo, Valenzuela City. The researchers also proposed a strategic plan to assist the shop owners in fine-tuning their business and addressing the identified issues.

Keywords: Proposed Strategic Plan, Customer Service, 8 Marketing Mix

**Banking and Finance Management System (Financials – Collection, Accounts Payable
& Accounts Receivable, Disbursement, Budget Management, General Ledger)**

Ian James A. Barbosa
Maricor G. Bituin
Jamela C. Cruz
Jaymie Louise C. Regalado
Ellie Rose E. Sabinay
Adviser: Ms. Ain Geuel Escobar

Abstract

The Financial Management System plays a crucial role in efficiently allocating funds to various departments and ensuring financial stability, thereby contributing to the growth and prosperity of businesses. There are two ways for borrowers to receive funds from lenders: through direct finance or market-based finance. In direct finance, borrowers sell financial instruments such as debt securities and shares to investors in financial markets, representing claims on the borrower's future income or assets.

The Financial Management System aims to enhance client satisfaction and apply management and accountability standards to mobilize bank resources effectively. Its primary task is to improve financial information and service performance, providing accurate information on the needs of clients and customers.

The proponents of the system utilized the Agile Methodology for development. This approach promotes continuous iteration of development and testing, continual planning, learning, and improvement with team collaboration, resulting in a more organized and manageable development process. The proponents were able to gather vital data for the proposed system.

Banking and Finance Management System Human Resource IV: (HR Analytics, Core Human Capital, Compensation Planning, and Administrative Payroll)

Julius Gerard R. Talion

Zarah Marie P. Urmeneta

Melbert B. Villasoto

Adviser: Ms. Ronnie Geuel Escobar

Abstract

When we think of a bank, we often associate it with handling money. While this is technically correct, Brianna Whiting explains that a banking system is a collection of institutions that offer financial services to the public. These services include payment systems, loans, deposits and investment assistance. While banks have many functions, their main role is to collect funds from those with money, pool them together and lend them to those who need them.

Human Resource 4 is a software designed to help businesses manage employee data more efficiently. It combines various systems and processes, allowing companies to easily store employee data, manage payroll, oversee recruitment processes, administer benefits, and track attendance records. The software comprises five sub-modules: Core Human Capital, HR Analytics, Compensation Planning, and Payroll.

The project team utilised the Agile Scrum methodology to develop the system. This methodology is ideal for businesses that require quick project completion. Agile means "incremental", allowing the team to develop projects in small increments. Scrum is an Agile methodology that divides projects into "sprints" for better management. The project team analysed the existing system to determine problems and gathered the necessary information to create a new solution. They ensured that the design and development of the system met all requirements.

Core Human Capital Management is the primary focus of every employee in an organisation. It is a tool for recruiting, managing and developing employees to reach their full potential. It provides a list of employee information. HR Analytics offers dashboards for the user to view the percentage of each employee. Compensation Planning provides payment for each employee based on their worked hours, and it deals with legal documents such as SSS, PHILHEALTH and PAGIBIG. Payroll calculates payment for each employee and generates payslips.

The proposed system is highly computerised, ensuring that user account data is secure and accurate, reducing the risk of human error or machine damage. This efficient system offers quick access to banking services, saving customers time compared to traditional banking systems. The data entry screen is user-friendly and allows for easy data manipulation. This system is designed to be easy to use and improve the quality of processes and transactions, and only authorised users can access it.

Banking and Finance Management System Human Resource Part II: (Learning Management, Training Management, Competency Management, Succession Planning, and Employee Self-Service)

Gladys Brendez
Aldrin John Perez Lafuente
Brando Bautista
Marivic Temporal
Rey Ryan Gomez
Adviser: Ms. Ain Geuel Escobar

Abstract

Banks, licensed to receive customer deposits and provide loans, offer various financial services such as currency exchange, wealth management, and safe deposit boxes. The banking and finance industry performs various functions, with commercial banks using payment networks and loan functions to deposit funds. In contrast, customers use checking accounts and debit cards to pay bills or make purchases.

Human resource management (HRM) is critical in the service-oriented banking industry. Banks face two main challenges: managing people and managing risks. How these two challenges are handled determines a bank's success in the industry.

Banking and Finance Management System Human Resource Part Iii (Leave Management, Time and Attendance, Timesheet Management, Shift and Scheduling, Claims and Reimbursement)

Jasper L. Zacarias
Sharmin T. Bardon
Sheila Mae R. Guinita
Robert John R. Mamuyac
Lawrence Joshua D. Salazar
Adviser: Ms. Ain Geuel Escobar

Abstract

Banks are financial institutions that are heavily regulated and play a crucial role in ensuring economic stability by facilitating the flow of money and handling sensitive client information. The banking industry has been adopting innovative technologies and focusing on customer relationship management to improve customer service and gain a competitive edge, attracting new clients. Additionally, efficient and skilled human resources are necessary for managing financial resources and mitigating economic risks. This requires cognitive thinking skills and technology integration to maximize productivity by optimizing employee effectiveness.

The project's proponents utilize the agile methodology, which divides the project into multiple stages, continuous collaboration with stakeholders, and ongoing improvement throughout each phase. The agile approach aims to deliver the right product by providing incremental and frequent delivery of small chunks of functionality through small cross-functional self-organizing teams.

Implementing a human resource management system in banks can help manage personnel activities and organizational features systematically, including collecting, saving, manipulating, analyzing, retrieving, and disseminating data about a company's workforce. The system also aids in the management of all HR data. In addition, useful features such as two-factor authentication, employee history logs, retrieving deleted data, and generating PDF and Excel files are included to meet business requirements and satisfy users.

Adopting a computerized human resource management system has transformed the banking industry by eliminating procedural delays, outdated and inaccurate information, improper documentation, and the high cost of storing files and ensuring their safety. The system has automated processes such as time and attendance, timesheet management, leave management, and claims and reimbursement, reducing costs and workload and creating fool-proof documents and mechanisms.

Banking and Finance System Human Resource Part I: (Recruitment, New Hire on Board, Applicant Management, Performance Management and Social Recognition)

Daryl Deleon

Eric Cabrillos

Mark Eron Vergara

Chris Darrel Palconit

Johnpaul Barruga

Adviser: Ms. Ain Geuel Escobar

Abstract

Banking has existed since the inception of currencies, as affluent individuals sought a secure place to deposit their money. Even ancient empires relied on a functional financial system to facilitate trade, distribute wealth and collect taxes. Human Resources is an essential aspect of the back office in financial services and banking. Banks remain significant players in these fields. However, the professionals working in this industry are not hidden backstage. HR should communicate effectively with all employees, including senior managers and board members, across all departments of a bank or financial firm. The main focus of any HR department is the company's employees. HR covers a broad range of areas, including payroll (in smaller organisations, the accounts department typically handles this), employee benefits and pension schemes, recruitment across all levels of the business, new hire contracts and disciplinary issues.

**Banking Management System – Core I (Loan Processing, Loan Payment Monitoring,
Loan Restructuring, Client Information)**

Christian Kenneth A Abungan
Cassey Emme B. Adarayan
Leonardo Jr. V. Garcia
Noel B. Pontejo
Leonette D. Sabang
Adviser: Mr. Alejandro B. Adovas

Abstract

The Banking Management System is a network of financial institutions that offer various services such as loans, deposits, and investment assistance. Commercial banks provide several functions, including the ability to deposit and withdraw funds and use checking accounts and debit cards to pay bills and make purchases. Additionally, banks can help individuals finance their properties. Many banks make money by charging high interest on loans and low interest on deposits. The subsystem of the Banking Management System includes Client Information, Loan Processing, Loan Monitoring, and Loan Restructuring.

The development team used the agile methodology to create a banking system that solves current issues and provides benefits. The team designed the system based on requirements and deployed it for testing. The Agile methodology involves breaking a project into phases and continuously improving it at each stage of the project management approach.

Keywords: Banking Management System, Banking System, Loan Processing, Loan Restructuring, Payment Monitoring, Agile

Banking Management System – Core 2 (Communication Management, Savings Tracking, Social Performance Monitoring, Consolidation)

Joana Paula M. Abad
Mark Angelo P. Bacaycay
Arnel B. Bernaldez
Jerramie N. Española
Riena N. Matuba
Adviser: Mr. Alejandro B. Adovas

Abstract

This project aims to meet the Bachelor of Science in Information Technology requirements. The Core II Banking Transaction Management System aims to provide a secure way to manage customer information, fostering strong relationships between banks and their customers. Our system offers multi-level confidentiality solutions to increase customer satisfaction and facilitate communication between the bank and the client.

Our system has five sub-modules: Savings Tracking, Consolidation, Communication Management, Cash Transaction, and Social Performance Monitoring. The researchers identified data theft and unstructured information as challenging issues to tackle. Therefore, the proponents developed a system that enhances the quality and efficiency of services, enables faster transaction processes, and allows authorized users to access files and other transactions conveniently, all while maintaining authentication and protection.

This paper discusses the comparative study of agile processes. Agile techniques are useful in software project management, software schedule management, and other domains. Agile procedures aim to satisfy the client by reducing development timeframes and defect rates. The agile process follows the software development life cycle, which includes requirements gathering, analysis, design, coding, testing, delivering partially implemented software, and waiting for client feedback. Customer satisfaction is our highest priority throughout the process, with faster development time.

Our framework for software development, known as the software development life cycle (SDLC), outlines the tasks to be completed at each stage of the process. This includes planning, analysis, design, coding, testing, and maintenance, all of which are tailored to meet the specific requirements of our customers. The choice of development model is dependent on the application in question. The agile process is a software development approach that emphasizes customer satisfaction as the highest priority. This iterative process allows for direct evaluation of the software by the customer.

Banking Management System – Logistic I (Project Management, Asset Management, Warehousing, Procurement)

Princess Jeanrique Ambal
John Andre Colubong
Chard Andrew Heteroza
Justine Bless Lopez
Christian Joseph Macaro
Adviser: Mr. Alejandro B. Adovas

Abstract

Philtransure's business case for the Transport Network Vehicle System (TNVS) outlines the project's benefits, recommendations, and reasoning and how it will address current business challenges. The case also details project goals, performance indicators, assumptions, constraints, and alternative options. Logistics I is essential for supply chain success, aiding businesses in manufacturing, warehousing, and delivery to increase sales and profitability. Even a small error in logistics can lead to production delays and financial losses.

An agile methodology designed for rapid development was used to create the proposed system. This approach involves Requirement Analysis, Design Document, Prototype, Iteration, Demo and Feedback, detecting faults, resolving issues, and Production and Technical Support. This methodology is commonly used and highly recommended for guiding the development team towards their output system. Users can connect and interact with other departments for transaction and information needs. Transparency is necessary for users to conduct and rely on other departments.

**Banking Management System – Logistic 2 (Vendor Portal, Vehicle Reservation,
Document Tracking, Audit Management)**

Kenneth Bruze M. Ledde
Jasmine M. Malinao
Janina M. Ramos
Eunice D. Rodriquez
John Lester V. Villamor
Adviser: Mr. Alejandro B. Adovas

Abstract

The Logistics II process involves scheduling a vehicle, assessing its capacity, tracking documents, providing web-based services for vendors, and recording and reporting the movement of raw materials from the warehouse to ensure optimal satisfaction for the company. Logistics analysis involves using documents, worksheets, and reports, including performance checklists and scorecards, to provide an overview of how specific areas of the logistics system are performing. The Banking and Finance Management System Logistics II is more useful with well-organized records and regular tracking of transactions during logistics.

To avoid technological obstacles, Agile is the most effective strategy. Our Agile development methods, including bulk orders, continuous deployment, build deployment, and test automation, reduce the risk of rework and minimize the time needed to complete the process.

Banking Management System Administrative (Facilities Reservation, Document Management, Legal Management, Visitor Management)

Jean Rose P. Amatos
Kimberly M. Dela Cruz
Dexter A. Gabule
Shalomae G. Parael
Vhon Lester B Partosa
Adviser: Ms. Sheryl T. Flororita

Abstract

The Banking System is a network of financial institutions that provide services to individuals. These institutions are responsible for operating payment systems, providing loans, taking deposits, and helping with investments. Commercial banks provide a variety of services, such as depositing funds, managing checking accounts, using debit cards for payments, and financing vehicles and properties.

The sub-system modules include Legal Management, Document Management, Visitor Management, and Facility Management. The researchers found some problems, such as data breaches, unstructured data, and managing facility maintenance for multiple properties, which took a lot of work. The proponents developed a system that improves productivity and quality of operations, speeds up transaction flows, and enables authorized users to easily access files and other administrative transactions with security and encryption.

The development team used agile scrum methodology for the system. We began by planning and gathering data through internet research to learn about the existing system's problems and possible solutions. The development team designed the system according to requirements and deployed it for testing results.

**Effectiveness of Marketing Tools to the Business Performance of Coffee Shop in
Sto.Nino, Meycauayan, Bulacan**

Chrismael A. Asilom

Knika Anne P. Asuncion

Emerjohn C. Atangan

Alwin A. Ayao

John Paul P. Malco

Adviser: Ernesto S. Framo, DPA

Abstract

The demand for coffee in the Philippines has increased in recent years, making it an ideal location for opening a coffee shop. With the establishment of the EMA Town Centre, businesses in the area can access a larger customer base from other barangays. This study aims to analyse how marketing tools affect the business performance of Qhaveh Khaneh, an emerging coffee shop concept in the area.

Qhaveh Khaneh needs suitable strategies for different demographic profiles, including age groups, gender and occupation. They should also enhance and maximise their selling methods to make their brand more appealing to the market. Acquiring and sustaining trends is important for the welfare of employees and customers. The most significant concerns are the lack of sales, stiff competition and weak marketing presence, and an advanced action plan is needed to improve operations.

The study found that respondents were mostly between 21-25 years old, pricing was fair, food was flavourful, and staff was friendly. Marketing tools such as direct marketing and word-of-mouth also had a positive impact. Qhaveh Khaneh's bond with brand identity and food and beverage safety standards were also well-implemented. However, lack of sales, stiff competition and weak promotional presence were identified as areas for improvement.

Keywords: Marketing tools, Effectiveness, Business Performance and Coffee Shop

Effectiveness of Online and Offline Advertisement of Food Chains in Karuhatan, Valenzuela City

Lyndon C. Gamoyao

Angelica V. Mape

Anne Ronet M. Ng

Juniel D. Tolentino

Melvin A. Valdoz

Adviser: Ernesto S. Framo, LPT, DPA

Abstract

Marketing materials can take various forms, including physical brochures, newspapers and digital advertisements on social media platforms. These materials are crucial for establishing good customer relationships and increasing loyalty. This study evaluates the effectiveness of online and offline advertising concerning information, design, attractiveness, relevance, and applicability. Qualitative research methods were used to distribute survey questionnaires to online and offline shoppers to determine how they evaluate advertisements in these areas. The researchers used purposive sampling to approach respondents for the study. Statistical tools such as frequency and percentage, ranking, and weighted mean were used to answer the research questions. The findings indicate that advertisements inform consumers about products and services (50% of responses). Respondents found information (4.66), design (4.58), attractiveness (4.56), relevance (4.62), and applicability (4.56) to be very effective. Respondents also indicated that false advertising is unacceptable. Therefore, food chains in Karuhatan Valenzuela should create effective online and offline advertisements that inform customers about their products and services, create a positive impression about the company, and influence buying decisions.

Regarding information, businesses should highlight the benefits of their products and services. Improving the quality of product packaging can enhance the design of an advertisement. Strong advertising techniques are necessary to retain customers. Campaigns should be relevant and applicable to potential customers in the area.

Keywords: Advertisement, Food chains

Effectiveness of Promotional Tools as a Marketing Strategy towards Customer Satisfaction of Andoy's Clothing Store in Bagumbong Caloocan City

Rose-Ann C. Anagaran
Princess Rhenalie A. Arbasto
Lanie Fe T. Belisario
Maribel F. Fille
Joana B. Silay
Adviser: Ernesto S. Framo, LPT, DPA

Abstract

Andoy's Clothing Store is a small wholesale shop in Bagumbong, Caloocan City, that offers a variety of ready-made clothes. The store has two employees who manage it and aim to provide generational fashion trends while catering to customer preferences. Their products include casual wear, jeans, swimwear, blouses, shirts, shorts, bras, and sleepwear. However, based on observations, the store needs promotional tools or marketing strategies to attract customers and improve satisfaction.

To collect additional information, we utilized quantitative research. A total of 100 customers were surveyed using a purposive sampling technique. Online survey questionnaires were distributed to gather information, and statistical tools such as frequency and percentage, weighted mean, and ranking were used for analysis.

The survey questionnaire was aimed to determine customer demographics and their responses to sales promotion, direct marketing, and personal selling. One hundred customers received validated questionnaires, revealing no significant difference in promotional tool use based on age, gender, or purchase frequency. However, there was a significant difference in using income-based promotional tools.

Keywords: Sales Promotion, Personal Selling, Direct Marketing

**Factors Affecting Customers Satisfaction of Chooks to Go at Novaliches Quezon City:
An Analysis for the Effectivity of an Organization**

Jacqueline A. Arenas

Ruzzel A. Castillo

Don Johan B. Galanido

Chadelyn S. Lasingga

Rose L. Mahinay

Adviser: Ernesto S. Framo, LPT, DPA

Abstract

The popularity of oven-roasted chicken has declined, and sales have plateaued. Chooks to Go, a company in the Philippines, increases its broiler and breeder operations by 20% annually, processing over 200,000 birds daily, with nearly half reserved for Chooks outlets. Despite the success of Chooks to Go, some customers still need to be satisfied, indicating an underlying issue. A business must prioritize customer satisfaction by offering high-quality products, exceptional service, and effective post-purchase solutions, as customers are vital to a company's success. The 4P's of the marketing mix are useful tools for promoting products.

A study was conducted to identify factors impacting customer satisfaction when purchasing roasted chicken at Chooks to Go stalls in Novaliches Bayan, Quezon City. The findings will benefit future companies by providing insights into customer preferences and how to meet their needs.

The researchers utilized a quantitative research method through a survey questionnaire to gather and analyze data efficiently. Participants were chosen through convenience sampling, which relied on their willingness and availability.

The study found that food quality, brand image, employee behaviour, and service quality significantly impact customer satisfaction. Similarly, price, place, product, and promotion variables significantly affect customer satisfaction. However, the major issue encountered by respondents was poor stall management.

In summary, businesses must prioritize customer satisfaction by providing high-quality products, exceptional service, and effective post-purchase solutions. Companies can use the 4Ps of the marketing mix to promote their products effectively.

Keywords: Oven-roasted Chicken, Customer Satisfaction, 4P's of Marketing Mix, Influence

Factors Affecting Customers Satisfaction of Chooks to Go at Novaliches Quezon City: An Analysis for the Effectivity of an Organization

Argie S. Hompay

Aquila M. Taturan

Jorma O. Tanay

Lucelyn L. Oinal

Maryjoy S. Tomboc

Via - Mariel R. Dela Cruz

Adviser: Ernesto S. Framo, LPT, DPA

Abstract

In today's fast-paced world, people are too busy to leave their homes or offices to purchase their favourite foods. Food delivery services have gained popularity, enabling customers to order from restaurants and deliver them to their doorstep. Many food ordering apps, such as GrabFood, Toktok, Delivery Guy PH, and FoodPanda, have also emerged, making it even easier for people to order food online. Even well-known fast-food chains and restaurants, such as McDonald's, Jollibee, Shakey's, and Greenwich, have created food ordering apps.

The COVID-19 pandemic has greatly impacted businesses of all sizes in Bagong Silang, North Caloocan City. Due to the pandemic, many establishments have closed as people choose to stay at home to prevent the spread of the virus. As a result, food delivery services have become increasingly popular, allowing businesses to continue operating and selling their products online.

To better understand the food delivery industry in Bagong Silang, North Caloocan City, a qualitative research study was conducted involving 50 food delivery riders. The study used purposive sampling and gathered information through survey questionnaires, observations, and interviews. The data was analyzed using statistical tools, including frequency, percentage, weighted mean, and ranking.

The study found that most food delivery riders in Bagong Silang are male, aged between 25-28 and have job experience of two years or more. They typically work 1-5 or 6-11 hours daily. When assessing food delivery services, riders ranked a high hourly salary, clean and safe delivery equipment, and delicious food as their top priorities. They also value flexibility in accommodating customers' requests, the safety of the service provider, and the availability of delivery apps with GPS monitoring. The researchers found that the main challenges food delivery services face during the new normal are fake bookings, unstable oil prices, and late cancellations upon delivery.

In conclusion, food delivery services have become essential to modern life, especially during the COVID-19 pandemic. Prioritizing the safety and satisfaction of customers and service providers is crucial to ensure the success of these services. By addressing the industry's

challenges and implementing the suggestions of food delivery riders, businesses can continue to thrive in the new normal.

Keywords: Sales performance, Demands, Overall satisfaction, Convenience

Hotel and Restaurant Management Human Resource (Compensation Planning and Administration, Core Human Capital Management, HR Analytics, Payroll)

Mary Joy C. Abrasado

Mark Louie C. Corpuz

Edcel P. Labra

Albert Rey F. Rojas

Marc Kevin V. Umambi

Adviser: Mr. Jorge B. Lucero

Abstract

The HRMS is an all-inclusive info system managing all aspects of hotel transactions. Both employees and applicants can use the Granfresco Hotel and Restaurant of Human Resource IV. Every organisation has its human resources to manage internal and external human resources. Human Resources IV has four subsystems: Core Human Capital Management, Compensation Planning and Administration, HR Analytics, Payroll, and Social. This study aimed to develop a suitable system for hotels and restaurants to create a system-wide method for hotel and restaurant management.

The agile methodology was employed for the short-term development process, which includes requirements analysis, design documentation and prototypes, iteration, demo and feedback, detecting and addressing faults and problems, and production and technical support for the proposed system's development. The project team reviewed various research articles on the topic and extracted all the important facts regarding their investigation. Agile methodology is a flexible framework that Agile project managers use to steer their teams toward their proposed projects. Agile teams work autonomously, with clearly defined roles and responsibilities for implementing the proposed system. The team employs sprint backlogs and a burndown chart to boost project visibility and anticipate performance.

The scrum team presented ideas and methods that any hotel firm could use. They successfully managed and tested the system, overcoming the challenges experienced by the Hotel and Restaurant Management System - Administrative (HRMS) Company. The team contributed to the system's organisation and provided advantages to all users. The proposed approach is easy to set up and saves time. The development team ensures that the product will be simple to use and user-friendly.

The GranFresco currently needs an online reservation system, which makes it time-consuming for customers to view the availability of the facility. Customers must go to the hotel to check availability, and authorised personnel manually process all transactions, from collecting customer information to monitoring visitors. The proposed study focuses on online reservations to help customers make hotel transactions using their devices.

Hotel and Restaurant Management Human Resource Part Ii: (Competency Management, Learning Management, Training Management, Succession Planning, and Employee Self- Service)

*Abarquez, Jake G.
Diadula, Judy Ann
Belmonte, Baby Rose M.
Hipolito, Roccini Kate L.
Jugan, Jessa R.
Adviser: Mr. Enrico Pineda*

Abstract

A Human Resources Management System involves setting up the workforce of an organization. In hotel and restaurant management, the Human Resources team develops and moulds employees for their required positions and fields. Our system helps employees train, learn, and view their input information to develop their skills, behaviour, and knowledge for their positions.

The Human Resources team is responsible for screening, recruiting, and training job applicants to ensure the organization is productive and innovative. The Agile Methodology manages our project system by dividing it into several phases and involves collaboration between stakeholders and project teams, leading to continuous improvement at every stage.

The project team cycle includes process planning, execution, and evaluation, with continuous collaboration between the project team and stakeholders being vital.

Our project study focuses on Human Resources II in Hotel and Restaurant Management Systems. It showcases how the system can enhance the user's workforce abilities by using technology on mobile phones or laptops.

**Hotel and Restaurant Management System Administrative: Document Management,
Facilities Reservation, Legal Management, Visitor Management**

Kevin Domasian

Arvin Castaneda

Jhon Vincent R. Refugia

John Paul Viernes

Adviser: Mr. Alejandro B. Adovas

Abstract

The HRMS is a complete system that manages all hotel transactions, including reservations, visitor management, in/out documents, and legal matters. This project aimed to create a system suitable for hotels and restaurants and establish a system-wide procedure for managing them.

The team utilized the agile methodology as a short-term development process to achieve this goal. This methodology included requirements analysis, design documents and prototypes, iteration, demo and feedback, identifying and resolving defects and bugs, and production and technical support. The team reviewed several research papers in this field and extracted all relevant data about their research. Agile methodology is a flexible framework that agile project managers use to guide their teams towards their proposed projects. Agile teams operate autonomously, with clearly defined roles and responsibilities in implementing the proposed system. The team uses sprint backlogs and a burndown chart to increase project visibility and predict performance.

The scrum team proposed solutions and systems that any hotel company could use. The team successfully managed and worked on the system, which solved the problems encountered by the Hotel and Restaurant Management System - Administrative (HRMS) Company. The team assisted in organizing the system and providing benefits to all users. The proposed system is easy to implement, saves time, and the developer team guarantees the project will be user-friendly and easy to use.

Currently, GranFresco needs an online reservation system, which makes it time-consuming for customers to view the facility's availability. Customers have to go to the hotel to check availability physically, and authorized personnel manually process all transactions, from collecting customer information to monitoring visitors. The proposed study focused on developing an online reservation system that would allow customers to make hotel transactions using their devices, thus making it easier and more convenient.

Hotel and Restaurant Management System Core Transaction I (Order Management W/POS, Kitchen and Bar Module, Food and Beverage Costing, Inventory Management, Resto Analytics)

Kent Bryan A. Dio

Diether John Puente

Jayvee S. Estrada

Ariam B. Miano

Rica Mae M. Rafael

Adviser: Mr. Ronald G. Roldan Jr.

Abstract

Restaurants have been transformed by the wave of technological applications produced by information technology. The Core 1 system of Hotel and Restaurant Management refers to actions. Users must complete tasks on this platform to exchange value, which is the foundation of any platform business. Hotel and restaurant management systems provide the correct information at the right time, leading to fewer costly mistakes, better forecasting, and higher productivity. The applications covered in this chapter include inventory management systems, order processing with POS systems for table service, food and beverage costing for menu management, kitchen and bar management, and restaurant analytics transaction processes in the information technology field.

Through agile methodology, the development team conducted internet research. After planning, the Project Team began designing the website, where requirements and solutions evolved through user collaboration. The development team researched and created reports to engage in the project's development. I also maintain the system to prevent defects. Deployment is another step in improving the scenario by providing feedback.

The POS Order system is commonly utilized in restaurants to handle sales and includes hardware components like computers to manage the process. The most basic function of POS is to handle sales. The Kitchen and Bar Management Modules manage the production order regarding the number of items or recipes and generate the average lead time for work-in-process goods and finished products. The food and beverage costing management inputs the ingredients of the product's recipes and calculates the cost into the menu. The Inventory Management System refers to the system processes that manage the restaurant's stocks. Lastly, the Restaurant Analytics Management System is a system that reports on different sub-modules to analyze how the restaurant manages its everyday development or improvement.

With the industry's increasing competition, it is more important than ever for a hotel or restaurant to provide quality service to their guests by upgrading the core transaction, which includes order management with POS, kitchen and bar procedures, food and beverage costing, inventory management, and Resto analytics. This unique approach can help achieve its goals.

Hotel and Restaurant Management System Core Transaction Ii (Front Office, Room Facility, Billing, Housekeeping & Laundry Management, Supply Management)

Bocabel, Gerald Pacheco

Cabug, Apple Mae

Dollisen, Elifher

Llobrera, Myla

Pudadera, Kim Bryan

Adviser: Mr. Ronald G. Roldan Jr.

Abstract

The Gran Fresco Hotel and Restaurant Management System is HRMS and includes the Core II Transaction subsystem. Users must complete this set of actions to exchange value on the platform. Core II has sub-modules: Front Office, Room Facility, Billing, Housekeeping and Laundry Management, and Supply Management. Gran Fresco Hotel and Restaurant Management is a constituent of the Core Department's Front Office process system, which is used to make transactions for room bookings, check-ins, checkouts, and billing payments. Room Facilities is the system process used to monitor and manage rooms and their equipment. The Billing process keeps a record of credit/debit card information for guests to view, and guest orders come from Order W/POS, with receipts added to their bills. Housekeeping & Laundry Management provides facilities to manage and monitor housekeeping activities in a hotel. The Supplier Management process includes having an inventory of supply requests, with some supplies in the warehouse for existing core II transactions in the hotel.

The Agile Methodology was used to form a project team. The team collected data for requirement analysis and held formal conversations to design an idea for a developed project system. The Design Document and Prototype Design phase was used to plan a solution for the difficulties indicated by the requirements of the developing system's documenting, designing, and prototyping. Problems were identified and corrected at this stage to assess whether or not the function met the criteria. Support is critical, both with project team members and project stakeholders.

Hotel and Restaurant Management System Core Transaction Iii (Booking, Reservation, Facility Management, Guest Management, Customer Relationship Management)

Jerome S. Cariño
John Michael A. Delute
Kurt Daniel De Alday
Redjie A. Quiachon
Sephter Ivahn Fortin
Adviser: Mr. Enrico Pineda

Abstract

Tour activities require limited resources, and customers can only book through an online booking system. Booking is a manual process, so clients cannot book while they are busy with other activities. We aim to classify features, count them and construct statistical models to explain what we observe. Our software is designed specifically for hotels and restaurants, and our dedicated team is willing to customize the product to fit your working environment. We have the expertise to provide exceptional service and satisfaction. We considered numerous options and alternatives to leverage the system to improve business processes and efficiencies. We recommend migrating the data and functions of our current subsystem to our web-based platform in an orderly fashion to preserve data integrity and allow all employees and managers to manipulate their responsibilities and respective administrative functions.

Hotel and Restaurant Management System Core Transaction Iii (Booking, Reservation, Facility Management, Guest Management, Customer Relationship Management)

Cariño, Jerome S.
Delute, John Michael A.
De Alday, Kurt Daniel
Quiachon, Redjie A.
Fortin, Sephter Ivahn
Adviser: Mr. Enrico Pineda

Abstract

To conduct a tour activity, having a limited supply of resources is essential. Customers can only make reservations for themselves with access to an online booking system. Since making a booking is a manual process, clients cannot book while eating dinner with their relatives or sleeping. The goal is to classify and count features and then construct statistical models to explain observations. Our software is specifically designed for hotels and restaurants, and our dedicated team is ready to customize the product according to your working environment's requirements. Our expertise will provide you with exceptional service and satisfaction. We evaluated numerous options and alternatives to determine how to leverage the system to improve business processes and efficiencies. The recommended project will migrate the data and functions of our current subsystem to our web-based platform in an orderly manner to preserve data integrity, allowing all employees and managers to manage their responsibilities and respective administrative functions.

Hotel and Restaurant Management System Human Resource Iii (Time and Attendance Management, Timesheet Management, Shift and Scheduling, Leave Management and Claim and Reimbursement)

Monic G. Arabe
Jessa T. Cristobal
Cindy S. Dormiendo
Janeth D. Infante
Lara Joyce S. Laodenio
Adviser: Mr. Jorge B. Lucero

Abstract

The Hotel and Restaurant Human Resources System 3 is a web-based computer application that helps manage employee performance and operational management in hotels and restaurants. This system is a source of human resources, providing an easier way to file leaves, manage shifts and schedules, and improve employee schedules and security. The project consists of five sub-modules related to each other, discussing creating an automated and easy-to-use system for processing timesheets, attendance, leave, claims, and reimbursement. This system is in demand because it reduces paperwork and immediately processes employee data and requests. It also monitors, analyzes, and tracks employee performance for a more systematic experience.

Our project involves breaking down the main idea into smaller, manageable tasks. We prioritize each feature and assign them to specific iterations. Before we begin the development phase, we carefully consider what the end product or solution will look like. Iteration 0 is where we create and test the initial features before deployment. We thoroughly test the final product to meet customer requirements and align with user stories.

The Human Resources 3 system assesses and manages all transactions done by the admin, employee, or authorized individual. It manages all employee data without the need for manual paperwork. The admin can easily generate reports of what they need in the system by looking at all the sprints and deliverables that meet its requirements and functionality before passing them to higher-ups.

The main modules of the system include Dashboard, Attendance, Schedule, Leave, Claims and Reimbursement, and Settings. Only the admin and HR manager have authorized access to collect, edit, or delete information. Employees can only open their accounts and contact admin support if they forget their passwords.

The main modules of the system are as follows: Dashboard, attendance, schedule, leave, claims and reimbursement, and settings. These modules are the main functionalities of the system. The admin and HR manager is the only authorized person to use and open the admin account in the system, and has the access to collect, edit or delete information in the system. The only

thing that an employee can do to the system is to open their own account, and if they forgot the password they need to immediately contact the admin support for it to be assisted.

Hotel and Restaurant Management System Human Resource Part I (Recruitment, Applicant Management, New Hire Onboard, Performance Management, and Social Recognition)

Avenido, Jessa C.
Barcenas, Jhan Paul C.
Pelosas, Aldrin E.
Rosales, Mary Joy B.
Tolosa, Jayson G.
Adviser: Mr. Enrico Pineda

Abstract

Both employees and applicants can use the Human Resource I department of Granfresco Hotel and Restaurant. This department manages internal and external human resources, including recruitment, applicant management, new hire onboarding, performance management, and social recognition. The goal of Human Resource I is to create an online system that simplifies and streamlines the process for employees and job seekers. To achieve this, the Project Team is studying to improve the manual Human Resource I system, addressing candidate selection, employee evaluation, and reward distribution.

The proposed system will utilise an agile methodology, allowing for flexibility and efficient development. The Project Team has begun by conducting interviews and gathering data to establish a concept for the system. They then create and implement the design the client desires, ensuring that bugs are addressed and the system meets all requirements.

Recruitment is the process of hiring candidates for a job, while applicant management ensures that the hiring process runs smoothly from beginning to end. New employee onboarding collects data and offers resources for success, while performance management guides towards company objectives. Social recognition involves formally recognising and appreciating employees' contributions, creating a more compassionate and fair workplace.

The Granfresco Hotel and Restaurant Human Resource I Project Team has developed a proposed solution that benefits both H&RMS Human Resource I and the client. Utilising agile methodology, the team has reduced the development time required for the proposed system. In summary, the development team has created a comprehensive proposal to improve the manual Human Resource I system.

Hotel and Restaurant Management System: (Vendor Portal, Audit Management, Vehicle Reservation, Fleet Management System, Document Tracking System)

Jaime C. Fabillar Iii

Ace Jb P. Gozon

Rozelle Lucero

Gielee L. Nunez

Juvel P. Pieza

Adviser: Mr. Enrico Pineda

Abstract

The Hotel and Restaurant Management System is a useful project that assists companies in meeting their organizational needs and requirements. It also enables customers to book and reserve rooms and vehicles. When the company requires documentation, the staff provides a report after tallying the transactions, making it easier for employees to track their documents.

The System Requirements Specification for Hotel and Restaurant Management outlines the system requirements for developing the project, including the purpose of Agile methodology, design, testing, implementation, and execution of the system. The documentation presents the requirements and solutions to meet the company's needs.

Regarding software requirements, the project team must describe the solution to potential problems to minimize system errors and inform users. This project enhances the functionality and operations of hotels and restaurants. Integrating other systems can reduce the needs and wants of clients, allowing them to submit their requirements to our system. Our staff will then seek suppliers for the products posted on our landing page. Additionally, documents, assets, and car reservations can be made via computers and mobile phones, each with specific uses for submodules.

The researchers of this project used Agile methodology, breaking the project into several phases for constant collaboration with stakeholders to further develop and improve the project.

The development team proposed a solution and system to be employed by the Logistics II department of the hotel and restaurant management system. The system was developed and improved to facilitate Logistic II tasks, addressing current problems and issues and creating an easy approach to managing and reducing workloads.

The developers ensured the system was easy to use and understand by implementing a user-friendly UI, simplified processes, and transactions that saved time.

This project aims to provide an easy way to manage and facilitate Logistic II activities, making it easier for users to work and provide solutions to simplify the processes of each submodule.

The Assessment of Customers Preference of Selected Milk Tea Shops at Paso Deblas, Valenzuela City

Jovilyn M. Vilorio
Angel Shene M. Pajarillo

Christine D. Lique

Pamela Mae L. Tabat

Rachel Q. Barcelon

Sheryl Q. Barcelon

Adviser: Ernesto S. Framo, DPA

Abstract

Milk tea is a highly popular beverage enjoyed for its unique blend and flavour, as well as its health benefits. Many customers, particularly younger ones, become addicted to milk and tea. Milk tea shop businesses can make their product more attractive to customers by understanding their preferences. This study used a quantitative approach, where customers answered survey questionnaires online regarding their preferences in selected milk tea shops. The results showed that customers faced several issues and required solutions. Ultimately, customers agreed on milk tea preferences, including price, location, product quality, and promotion. It is recommended that businesses maintain these customer preferences to ensure customer satisfaction.

The study found that customers prefer milk tea products at an affordable price and with effective promotion and marketing. Most customers are students based on their demographic profile. To attract more customers, milk tea shops in Paso de Blas, Valenzuela City, should expand to different areas and use social media platforms to advertise. To engage customers, milk tea shops should explore a variety of flavours and ensure they have enough stock on hand. Customers also recommend having a large space to dine comfortably. Milk tea shops encounter problems that need improvement, such as finding locations with high customer traffic and improving facilities, such as Wi-Fi installation. Adding Instagrammable decorations can also be beneficial.

Keywords: Customers Preference, Assessment, Milk Tea Shop

The Effectiveness of Social Media on Customer Retention of Tully's Coffee in Malinta, Valenzuela City

Charina Mae M. Barboza

Marineil G. Campado

Abigail A. Pelorina

Christian Wendell L. Ramos

Richard P. Rosende

Adviser: Ernesto S. Framo, DPA

Abstract

Many businesses today focus on building relationships with their customers. One effective way to do this is through digital marketing. Tully's Coffee, a speciality coffee shop owned by Keurig Dr Pepper, prides itself on providing high-quality, handmade Coffee to its customers.

However, with many well-known competitors, coffee shops must work hard to gain and keep customers' trust and loyalty. To investigate the effectiveness of social media as a promotional strategy, researchers conducted a qualitative study at Tully's Coffee's Malinta branch. They surveyed 30 customers using a simple random sampling technique to assess their perceptions of social media advertisements and their impact on customer satisfaction, loyalty, quality and pricing.

According to a recent study, social media marketing is crucial in establishing customer trust and loyalty. Tully's Coffee should prioritize expanding its customer base by strengthening its social media presence on popular platforms like Facebook. Additionally, it would benefit the company to offer a reliable and robust Wi-Fi connection for customers who prefer to use it at the store.

Overall, Tully's Coffee's commitment to quality and customer satisfaction should remain a priority, and social media can be a powerful tool to help them achieve their goals.

Keywords: Customer satisfaction, Customer loyalty, Retaining, and Regaining

The Effectiveness of Social Media on Frontrow enterprise towards Online Marketing in North Fairview, Quezon City

Renalyn O. Andrada

Charline B. Delos Santos

Kristella A. Fabros

April Joy M. Gonzales

Jane N. Predilla

Adviser: Ernesto Framo, LPT, DPA

Abstract

Networking can benefit various types of workers today, including employed, unemployed, self-employed, or working part-time. By networking, you can establish yourself as a dependable and knowledgeable individual who can offer valuable information and connections to those who need it. This, in turn, can lead to more leads and referrals as people will think of you first when they require your services.

Social networking is the act of using social media platforms to stay connected with friends, family, and colleagues as well as for marketing purposes to increase brand awareness and customer loyalty. Through social media, people and companies can connect more efficiently, leading to a rise in brand recognition.

Online marketing is the practice of promoting businesses and their products on platforms such as Facebook, Instagram, TikTok, and Twitter. This cost-effective advertising method enables businesses to reach a broader audience without financial constraints.

This study aims to determine the effectiveness of Facebook, Instagram, TikTok, and Twitter in promoting the business and products of Front Row Enterprise. It also intends to identify the primary challenges faced by members of Front Row Enterprise and provide recommendations to enhance the business in North Fairview, Quezon City.

The research method used in this study was quantitative, and data were collected from 50 members of the Front Row enterprise. The researchers used the frequency and percentage formula to identify the respondents' age, gender and monthly income and assess their use of social media for online marketing.

The results show that social media effectively promotes Front Row enterprise's business and products online. Additionally, advertising is an effective tool for online networking, as it allows for easy access to potential customers, which is crucial for online networking businesses like Front Row.

Keywords: online marketing, social media, networking

**Transport Network Vehicle System – Core I (Taxi Dispatching, Fleet Management,
Driver Information and Payment Management, Fuel Management, Customer
Management)**

Norman D. Amar
Arvin Will T. Bayacsan
Krisia C. Cabañero
Jehovah V. Manalo
Jessie D. Toriaga
Adviser: Ms. Sheryl T. Flororita

Abstract

The importance of effective monitoring and data collection in Transport Network Vehicle Services cannot be overstated. The Philtransure system has been proposed to address the current limitations, which aims to enhance the monitoring processes and gather more data on drivers and commuters.

In software development, the Agile Methodology is often employed to ensure that the development process is broken down into manageable phases. This approach allows for continuous evaluation and adjustment throughout the project's lifecycle, including planning, analysis, design, testing, maintenance, and implementation. Once the project completes an iteration, gathering feedback from stakeholders is crucial to ensure that the end result meets their expectations. This step is significant in avoiding plagiarism and ensuring originality in the final product.

Keywords: Transport Network Vehicle System, TNVS, Agile, Taxi Dispatching, Fleet Management, Driver Information, Payment Management, Fuel Management, Customer Management

**Transport Network Vehicle System – Core 2 (Store Room Management, Booking,
Payment, Transport Analytics, GPS Tracking)**

Joseph Jay B. Acorin
Bryan Jay S. Andaya
Marvin Dr. Barros
Mike Roldan O. Berol
Mary Georjade S. Lorenzana
Adviser: Ms. Sheryl T. Flororita

Abstract

TNVS is a ride-hailing service that operates on a pre-arranged basis, where the driver approves the commuter's request. This service is particularly beneficial for Filipinos who do not own cars and rely on well-known modes of transportation used in other countries. Despite the cultural significance of taxis, they have significantly impacted society.

Agile methodology is a short-term project management approach that breaks down projects into phases. It involves stakeholders' ongoing engagement and continuous development at every stage. The team plans, executes, and assesses as they progress through the project. This method helps teams become more efficient and effective, and it is also flexible and adjustable for the project's development timeline. TNVS Core 2 used this approach to manage their system's development timeline by dividing the project into two sprints, each lasting 2-3 weeks, to maximize scheduling and organize daily tasks. In summary, TNVS Core 2 utilized agile methodology to ensure timely and organized system completion by dividing it into several phases.

Keywords: Transport Network Vehicle System, TNVS, Agile, Store Room, Booking, Payment, Transport Analytics, GPS Tracking

Transport Network Vehicle System - Finance (Disbursement, General Ledger, Accounts Payable, Accounts Receivable)

Kyle D. Ablao
Nardilyn R. Correa
Celdric L Dy
Michelle J. Jasareno
Rachel Ann D. Pagdato
Adviser: Ms. Sheryl T. Flororita

Abstract

Our platform, the Transport Network Vehicle System, connects drivers who use their vehicles with clients to provide transportation services for compensation. We also have a Financial Management System that helps organisations monitor their assets, revenue and costs to maximise profits and ensure long-term success. This system improves the accuracy and flexibility of financial records, which is crucial for supporting economic growth.

We used an agile methodology to develop our proposed system. The project team gathered data for requirement analysis and conducted interviews to develop a solution. We then designed a prototype and received feedback to identify bugs and fix issues. This process allowed us to tailor our solution to meet the precise needs and desires of the company.

Keywords: Transport Network Vehicle System, TNVS, Finance, Agile, Disbursement, General Ledger, Accounts Payable, Accounts Receivable, Collections

Transport Network Vehicle System - Human Resource 4 (Core Human Capital Management, Payroll, Compensation Planning and Administration, Human Resource Analytics)

*Joshua P. Carnesil
Rogina Fallin P. Escolta
Ricky B. Martin
Santos, Jackielyn L.
Umanito, Johnpaul R.
Adviser: Ms. Sheryl T. Flororita*

Abstract

The TNVS HR 4 is a module designed specifically for the Philtransure System, one of the proposed solutions that TNVS Company can utilize. Its main focus is accurately profiling employees, including personal data information, qualifications, salary, and rates. The module consists of four parts: Core Human Capital Management, Compensation Planning and Administration, HR Analytics and Payroll.

Core Human Capital Management involves practices an organization uses to recruit, manage, develop and optimize its employees to increase their value to the company. Compensation Planning and Administration manage employee salaries based on their skill set, knowledge, and experience rather than their job title or position. Employees are motivated to strive towards their preferred salary level. HR Analytics measure and collect current data, including employee satisfaction and performance, to make informed decisions. Payroll involves calculating gross pay, mandatory contributions and deductions, withholding taxes, net pay, and issuing employee paychecks.

The Agile methodology was used to avoid lengthy software processing times due to errors in the early stages of system development. This method relies on keeping accurate employee records and is an iterative and incremental software approach to transport software development. It involves collaborative efforts to focus on flexibility and speed to meet the needs of the Admin, Manager, and Staff.

Keywords: Transport Network Vehicle System, TNVS, Human Resource, Competency, Training, Learning Management, Employee Self-Service, Succession Planning, Agile

Transport Network Vehicle System – Human Resources 2 (Competency Management, Training Management, Learning Management, Employee Self-Service, Succession Planning)

Lloyd Kevin A. Deotoy
Jeffrey M. Francisco
Noverlyn G. Pingkian
Lyca G. Oinal
Jay-Anne D Veloria
Adviser: Ms. Sheryl T. Flororita

Abstract

The Transport Network Vehicle System is a popular transportation method commuters use today, often through companies such as Grab or Uber. Human Resource 2 manages employee evaluations, promotions, exams, training, and service. This study aims to solve Competency, Succession Planning, Training, Learning, and Employee Self-Service issues.

The agile development methodology consists of six phases. The first phase determines the software's objectives and scope. Prototyping may be included in the design phase. The software design is then translated into source code in the second phase. Testing starts in the fourth phase after coding and releasing modules. The fifth phase involves deployment, making the application available to users. The final phase involves client feedback evaluation.

This method often uses sprints, which are incremental and iterative work sequences. The Scrum masters and team conduct interviews, plan the project and business processes and create a product backlog. They are also responsible for the system's design, coding, development, discovery, integration, testing, and implementation.

Transport Network Vehicle System - Human Resources 3 (Timesheet Management, Claims and Reimbursement, Leave Management, Shift and Scheduling, Time and Attendance)

Ivan James C. Andrade
Ian Paul A. Colo
Jenilyn M. Quitor
Marlo R. Sarvida
Salvador A., Zurbito Jr.
Adviser: Ms. Sheryl T. Flororita

Abstract

Transportation Network Vehicle Service (TNVS) is a service drivers provide passengers to take them to their desired destination. Examples of TNVS include Grab and Uber, which are popular in the Philippines. The Human Resource 3 (HR3) system is a strategic tool with five modules: Shift and Scheduling, Time and Attendance, Leave Management, Timesheet Management, and Claim and Reimbursement.

The development team used the Agile Scrum methodology to create the HR3 system. They analysed the existing system's problems and gathered data by researching online. Using the system requirements, the team developed and deployed HR3 features to connect each module and ensure the system's functionality. To test the new system, the team examined all its submodules and features to ensure they were functional and data was correctly sent. All submodules and features were tested and functional before deploying the HR3 system to ensure proper functionality. The team followed the Agile methodology process to complete the system on time efficiently.

**Transport Network Vehicle System - Logistic 1 (Procurement, Asset Management,
Project Management, Warehousing)**

Clarence Glenn R. Callao
Mae Ann F. Caunca
Johnrien S. Mislang
Emerson T. Pantoja
Rey Vincent S. Peñales
Adviser: Ms. Sheryl T. Flororita

Abstract

The business case for Philtransure's Logistic 1 (TNVS) Transport Network Vehicle System outlines the project's benefits, recommendations, reasoning, and how it will address current business challenges. It also details project objectives, performance metrics, assumptions, constraints, and alternative options. Logistics are critical to a successful supply chain as they aid companies involved in product manufacturing, warehousing, and delivery to increase sales and profitability. Even a small error in logistics can cause production delays and financial losses.

The approach used is agile methodology, which is designed for rapid development. The suggested system development process includes Requirement Analysis, Design Document, Prototype, Iteration, Demo and Feedback, fault detection and resolution, and Production and Technical Support. This methodology is widely used and highly recommended for guiding the development team towards their desired output system. To facilitate their communication, users can create and link with other departments for their transactions and information needs. Users need to have transparency when interacting with other departments.

Keywords: Transport Network Vehicle System, TNVS, Logistic, Project Management, Asset Management, Warehousing, Procurement, Agile

Transport Network Vehicle System - Logistic 2 (Fleet Management, Document Tracking System, Vehicle Reservation, Vendor Portal, Audit Management)

Jose L. Busadre Jr.
Leomark S. Celestial
Juvelyn M. Dueñas
Regane Macahibag
Mary Mercidita S. Sermillas
Adviser: Ms. Sheryl T. Flororita

Abstract

This study focuses on the Logistic II of "Philtransure Transport Network Vehicle System". Logistic II is a systematic process that manages the flow of TNVS resources, from their acquisition storage to eventual transportation to their destination. The project has several sub-modules, including Fleet Management, Document Tracking System, Vehicle Reservation, Vendor Portal, and Audit Management, which ensure the accuracy of all transactions, tasks and activities. Fleet Management allows users to track vehicle movement, while Vehicle Reservation organises using vehicles for transportation or other purposes. The Document Tracking System monitors and traces all company documents to take proper action. The Vendor Portal lets the company view all procurement approvals and enables company transactions.

The development team used an Agile approach to build the proposed system. They conducted a requirement analysis, gathered data, and held a formal consultation to develop the proposed system's idea. The Document Design and Prototype phase planned a solution for the problems identified in the requirements. Iterations, demos and feedback in this phase ensured that the specific needs and wants of the company were met. The Identify Defects and Resolve Bugs phase is determined when the function reaches the requirement. Finally, the Production and Technical Support phase ensured the proposed system was fully functional.

Keywords: Transport Network Vehicle System, TNVS, Logistic, Vendor Portal, Document Tracking, Vehicle Reservation, Audit, Agile

**Transportation Network Vehicle System – Human Resource I (New Hire on Board,
Social Recognition, Applicant Management, Recruitment)**

Mary Joy R. Adorador
Timothy James S. Bartolome
Marjon T. Esaga
Rowell M. Singh
Jayson Suan
Adviser: Ms. Sheryl T. Flororita

Abstract

The HR1 system manages employees as valuable assets to a business. It provides passengers important information such as the fare, the ride's plate number, and the driver's name. The system also offers insights into its functions and services for employees and passengers. Moreover, it keeps records of employee performance to ensure quality service meets passenger expectations.

Agile methodology is a collaborative software development technique that involves clients and end-users in the process. This conceptual framework adds pragmatism to the delivery of the final product. Sprints are specific project phases completed within a set amount of time. A new system has been developed in response to challenges faced by scrum teams, which transportation firms like Grab and Uber can use.

LIBRARY INFORMATION SCIENCE

Assessment of Users' Satisfaction with Library Resources and Services at the Bestlink College of the Philippines: Towards a Guide

*Argelyn Mariano
Arvie John Simbulan
Logen Yaiso
Lorelie Monleon
Marlon Kem-Ing*

Adviser: John Pros B. Valencia RL, MLIS

Abstract

Service organizations prioritize customer satisfaction by constantly offering new services, programs, equipment, and facilities to meet their needs. School management should assess its collection to identify strengths and weaknesses to maintain a well-stocked library. This will help them make necessary enhancements to sustain and upgrade the library's quality and suitability. This study encourages school administrators to develop a feasible library development programme.

This survey research focuses on the expectations and perceptions of Bestlink College of the Philippines' students regarding library resources, staff services, access to information, and general services. The survey questionnaire was given to 50 students from 1st to 4th-year levels and analyzed using weighted means. Based on the analysis, most respondents were highly or poorly satisfied with the services provided by the Bestlink College of the Philippines Library.

The researchers used this paper to understand the students' expression towards the BCP library and provide recommendations to strengthen its resources and services. The study aims to assess the library resources available to students at Bestlink College of the Philippines. The study was conducted during the 2021-2022 academic year and only includes students who use the library. The respondents included college students from various Bestlink College of the Philippines courses.

Assessment of Users' Satisfaction with Library Resources and Services at the Bestlink College of the Philippines: Towards a Guide

Argelyn Mariano
Arvie John Simbulan
Logen Yaiso
Lorelie Monleon
Marlon Kem-Ing

Adviser: John Pros B. Valencia RL, MLIS

Abstract

In any service organization, customer satisfaction is of utmost importance. To ensure this, new services, programs, equipment, and facilities are continuously offered to meet customers' needs. Dizon (2010) suggests that evaluating the library collection can provide reliable data for school management to monitor and maintain the library's collection. This enables management to identify strengths and weaknesses, make necessary enhancements, and better understand how various factors affect the execution of their services. The study encourages school administrators to formulate a feasible library development program to upgrade the quality and suitability of their library collections, facilities, and services, particularly in areas where improvements are needed.

At Bestlink College of the Philippines, a survey was conducted to gather students' opinions regarding the library's resources, staff services, information accessibility, and general services. The survey included fifty (50) first to fourth-year students who were purposely selected to participate and guided by a set of formulated questions. The main tool used to gather data was the survey questionnaire, and the data collected were analyzed using weighted means.

The analysis revealed that most respondents either had a high level of satisfaction or were dissatisfied with the services offered by the Bestlink College of the Philippines Library. This study provides insight into the student's opinions of the library, and some suggestions may be implemented to improve its resources and services.

The main goal of this study is to evaluate the library resources accessible to the college students of Bestlink College of the Philippines. The study was conducted during the academic year 2021-2022 and is restricted to the BCP students who utilize the library. The survey respondents were college students from various programs proposed by Bestlink College of the Philippines.

Bestlink College of the Philippines Bachelor of Library and Information Science

Elaine D. Macaballug
Gwyneth Riddler V. Austria
Janice G. Sosmeña
Michael B. Padua
Ma. Joneth T. Valdiviso
Adviser: John Pros B. Valencia, RL, MLIS

Abstract

The College of the Philippines is committed to providing quality LIS education, which includes tracking the progress of its past BLIS graduates. This research measures the impact of their LIS studies on their professional lives and what future BLIS students can learn from them.

Researchers conducted a tracer study to ensure that LIS professionals can continue their work during the current pandemic. They sent an online survey questionnaire to BLIS graduates from the Bestlink College of the Philippines to gather data relevant to the study. Due to the pandemic, all interviews were conducted through Messenger.

The study found that most respondents were females between 20 and 24. Respondents aged 25-29, 30-34, 35-39, and over 40 were the least represented. Most respondents were single and employed. Most respondents found work within six months after graduation, mostly in the private sector. The majority of respondents said their current employment is not LIS-related. Responders said that some LIS professionals needed more training and understanding and that good budgeting is required to meet the needs of customers and librarians for library collection and resources.

The researchers have suggested five steps to promote growth and development among BLIS students and graduates. These steps include providing career guidance to graduating BLIS students, employing effective advertising strategies for the Bestlink College of the Philippines' BLIS program, taking into account the needs of library personnel and administrators, assisting future graduates in achieving professional success, and seeking feedback and guidance from former BCP BLIS graduates. These measures aim to support BLIS students and graduates in overcoming the challenges posed by the COVID-19 pandemic.

Bestlink College of the Philippines Bachelor of Library and Information Science

Clarissa E. Guro,

Diveril D. Gracio

Jenny Desunia

Kingrick A. Lustre

Maricar A. Bernal

Adviser: John Pros B. Valencia, RL, MLIS

Abstract

This study aimed to evaluate the library resources and services at Bestlink College of the Philippines in the context of the new normal settings for accessing information. Globally, several challenges have been identified, such as a need for proper knowledge on how to use information retrieval skills, insufficient education provided by the library, and a lack of computer knowledge among students and researchers.

In this research, the researcher used a descriptive method to analyze and expose information on the status of the phenomena being studied, using both qualitative and quantitative approaches to assess library resources.

Based on the summary of findings, the respondents provided varied descriptions. While they experienced some problems in the library, they agreed it was doing its best to maintain cleanliness, peacefulness, and the usefulness of materials and facilities.

The researchers proposed a guide that could be developed to improve library resources and services and guide future problem-solving. Survey research was conducted to assess library resources and services at Bestlink College of the Philippines in the new normal settings. Questions were formulated to guide the study, and the study population consisted of students from 1st to 4th year in different selected courses. Through purposive sampling, 50 students were selected to participate in the study, and a survey questionnaire was used to gather data. The data gathered was analyzed using rankings, percentages, and weighted means.

Bestlink College of the Philippines Bachelor of Library and Information Science

Alexander M. Jaldo

Jericoh P. Galman

Jomar C. Danga

Mylene L. Nicanor

Samer B. Solirio

Adviser: John Pros B. Valencia, RL, MLIS

Abstract

This study aimed to assess the efficiency of Bestlink College of the Philippines' online library services in the new learning setup. With the shift to digital learning in the new normal, there are various effects on users, and this research aimed to provide a descriptive evaluation of the online student experience. Technology advances have changed how information is accessed, including journals, research, and data. This study can assist users in obtaining relevant and credible information.

In this chapter, methods for collecting data will be discussed, including respondent selection, app data, and information analysis. To determine the effectiveness of online library services in the current situation, the researchers utilized a descriptive research method with quantitative approaches. The study involved fifty (50) students from all levels of Bestlink College of the Philippines, ranging from first-year to fourth-year college students. Our aim was to enhance the online library services for BCP students and assist them in finding satisfactory online library references, particularly in this new normal setup.

The findings revealed that the online library services provided by BCP are effective and easy to use. Most of our respondents expressed satisfaction with the online library services in the normal setup and found the sources credible and reliable.

Bestlink College of the Philippines Bachelor of Library and Information Science

*Angelika Jean C. Sia
Fatima M. Ziganay
Lhorie Mae L. Pascua
John Anthony C. Delos Reyes
Ron Lester G. Nuñez
Adviser: John Pros B. Valencia, RL, MLIS*

Abstract

This study aims to evaluate the level of awareness among Grade 12 students about the Bachelor of Library and Information Science (BLIS) course offered at Bestlink College of the Philippines in the academic year [insert year]. The purpose is to gather information that can be utilized to improve promotional materials for the course. The researchers recognize the need for students to become more familiar with BLIS and intend to use this opportunity to promote the course.

To collect data from Grade 12 students in different strands, including GAS, STEM, ABM, HUMSS, and TECHVOC, the study uses survey questionnaires. The researchers utilized a simple random sampling technique, selecting 55 respondents from a population of 1569 Grade 12 students at BCP. The primary tool used was the survey questionnaire to gather the necessary data. The data analysis involved percentages, weighted mean, and a Likert Scale rating system.

The researchers expect that most Grade 12 students have a low to moderate awareness of the BLIS course's field, education, and societal role. Although some students may know about librarianship, they may need more knowledge about the course. Due to the pandemic and the digital world, visual and social media exist as promotional tools for BLIS, but researchers expect low promotional strategies in referrals and events or programs. Therefore, the researchers suggest improving promotional strategies by crafting a guidebook and considering BLIS as a college profession. The study highlights the importance of promoting courses to help students make informed decisions about their future professions.

Bestlink College of the Philippines Bachelor of Library and Information Science

Clarisse D. Bisnan

Jocelyn R. Flora

Herlyn A. Navarro

Laura Marie O. Rotap

Mark Dominic T. Bernardo

Adviser: John Pros B. Valencia, RL, MLIS

Abstract

In the digital age, academic libraries face several challenges, such as budget constraints, adapting to new technology, changes in research and teaching, and internal and external settings. Effective marketing can assist libraries in addressing these issues. Libraries must market their services and resources effectively to attract clients, raise awareness of available resources, and generate non-user awareness. With the advancement of science and technology, libraries are using ICT-based marketing strategies to increase usage. This chapter examines how academic libraries, especially those in higher education institutions, can use marketing tactics to maximize the use of library resources to satisfy their users.

The study aims to evaluate the marketing strategies used in Bestlink College of the Philippines' academic library. Performance measurement assesses if libraries and information services are functioning efficiently and effectively. The library offers various information materials to support the institution's academic needs. The research aims to improve the library services of Bestlink College of the Philippines by evaluating the marketing strategy used by the BCP Academic Library. The researchers used a descriptive research method with both qualitative and quantitative methodologies, including self-made questionnaires, unstructured interviews, group discussions, and documentary analysis. The respondents were from the thirteen courses regulated by the Profession Regulatory Commission (PRC) at Bestlink College of the Philippines. While students are satisfied with the library collection's substance, the findings indicate that respondents are not satisfied with the library collection.

**Performance Assessment of Bachelor of Library and Information Science (BLIS)
Students in their On-The-Job Training (OJT) for the Academic Year 2021-2022**

Lovely Mae B. Abainza

Angelic Anne B. Decelo

Sheryl R. Hunat

Marife Napolitano

Kevin A. Turno

Adviser: John Pros B. Valencia, RL, MLIS

Abstract

In order to implement the On-the-Job program for the Bachelor of Library and Information Science at Bestlink College of the Philippines, the study sought to identify the difficulties encountered by student trainees and practicum coordinators. The study involved the formulation of guiding questions and the selection of 30 fourth-year BLIS students through purposive sampling. Library Science programs often require students to complete internships, which can provide valuable real-world experience. Developing an internship program could benefit both the library and the student.

A survey questionnaire sent via Google Mail was used to collect data. Percentages and weighted mean were used to analyze the data that had been gathered. Student interns can help teachers and students by choosing books and other resources, promoting more reading, and enhancing vocabulary, general knowledge, and important concepts. Internships in libraries give students the chance to gain practical experience while also learning from seasoned librarians. The emphasis of these internships should be on education and learning.

Regular updates to the Library and Information Science (LIS) curriculum are necessary to meet the evolving needs of LIS practitioners. There is often a gap between theory and practice in LIS, and inadequate resources such as computer laboratories and libraries limit students' hands-on experience. On-the-job training (OJT) is necessary to prepare students for the workforce and provide orientation, benefits, and motivation. This study evaluated the role of OJT in improving the knowledge of BLIS students at Bestlink College of the Philippines.

OFFICE ADMINISTRATION

A Feasibility Study for Digital Conversion of Filing Office Files and Document of Human Resources Department in Plumbing and Fire Protection Company in San Juan City

Andrey S. Galicia

Joyce C. Lopez

Jerlyn Mae Q. Moscosa

Diana A. Ubana

Jonathan I. Undecimo

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

Having a well-organized filing system can greatly improve productivity within an organization. However, keeping documents organized in today's fast-paced, digital world can be challenging, time-consuming, and costly. Filing is a crucial service procedure for departmental records and documents, as it ensures proper filing of company and employee records and provides more options for securing and sharing files, facilitating employee collaboration on shared documents. The Human Resources Department was chosen for this study, as it plays a vital role in the organization, and its files and records are significant. This study aims to gain knowledge, improve the current procedure of the Plumbing and Fire Protection Service Company, and contribute to the enhancement of the Filing System, particularly in the Human Resources Department. The researchers utilized the Qualitative method by conducting interviews with departmental respondents and the Descriptive design to test hypotheses and answer questions concerning the study's current situation. The researchers also administered questionnaires to the Human Resource Officer. Data were collected through Qualitative Analysis. As a result, the researchers discovered that the respondents agreed with the proposal to store files digitally for the convenience of all. Additionally, the researchers found that the company needs more employees, which results in a slow and drawn-out process in the Human Resource Department. They also found that the company needs to adapt to modern ways of converting files into digital filing, lacks access to documents unless they are physically present in the office, is inadequate of incentives and rewards, and needs to strengthen their security for all ongoing and outgoing documents, as well as the proper disposal of the latter.

To address these problems, the researchers proposed a digital filing system that is either cloud-based or non-cloud-based. They believe that adopting and implementing such a filing system can enhance and speed up the process, increase productivity and efficiency in management decisions, add additional employees focusing on the core aspects of the business, form collaborations with educational institutions and accept interns to provide staffing. Additionally, the researchers suggest that the Human Resource Department must consider all policies implemented under the Republic Act 10173 Data Privacy Act and regulatory procedures for disposing of files and records.

A Feasibility Study for the Enhancement of Office Procedure of XYZ Child Daycare Center in Caloocan City

Restie John D. Arellano

Ralph Lauren V. Cabangal

Charmine R. Daña

Michelle Ann O. Garais

John G. Jervoso

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

Enrolling your child in a daycare centre means entrusting their care and education to their staff. Choosing a centre that will provide the best possible experience for your child is important, as it can impact their future behaviour and development. To that end, a study was conducted to identify issues the XYZ Daycare Center faced and propose solutions to improve their workflow. The study found that the centre had disorganized record-keeping and inefficient filing management. To address these issues, the researchers proposed using application software to securely store and manage files, implementing an alphabetical and subject filing system, and hiring a teacher aide to assist with the workload. They also recommended increasing the salary and incentives for employees. In addition, the researchers suggest implementing an online enrollment process to make the centre more globally competitive. The respondent in the study, a Child Development Worker at the XYZ centre, agreed with these proposals and believes they will improve the centre's operations. By implementing these solutions, the XYZ Daycare Center can provide a streamlined and well-organized experience for both students and staff.

Keywords: Child Daycare, Pupils, Organizing, Filing, Modules

A Feasibility Study in Improving of Ordering and Deliveries of AA Trading and Construction in Quezon City

Ellaine G. Aguillon

Shaira M. Awa-oa

Roel V. Buday

Mariz A. Carreon

James Bryan M. Martizo

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

This study explores the current state of AA Trading and Construction's ordering system. Through interviews, it was found that there are issues with their delivery and ordering processes. The organization has a trained workforce that prioritizes customer satisfaction and promotes public trade services with high-quality materials. The researchers suggest additional truck support, quality and material inspections, social media channels, and consolidating order channels to improve their services.

The researchers conducted a qualitative study through face-to-face interviews, email and Facebook communication, and surveys. The study aims to provide helpful suggestions for improving AA Trading and Construction's ordering and delivery processes. Based on the findings, the researchers recommend additional trucks for the company and using social media channels with a consolidated approach. Quality assurance and material inspection during the ordering and delivery process are also suggested to ensure that the organizational product or service meets the specifications and is dependable.

The researchers believe implementing these procedures will lead to a more efficient and streamlined process for AA Trading and Construction, allowing them to grow without sacrificing customer satisfaction.

Keywords: procedure, construction, phenomenal, advocate, streamline

A Feasibility Study of Administrative Office Services for Barangay ABC in Quezon City

Kathlyen E. Benoya
Crisheil Jane B. Campilan
Ceejay T. Martinez
Jesseca M. Parreño
Jamie B. Vivas

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

This document aims to provide information about the Administrative Office Services of Barangay ABC in Quezon City. It covers internal factors like processes, staff, human resources, and the administration department, as well as external factors like services and the social environment of the barangay.

Barangay ABC is a good example of an institution that has achieved development. The barangay currently provides services to its communities that adhere to government guidelines. It also strives to adopt innovations to keep up with today's generation.

The researchers used a Descriptive method to gather, analyze, classify, and tabulate data about prevailing conditions, practices, processes, trends, and cause-effect relationships. They then made adequate and accurate interpretations of this data.

The researchers interviewed two females and two males, aged 29, 38, 39, and 46, who held company positions. They could conveniently communicate with the administration and staff to ensure the study's success.

The researchers conducted interviews in the Barangay Administrative Office to determine the outcome of the proposed office procedure with the department. After interviewing all administrative staff, positive results were received for all proposed procedures. These included ways to avoid absenteeism and work overload, considerations for the development of the administrative office, and proposed procedures for the enhancement of processes, such as Hiring new employees, Filing of Maternity/ Paternity leave, Filing of Resignation, Filing of Termination, and Filing of Payment Processes in the barangay.

Barangay ABC follows Republic Act No. 9485, the Anti-red Tape Act 2007. The researchers also acquired suggestions for improving the barangay, particularly regarding problems such as absenteeism, work overload, lack of staffing, and the limited use of email as a main transaction.

Keywords: Seminars, Sign-portrait, DTR, G-mail, Transaction

A Feasibility Study of Improving Filing System in Barangay Health Center Caloocan City

Jay Angelame P. Bernas

Jennyrose V. Franco

Cherrylyn B. Leonor

Jennifer R. Retulin

Windy D. Zapador

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

The Barangay Talipapa Health Center was established in 1970 to provide healthcare services to the community. As with any health centre, keeping accurate patient records is vital, but the researchers found the current filing system could have been more efficient and organized. A study was conducted using a descriptive design and qualitative methods to address the issue. Five health workers and four medical doctors were surveyed to gather information on their filing procedures. The respondents agreed that using Excel forms to file patient data and organizing medicines according to category would make their work easier and faster. To improve the filing system, the researchers suggested several recommendations, including acquiring computers to encode patient data and creating backup files, adding more filing cabinets, expanding the health centre to accommodate the growing number of patients, creating backup data through Microsoft Excel, and hiring additional staff to ensure timely completion of tasks. By implementing these suggestions, the Barangay Talipapa Health Center can improve its filing system, enhance efficiency, and provide better care to its community.

Keywords: Filing, Health Center, Organizing

A Feasibility Study of Office Procedure in Secretarial Department of Barangay ABC Quezon City

Shekinah Glory S. Amoncio

Christine Mae A. Ansing

Darwin B. Catadman

Jhon Merk I. Ibarola

Rica Maureen M. Terania

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

The Barangay ABC is a highly efficient political unit that provides top-quality services to its citizens. It has been serving the people since 1975 and is committed to providing the best possible services to its constituents. This study aims to improve the office procedures in the Secretarial Department of Barangay ABC and recommend possible solutions to their current problems. The study highlights the importance of effective office procedures and their role in preventing future issues. We used a Qualitative Descriptive Method and interviewed a senior clerk at the Secretarial Department of Barangay ABC to gather information. The proposed procedures include effective delegation of tasks to existing probationary employees and volunteers, an easy and faster transaction process for hiring, leaving, and resigning, email as the primary mode of communication, and maximizing the office space. These procedures will help the department to lessen the workload, have smooth office transactions, and establish a positive work environment. The researchers suggest these procedures to enhance the efficiency of the Secretarial Department's office procedures in Barangay ABC, Quezon City, and achieve their goals and objectives.

Keywords: barangay, office procedure, secretarial

**A Feasibility Study on Enhancement of Office Procedure in Human Resource
Management of ABC Company in Valenzuela City**

Allysa L. Angelio
Abegail P. Arreglado
Gabrielle B. Dungao
Cres Angelyn B. Gianan
Alma R. Ledesma

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

JMGA Human Resources is an organization that provides various services to support the labour industry. They connect employers and employees and are commonly known as an employment agency. In addition to assisting job seekers in finding suitable job opportunities, hiring through a staffing agency has several advantages, such as reducing the number of applications employers need to sort through. The company values its clients and strives to foster positive relationships with both parties by continuously developing and implementing new ideas related to labour code laws and agency and company responsibilities. Their goal is to excel in the Manpower Services industry.

Researchers used a qualitative method and conducted interviews to evaluate the feasibility of enhancing the HR management procedure. The results were shown for the current and improved procedures, specifically in hiring, resignation, filing of leave, and termination. The researchers suggested additional measures to make the process smoother and more efficient, including using email as a mode of communication, monitoring office equipment to avoid delays, expanding the office area to accommodate more people, and providing employees with a comfortable workspace.

Based on observations, the company may experience some challenges, such as issues with office equipment and limited space to serve clients who visit in person. Therefore, the researchers recommend adding steps to the Hiring, Resignation, Filing of Leave, and Termination processes to enhance office procedures. They also suggest that the company implement measures to improve efficiency, such as using email, monitoring equipment, expanding the office area, and providing a designated area for each process to ensure its success.

Keywords: Enhancement, Management, Office Procedure

A Feasibility Study on Enhancing the Operation Process of Barangay Health Center in Bagong Silang Caloocan City

Joshua ken C. Laturnas

Melojeane E. Oclitaria

Jonel I. Podolig

Anjo C. Samin

Forial T. Turirit

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

It is widely recognized that technological advancements play a crucial role in our daily lives. The Health Care Center's mission is to provide comprehensive, culturally sensitive, high-quality primary health care to vulnerable individuals and families, including the homeless, agricultural workers, public housing residents, and veterans. Unfortunately, the current method of patient record-keeping, which involves using pencil and paper, is inadequate. Therefore, this study aims to improve the functioning of the health centre. The Health Care Center is a vital resource for those needing medical assistance who may not have the financial means to visit a hospital. This study utilized qualitative survey research to investigate whether respondents agree with specific statements. The researchers analyzed the findings and provided recommendations to enhance the operation process of the barangay health centre in Bagong Silang, Caloocan City. The primary challenge faced by barangay health centres and the researchers' recommendations are discussed. Microsoft Excel is suggested for filling records, as it provides easy access to files. While simple record-keeping can be effective, it is often not the most efficient system and is often inherited without question. It is crucial to provide the best possible care for patients by capturing, saving, and accessing important information precisely when needed. Backup records are also essential, especially in a chaotic filing system.

Keywords: HealthCare Center, Enhance, Operation, Process

A Feasibility Study on Improving Handling Records of the Senior High School Students in Bestlink College Bulacan Campus

Apple J. Galvez

Clarisse C. Gega

Jeset B. Oliva

Alano S. Ramos Kr

Mary Chel J. Templo

Adviser: Kimberly Joyce B. Embile

Abstract

A registrar is responsible for processing registration requests, scheduling classes, maintaining class lists, enforcing rules for entering or leaving classes, and keeping a permanent record of grades and marks. The Registrar is the most important department in the school, and the Registrar is the one who faces and helps the students to seek important academic records and keeps the requirements of the students. The Bestlink College of the Philippines Bulacan branch was inaugurated on August 7, 2013, attended by local government officials, CHED Region III, and TESDA Provincial Directors. Classes started on August 12, 2013, with an initial enrolment of 841 students in TESDA-accredited courses. In 2016-2017, the K-12 Curriculum was fully implemented in the country, and the Executive Committee (EXECOM) anticipated that no enrolment for first-year students would occur in the College Department. To fill in the gap, the committee members decided to offer the Senior High School (SHS) Program. It was offered at the Bulacan Branch after accreditation and approval of the Department of Education (DepEd). Academic, Technical-Vocational, and Arts and Design Tracks were offered. Under the Academic Tracks are GAS, ABM, and HUMSS; Tech-Voc offers ICT and HE; and, under Arts and Design is the Performing Arts. Grade 11 enrollees at Bulacan Campus SHS enrolment kicked off at 898 students. When the Grade 12 level started in 2017, the total enrolment of SHS reached 2,607 in Bulacan Branch. The immense turnout of SHS enrolment challenged Bestlink College Bulacan Campus School to provide them with better facilities and bigger accommodations.

The Senior High School Registrar's Office in Bestlink College Bulacan Campus needs some help in their Registrar Department. Some of these are lack of staffing, lack of equipment, and not enough of a computer system. These problems will affect the registrar department's task. One problem is the need for renovation of the department. The researchers interviewed at Bestlink College Bulacan Campus Registrar's office to study the process of handling records of Senior High School Students. The researchers found out that the Registrar's Office was experiencing a lack of staffing for the past six years.

Bestlink College Bulacan Campus is experiencing different problems in terms of handling records. The researchers proposed a Requesting Form 137 online to help a student have an easy transaction in school, less time to go to school, and to ensure that the students are safe. Having online transactions can avoid problems such as delays in passing, crumpled paper, and getting

lost. The researchers proposed some recommendations that will help improve and develop the department in handling records. Increasing staffing can make transactions faster with the students regarding requesting and receiving records. Purchasing new equipment will help the department to be more effective and efficient and improve the workflow and operation of an office. Adding a computer system can improve information accuracy and easy access to some data or information of the students; it can increase the storage and also help the employee to have a better understanding and communication with other devices. Having a renovation will boost productivity and ensure the welfare of an employee. It is the easiest way to improve workspace and filing storage capacity. Also, it can reduce office stress and refresh the atmosphere in an office.

To further improve the registrar office at Bestlink Bulacan Campus, all documents and papers should be placed correctly in folders to keep them organized. By processing Report Cards, form 137, and the requirements, Sir Arturo Mercado becomes resourceful and multitasks in his work, so he can easily process Form 137 Cards and other requirements. The researchers recommended that the Registrar's Office add employees who will focus more on the core aspect of the business. Adding an employee to the Registrar's Office is a big help to an organization. When Bestlink Bulacan Campus adds an employee to the Registrar's office, it has many advantages. The first is to bring new ideas, even if you are 100% happy with your existing employees and they are doing everything you ask for them. Second, to improve employee morale, ensuring that you care for your workforce's mental health is crucial, and having overworked and overstressed employees is not good for them or your business. However, by bringing in new employees, you are helping to share the workload and can also help boost employee morale and inject some motivation and drive into your existing employees. The researchers also recommended to the company that they need to motivate their employees using incentives such as rewards, certificates, and incentive travel to manifest their support to their employees.

When storing records of students, the Registrar's Office at Bestlink Bulacan Campus of Senior High School should improve the equipment inside the office, such as a computer, printer, keyboard, and file cabinet, to be in good condition. The first thing we recommend for tracing students' records is the student's QR code. This is a great help to the Students so they can properly find what strands, sections, and requirements they must pass. Second is the Digital filing system. It is also good for the Registrar's office to easily find the names on the computer system. Just a search on the computer will see all the records of the students.

Keywords: Computer, Digital Filing system, Document, Form137, Registrar, Report Card, Requirements

A Feasibility Study on Improving the Office Procedure in Administration Department of Barangay Camarin Caloocan City

Mika T. Arca
Quem Verly P. Chua
Cheery C. Duena
Jelyn R. Fallurin
Cazandra A. Imperial

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

Barangay Camarin in Caloocan City was established in 1982 and has served the community ever since. The barangay is committed to meeting its residents' needs and ensuring they receive high-quality service. The administration department handles the processes for obtaining barangay clearance, indigency, residency, and barangay ID. A study was conducted to identify issues that could affect their processes in the long run. This study aimed to address concerns observed by researchers and provide solutions to the barangay. The researchers used a descriptive research design, conducting interviews to gather data about the company. During the first interview, they asked 12 questions about the barangay's background and history. The researchers provided four additional questions to the respondents to gather their opinions about the proposed solutions. The qualitative survey contained the demographic profile of the respondents and the evaluation of the additional procedures for process improvement. The researchers discovered that Barangay Camarin lacked a document retrieval process, which could lead to potential issues in the future. The respondents agreed with the researchers' proposal to implement an online appointment system to be more organized and follow IATF protocols. To add a process, residents must bring a valid ID or birth certificate to prove their identity. The barangay must verify the reason for the request by interviewing to ensure good intentions. Finally, the barangay should provide an official receipt to authenticate transactions and prove the correct fee was paid. The proposed procedure will improve their processes and prevent bigger problems.

Keywords: Improve, Implement, Safety, Evidence

A Feasibility Study on Office Procedure of Human Resource Department at ABC Salon in Quezon City

Analiza G. Abalos

Cristina Aggasig

Mary Runella G. Antonio

Jonnalyn Q. Aspe

Geralyn C. Vallente

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

ABC Salons offers quality beauty and fashion services to clients of any age. They provide many services, including haircuts, hair colouring, and body spas. The salon aims to keep its customers happy, but it acknowledges that there may be times when clients are dissatisfied. To address this, ABC Salon has a strategy for enlisting and terminating staff and preparing and handling resignations. The salon also has an online booking system that allows customers to self-book, securely store customer details, and manage staff.

Recruitment involves finding the best candidate based on their skills, experience, and personality. An employee can be dismissed according to the individual employment contract or ABC Salon's conditions if necessary. To better understand how the salon operates, researchers interviewed the owner and surveyed customers on their satisfaction with the salon's services. The researchers recommend that ABC Salon improve its office procedures, including implementing a booking confirmation system for customers.

The researchers also recommend that ABC Salon conduct in-person interviews to assess candidates' qualifications. It is important that stand tenants follow the salon's rules to maintain good cooperation within the salon. Overall, the study aims to improve ABC Salon's human resources department and make the salon a better place for staff and customers.

Keywords: Focus on the Client, Use Contingent Recruiting, Confirmation Booking, In-Interview person, Exit Interview, Investigate Ground for Termination

**A Feasibility Study on the Enhancement of Office Procedure in the Production
Department of XYZ Enterprises, Inc. in Malabon City**

Alexander Almoradie

Hazel B. Aquino

Valirie Ann Z. Bautista

Ma. Angela M. Garcia

Celine D. Persigas

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

XYZ Enterprises, Inc. is a glass and aluminium distributor in the Philippines. They offer high-quality glass doors, windows, and accessories. This study aims to provide insights and enhance the office procedures of the company, specifically in the production department, from hiring and sales to production and management. The researchers found that the filing system in the company could be more organized, which affects the receipt of sales orders.

Qualitative and descriptive methods were used, combining questionnaires and secondary data analysis. Employees in the production department agreed with the findings and suggested solutions, including strategic management to address the lack of staffing and a meeting to discuss filing management. The researchers recommend recruiting more prospective employees with good intentions, experience, and the right personality fit through social media promotion to improve the company's work and profit. To avoid bankruptcy, it is crucial to be accountable for tasks and complete them correctly. XYZ Enterprises can take the lead again as a product distributor nationwide.

Keywords: Enhancement, Filing, Office, Hiring, Manpower

**A Feasibility Study on the Improvement of office Procedure of High School Registrar
Department of Caloocan City Business High School**

Jasmin A. Francisco

Cherry Lie R. Mallari

Mary Jane T. Saldo

Jeanelyn T. Saspa

Vanessa Lane Tadije

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

This paper discusses the feasibility study on improving the High School Registrar Department office procedure of Caloocan City Business High School. Registrars have a crucial role in enforcing academic policies and providing exceptional services to students. Their work affects every student and part of the institution, so ensuring their efficiency in day-to-day operations is important. The leaders of the Registrar's Department must ensure accurate student records, enforce academic policies, and provide exceptional services while adapting to technological trends and rising standards. This study aims to assist the registrar in mitigating concerns raised by identified problems with current policies and better understand these issues for future effective solutions.

The study used a Qualitative Descriptive Method with the OIC-Registrar's Assistant as the respondent. The researchers conducted interviews and proposed solutions to improve office procedures, such as using email for faster request form processing, adding more assistants, improving facilities, and organizing student files geographically. These solutions will make record-keeping and file management safer and more organized and enhance the competitiveness of Caloocan City Business High School.

Keywords: Registrar Department, Students, Organized, Staff, Geographic Filing.

**A Propose Office Procedure in Lending Company Financial Assistance Loan at
Novaliches Branch, Quezon City**

Luis S. Calonia
Lars Jason B. Dela Cruz
Evajane B. Dugos
Patrick F. Fetalvero
Neil Christian C. Namion
Adviser: Kimberly Joyce B. Embile, LPT

Abstract

When someone allows another person to borrow money, property, or another asset, it is called "financing." The lending company or financial institution is the entity responsible for providing these loans. Giving someone access to something with the intention of eventually returning it is called lending. The lender is the person who manages the financial services. Nowadays, people borrow money for personal reasons or to increase business profits. Lending companies offer benefits such as savings and insurance for their clients. Loan analysis is an evaluation process determining whether loans are feasible and whether borrowers can repay them. This process gives the creditor an idea of the loan's safety by predicting the borrower's probability of paying back the principal and interest. The researchers conducted interviews and surveys to improve the lending operation of Bestloan Credit Corporation. They proposed several procedures to enhance loan applications, improve office procedures, and increase the company's security. The researchers also suggest that Bestloan Credit Corporation should increase its workforce and improve its facilities to create a better work environment.

Keywords: Lending Company, Loan, Lender, Borrower

An Office Procedure Development of Library Department in Bestlink College of the Philippines at Novaliches, Quezon City

Nancy B. Araneta

Cendy M. Mandapat

Mary Jean L. Olalia

Giselle G. Pido

Joshwa T. Recta

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

The Library Department of Bestlink College of the Philippines must improve its traditional and online procedures. To address this, researchers proposed a plan to enhance their workflow. The goal of this study is to recommend solutions to the challenges faced by the department and emphasize the importance of well-maintained and organized office procedures. The library's achievement does not necessarily determine how good its procedures are, as unforeseen situations can arise and test its ability to provide quality service to students. To conduct this study, researchers used a Qualitative Method and Descriptive Research Design, interviewing five staff and personnel, including the Library Director. Based on their findings, the researchers proposed updating equipment and technologies to support online services, implementing a learning continuity plan/disaster action plan, and establishing a procedure for distance learning by borrowing library materials online. These solutions will improve the effectiveness of the library and prevent difficulties that may arise in the future. It is also advised that the BCP Library works with other departments to accomplish common goals and that the department be highlighted on the BCP webpage to attract students.

Keyword: Library, Librarian, Office Procedure, Development

An Office Procedure on Improving Senior High School Registrar Department System of ABC School in Novaliches, Quezon city

Jen-jen Escototo
Willaine Paula C. Fernandez
Mariel Jane B. Ponce
Lyka T. Torillos
Raiza D. Villanueva
Adviser: Kimberly Joyce B. Embile, LPT

Abstract

This study aims to suggest improvements for the Senior High School Registrar Department system at ABC School in Novaliches, Quezon City. The researchers believe their proposed solutions can improve the department and its office procedures. The Registrar plays a significant role in every school, as they handle student documents and are responsible for their schedules, request forms, and enrollment processes. Record Officers perform the duties and responsibilities of this position. The respondents of this study are all the record officers of the Senior High School Registrar Department at ABC School in Novaliches, Quezon City. The researchers used a quantitative survey to gather information about improving office procedures for the Registrar that they proposed. After analyzing the data, it revealed that most respondents agreed with the proposed improvements. According to the respondents, the suggestions made by the researchers can lead to a better future for the department. Therefore, the researchers concluded that their proposed improvements are feasible for the Senior High School Registrar Department. The department's challenges include students who are enrolled in the Learning Information System at other schools but are active at ABC School, filling and releasing documents, arranging release dates for schedules, and needing help finding the information they need. Record Officers must ensure that all student documents are stored securely and organized for timely release upon request. Additionally, they are the front line when students ask for information, so a friendly and polite attitude is necessary for good communication and understanding. The Registrar's Department is a busy department that handles many individuals daily, and it is essential to put a smile on every guest's face and maintain a positive attitude while assisting them.

Keywords: Responsibilities, office procedure, services.

An Office Procedure Study in Workplace Safety Process of Pizza Food Corporation at Edsa Kamias Quezon City

Angulo, Venus T.

Bangcoyan, Ruvie J.

Llerena, Charmaigne

Lorenzo, Clarence M.

Montano, Marevic S.

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

Papa John's is a pizza delivery and carryout restaurant franchise company founded by John Schnatter and Bob Ehringer Smith in 1984. The organization has over 5,000 brand restaurants and 4,353 franchised restaurants worldwide, including in the Philippines. The company has successfully increased its net income by 18% and revenues by 8.5% in 2016, and 2020, revenues increased by 11.98%.

The company's history began when John Schnatter, who grew up in Jeffersonville, Indiana, developed a passion for making pizzas and started delivering his personal recipe pizzas made in a broom closet in the back of his father's tavern. Since then, the company has grown into an international restaurant powerhouse with \$3.7 billion in system-wide sales, insisting on using better ingredients to make better pizzas that millions worldwide love.

The researchers conducted surveys and used SWOT analysis to evaluate the company's strengths, weaknesses, opportunities, and threats. They recommend improving workplace security by adding a security guard, optimizing important business operations, and making the interior welcoming. The researchers also suggest advertising to make Papa John's more popular locally.

Overall, the researchers come to the conclusion that the food service industry places a high priority on both employee and patron safety. Local marketing initiatives from the business include community-oriented events, promotions, and coupons. Researchers advise hiring a security guard to increase safety because coupons can only be read by the field itself.

Keywords: Superiority, Pizza Chain, Dough, PAPA

Development in Recruitment Mangement System of Human Resource Department for Adents Company in Quezon City

Cristelle M. Gomez

Erika R. Medina

Janesse Kaye D. Magbiro

Marivic D. Dungan

Rhealyn Karla E. Dulay

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

The people who comprise a company's workforce are its most crucial component. This study focused on the recruitment procedure within the Human Resource Department at ADENTS Company as part of an office procedure development study. The primary problem identified was a staffing shortage, and the researchers proposed three solutions to address this issue. The goal was to maximize the company's workforce while solving the primary problem. The researchers believed that developing recruitment procedures would help the company maintain its operations and work organization.

The study used a qualitative descriptive method, where the researchers interviewed the Human Resource Department staff using a questionnaire with five questions for each of the three proposed procedures. The respondents were cooperative and genuine in their responses, and the researchers conducted interviews according to the department's proposed office procedure. The respondents were the HR Department Head, a female with a Bachelor's Degree and 28 years of age, a female with a Bachelor of Science in Business Administration and 39 years of age, and a female HR Assistant with a college degree and 28 years of age.

The interviews led the researchers to conclude that creating a recruiting management system for the human resource department would improve efficiency and aid in achieving goals and objectives. They provided tried-and-true suggestions that the ADENTS Company's human resource department could use.

Keywords: Development, Shortage of manpower, Recruitment, Management

Development of Office Procedure in Human Resources Department at ABC Construction Incorporation in Quezon City

Cyrile P. De Pedro

Lyca Mae C. Eno

Maria Victoria M. Llamas

Vanessa Mae Necosia

Camille Rose S. Vallecera

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

In any organization, it's crucial to have clear office procedures that outline how different departments can work together efficiently. This study proposes the development of office procedures to improve and analyze the gaps in the current system of the Human Resources Department at ABC Construction Company. ABC Construction has provided quality products and services in the manufacturing industry since the 1940s, including fences, building systems, and DIY parts and services. The company has built a strong client-supplier relationship based on trust over four generations. The study employed a qualitative methodology and conducted interviews and surveys with personnel from the Head Department and Human Resources. The survey found that respondents agreed on several problems, including overlapping job descriptions, confidentiality, attendance, and underutilization of email for transactions. The researchers suggest the department use an e-HR website application for proper monitoring.

Respondents strongly believed the proposed idea would benefit the Human Resources Department based on the interview. Adapting e-HR would enhance record-keeping avoid loss of information, and misplacement of records. Additionally, employees are capable of using technology in their daily work. While respondents say the company is open to adapting e-HR, it requires thorough preparation and delegation. The proposed process for improvement, including submitting leave forms, resignation letters, and resumes through one email, is feasible. A training session for the termination process can reduce replacements, which adversely affect productivity and progress. A warning agreement can help employees improve their performance and behaviour. The performance evaluation procedure flowchart proposed by the researchers can provide a guideline for evaluating employees. Overall, the respondents strongly agreed that the proposed idea and concept are more likely to be implemented in the Human Resources Department of ABC Construction Company. The study concludes that implementing the proposal will streamline the Human Resources Department's processes, ensure the fulfilment of relevant duties and responsibilities, and create an effective system for keeping documents essential for the smooth flow of office procedures. The proposed idea could significantly improve the company's operations, making them more organized and productive.

Development of Staffing Procedure in Human Resource Department of XYZ Corporation at Caloocan City

Renato P. Alutaya Jr.

Aldrin I. Aninon

Arvin B. Anyayahan

Mark P. Escolano

Leonard F. Marzan

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

XYZ Company is a corrugated box manufacturing corporation located at 648 Llano Rd. in Caloocan City. The company currently faces challenges with its staffing procedure, prompting researchers to suggest improvements in the staffing process and office layout design to enhance efficiency.

The researchers conducted qualitative research to gather information, interviewing the Director of the Human Resources department at XYZ Corporation. The researchers came to the conclusion that absenteeism is a common problem for the HR department and that the office layout significantly affects overall staff productivity based on their findings.

To address these concerns, the researchers proposed implementing the following changes at XYZ: a more spacious office layout to prevent delays and promote efficiency, ergonomics, and incentives to prevent staff absenteeism and confusion about tasks. The researchers believe XYZ Company can improve overall performance by making these improvements.

Keywords: Staffing Procedure, Office Layout, Development, Turn-over process

Enhancement of Office Procedure in ABC Development Cooperative in Santa Maria, Bulacan

Gerilyn R. Carcueva

Roshell G. Corros

Ma. Fhay L. Cruz

Ronalyn A. Gusoso

Richelle A. Orzal

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

The cooperative is one of the most valuable factors in economic growth. It offers products that are essential to a person's daily survival. Furthermore, for the economy to reach a high level of the economic state, the cooperative must be knowledgeable and informative. Since 1997, the ABC Development Cooperative has marketed and provided high-quality waterworks. It also provides a reliable service and excellent value to the citizens of their community. The cooperative is committed to providing and distributing high-quality waterworks and products throughout Barangay San Gabriel, Barangay Tumana, Barangay Sto. Tomas, and Barangay Camangyanan Santa Maria, Bulacan.

This study aims to identify and address potential issues that may have long-term implications for the ABC Development Cooperative's operations. We also intend to propose solutions to mitigate these issues. Currently, the cooperative is involved in a range of procedures, including the hiring process, leave filing process, promotion process, retirement process, resignation process, disciplinary action process, concern and inquiry process, application for membership process, plan process, water supply process, lending process, payroll process, savings process, billing process, online payment process, and purchasing materials and supplies process.

Through an interview questionnaire, the researchers collected qualitative data using a qualitative research method. This helps researchers collect data and better understand the cooperative's current state. The researchers used a descriptive design to explain all the details of the data collected and to aid in evaluating the proposed practices in the study. The interviewee was the General Manager of the ABC Development Cooperative. It enables researchers to gather evidence of the problem and draw conclusions and recommendations to improve the effectiveness of this study.

According to the overall process proposed by the researchers, the respondents indicated that they agree with the most proposed method because the respondent believes that it will be beneficial to them in the future. The researchers concentrated on enhancing, improving, and strengthening the ABC Development Cooperative. As a result, the

researchers recommend implementing the following recommendations, which they believe will be helpful in the future.

The company should use email as their primary mode of transaction and communication because it is more convenient and accessible nowadays and a very common business transaction.

The researchers proposed using technology to solve the labour shortage problem. It can assist the team in speeding up and simplifying office work. It can help the employees in their day-to-day activities, allowing them to keep up with other companies and stand out in the job market.

The researchers recommend training employees as a major asset to alleviate the company's manpower shortage. The researchers believe that by implementing this proposal, the SME Department can easily address manpower shortage.

The researchers also suggest that providing a pleasant and modern working environment will be an attractive advantage to attract applicants to apply to ABC Development and that employees understand how to set their conditions from the beginning of the hiring process.

Finally, the researchers suggested that departments be classified to avoid confusion throughout the cooperative. As a result, the researchers propose establishing four departments to improve the processing of each department: human resources management, marketing, accounting, and purchasing. It will benefit the entire cooperative because it makes it easier for everyone to have a department in a business.

The researchers suggested improving the ABC Development Cooperative's growth and development. To minimize confusion within the cooperative and optimize its processing system, they recommended adopting email as the main means of communication, increasing investment in technology to attract more applicants and alleviate labour shortages, and implementing departmental classification.

Keywords: cooperative, development, office procedures

Enhancement of Office Procedure in Human Resource Department at ABC Restaurant in Quezon City

Katherine C. Aguinaldo

Judy Ann G. Dotillos

Joelina G. Ramos

Abigael A. Tañuan

Sarah Mae R. Villegas

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

ABC Restaurant is a food company that specializes in traditional Filipino cuisine and offers high-quality and delicious products. The company has provided nutritious and varied cuisine since 2007 and is committed to providing the tastiest and safest food products globally. Dining out has become a common part of people's lives, and the rise of food companies like ABC Restaurant is a key factor in economic growth. The company values its customers and provides excellent service and value.

Six men and one woman who work at ABC Restaurant were interviewed by the researchers using a qualitative descriptive method. The purpose of the study was to learn more about the restaurant's operations and pinpoint areas that could use improvement. The interview's first section concentrated on the functions and demographics of the employees. The second part, however, included a questionnaire about suggested extra steps to improve the production process.

After conducting numerous studies, the researchers came up with potential improvements and efficiency boosts for the production process. They suggested using virtual interviews, like phone interviews, to speed up the hiring process and make sure the human resources department is dependable and effective. These suggestions deal with potential future problems and enhance ABC Restaurant's overall effectiveness.

Keyword: Restaurant, Office Procedure, Termination, Resignation

Feasibility Study of Office Procedure in Administrative Department for Barangay San Agustin in Quezon City

Erin L. Brevia

Mae Ann D. Madelo

Analy L. Magadan

Celles V. Magdaluyo

Marielle Denise M. Yu

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

Barangays are the primary planning and implementation units for government policies, plans, programs, projects, and activities in the community. Despite being a small local government unit, Barangay San Agustin has excellent administrative capabilities in managing its files and records. However, they sometimes face difficulty organizing their files due to a lack of storage and careless staff. Hence, Barangay San Agustin requires assistance to manage its office procedural system effectively. An observational and interview-based qualitative research approach was used in the administrative division of Barangay San Agustin in Quezon City to address this issue. A poll was conducted, and most personnel agreed to the proposed solution of Web Barangay, which allows residents to access information about public announcements, events, or public warnings. This technique will benefit people by making them more socially conscious of their surroundings. The researchers suggested that the Web Barangay have a mobile-friendly online application that requires little internet data to download. This study aimed to determine and show the Office Procedure of an Office Procedure Development Study at Barangay San Agustin in Quezon City.

Keywords: Feasibility study, Procedure, Barangay, Office, Admin Department, Staff, Constituents, Service, Issuance, Records

Feasibility Study of Proper Filing and Procedure of Services in Clinic at ABC School in Quezon City

Roy M. Doctolero
Joymie G. Marticio
Mherly G. Mendez
April Steven D. Nueva España
Karizza Kae Nicole Palaña
Adviser: Kimberly Joyce B. Embile, LPT

Abstract

Clinics are very important as they offer treatment and are equipped with medical equipment, which helps in the diagnosis and treatment of many types of diseases. A good and organized filing system is also crucial for clinics, as it ensures the proper filing of patient's medical records and facilitates easy retrieval, contributing to the decreased waiting time for patients.

School Health Services are developed on the school grounds to promote the health of students and employees through disease prevention. The clinic services offered by ABC School include Telemedicine and Teleconsult Services, Dental Services, and Medical Services for students and employees.

In this Feasibility Study, our team aims to improve the proper filing and procedures of services in the clinic of ABC School. As the school is considering face-to-face classes with limited restrictions, it is essential to be prepared and ensure the safety of every student and employee. Since schools bring together a large number of students and staff, a system must be in place to handle their documents and records[1].

The ABC School Clinic is effective in managing the health of its staff and students. However, they struggle with organizing their records, which are currently only available in hard copy, such as book records, folders, and forms. The pandemic has made their work more challenging, as they need to quickly respond to the health needs of those attending the school, ensuring that no one has symptoms of Covid-19 and conducting contact tracing, which requires proper record-keeping.

To gather data for this feasibility study, we interviewed the head nurse to learn about their filing system and service procedures, particularly during the pandemic. We also conducted a survey with a few ABC School clinic personnel to understand their issues and address their needs. Keeping these documents for future reference is crucial, as they help in organizing, systematizing, and ensuring efficiency and transparency.

In this future state, we propose using an Office Application, such as Excel, to help the clinic trace and find files easily. This will be useful in the present and the future, as Excel has a presentable style, clear and friendly use, and can contribute to the progress of learning and

understanding. Additionally, it will help all people who need to access information to do so easily, and everyone who needs to use documents will know where to find them.

We also suggest making changes to two services: Medical Services and Dental Services. For Medical Services, we recommend implementing a better medical process to ensure a pleasant experience for everyone and smooth operations. This includes adding a waiting space to facilitate the flow and reduce congestion. As for Dental Services, we propose allowing effective engagement between the patient and dentist to better determine the cause of any toothache.

Lastly, we recommend improving the Referral Flowchart to ensure effective communication between the Head Nurse, the hospital, and the patient's relatives/legal guardian. This will help in demonstrating a smooth transaction from gathering patient information to referring them to the hospital. We also suggest keeping all patient information private, with only the parent and the hospital having access. In some instances, the hospital referral transaction may be delayed, and the best approach to solving this is through open and pleasant dialogue.

Keywords: Clinic, Contact Tracing, Covid 19, Feasibility Study, Filing, Flowchart, LGU, Pandemic, Researchers, Services, Encrypted

Improving an Office Procedure on Document Transaction in Barangay Sauyo, Quezon City

James Kyle A. Dela Cruz

Jerhome A. Fernandez

Jhuval D. Dalma

Ronnie L. Antiga

Sheela Mae P. Dela cruz

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

In the government's process of issuing legal documents, such as those that prove a person's identity, they work with smaller administrative units called barangays. Our team was chosen to research more efficient ways to handle these transactions, and we found that the current process is disorganized. All the documents, including Barangay Clearance, Barangay ID, Barangay Certificate of Residency, Barangay Indigency, Business Permit, and Cedula, are processed through one window, causing delays. Additionally, there is a shortage of manpower to handle all the residents needing these documents. Using a Quantitative Method, we surveyed BSH employees who have experienced delays when obtaining documents. They agreed with our proposed methods, which include improving online information slips and payment options. We also suggest using street leaders to obtain information slips to save time. We recommend hiring one to two employees to address the shortage of manpower. These changes will streamline the process and prevent delays at the Barangay Hall.

Keywords: Document Transaction, Via Online, Street Leader, Procedure, Process

Improving Marketing Procedure of Fertilizer in AAV Company in Bulacan

Roy B. Besmano
Lester Jonh O. Camasis
Renalyn T. Luartes
Rosalie D. Mariano
Ivan S. Quiroga

Adviser: Ms. Kimberly Joyce B. Embile, LPT

Abstract

Developing a responsible circular economic value while working towards environmentally sustainable and inclusive products to meet the growing global demand is a challenging but crucial goal. This study aims to provide high-quality crops, essential raw materials, and products to manufacturing and other agriculture-related industries. The AAV company has shipped thousands of tons of fertilizer to various locations across the Philippines, serving businesses in different sectors, including freight forwarding and customs.

The study utilized a qualitative descriptive method, and the respondents were employees and owners of the AAV company who encountered difficulties in their daily operations. The researchers conducted interviews to gather data.

The respondents agreed with the proposed methods presented by the researchers as they believe they will be helpful and advantageous to the AAV company's marketing system in the future. The proposed procedures aim to create a more efficient and creative marketing system, including using online discussion platforms and creating ads to attract clients. The researchers suggested potential solutions such as application software and creative papers to improve the marketing system.

Besides creating social media platforms, the AAV fertilizer company should maintain their good product and use more technology to attract more clients. The study suggests creating more ads and blogs to make the company more competitive internationally and keep up with strategies.

Keywords: Fertilizer, strategies, manufactured, sector, blogs, platform

Improving Office Procedure in Human Resource Department for Construction Company in Caloocan City

Charlie James H. Daguiro

Jasper Ian A. Javier

Adriel Nikko R. Lumbres

Michael M. Pertez

Genell S. Regala

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

QRS Construction Company is a business that specializes in constructing buildings, houses, apartments, infrastructure, and other types of construction projects. They have been providing quality construction services since 2018, and they are located in Deparo Caloocan City. This study aims to improve the office procedures in the Human Resource Department of QRS Construction Company and identify any issues or problems that may arise in the department. By doing so, the company can improve its office procedure system and become even better than it is now. The researchers used the Qualitative method and Descriptive design in this feasibility study to gather information about the department. They conducted interviews and surveys with the owner and the HR Assistant to gather data about the company and determine possible areas for improvement. The researchers recommend using email as the primary mode of communication, conducting skill assessments and background checks for applicants, conducting exit interviews for resigning employees, filing leave forms at least one week before the actual date of leave, and adding average offenses, suspensions, and verbal warnings for false complaints to the accuser. The respondents strongly agree with these recommendations and stated that they may adopt them in the future. They are also satisfied with the result of the study. The main objective of the proposed recommendations is to improve the procedure in the Human Resource Department and minimize possible issues or problems that may arise in the future. The researchers believe that following the proposed recommendations will improve the quality of their work and their employees.

Keywords: Construction Company, Human Resource Department, Procedure, Background Check, Exit Interview

Improving Office Procedure System at Marketing Department of DLQ Electrical Engineers in Cubao Branch

*Angela O. Celeste
Aila Marie B. Malto
Dennis, Jr. G. Nicolas
Lyra Mae P. San Jose
Janine Ashleen I. Versoza
Adviser: Kimberly Joyce B. Embile, LPT*

Abstract

The DLQ Electrical Engineers is a private institution that promotes collaboration among electrical practitioners and advances technology through carefully designed educational and training programs. It is the only accredited professional organization for electrical practitioners by the Professional Regulation Commission. This study aims to improve the office procedure system at the Marketing Department of DLQ Electrical Engineers in the Cubao Branch. To learn about the organization and find potential problems that might eventually affect procedures, the researchers used a qualitative approach and a descriptive study design. The participants in the study were mostly female employees of the Marketing Department. The researchers used a descriptive survey questionnaire to gather information on proposed solutions and additional procedures. After analyzing the data, it was found that most respondents agreed with the proposed solutions and additional procedures, which have a high potential to enhance the overall operations of the department. Therefore, the proposed recommendations and procedures are deemed feasible in improving the office procedure of the Marketing Department of the organization.

Keywords: Office Procedure, Organization, Process, Marketing

Improving Office Transaction in BCD Company in Quezon City

Daisylyn R. Daguinod

Leizl D. Ferreras

Razielh Mae L. Miranda

Aljhon Kenneth A. Santiago

Alexia Tiongson

Ana Mae D. Villareal

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

Courier services provide express and door-to-door delivery, which is fast and convenient for customers. Many businesses rely on courier services to outsource product deliveries and meet deadlines. The role of courier service providers is essential to ensure the smooth functioning of a business. This particular Courier Company has a filing department that handles office transactions such as collecting documents from departments, developing an effective document storage and filing system, and digitizing hard copies of documents. However, the researchers observed that the department staff needed help locating documents, following up on documents, and determining parcel weight and dimensions, which affected product shipments. To improve this process, the researchers proposed several procedures, including arranging documents by voucher numbers, digitalizing documents, providing extra copies of documents, creating a file for copies, dimension and weight scanning of parcels, filtering parcels by size, using Cash on Delivery (COD) for payment, reviewing transactions, and notifying clients to verify that the letter has been addressed. The researchers conducted a qualitative descriptive study, interviewing an employee of the BCD Company who needed help in this department. The employee agreed with most of the proposed procedures, believing they would be helpful and advantageous to the office procedure of the BCD company in the future and improve office transactions. The researchers recommend using technology to sort parcels and deliver them to customers with satisfaction and additional copies of documents to reduce future problems. They also suggest better documentation for transactions, compiling all important information, arranging it by voucher number for easy access, and making it more organized.

Keywords: Courier service, Filing, Delivery, Staff, Parcels

Improving Records and Filing Management of Cemetery Office in Health and Sanitation Department of North Caloocan City Hall

Mark Jason B. Borlagdatan

Eloisa A. Caeg

Christine L. Cordevilla

Eloisa B. Prieto

Rix M. Sensi.

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

Managing cemeteries is an important part of human settlement growth, as it involves various tasks such as grave digging, landscaping, scheduling, logistics, and record-keeping. To improve the process, researchers conducted a qualitative research study with a descriptive design, which involved surveying and interviewing staff members from the office cemetery, the health and sanitation department, and the health and sanitation department inspector. The researchers proposed introducing automated filling to the Tala office cemetery, as the manual filling system is disorganized and needs improvement. They suggest hiring employees with experience using technology, specifically Microsoft Word and other applications, and providing necessary equipment such as computers, internet connection, printer, and scanner. The proposed process would include manual and automated filling to improve workflow and organize records.

Keywords: Automated, Filing, Manual Filing, Ms. Excel

Improving the Employment Process in Human Resource Department of XYZ Company in Quezon City

Cindy B. Parinas

Joan L. Sina-on

Mary Joyce C. Bustillo

Reniel D. Fabroa

Rifferson P. Cortaga

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

This research provides information on the XYZ Company, including its history and mission statement. The company's logo reflects its commitment to serving its clients and consumers. The Company's Table of Organization shows the positions of knowledgeable people responsible for manufacturing high-quality products and the honourable administrators who monitor the process. The Department Procedural Stage depicts the flow of the department's processes, and the Employment section shows the current and needed personnel and their credentials. The Economic Growth Trend displays the company's current position and its readiness to minimize risk. The Key Competitor part lists competitors in the same industry and how the company deals with them, while the Industry Forecast section predicts the company's future performance.

A focus group method was used in conducting this study. The information was gathered from an HR staff member who shared the common problems and difficulties the company has been facing. All the information gathered is based on her knowledge of the company. The researchers made an agreement with the respondents to participate in the program they recommended to help improve the employment process in the human resources department of XYZ Company.

To enhance the system in the company, the researchers proposed a program that includes hiring a training officer to train newly hired employees, providing training, seminars, and team building for every employee, and creating an online hiring platform to easily hire quality employees without the help of a Manpower Agency. These proposed solutions will help the company improve their procedures and hiring process. The researchers found that the company should use jobstreet.com to handpick quality employees and provide training, seminars, and team building to lessen work-related stress. As Eren Davis said, "A happy employee is a productive employee."

Keywords: Employment, Process, Hiring, Training, Seminars

**Improving the Office Procedure of Human Resource Department of RSS Security
Agency Inc., New Haven, Novaliches, Quezon City**

Geraldine G. Berber

Harry G. Bito-On

Christine P. Cortez

Freddelyn R. Fernandez

Rica O. Mahinay

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

RSS Security and Investigations Agency was granted a license to operate by the Chief of the Philippine National Police's Security Agency and Guard Supervision Division (SAGSD) in 2002. The agency values vigilance and ensures its guards are trained with solid core values. However, like any other company, the agency's human resource department has room for improvement. This study aims to provide suggestions to enhance the office procedures of the Human Resource Department of RSS Agency.

The researchers observed a lack of staffing in the Human Resource Department, which causes delays in the hiring process and overcrowding at the site. Inefficient email usage was also noted. Based on the gathered information, the researchers identified record filing, hiring process, vacation/leave processing, disciplinary actions, and resignations as office procedures of the Human Resources Department.

A qualitative method was used in this study, with open-ended survey and interview questions as materials. The survey was conducted among the Human Resource Department and Security Guards of the RSS Agency. Respondents approved of proposed procedures for record-keeping, hiring, resignation, and disciplinary action. Sending leave applications through email was also agreed upon.

The researchers recommend hiring enough employees to accommodate walk-in applicants, implementing an efficient use of email, creating an online database for files, adding procedure descriptions for exit interviews, conducting background checks for applicants, inviting applicants, and sending requests through email to maximize its potential.

In conclusion, the researchers suggest enhancements to improve the office procedures of the Human Resource Department of RSS Agency to ensure its effectiveness and efficiency.

Keywords: Security Guard, Investigation, Office Procedure, Agency, Human Resource

**Office Procedures for Record Management of Product's Payables and Receivables in
Accounting Department of ABC Trading Company in Caloocan City**

Kristina J. Hila
Christine Grace A. Ibay
Eloisa T. Musico
Emalyn Grace R. Tadong
Vanie D. Verana

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

ABC Trading Company is a business that imports and exports goods across various countries. It originated in the Philippines in 2007 and was established in Caybiga, Caloocan City, in 2016, with a team of 25 employees. Due to the company's manual work processes, there may be potential difficulties and issues with office procedures. Hence, researchers suggested enhancing the company procedures to ensure better and more efficient services.

The study used qualitative methods and a descriptive research design to gather data. The researchers interviewed the Accounting Head through a Zoom meeting and conducted a qualitative survey with the accounting staff to determine the feasibility of the proposed enhancements. The data collected was analyzed to obtain insights and opinions from the respondents. The survey contained demographic profiles of the respondents, followed by an evaluation of the proposed procedures to improve processes. Based on the survey results, the accounting department needs to adopt or develop a system that is easy and accessible. The respondents agreed to create a proper storage room for easy access to records and transactions. They also recommended having a user manual as a guide for daily operations instead of relying on manual training for new hires.

The researchers proposed several enhancements, such as creating an accounting manual to provide an overview of the department's processes and procedures, building a storage room to avoid losing critical files, developing a flowchart to improve day-to-day operations, and upgrading the accounting system to enhance customer service and employee productivity. Overall, the proposed enhancements and procedures illustrated by the researchers were positive features for the company's growth.

Keywords: Trading Industry, Manual, Transaction

**Proposed Enhancement on the Selected Office Procedures in the Secretarial
Department of Barangay ABC in Caloocan City**

Joven D. Bantolin
Jhon Paul C. Buendia
Sheila Marie R. Cayetano
Catherine B. Manaois
Jhon Sherwin L. Pares
France Danielle R. Telimban
Adviser: Kimberly Joyce B. Embile, LPT

Abstract

The barangay is the smallest administrative unit that contributes to a community's economic growth. Its main purpose is to enhance the welfare of the people by increasing their income, providing more jobs, and improving the social and natural environment. Barangay ABC residents have been enjoying the benefits of various projects and developments undertaken by their local government. They also devise different plans to ensure their district's future progress. Regarding document processing, Barangay ABC follows specific steps by the Secretarial Department. This study aims to identify long-term concerns affecting their procedures, provide solutions, and determine possible alternatives. Researchers used a qualitative method by conducting open-ended surveys and interviews with the Secretarial Department of Barangay ABC. The data gathered was analyzed and approved by the respondents. Based on the recommendations, the respondents agreed to implement an online application form to enhance document processing, establish a database to keep records and track information, enforce a verification process for SAP benefits, and set a schedule for document release upon request. These enhancements are expected to improve productivity, reduce paper consumption, and provide a smooth operation.

Keywords: Barangay, Secretarial, Document, Office Procedure

The Feasibility Study of Developing Healthy Work Environment in Food Industry

Melisa D. Albes
Maria Kristina G. Almojuela
Michelle S. Dimatangal
Abegail A. Mesana
Mark Athony P. Orcine
Adviser: Kimberly Joyce B. Embile LPT

Abstract

For a company to achieve its sales and market goals, the employer and employees must have a good relationship and work together to create a positive work environment. This is especially important in the food industry, where our team conducted a feasibility study to improve the relationship between the manager and crew at ABC Company. Using qualitative research and a survey questionnaire, our team found that most respondents agreed with creating a healthy work environment with quality services.

We recommend several solutions to enhance office procedures and increase efficiency based on our observations. First, we suggest regular meetings for each shift to stay up-to-date on store updates while considering the crew's operating hours. Second, we suggest implementing a monthly recognition day to show appreciation for the crew's hard work. This can include activities such as games, prizes, and food to create a happy and healthy work environment. Lastly, we recommend plotting schedules for the department and making time availability exclusive to working students with a registration certificate. By implementing these solutions, ABC Company can become one of the best stores regarding attitude, quality, and service.

Keywords: Recognition, Plotting, Availability, Registration, Exclusive

The Proposed Office Procedure at Assessor's Office in North Caloocan City Hall

*Catherine Anne, Bellido
Edgie Spencer M. De Guzman
Merlyn O. Relos
John Michael M. Solomon
Clara B. Ternal
Adviser: Kimberly Joyce B. Embile, LPT*

ABSTRACT

The appraisal and assessment processes undertaken by the Assessor's Office contribute an equitable share to the generation of revenue. They ensure the proper implementation of all laws and policies that govern the appraisal and assessment of real properties for taxation purposes. Office procedures are used to perform functions within the department, facilitating better workflows in the office and among departments. They also serve as training tools for employees to work efficiently. The Assessor's Office is responsible for supervising and controlling the city's real property tax administration programs, projects, and activities, as well as executing the laws and ordinances that govern the sound implementation of appraisal and assessment of real property.

This study aims to enhance the office procedures of the Assessor's Office department and recommend solutions to their current challenges. The study will demonstrate the importance of well-maintained and organized office procedures and aims to raise awareness and provide assistance in preventing future difficulties for the Assessor's Office. The researchers utilized a qualitative survey research method, conducting interviews within the assessors' department and distributing the respondents in a manner consistent with the suggested office technique for the assessors' department.

The researchers have developed potential solutions to the problem of establishing office procedures at the North City Assessor's Office, located inside the North Caloocan City Hall, based on the findings of numerous studies. These solutions encompass several key aspects. Firstly, it is recommended that each staff member within every department assumes individual and distinct responsibilities. This approach is expected to enhance efficiency and facilitate the timely achievement of goals. Secondly, the researchers advocate for implementing new procedures that lead to a balanced distribution of significant responsibilities among the staff. Such a distribution aligns with the research findings and aims to improve operational efficiency. Lastly, office procedures can be enhanced by incorporating online application software and Short Message Service (SMS) based on insights from the researchers' observations and interviews. This technological integration is anticipated to streamline processes and improve communication within the office.

The researchers strongly recommend implementing several key recommendations, believing that adopting these measures will prove advantageous for future applications. Firstly, it is advised that the Assessor's Office conducts a thorough review to ensure the completeness of all required documents before proceeding with client concerns. Secondly, posting clear guidelines, including Do's and Don'ts, within each department is deemed essential to reduce clients' need to make repeated visits. The Assessor's Office should also contemplate recruiting additional personnel, as the study has revealed difficulties in delivering excellent customer service during busy periods. The researchers propose training programs for current employees to address existing skill gaps. Lastly, implementing online appointment systems is highlighted as one of the most effective means to enhance operational efficiency, per the researchers' findings.

Keywords : Assessors office, Clients, Assessment

The Proposed Office Procedure Development in Human Resource Department at XYZ General Hospital, Caloocan City

Janice C. Abuya
Joel Martin S. Albia
Florren F. Lacuna
Cherry May L. Tresreyes
Mayvelyn G. Pangilinan
Adviser: Kimberly Joyce B. Embile, LPT

Abstract

One of the most pressing issues facing the country is the rapid increase in population. As a result of this crisis, people are experiencing a scarcity of resources such as money, land space for housing, and sources of income. The demand for education, employment, and healthcare services is rising. The COVID-19 pandemic has also created several misconceptions that could hinder individuals from taking necessary measures to prevent infection, thus undermining public health containment efforts. XYZ General Hospital is a private, non-government institution located in Camarin, Caloocan City, with a 40-bed capacity hospital complex that accommodates the main hospital and other ancillary services. All trained employees are expected to provide high-quality and personalized patient care. This study aims to highlight the importance of the Human Resource Department in providing efficient and effective healthcare services to our stakeholders and the community. The researchers felt an urgency to conduct this study to identify and address the problem of office procedure development in the Human Resource Department at XYZ General Hospital, Caloocan City. The study used qualitative research methods and a descriptive design in the hospital's Human Resource Department to propose a possible solution. The researchers presented their proposed procedure to the Assistant HR Manager of the hospital's HR Department. Based on the findings and observations of the researchers, the following conclusions were drawn. The company has several problems, including work overload and inadequate testing for job applicants' skills and abilities.

Additionally, employees who commit misconduct receive minimal punishments, leading to repeated mistakes. The probationary period should be shorter, and the company lets go of valuable employees too easily. To address these issues, the researchers provided several recommendations, including hiring more staff to avoid work overload, adding demonstrations to the medical applicants' examinations to test their skills and abilities, and imposing heavier punishments for misconduct to improve discipline within the company. The researchers also suggest shortening the regularization period and providing alternative options or conditions for employees who want to leave the company, such as increasing their salary and other benefits or incentives.

The Proposed Office Procedure in HumanS Resource Department of XYZ Construction Company at 4th ave. South, Caloocan City

Mary Joy B. Abo

Lesly Ann A. Bello

Nigel Nash Borromeo

Carissa O. Oliva

Adviser: Kimberly Joyce B. Embile, LPT

Abstract

Bridget Bench explains that in the construction industry, like any other, the human resources department is responsible for recruitment and management tasks such as payroll, training, and conflict resolution among staff.

The XYZ Construction Company operates in the construction industry, where general contractors and builders are essential for constructing buildings such as schools, homes, and industrial facilities. However, the company's Human Resources department is experiencing operational issues. The researchers found that employees referred by others were hired without proper background checks, resulting in the theft of materials when the environment could be more organized. Additionally, the department needs more office workers.

This study aims to improve hiring procedures to prevent theft and hire more staff in the Human Resources department. Qualitative methods and a descriptive design involve interviews with the Human Resources employees at XYZ Construction Company. The researchers also interviewed a representative from the construction site to gather additional information.

Overall, the respondents agree with the proposed office procedures developed to improve the Human Resources Department's efficiency and effectiveness. The researchers identify practical suggestions to achieve their objectives. By addressing the issues and problems at XYZ Construction Company, the process in the Human Resources department can become more useful and efficient.

The researchers propose several solutions for XYZ Construction Company. One is an online application process that makes it easier for office staff to conduct background checks on applicants. This will help to avoid issues, even in disorganized surroundings. Additionally, the company should hire more staff in the Human Resources department to ensure effective completion of tasks.

Keywords: construction, unorganized, hiring