

TOURIST SATISFACTION OF THE FACILITIES AND SERVICES  
IN DUANGON SPRING

College of Technology and Allied Sciences  
BOHOL ISLAND STATE UNIVERSITY  
Zamora, Bilar, Bohol

NAOMI CUBOS  
CRISTY MAE NAPARAN  
SANDRA JOY ONGA

February 2022

**TOURIST SATISFACTION OF THE FACILITIES AND SERVICES IN  
DUANGON SPRING**

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**A Thesis  
Presented to the Faculty of the  
College of Technology and Allied Sciences  
BOHOL ISLAND STATE UNIVERSITY  
Zamora, Bilar, Bohol**

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**In Partial Fulfilment  
Of the Requirements for the Degree in  
Bachelor of Science in Hospitality Management**

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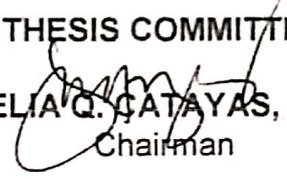
**Naomi Cubos  
Cristy Mae Naparan  
Sandra Joy Onga**

**February 2022**

**APPROVAL SHEET**

The thesis entitled, "TOURIST SATISFACTION OF THE FACILITIES AND SERVICES IN DUANGON SPRING" prepared and submitted by Naomi C. Cubos, Cristy Mae S. Naparan, and Sandra Joy Onga in partial fulfilment of the requirements for the degree of Bachelor of Science in Hospitality Management has been examined and recommended for acceptance and approval for oral defense.

**THESIS COMMITTEE**

  
**NELIA Q. CATAYAS, PhD.**  
Chairman

  
**HERBERTO PIOLLO, MSM**  
Math Statistician

  
**MAE R. BAS, BdD, PhD**  
Editor

  
**MARIFEL G. LASCOÑA**  
Adviser

  
**HERSHEYLOU M. CABIG**  
Internal Expert

---

Approved by the Examining Panel during the Oral Examination conducted on February, 2022, with a rating of 1.90.

**EXAMINING PANEL**

  
**ARLENE B. GUDMALIN, PhD.**  
Chairman

  
**RENANTE M. AVERGONZADO, EdD**  
Member

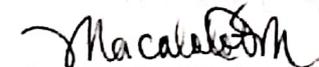
  
**NELIA Q. CATAYAS, PhD**  
Member

  
**MARIFEL G. LASCOÑA**  
Member

  
**KEVIN B. GASATAN**  
Member

Accepted and approved as partial fulfilment of the requirements for the degree of Bachelor of Science in Hospitality Management.

February, 2022  
**DATE OF ORAL DEFENSE**

  
**MARIETTA C. MACALOT, PhD**  
Campus Director

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## ABSTRACT

The main trust of this study was to determine the level of satisfaction of the tourist's in the facilities and services of Duangon Spring, it sought to find out the demographic profile of the respondents the satisfaction level of tourist's towards the facilities and services; and the action plan could be proposed from the result of the study to improve the facilities and services of the Duangon Spring. This study used the descriptive research design as a research tool that permits a researcher to collect data and to determine the level of Tourist Satisfaction in Duangon Spring: on the facilities and services of Duangon spring. Random sampling method was used. A survey questionnaire used as main instrument on gathering data. The following are the results of the study based on the data obtained. The data showed that most of the respondents who went to Duangon Spring during the time of our study were females and are in the age of eighteen to thirty, and the respondents were still single. The highest educational attainments of the respondents are college level and the least is elementary level who got the lowest rating. The respondents frequently visit the Duangon Spring were in the range of one to five times, and the respondents who came in Duangon during the time of our study were residents of Bilar. The findings revealed the respondent's perception in terms of facilities which include the parking area, swimming pool, pathways were "satisfied". The item which got the highest rating was the wash room and comfort room facilities. In general, Duangon Spring facilities should be improved and maintain the facilities in order to meet tourist's satisfaction. The findings also revealed the tourist's satisfaction in the Duangon Spring Services was "satisfied". The item got the highest rating was the cottage and fees and the lowest rating was the security and emergency services. Based on the results Security and Emergency Services and Receiving Personnel are rate "satisfied" and the Cottage and Fees were rated "very satisfied". In general, Duangon Spring should improve their services for them to attract more tourist that can help and keep the tourist's always visit in the area. Most of the respondents who went in Duangon Spring were females under the age bracket of eighteen to thirty years old. Majority of the respondents were single and are in the college level. The respondents visited the Duangon Spring one to five times and most of them are inside Bilar. The satisfaction level of tourist in terms of facilities being offered in the Duangon Spring were availed by the respondents. The facility that was mostly availed by the respondents is the wash room and comfort room followed by swimming pool then the pathways and the least availed was parking area. And for the services, cottages and fees was mostly availed by the tourist. In general, Duangon Spring facilities and Services should be improved and maintained to invite more tourists locally and internationally. Based on the conclusion drawn from the study, the researchers came up with the recommendations for the potential improvement of the Duangon Spring. The personnel of the Management should undergo or attained seminars especially in the security and emergency to improve their skills and knowledge. The management of Duangon Spring should add personnel or staff to accommodate the tourist's well. The management of Duangon should amend and make a much better policies for the improvement of the Duangon Spring.

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## Chapter 1

### THE PROBLEM AND ITS SCOPE

#### Rationale

Tourism is a social, cultural and economic phenomenon which entails the movement of people to countries or places outside their usual environment for personal and business purposes. An activity of visitors varies from "tourists (overnight visitors)" and "same-day visitors". In fact tourism boosts the revenue of the economy, creates thousands of jobs, develops the infrastructures of a country and plants a sense of cultural exchange between guest and local. This result to the number of jobs created by tourism in many different areas is significant. (Wescott,2015)

Philippines are known internationally to be one of the greatest tourist destinations. It is not by the natural spots alone that these tourists chose this country but also because of the services being offered.

In fact Bohol province is famous for having over 2,000 clear and clean springs. The province is positioning itself as a prime eco-cultural tourism destination in the country as articulated in its vision statement. Rightly so because the Island is truly blessed with ecological biodiversity and rich cultural heritage that should be conserve and preserve for the future generation to enjoy. (Orlando Tizon 2006-2015)

Municipality of Bilar was also known for its amazing tourist attractions which often visited by many tourists such as: Bilar Man-made, Mahogany Forest, Bilar Rice Terraces, Logarita Falls, Tinugdan Spring, Pangas Falls and many other more. But there are other springs that are not that famous and are not very often visited by many tourists, but despite this, the beauty of such spring is still undeniable. One of it is the Duangon Spring which is located in Bilar, Bohol. Duangon Spring has flowing water wherein you can relax with ice felt and trees that surrounded it, and can allow you to experience the love of the nature. It also offers cottages that are very affordable in price.

As the years passes by, many Barangay officials discovered the nature of the spring which attracts locals and other individuals. And decided to enhance the spring and built the swimming pools and cottages. Private individuals also constructed a new swimming pool that also attracts locals and tourist to take a tour in the site.

In relation with that, the researcher feels the need to provide concrete data of Duangon Spring of Zamora Bilar to help establishments. Furthermore, the place has it panoramic view of its natural beauty and landscape that can lure locale and tourist to see and experience. With this study, it will lead to increase the number of tourists through develop their services by conducting a study on the Tourist's satisfaction in the facilities and services. Moreover, the tourist will also benefit from whatever changes of the place as they will get outmost satisfaction from the services provided by the management.

## Literature Background

The study was anchored on the following legal bases of the study:

Republic Act No. 710 otherwise known as "Tourist and Travel Association". This republic act grants, a character to the Philippines. Tourist and Travel Association, INC for the development of Philippine industry. To develop the tourist industry in the promotion of tourism. It is the most desirable of Philippine industry to developed and promoted as of bringing in dollar revenues so essential economic stability and prosperity of the country enhance the prestige and foreign relation to the government; The Philippine tourist and Travel Association which is a voluntary civic organization of local business and civic leaders and government representatives has proved itself desirous and adequately prepared to fully undertake tourist development and promotion work, having maintained with its own funds for at least a year now an office exclusively engaged in such work and a service for the assistance and benefit of visiting tourist and travellers.

Moreover, Tourism Act of 2009 or the Republic Act (R.A) 9593 declares that the tourism together with the LGU and in partnership with private sector shall manage the local tourism project and continuously update and develop a tourism action plan for accessible and affordable destinations through the country.

This act implies that the tourism industry plays a vital role in improving a country's manifestation. It is a source of income and affects the country's environment society and culture. It is soon to be the first world peace industry

because through this, its friendships, share knowledge, and ideas, knows one's culture and environment, and educate people.

Even in the period of Former President Ferdinand E. Marcos a Presidential Decree No. 867 of 1976 established the Philippine convention bureau. In the government primary concern was on the tourism and travel industry in the Philippines. The growth and development in tourism accommodations and facilities underscore the need for concerted and planned efforts to promote the Philippines not only as tourism destination in the area but also, a center of world gatherings and conventions.

As part of this research, there are considerable numbers of theories used to support this study. Peyton et. Al, (2003) argues that Assimilation theory has a number of shortcomings. First, the approach assumes that there is a relationship between expectation and satisfaction but does not specify how disconfirmation of an expectation leads to either satisfaction or dissatisfaction. Second, the theory also assumes that consumers are motivated enough to adjust their expectations or their perceptions about the performance. A number of researchers have found that controlling for actual product performance can lead to a positive relationship between expectation and satisfaction. Therefore, it would appear that dissatisfaction could never occur unless the evaluative processes were to begin with negative consumer expectations.

The theory of Determinants of satisfaction with the Tourist Destination by Enrique Mariano (2017) Tourist satisfaction is one of the most widely studied

factors in literature on tourism and hospitality. From this perspective specialized literature reveals the key role of tourist satisfaction at the time of choosing a tourist destination in other words, satisfaction will be an explicit antecedent to tourist loyalty to a place.

The theory of Scientific Management by Frederick Taylor (2005) focuses on services which include personnel. Taylor explained the four basic principle of his management philosophy. These are the development of a true science of management in order to determine the best method of doing each task; the scientific selection of workers so that they would be most suited to the jobs assigned to them; the intimate friendly cooperation between the management and labor is essential to increase productivity.

Several studies in the marketing literature have offered some support for theory. The contrast theory of tourist satisfaction predicts tourist reaction instead of reducing dissonance; the consumer will magnify the difference between expectation and the performance of the services.

Theories that was studied and mentioned above are the possibly utilize and as a guide for the management or the personnel in Duangon Spring by the reason of examined the factors which is applicable anticipation for the possible tourist to explore the spot and satisfaction of their facilities and services in relation of techniques in improvement.

Tourism is very people-oriented business; therefore, the opportunity to create employment in an area is one of the attractions to government (Rowe C, Smith J, 2006).

The following serve as the related studies of this study:

Juan Ignacio Pulido-Fernandez (2015) stated that the influence of Tourist Satisfaction on tourism Expenditure in emerging urban cultural destinations satisfaction is an excellent predictor of tourist behavior, often used in marketing and destination management.

Additionally, the study of Tribe and Snaith (1998) defined tourist's satisfaction with a destination as the degree to which a tourist's assessment of the attributes of that destination exceed his or her expectation for those attributes.

Moreover, Swan and Combs (1976) also claim satisfaction as a post purchased attitude.

Typical business goals for young small businesses may include survival, growth, tourist satisfaction, creating outstanding value for tourist and other stake holders, developing new product lines and service offerings, profitability, reduced operating cost and developing a great company among others. In others words, these are typical aspirations for the present and the future whose outcome could be differ One of this, the Duangon Spring which located in Bilar, Bohol. Duangon Spring has flowing water wherein you can relax with ice felt and trees that surrounded it, and can allow you to experience the love of the nature.

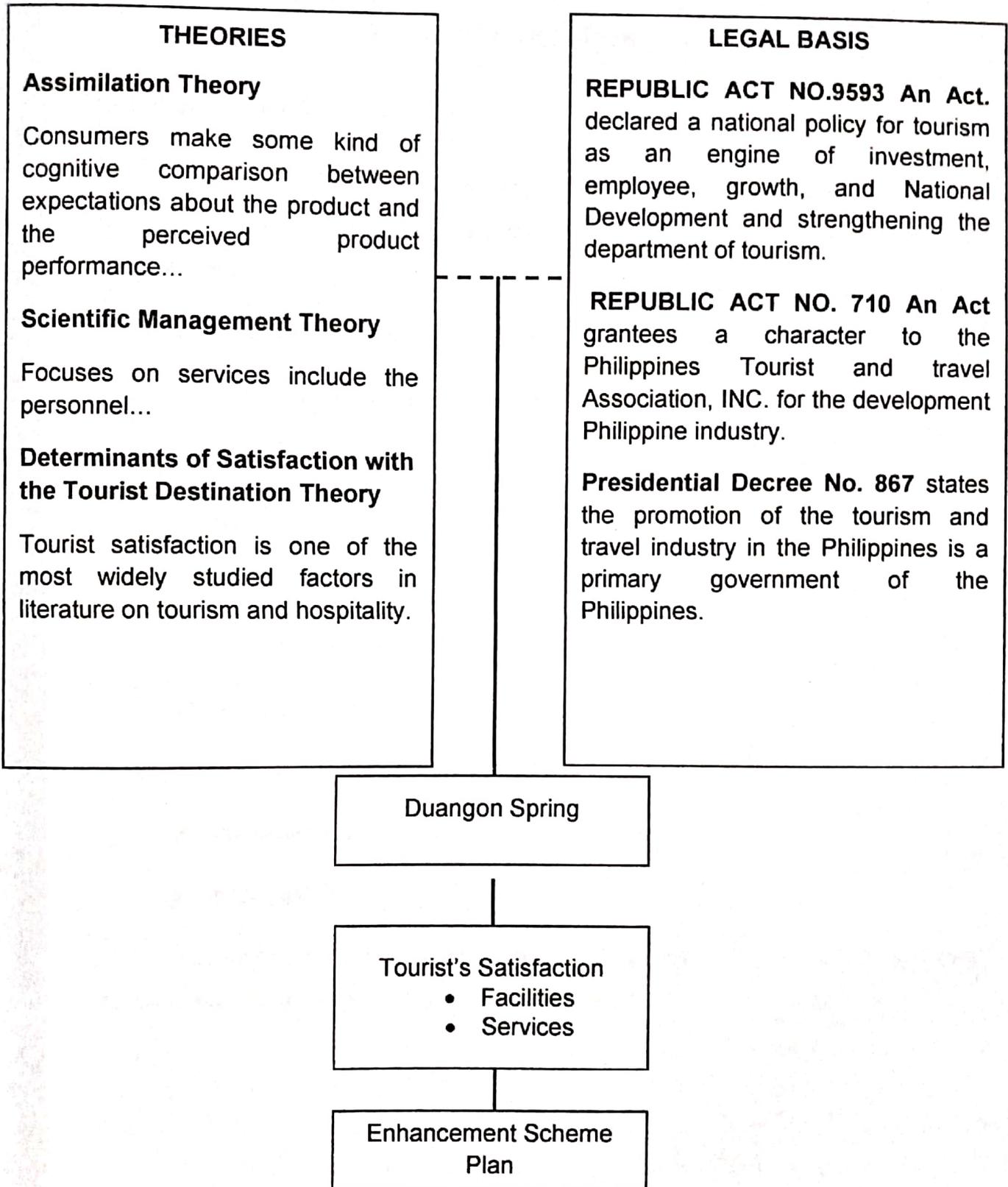


Figure 1. Theoretical and Conceptual Framework

## THE PROBLEM

### Statement of the Problem

The main trust of this study was to determine the level satisfaction of the tourist on the facilities and services of Duangon Spring as Basis for Improvement.

Specifically, the study aimed to answer the following questions:

1. What is the demographic profile of the respondents in terms of the:
  - 1.1 age;
  - 1.2 gender;
  - 1.3 civil Status;
  - 1.4 educational background; and
  - 1.5 number of visit?
2. What is the satisfaction level of tourist in terms of:
  - 2.1 facilities; and
  - 2.2 services?
3. What scheme plan could be proposed from the result of the study to improve the facilities and services of the Duangon Spring?

### **Significance of the study**

The result of the study would be beneficial to the following:

**Barangay Officials.** It would help them increased their income by the tourist.

**Community.** This can lead to future research collaborations, as well as an improvement in community health

**Duangon Spring Management.** This study would guide them in planning and implementing new management strategies in improving their facilities and services since most Tourist Spot nowadays are in a competitive industry.

**Tourist.** It would help them to evaluate that Duangon Spring reach their satisfaction and necessary fit to their needs.

**Future Researchers.** Those who are planning to study on the same topic, this study will surely serve as one of their references in gathering other information that could support and help their study.

## **RESEARCH METHODOLOGY**

### **Design**

This study used the descriptive research design as a research tool that permits a researcher to collect data and to determine the level of Tourist Satisfaction in Duangon Spring: on the facilities and services of Duangon spring. Random sampling method was used. A survey questionnaire used as main instrument on gathering data.

### **Environment and Participant**

The research conducted at Barangay Zamora Bilar Bohol. Duangon was baptized before by the old people living in this place and named as Lungon due to its coffin-like appearance. During Magsaysay's time, the name `Duangon` already exists and was eventually developed by the Barangay officials of Zamora. The research focus specifically in Duangon Spring which is approximately 1.5km from the national highway and can be reaching through any motorized vehicle. The Duangon Spring estimated 500 square meters, the depth under water is 2 feet for kids and 5 feet for adults. Duangon Spring created in the year 2001 composed of swimming pools with cold running water and also surrounded by big trees, cottages, comfort and dressing room and you can relax by the ice felt of the water. The participants of the study were composed of fifty(50) tourists randomly selected from different people who visit and enjoying the spring on November 9,2021 in Duangon Spring located at Sitio barangay

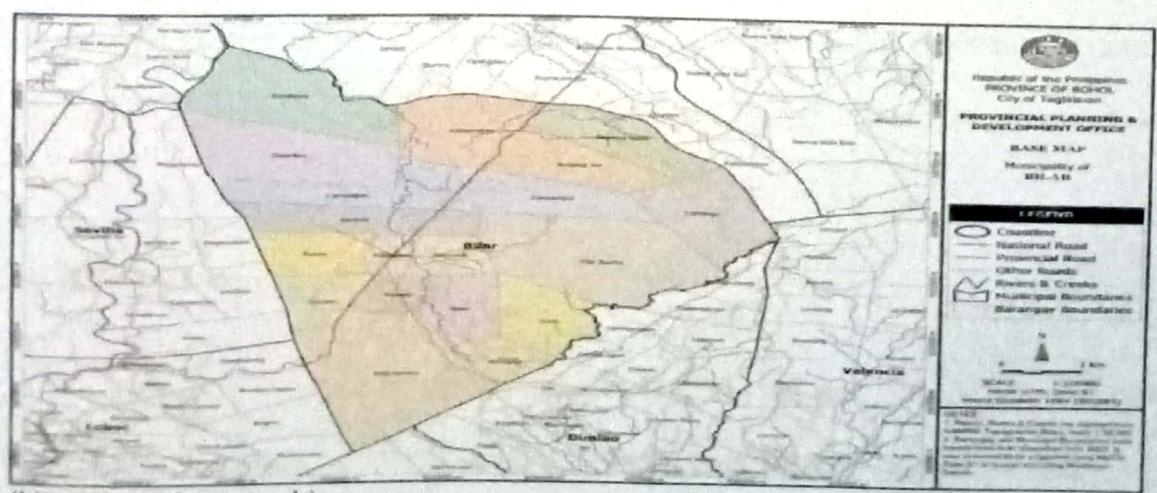
Zamora, Bilar, Bohol. They are tourist of establishment mention above, 18 to 60 years old are the qualified participant's in this study.

In selecting the participants, the researchers used convenience sampling method to avoid biases from the sample size of the total tourist who enjoys the Duangon Spring.



([https://wwwgooglemap.com.ph](https://www.googlemap.com.ph))

Figure 2.1 Map of Zamora



(<https://google.com.ph>)

Figure 2.2 Map of Bilar

## **Instrument**

The researcher used a self-made questionnaire and refer some ideas on Logarita Spring study which are also applicable in our study. The Researcher's copied specifically in the facilities such as; Pathways, Parking Area, and for the services; Emergency and Security Services. The following scale was used in the study: 4 (very satisfied) 3 (satisfied), 2 (unsatisfied), 1 (not available) to determine the tourist level satisfaction.

## **Data Gathering Procedures**

The researchers secured official permission from the Campus Director through the recommendation of the College Dean noted by the Thesis Adviser. The researchers further prepared letter to the barangay captain of the location for the consent of the research. The researchers personally distributed the survey questionnaires to the respondents. Each of the respondents were given half-hour in answering the questions. After the letter approved the researcher given the survey questionnaire face to face and randomly selected 50 tourists who are enjoying the place already in Duangon Spring. The data gathered were tallied for the purpose of analysis and interpretation.

## **Statistical Treatment**

Frequency and percentage used to analyze the demographic profile of the respondents. The percentage will computed using the following expression.

$$P = \frac{f}{n} \times 100$$

Were

P= percentage

F= frequency

N= total no. of respondents

100= constant multiplier or total percentage

Weighted Mean score was used to determine the tourist's level of satisfaction of Duangon Spring using the formula:

$$WMS = \frac{4(f_4) + 3(f_3) + 2(f_2) + 1(f_1)}{N}$$

Where:

WMS= weighted mean scale

N= no. of respondents

After getting the average weighted mean, the researchers interpreted the results using the following scales:

Weighted Mean	Perception	Scale
3.26-4.00	Very satisfied extremely good or excellent	4
2.51-3.25	Satisfied acceptable but not outstanding or perfect	3
1.76-2.50	Unsatisfied unacceptable because not adequate	2
1.00-1.75	Not available not being offered in the establishment	1

## OPERATIONAL DEFINITION OF TERMS

The following terms and used are defined as used in the study.

**Tourist.** It refers to participants who have been visited in the Duangon Spring.

**Duangon Spring.** A spring which is located in Zamora, Bilar, Bohol.

**Facilities.** Refer to the equipment that meets the satisfaction of the tourist.

**Management.** It refers to staff and personnel of Duangon Spring.

**Personnel.** Refers to workers who are willing to obey the rules and orders of their jobs.

**Satisfaction.** Refers to a fulfilment of one's wishes, expectations or needs, or the pleasure derived from this.

**Services.** Refer to the tangible or intangible that is being offered to the tourist further benefits.

**Tourism.** A social, cultural and economic phenomenon which entails the movement of people.

**Tourist Spot.** Is the place that people visited on for relaxation and leisure

## Chapter 2

### Presentation, Analysis and Interpretation of Data

This chapter presents analyze and interprets the data collected through the use of adopted survey questionnaire answered by the tourists in terms of their satisfaction level in facilities and services during their stay or visit in the Duangon Spring.

The data of the study were taken from the responses of the fifty (50) tourist in Duangon spring in the month of November 9,2021.

**Table 1** presents the demographic profile of the respondents, who participated the study. There were 58% females and 42% for the males. The data from the table revealed that there were highest number of female responded the survey of 58% which male obtained 42%. As to ages, age bracket of 18-30 got the highest percentage of 78% which age bracket of 51-60 got the lowest percentage of 4%.

In relation to civil status of the respondents 78% was obtained by the single and 22% was married participants. Moreover the data further revealed that 46% of the participants were college level and was the highest percentage based on the educational background of the respondent, which the lowest percentage was obtained by elementary level of the percentage of 2%. As to number of visits of the respondents, 1-5 frequency of visit got the highest percentage of 72% which beyond 10 frequency of visit obtained the lowest percentage of 6%.

Meanwhile 62% of the respondents where from inside Bilar and 38% where from outside Bilar.

The data implied that most of the visitors as of tourist the Duangon Spring were teenagers who are adventurous and want relax and enjoy the scenery of the place.

**Table 1**  
**Profile of the Respondents**  
n=50

Parameters	Frequency (f)	Percentage %
<b>Age</b>		
18-30 years old	39	78
31-40 years old	4	8
41-50 years old	5	10
51-60 years old	2	4
<b>Gender</b>		
Male	21	42
Female	29	58
<b>Civil Status</b>		
Single	39	78
Married	11	22
<b>Educational Background</b>		
Elementary Level	1	2
Elementary Graduate		
High School Level	10	20
High School Graduate	3	6
College Level	23	46
College Graduate	13	26
<b>Number of Visits</b>		
1-5	36	72
6-10	11	22
Beyond 10	3	6

Table 2.1 shows the tourist satisfaction on the Duangon Spring in terms of Facilities. It revealed that the tourists are very satisfied with the wash room and comfort room facilities for it has an average weighted mean of 3.27, and the item under the wash room and comfort room facilities which got the highest rating was "The sufficient supply of water" with weighted mean of 3.72 which means tourists are very satisfied. However, the item "The toiletries are available in every wash room and comfort rooms" got the lowest rate with weighted mean of 3.02 which means the tourists are satisfied. In the parking area, it was found out that tourists are satisfied for it has rate weighted mean of 3.08, and the item with highest rate was "The space that can accommodate large number of vehicle" However, the item "The parking area " got the lowest rate. This implies that the management of Duangon Spring should put the parking that can easily park. Moreover, tourists are also very satisfied with the swimming pool facility for it has an average 3.24, and the item under the swimming pool facility which got the highest rating was "The sufficient supply of water". However, the item with the least rating was "The separation of children's pool and adult's pool". This implies that the management of the Duangon Spring should encourage to make a separate pool for adults and children for the safety of the tourists. In the pathways facility, the average weighted mean was 3.1, and the item that mostly availed by the tourist was "Pathways are safe to pass by" with the weighted mean of 3.36. However, the item with the least rating was "The cleanliness of the area" with the weighted mean of 3.06. this means that Management of Duangon Spring should maintained the cleanliness of the area so that the area more pleasant to see.

**Table 2.1**  
**Tourist's Satisfaction on the Facilities of Duangon Spring**  
**n=50**

Facilities	WM	DI	Rank
<b>Washroom and Comfort room Facilities</b>			
Sufficient supply of water.	3.72	Very Satisfied	1
Comfort rooms used by the tourists.	3.16	Satisfied	3
Washroom and comfort room equipment are functioning well.	3.26	Very Satisfied	2
Toiletries are available in every wash room and comfort room.	3.02	Satisfied	5
Cleanliness in the area.	3.2	Satisfied	4
<b>Average Weighted Mean</b>	<b>3.27</b>	<b>Very Satisfied</b>	<b>1</b>
<b>Parking Area</b>			
Space that can accommodate large number of vehicles.	3.08	Satisfied	1
Securities of the vehicles are well assured.	2.46	Unsatisfied	3
Parking area.	2.9	Satisfied	4
Cleanliness in the area.	2.96	Satisfied	2
<b>Average Weighted Mean</b>	<b>2.85</b>	<b>Satisfied</b>	<b>4</b>
<b>Swimming Pool</b>			
Cleanliness of water in the pool.	3.48	Very Satisfied	2
Quality supply of water.	3.84	Very Satisfied	1
Security of the pool.	2.98	Satisfied	4
Separation of children's pool and adult's pool.	2.88	Satisfied	5
Swimming Amenities (goggles, pool floats, swimming caps, ear plugs/nose clips, and etc.) in the swimming pool are available when needed.	3.00	Satisfied	3
<b>Average Weighted Mean</b>	<b>3.24</b>	<b>Satisfied</b>	<b>2</b>
<b>Pathway</b>			
Maintenance of the cleanliness in the area.	3.06	Satisfied	3
Pathways are safe to pass by.	3.36	Very Satisfied	1
Pathways are not slippery.	3.12	Satisfied	2
<b>Average Weighted Mean</b>	<b>3.18</b>	<b>Satisfied</b>	<b>3</b>
<b>General Weighted Mean</b>	<b>3.14</b>	<b>Satisfied</b>	

Weighted Mean	Perception	Scale
3.26-4.00	Very satisfied	4
2.51-3.25	Satisfied	3
1.76-2.50	Unsatisfied	2
1.00-1.75	Not available	1

Table 2.2 illustrates the tourist satisfaction on the Duangon Spring in terms of services. It shows that the average weighted mean of the security emergency services was 2.64 which means tourists are satisfied, and the item "The implementation rules and regulations for peace and order" got the highest rating of 3.44. This implies that the Management of Duangon Spring should have an additional medical staff to accommodate large number of tourists in case of emergency. The average weighted mean for the receiving personnel was 3.17 which means tourist are satisfied, and the item that was mostly availed by the tourist was "The approachable staff" with the weighted mean of 3.36. However, the least item under the receiving personnel was "The staff are trained" with the weighted mean of 3.02. This implies that the Management of Duangon Spring should strictly implement to their staff to trained well and by that, they can have performed their duties properly. The average weighted mean for the cottage and fees was 3.29 which mean the tourists are very satisfied, and the item that was mostly availed by the tourist was "Affordability of cottage rental" with the weighted mean of 3.48. The implies that the Management of Duangon Spring should enlarge the space and add more sitting tables for the tourists to be accommodated and feel more comfortable. In general, table 2.2 revealed the tourist satisfaction on the Duangon Spring in terms of services and it was found out that only cottage and fees got a positive perception from the tourists and the rest such as emergency and security services and receiving personnel were rated satisfied. The findings revealed that the Duangon Spring in terms of services did not meet to the tourist's satisfaction for it has a general weighted

mean of 3.03 with the description of "satisfied". Since the result did not show the rating of very satisfied, the staff of Duangon Spring should meet undergo trainings to better improve their performance in order to meet tourist's expectation and satisfaction as well.

**Table 2.2**  
**Tourist's Satisfaction on the Services of Duangon Spring**  
**n=50**

Services	WM	DI	Rank
<b>Security and Emergency Services</b>			
Implementation of Rules and regulations for peace and order.	3.44	Very Satisfied	1
Availability of lifeguard security.	2.42	Unsatisfied	3
Sufficient security guard in the area.	2.38	Unsatisfied	4
Availability of medical staff.	2.34	Unsatisfied	5
Availability of first aid kit services.	2.62	Satisfied	2
<b>Average Weighted Mean</b>	<b>2.64</b>	<b>Satisfied</b>	<b>3</b>
<b>Receiving Personnel</b>			
Approachable staff.	3.36	Very Satisfied	2
Staffs dispatch skill towards tourists.	3.5	Very Satisfied	1
Staffs are skilful in English and Tagalog.	3.24	Satisfied	3
Staffs are trained.	3.02	Satisfied	5
Staffs are good looking and neat with their uniform.	2.86	Satisfied	6
Staff response to any inquires in a timely manner.	3.04	Satisfied	4
<b>Average Weighted Mean</b>	<b>3.17</b>	<b>Satisfied</b>	<b>2</b>
<b>Cottage and Fees</b>			
There tables and sitting furniture.	3.2	Satisfied	4
The affordability entrance fee price.	3.36	Very Satisfied	2
Affordability cottage rental.	3.48	Very Satisfied	1
Sufficient space that can accommodate large numbers of tourist's.	3.12	Satisfied	3
<b>Average Weighted Mean</b>	<b>3.29</b>	<b>Very Satisfied</b>	<b>1</b>
<b>General Weighted Mean</b>	<b>3.03</b>	<b>Satisfied</b>	
<b>Weighted Mean</b>	<b>Perception</b>	<b>Scale</b>	
3.26-4.00	Very satisfied	extremely good or excellent	4
2.51-3.25	Satisfied	acceptable but not outstanding or perfect	3
1.76-2.50	Unsatisfied	unacceptable because not adequate	2
1.00-1.75	Not available	not being offered in the establishment	1

## Chapter 3

### **SUMMARY OF FINDINGS, CONCLUSION RECOMMENDATION**

This chapter deals with the summary of findings and conclusions based on the analysis and interpretation of the data. Recommendations were also made to meet the target of this study and that is to provide bases for the establishment's facilities and services improvement plan.

#### **Summary of the Findings**

The following are the results of the study based on the data obtained. The data showed that most of the respondents who went to Duangon Spring during the time of our study were females and are in the age of eighteen to thirty, and the respondents were still single. The highest educational attainments of the respondents are college level and the least is elementary level who got the lowest rating. The respondents frequently visit the Duangon Spring were in the range of one to five times, and the respondents who came in Duangon during the time of our study were residents of Bilar.

The findings revealed the respondent's perception in terms of facilities which include the parking area, swimming pool, pathways were "satisfied". The item which got the highest rating was the wash room and comfort room facilities. In general, Duangon Spring facilities should be improved and maintain the facilities in order to meet tourist's satisfaction.

The findings also revealed the tourist's satisfaction in the Duangon Spring Services was "satisfied". The item got the highest rating was the cottage and

fees and the lowest rating was the security and emergency services. Based on the results Security and Emergency Services and Receiving Personnel were rated "satisfied" and the Cottage and Fees were rated "very satisfied". In general, Duangon Spring should improve their services for them to attract more tourists that can help and keep the tourists always visit in the area.

### **Conclusions**

Most of the respondents who went in Duangon Spring were females under the age bracket of eighteen to thirty years old. Majority of the respondents were single and are in the college level. The respondents visited the Duangon Spring one to five times and most of them are inside Bilar.

The satisfaction level of tourists in terms of facilities being offered in the Duangon Spring were availed by the respondents. The facility that was mostly availed by the respondents is the wash room and comfort room followed by swimming pool then the pathways and the least availed was parking area. And for the services, cottages and fees were mostly availed by the tourists.

In general, Duangon Spring facilities and services should be improved and maintained to invite more tourists locally and internationally.

## RECOMMENDATION

Based on the conclusion drawn from the study, the researchers came up with the recommendations for the potential improvement of the Duangon Spring.

1. The management should strengthen the securities of parking area to be secured.
2. The management should hire a life guard security for the safety of the tourist's.
3. The Management may encourage to hired personnel in charge the security the area.
4. The Management encourage to provide medical kit and hired personnel in charge in the medical staff.

## ENHANCEMENT SCHEME PLAN

Based on the result of the study the researchers proposed scheme plan to improve facilities and services of the Duangon Spring.

Areas of Concern	Objectives	Activities	Person Responsible
<ul style="list-style-type: none"> <li>• Facilities</li> <li>• Services</li> </ul>	<ul style="list-style-type: none"> <li>• To enhance Facilities in the Duangon Spring.</li> <li>• Improve the securities of Duangon Spring.</li> </ul>	<ul style="list-style-type: none"> <li>• 1. Provide space for parking area.</li> <li>• Hire personnel that in charge of the security of the place.</li> <li>• Hire medical staff in care emergency in the area.</li> <li>• Provide medical kit.</li> </ul>	<ul style="list-style-type: none"> <li>• Owner</li> <li>• Personnel</li> <li>• Owner</li> <li>• Management</li> </ul>

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**APPENDIX A**  
Republic of the Philippines  
**BOHOL ISLAND STATE UNIVERSITY**  
Zamora, Bilar, Bohol



DEPARTMENT OF HOSPITALITY MANAGEMENT AND INDUSTRIAL TECHNOLOGY

**SURVEY QUESTIONNAIRE ON THE "TOURIST SATISFACTION"**

Dear Sir/Madam:

Greetings of peace

The undersigned students of Bohol Island State University (BISU) Bilar Campus taking up the degree of Bachelor of Science in Hospitality Management are conducting research entitled **"TOURIST SATISFACTION ON THE FACILITIES AND SERVICES OF DUANGON SPRING"**.

Any information and idea that you will share through this survey questionnaire is a valuable input in achieving the objectives of the research. Rest assured that your answers will be handled with outmost confidentiality.

We sincerely request your cooperation by answering the questionnaires honestly. Thank you very much.

Respectfully yours,

**RESEARCHERS**

## Tourist's Satisfaction of Duangon Spring, Zamora

### I. PROFILE OF THE RESPONDENTS

Gender : \_\_\_\_\_ Civil Status : \_\_\_\_\_  
 Educational background: \_\_\_\_\_ No. of Visits: \_\_\_\_\_  
 Age : ( ) 18-30 ( ) 31-40 ( ) 41-50 ( ) 51-60

II. Kindly put a check mark ( / ) on the facilities and services which you availed according to your satisfaction.

4 Very satisfied	-Extremely good or excellent
3 Satisfied	-Acceptable but not outstanding or perfect
2 Unsatisfied	-Unacceptable because not adequate in quality
1 Not Available	-Not being offered in the establishment

### A. FACILITIES

Wash room and Comfort room facilities	4	3	2	1
Sufficient supply of water				
Comfort rooms used by the tourists.				
Washroom and comfort room equipment are functioning well.				
Toiletries are available in every wash room and comfort rooms.				
Cleanliness in the area.				

Parking Area	4	3	2	1
Sufficient space that can accommodate large number of vehicles.				
Securities of vehicles are well assured.				
Parking area.				
Cleanliness of the area.				

Swimming Pool	4	3	2	1
Cleanliness of water in the pool.				
Quality supply of water.				
Security of the pool.				
Separation of children's pool and adult's pool.				
Swimming Amenities (goggles, pool floats, swimming cap, ear plugs /nose clips and etc.) in the swimming pool are available when needed.				

<b>Pathway</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Maintenance of the cleanliness in the area.				
Pathways are safe to pass by.				
Pathways are not slippery.				

## B. SERVICES

<b>Security and Emergency Services</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Implementation of rules and regulations for peace and order.				
Availability of lifeguard security.				
Sufficient security guard in the area.				
Availability of medical staff.				
Availability of first aid kit services.				

<b>Receiving Personnel</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Approachable staff.				
Staffs dispatch skill towards the tourist.				
Staffs skilful in English and Tagalog.				
Staffs are trained.				
Staffs are good looking and neat with their uniforms.				
Staff response to any inquiries in a timely manner.				

<b>Cottage and Fees</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Tables and sitting furniture.				
Affordability entrance fee price.				
Affordability cottage rental.				
Sufficient space that can accommodate large numbers of tourist				



## APPENDIX B

Republic of the Philippines  
BOHOL ISLAND STATE UNIVERSITY  
Zamora, Bilar, Bohol



## TRANSMITTAL LETTER

Marietta Macalolot  
College Director  
BISU Bilar Campus  
Greetings!

We, the signed fourth year students taking up the degree of Bachelor of Science in Hospitality Management of Bohol Island State University- Bilar Campus, Zamora, Bilar, Bohol are currently conducting a research study entitled "TOURIST SATISFACTION OF THE FACILITIES AND SERVICES IN DUANGON SPRING".

In line with this, the researcher would like to ask permissions through the Dean of College of Technology and Allied Sciences, to conduct a study in Duangon Zamora Bilar Bohol wherein this examines the Satisfaction level of tourist in Duangon Spring.

We are looking forward to your positive response on this matter.

Thank you very much and God bless!

Very truly yours,

NAOMI C. CUBOS  
CRISTY MAE NAPARAN  
SANDRA JOY ONGA

Noted by:

Recommending Approval:

(Sgd) ARLEN B. GUDMALIN, Ph.D.  
Dean, CTAS

(Sgd) MARIFEL G. LASCOÑA

Research Adviser

Approved:

(Sgd) MARIETTA C. MACALOLOT, Ph.D.

Campus Director

## APPENDIX C RAW DATA

RESPONDENTS	GENDER		AGE				CIVIL STATUS		EDUCATIONAL BACKGROUND						# OF VISITS		
	MALE	FEMALE	18-30	31-40	41-50	51-60	SINGLE	MARRIED	ELEM LEVEL	ELEM GRAD	HS LEVEL	HS GRAD	COLLEGE LEVEL	COLLEGE GRAD	ONE-FIVE	SIX-TEN	BEYOND TEN
1		1	1				1										
2		1	1				1										
3		1	1				1										
4	1		1				1						1				
5		1	1				1										
6		1	1				1						1				
7		1	1				1						1				
8	1		1				1				1						
9		1	1				1						1				1
10		1	1				1						1				
11		1	1				1						1				
12		1	1				1				1					1	
13	1						1						1				1
14		1	1				1				1					1	
15	1		1				1						1				1
16		1				1					1			1			
17		1	1				1					1					
18	1		1				1						1				1
19	1			1							1			1			
20		1		1									1				
21		1		1									1				
22		1	1										1				1
23	1		1										1				1
24		1	1										1				1
25		1	1										1				1
26	1		1								1						1
27		1	1										1				1
28	1			1									1				1
29	1		1								1						1
30		1	1										1				1
31	1		1										1				1
32	1		1										1				1
33	1					1					1						1
34	1		1									1					1
35		1	1								1						1
36	1		1										1				1
37		1	1										1				1
38		1	1										1				1
39		1	1										1				1
40		1				1							1				1
41	1					1							1				1
42		1	1									1					1
43		1	1										1				1
44	1		1										1				1
45	1		1										1				1
46	1					1							1				1
47		1	1								1						1
48	1												1				1
49	1		1										1				1
50		1	1										1				1
TOTAL	21	29	39	4	5	2	39	11	1	0	10	3	23	13	36	11	3

A. FACILITIES					
<b>Washroom and Comfort room Facilities</b>					
Sufficient supply of water.	4	3	2	1	TOTAL
Comfort rooms used by the tourist.	38	11		1	3.72
Washroom and comfort room equipment are functioning well.	9	40	1		3.16
Toiletress are available in every wash rooms and comfort rooms	13	37			3.26
Cleanliness in the area.	4	43	3		3.02
<b>TOTAL</b>	10	40			3.2
<b>Parking Area</b>					
Sufficient space that can accommodate large number of vehicles.	4	3	2	1	
Securities of the vehicles are well assured.	8	36	7		3.08
Parking Area	3	17	30		2.46
Cleanliness in the area.	5	35	10		2.9
<b>TOTAL</b>	6	36	8		2.96
<b>Swimming Pool</b>					
Cleanliness of water in the pool pool.	4	3	2	1	
Quality supply of water.	24	26			3.48
Security of the pool.	42	8			3.84
Separation of children's pool and adult's pool.	11	27	12		2.98
Gadgets (goggles, pool floats, swimming caps, ear plugs/nose clips, and etc.) in the swimming pool are available when needed.	4	38	6	2	2.88
<b>TOTAL</b>	8	34	8		3
<b>Pathways</b>					
Maintenance of the cleanliness in the area.	4	3	2	1	
Pathways and stairways are safe to pass by.	11	33	5		3.06
Pathways and stairways are not slippery.	22	24	4		3.36
<b>TOTAL</b>	8	40	2		3.12
<b>B. SERVICES</b>					
<b>Security and Emergency Services</b>					
Rules and regulations for peace and order were implemented.	4	3	2	1	
Availability of lifeguard security.	27	18	5		3.44
Sufficient security guard in the area.	2	18	29	1	2.42
Availability of medical staff.	2	16	31	1	2.38
Availability of first aid kit services.	3	13	32	2	2.34
<b>TOTAL</b>	2	27	21		2.62
<b>Receiving Personnel</b>					
Approachable staff	4	3	2	1	
Staff dispatch skill towards tourist.	29	10	11		3.36
Staffs are proficient in english and tagalog.	28	19	3		3.5
Staffs are well-trained.	16	30	4		3.24
Staffs are good looking and neat with their uniforms.	5	41	4		3.02
Staff response to any inquires in a timely manner.	1	43	5		2.86
<b>TOTAL</b>	9	34	7		3.04
<b>Cottage and Fees</b>					
Tables and sitting furniture.					3.17
Affordability entrance fee price.	4	3	2	1	
Affordability cottage rental.	13	34	3		3.2
Sufficient space that can accommodate large numbers of customers.	22	24	4		3.36
<b>TOTAL</b>	25	24	1		3.48
	10	36	4		3.12
					3.29

# APPENDIX D PHOTO DOCUMENTATION



## APPENDIX E

### RESEARCHER'S BIODATA

#### PERSONAL BACKGROUND

Name : Naomi C. Cubos  
 Citizenship : Filipino  
 Civil Status : Single  
 Age : 21  
 Address : El Salvador  
 Carmen Bohol  
 Date of Birth : March 8, 2000  
 Father's Name : Valentino P. Cubos  
 Mother's Name : Felecitas C. Cubos



#### EDUCATIONAL BACKGROUND

Elementary : El Salvador Elementary School  
 : El Salvador, Carmen, Bohol  
 : S.Y. 2011-2012  
 Secondary Junior : Bicao High School  
 : Bicao, Carmen, Bohol  
 : S.Y. 2015-2016  
 Secondary Senior : Bicao High School  
 : Bicao, Carmen, Bohol  
 : S.Y. 2017-2018  
 College : Bohol Island State University-Bilar Campus  
 : Zamora Bilar Bohol  
 Achievement : NCII COOKERY  
 : NCII HOUSEKEEPING  
 : NCII BREAD AND PASTRY PRODUCTION  
 : NCII FOOD AND BEVERAGE SERVICES

## RESEARCHER'S BIODATA

### PERSONAL BACKGROUND

Name : Cristy Mae S. Naparan  
 Citizenship : Filipino  
 Civil Status : Single  
 Age : 22  
 Address : Zamora, Bilar, Bohol  
 Date of Birth : December 6, 1998  
 Father's Name : Nilo G. Naparan  
 Mother's Name : Elisa S. Naparan



### EDUCATIONAL BACKGROUND

#### Elementary

: Zamora Elementary School  
 : Zamora, Bilar, Bohol  
 : S.Y 2011-2012

#### Secondary Junior

: Bilar National High School  
 : Yanaya, Bilar, Bohol  
 : S.Y 2015-2016

#### Secondary Senior

: Bilar National High School  
 : Yanaya, Bilar, Bohol  
 : 2017-2018

#### College

: Bohol Island State University-Bilar Campus  
 : Zamora Bilar Bohol

#### Achievement

: FOOD AND BEVERAGE NCII  
 : COOKERY NCII  
 : BREAD AND PASTRY PRODUCTION NCII  
 : HOUSEKEEPING NCII

## RESEARCHER'S BIODATA

### PERSONAL BACKGROUND

**Name** : Sandra Joy Onga  
**Citizenship** : Filipino  
**Civil Status** : Single  
**Age** : 23  
**Address** : Poblacion Bilar Bohol  
**Date of Birth** : March 24 1998  
**Father's Name** : Juanito G. Malinao Jr.  
**Mother's Name** : Lourdes O. Malinao



### EDUCATIONAL BACKGROUND

#### Elementary

: Bilar Central Elem. School  
 : Poblacion Bilar Bohol

#### Secondary Junior

: Hegina Enliven Academy for Development  
 : Poblacion Bilar Bohol

#### Secondary Senior

: Bilar National High School  
 : Poblacion Bilar Bohol

#### College

: Bohol Island State University-Bilar Campus  
 : Zamora Bilar Bohol

#### Achievement

: NCII COOKERY  
 : NCII HOUSEKEEPING  
 : NCII BREAD AND PASTRY PRODUCTION  
 : NCII FOOD AND BEVERAGE SERVICES