

**TOURIST SATISFACTION TO THE AMENITIES OF PANGAS FALLS**

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

**CHARISSA Q. JASPE  
LYKA V. JURADO  
KARMEL S. MAGHAMIL**

**February 2022**

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

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**Charissa Q. Jaspe  
Lyka V. Jurado  
Karmel S. Maghamil**

**February 2022**

## APPROVAL SHEET

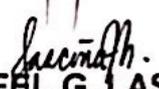
This thesis entitled "Tourist Satisfaction to the Amenities of Pangas Falls" was prepared and submitted by Charissa Q. Jaspe, Lyka V. Jurado, Karmel S. Maghamil in partial fulfillment of the requirements for the degree Bachelor of Science in Hospitality Management has been examined and recommended for acceptance and approval for oral defense.

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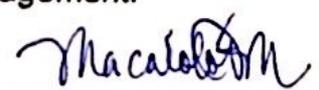
  
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## TABLE OF CONTENTS

TITLE PAGE.....	i	
APPROVAL SHEET.....	ii	
ACKNOWLEDGMENTS .....	iii	
TABLE OF CONTENTS .....	v	
LIST OF TABLES.....	vii	
LIST OF FIGURES.....	viii	
ABSTRACT.....	ix	
<b>CHAPTER</b>		
<b>1</b>	<b>THE PROBLEM AND ITS SCOPE</b>	
Rationale.....	1	
Literature Background.....	3	
<b>THE PROBLEM</b>		
Statement of the Problem .....	12	
Significance of the Study.....	13	
<b>RESEARCH METHODOLOGY</b>		
Design.....	15	
Environment and Participant.....	15	
Instrument.....	17	
Procedure.....	17	
Statistical treatment.....	18	
<b>OPERATIONAL DEFINITION OF TERMS.....</b>		<b>20</b>
<b>2</b>	<b>PRESENTATION ANALYSIS AND INTERPRETATION OF DATA</b>	
Demographic Profile of the Tourists.....	22	

	Tourists Satisfaction Level to the Amenities.....	25
<b>3</b>	<b>SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS</b>	
	Summary of Findings.....	27
	Conclusions.....	28
	Recommendations.....	29
	Proposed Action Plan.....	31
	<b>REFERENCES.....</b>	<b>32</b>
	<b>APPENDICES</b>	
	A. Questionnaire.....	34
	B. Letters.....	36
	C. Raw Data.....	38
	D. Photo Documentation.....	40
	E. Biodata.....	41

## LIST OF TABLES

### Table

1. Demographic Profile of the Tourists.....	22
2. Tourists' Satisfaction Level in terms of Amenities.....	25

## LIST OF FIGURES

<b>Figure</b>	<b>Page</b>
1. Theoretical/Conceptual Framework of the study.....	11
2. Map of Bilar and Dagohoy, Bilar, Bohol.....	16

## ABSTRACT

The objective of this research was to identify the tourist satisfaction to the amenities of Pangas Falls in Dagohoy Bilar, Bohol. It sought to find out the demographic profile of the respondents, the tourist satisfaction in terms of amenities and the action plan could be proposed from the result of the study to improve the level of tourist satisfaction of amenities in Pangas Falls. There were 20 respondents of tourist who visited Pangas Falls. The self-made questionnaire had been subjected to a number of improvements and pilot testing in order to clarify and improve the statement or questions before conducting the study. The collected data were arranged using the weighted mean to determine the tourist satisfaction to the amenities of Pangas Falls. Results have been revealed that tourist's satisfaction level in terms of amenities. The highest satisfaction is "the ambiance is pleasant and relaxing", with weighted mean 3.75. ). Second highest is "clean environment", with a weighted mean of 3.60 (highly satisfied. Next in rank is "availability of jacket, with a weighted mean of 3.50 (highly satisfied). Fourth in rank is, "availability of jacket that has a weighted mean of 3.50 (highly satisfied). The "uniqueness of the place" is next in line with a weighted mean of 3.35 (highly satisfied). On the other hand, there are three amenities that has the same weighted mean, the "facilitator is friendly and approachable" that has a weighted mean of 3.30 (highly satisfied) With this, travelers when it comes to destinations tourist wants courteous, helpful and friendly service. The "availability of life guard" is 3.30 (highly satisfied), in case of emergency there should be life guard to rescue in order to avoid more risk and danger to tourist. Sixth in rank is "easy to locate" that has a weighted mean of 3.25 (satisfied). Following, is the "facilitator is good informant" with a weighted mean of 3.15 (satisfied), in guiding the tourist the facilitator must be knowledgeable so that the tourist is well-informed in the place. Eight in line is, the "facilitator is accommodating" that has a weighted mean of 3.05 (satisfied). Followed by, "there have available of foods, beverages, souvenirs and others" that has a weighted mean of 2.80 (satisfied). Having a good to eat especially the delicacy of Bilar should have taste to the tourist in order to promote other product of the place, especially the souvenirs so that the tourist have a remembrance to keep. Thereafter, that has a weighted mean of 2.70 (satisfied) is "safe", safety are vital to providing quality in tourism. Moreover, the success or failure of a tourism destination depends on being able to provide a safe and secure environment for visitors. Afterwards, with a weighted mean of 2.65 (satisfied) is "quality of road", well maintained roads are safer and fewer collisions means less injuries and a lower risk of fatality. Nevertheless, "the distance from the destination to national road" with a weighted mean of 2.50 and "access signal for mobile gadgets is 2.20, for most of tourist up to these days chooses the convenient way. However, the distance from the road to destination is acceptable, if the road has proper construction. On the other hand, on accessing signal is important because most of people these days use technology. Average weighted mean is 3.09 (satisfied), there are other amenities that needed to develop in order to reach the highly satisfied of the tourist in order to fulfill the needs and wants of the tourist.

## **Chapter 1**

### **THE PROBLEM AND ITS SCOPE**

#### **Rationale**

Tourist's satisfaction becomes a measurement for enhancing the quality of tourism products in order to increase visit's and encourage tourist loyalty. Broadly speaking, the satisfaction level means the stages of customer reaction to the services contribute by providers (Dzulkifli & Masjhoer, 2020). The degree to which a tourist's assessment of the attributes exceed particularly in amenities of Pangas Falls. Amenities are fundamental features and services that make a visitor feel at ease and secure, stated by Victoria Belton (2016).

Measuring tourist satisfaction is essential for variety of purposes: Tourist who are satisfied stay longer, spend more and come back; Visitor helps to promote the services on social media and through online customer reviews, leading to the competitiveness of the business and the attractions; on their next visit, they bring friends and family; Satisfaction with vacation time impacts their overall quality of life; Tourism is defined as a "export" in commodity in unfamiliar environments as mentioned by Dr. Gang Li (2019).

In offering the services to the tourist, it includes the excellent quality of the amenities that encourages the tourist to visit again. Also, encompasses a raft of efforts in product of the site makes to achieve pleasant tourist's experience on

the waterfalls and to their services. As well as, the management cope up with teamwork to uplift the tourist to come upon. As a result, it is the handiest approach to show the visitors' interest into a long-lasting impression.

The management acquires the tourist by giving an offer that motivates them to come. They provide a cheap entrance fee, informative and hospitable tourist guide and a comfortable passage way to the swimming area, and the waterfalls have three parts which is block type waterfalls, wide swimming area and assuring the safeties of the tourist through by having life jacket and life guard and they also provide food stall. The Pangas Falls tourism management guarantees those services to visit the site.

Thereby, setting up a name is to increase the recognition of tourist spot which stand out from the rest that Pangas Falls reach in terms of the satisfaction of the amenities which focuses on nature and safeties. Due to their impression they want to try again then, there are circumstance that due to their great experience they invite their friends, family and colleagues. Moreover, Pangas Falls aims to give visitors an authentic, high-quality experience that they will remember for a long time.

It has been argued as well in literature on tourism that satisfaction can be the result of the value perceived by the tourist in the place. Similarity, it can be achieved as a consequence of emotional enjoyment, the perception of the

destinations image or the perception of the quality of the services provided in the place. Overall, satisfaction can be the result of the connection among various qualities of the tourist destination, coupled with positive perceptions by the tourist. In this regard, the benefits perceived in the place will be the principal components to determine tourist satisfaction.

The researchers urged to conduct a study about “Tourist Satisfaction to the Amenities of Pangas Fall, located at Dagohoy, Bilar, Bohol” because it becomes a famous tourist destination. Further, the place is attractive to many tourists because of its natural beauty and trend to up to these days. This study would lead to increasing the tourist through the effectiveness of the tourist satisfaction, through being knowledgeable of the wants and needs of tourists. On the other hand, the tourist would benefit also due to their satisfaction with the services and expectation.

### **Literature Background**

The study was anchored on the following legal bases:

According to Republic Act No. 9593, known as “The Tourism Act of 2009” (May 12, 2009) that declares under the law on Section 3: Objectives, which maintain international standards of excellence in all tourism facilities and

services, and promote the country as a safe that tourism and wholesome tourist destination. Apparently, referred to as the “pleasantness” of a place, they play an important role in shaping the visitor experience. The tourist product focuses on designed to meet the needs and wants of the visitor (tourism.gov.ph).

Likewise, Republic Act No. 7394, notorious as “The Consumer Act of the Philippines” (April 13,1992) that acknowledge that the State shall ensure consumer health, guarantee that food are safe and control their development on their services and publicity. The law was designed to protect consumers’ interests by improving public health and safety standards and also preventing deceptive unfair management practices, it seeks to help the tourist to reach their expectation particularly in this time of pandemic (officialgazette.gov.ph).

The legal bases that were stated ensure the capability to meet the contentment of the tourist of Pangas Falls to publicity, also to be known as a best spot and having a good quality amenities, in order to visit again by the locals and non-locals with the help of the Philippine Government by announcing that basis in law for satisfaction.

As part of this research also, there are considerable numbers of theories used to support this study. These theories stated in different approaches and by different theorists served as a standard for us, the researcher, to ascertain that concerns about satisfaction in amenities connect with the tourist.

According to Maslow's theory of the hierarchy of needs (1954), he stated that our goals in life begin with our basic needs. So as in the tourism operator, the destination must include a place to sleep, eat, and drink (physiological needs). It must be kept in secure location(safety needs).It should provide a positive atmosphere with excellent tourist service(belonging and love needs).Then it would also create opportunity for self-esteem and respect(esteeem needs).When they are doing this, they need to make sure that tourists will be able to meet all of the needs levels in Maslow's hierarchy.

In addition, as stated by Gray (1979), travel motivation theory poses only two motives for travel. One is the desire to go to an unknown place, called in Gray's theory "wanderlust." The other way motive is what Gray's called "sun lust." This generates a trip to a place that can provide the traveller with specific facilities that do not exist in their place of residence. Some of the motives which determine the travel choices are recreation, pleasure, new experience, cultural interest, shopping.

Moreover, the 'push' and 'pull' concept indicated by Crompton (1979), push factors explain the desire for travel, a person makes their decisions based on what is most ideal for them while the pull motives have been used to explain the actual destination choice and those features that are part of the destination of

venue. These may be physical features, atmosphere, events, recreational facilities and services available.

Additionally, Kotler's five product level model recognizes that customers have five levels of need, ranging from functional or core needs to emotional needs (1960s). The five products levels are: Core benefit, the fundamental need or want that consumers satisfy by consuming the product or service; Generic product, a version of the product containing only those attributes or characteristics essential for it to function; Expected product, the set of attributes or characteristics that buyers usually expect and agree to when they purchase a product; Augmented product, the inclusion of additional features, benefits, attributes or related services that serve to differentiate the product from its competitors; Potential product, to ensure future customer loyalty, a business must aim to surprise and delight customers in the future by continuing to augment products.

Theories that were studied and mentioned above are possibly utilized as a guide for the employee for the satisfaction of the amenities in Pangas Falls because the theorist examined the factors which are practical anticipation for the possible loyal tourist to explore the spot about techniques to reach the satisfaction. On the other hand, there are review related literature and review related study below that contribute in the improvement if this research.

For the tourist to achieve the desired functional advantage, a good cognitive perception of the place is essential. It has been stated that the functional value for the client is primarily instrumental and cognitive in character. The functional advantage might also be achieved as a reaction to a cognitive demand, based on the field of consumer behaviour. In this aspect, a good cognitive evaluation of the place's attributes and features may help the tourist get practical advantages (Enrique Mariano, 2017).

According to by Alegrea (2010), the influence of the relationships between destination image and perceived value on tourist satisfaction and often visit uses effect analysis satisfaction. Ramseook-Munhurrun (2015) also stated that structural equation modelling to examine the impact of the connections between destination image and perceived value on tourist satisfaction and their loyalty. As a result, to seek the answers so it may take an action and make the works done in satisfying more the visitors.

As specified by Dongkoo Yun and Sungsoo Pyo 2016, on their study entitled, "An Examination of an Integrated Tourist Satisfaction Model: Expectation and Desires Congruency ". It was stated that tourism planners and marketers can improve perceived quality (by introducing high-quality goods and services, as well as advantages sought or wants preceded) and /or lower perceived price to increase consumer satisfaction and positively motivations (by reducing monetary

or non-monetary costs) It seems that such activities appear to have a good impact on the tourism business of a destination.

Additionally, the identification can be done by examining the visitor's experience of the products and services offered. The positive experience of tourists and services offered can provide opportunities for attractions to bring in potential tourists, stated by Elvera (2020). The result of the study from the visitor's side can be used as ideas in determining development plans that can be applied in the future, the development of attributes of a tourist attraction is done by looking at the attribute needs of visitors so it will achieve high satisfaction.

Moreover, in this aspect, achieving tourist satisfaction could help the tourism business grow and succeed. Given the importance of satisfaction in a tourist destination, it has been claimed that, on the one hand, the feeling of contentment experienced by a visitor in a place would be a strong precedent for recommending or returning to the destination (Alegre & Garau, 2010; Soleimani & Einolahzadeh, 2018). In other words, contentment is an express major factor for tourist satisfaction in a location. The findings show that this type of allegiance can be affective, cognitive, or conative in character (Khan et al., 2013; Mohammad, 2014)

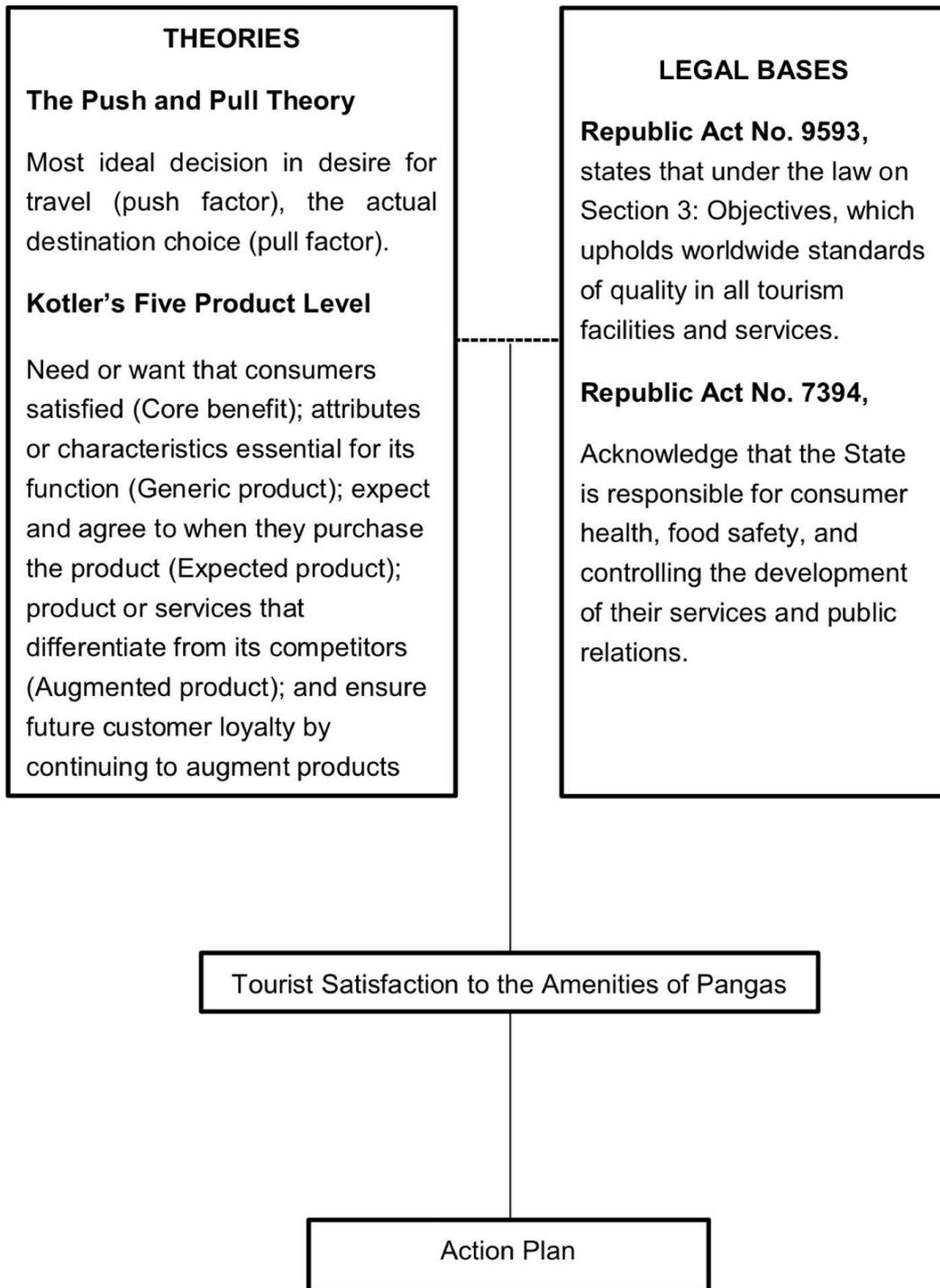
In addition, multiple factors have been found to provide optimal levels of happiness; they are, in some ways, directly tied to the tourist and, on the other

hand, to the destination's environment (Obonyo et al., 2012). It has also been stated in tourism literature that tourist satisfaction might be a product of the value seen in the location by the tourist (Chen & Chen, 2010; Dayour & Adongo, 2015). Psychological satisfaction, perception of the destination's image, or perception of the nature of the amenities provided in the destination can all be achieved as a result (Sukiman et al., 2013). Overall, satisfaction can be the result of the tourist's optimistic expectations combined with the relationship with the various attributes of the tourist destination.

Contrastingly, stated by Jayaprakash that several factors contribute to tourist' satisfaction with their trip or journey, including the quality of service, supplied such as infrastructure, security, cleanliness, natural surroundings, consumer protection, and ease of access. The total experience travellers have with a certain destination in terms of tourist satisfaction. Tourist travel to a destination to consume the products or experiences it provides, to create nice memories to share with their friends, and to establish an opinion of the destination based on their actual experiences against their expectation (2016).

Similarly, stated by Hung et al. (2021), that the tourist satisfaction has traditionally been regarded as a critical as an important business objective because pleasing tourists are more likely to return. In tourism management, it influences destination choice. Satisfaction is also a good indicator of the quality

of on off-site recreational activities. As a result, the idea of tourist loyalty has recently substituted satisfaction measurement. Two of three indicators that make up the majority of the Tourist Loyalty Indices (TLI) are 'likely of repurchasing the product or service' and "probability of recommending a product or service to others", while the third dimension of TLI is often "overall satisfaction".



**Figure1. Theoretical and Conceptual Framework**

## THE PROBLEM

### Statement of the Problem

This study intended to find out the tourist satisfaction to the amenities of Pangas Falls in Dagohoy, Bilar, Bohol (S.Y. 2020-2021).

It further sought to answer the following:

1. What is the demographic profile of the tourist in terms of :
  - 1.1 age;
  - 1.2 gender;
  - 1.3 civil status; and
  - 1.4 educational attainment?
2. What is the tourist satisfaction level as to the amenities of Pangas Falls?
3. What action plan can be proposed based on the outputs of the study?

### **Significance of the Study**

The researchers humbly presented this simple piece of work for they believed that this study would be beneficial to the following:

**Barangay Officials (Personnel).** The result of the study would provide information on the tourist satisfaction on the amenities of the place and lead them to decide what would be their need to improve to make more people to visit. As well, it could give support in managing issues in the management and to be aware the satisfactory of the tourist so that it would be lead development of the service they offered.

**Facilitators.** The results of the study would be significant to the facilitator to improve when handling the tourist. Particularly, to meet the expectation in terms of the amenities.

**Communities.** The study would be considered to the barangay since it would produce income. And also, it could provide livelihood and improve the quality of life on the locals.

**Local Government Unit (LGU).** The outcomes of the analysis might be substantial in building the town's prestige and more even enhancing the tourist site. Further, it could contribute profit and saving funds.

**Tourists.** The findings of the study would help them to evaluate that Pangas Falls would reach their satisfaction and necessary fit to their needs.

**Future Tourism Employees.** This study would serve as a guide to the upcoming tourist destination for effective in satisfactory of the destination that they are planning to work with the purpose of aiming achievement to be well-known and increase tourists to visit.

**Future Researchers.** This research would help and could be the basis for future researchers to improve their knowledge and analyze information related to their study as their references.

## **RESEARCH METHODOLOGY**

### **Design**

The study adopted a quantitative research design which focused with the interpretation of research findings based on logical process that incorporated the findings and numerical data in order to determine the outcome of the research. The participants were the tourist who visited Pangas Falls. The questionnaire was designed and used to survey and collect data on the demographic profile of the tourists and satisfaction level in terms of amenities.

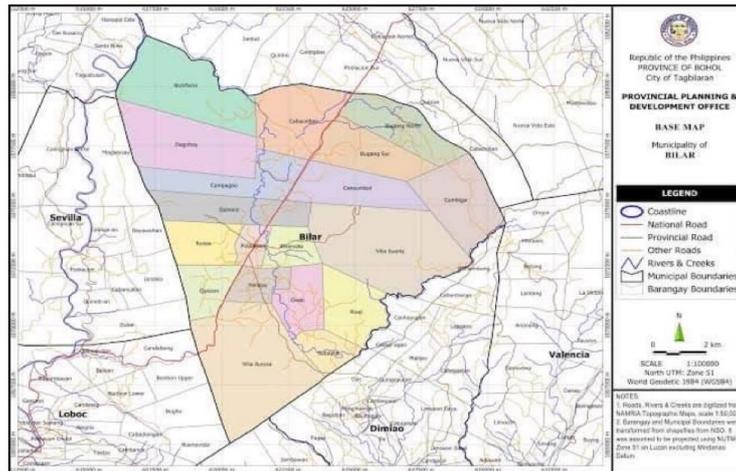
### **Environment and Participants**

This study was conducted at Pangas Falls, Dagohoy, Bilar, Bohol. According to PhilAtlas, Dagohoy is situated at approximately 9.7475, 124, 0807, on the island of Bohol. Elevation at these coordinates is estimated at 370.8 meters or 1,216.5 feet above mean sea level.

Furthermore, the Pangas Falls is about 3.75 km. from the national highway. The area of Pangas Falls is estimated at 750 square meters. The height of waterfalls is approximately 7 meters in high and the depth underwater is 12 feet estimated. (Barangay Dagohoy Officials, 2021)

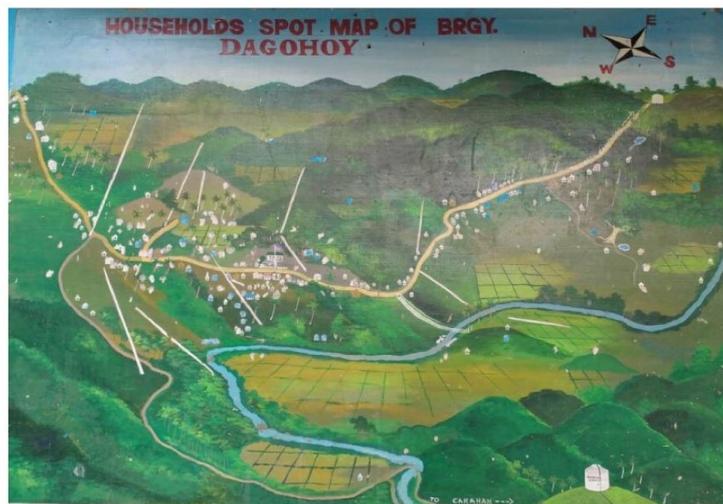
Moreover, the researchers utilized probability sampling which was a random selection of tourists who visited Pangas Falls in Dagohoy Bilar, Bohol for

a total of 20 respondents. Furthermore, there were limited tourists who visited Pangas Falls due to pandemic.



Source: <https://ppdo.bohol.gov.ph>

**Figure 1. Map of Bilar**



Source: Barangay Office, Dagohoy, Bilar, Bohol, 2022

**Figure 2. Map of Dagohoy, Bilar, Bohol**

## **Instrument**

In gathering the data, the researcher will use a modified questionnaire on determining the tourist satisfaction on amenities of Pangas Falls. In making the questionnaire, the researchers drafted the questionnaire through online research by scanning on the internet from various pages, articles, and websites that provide concepts that relate to the tourist satisfaction. The created questionnaire was similarly based on the "Survey the Relationships between Destination Image, Tourist Satisfaction and Destination Loyalty" by Hosseini (2015). The first part of the questionnaire is "The respondents' profile", followed by "The tourist satisfaction level with the following responses as 4= Highly Satisfied; 3= Satisfied; 2= Dissatisfied; 1=Highly Dissatisfied in terms of amenities. The verification and validation of instrument was done for reliability.

## **Procedure**

In conducting the study, the researchers asked permission through an approval letter to the Campus Director with the notification of the Thesis Adviser, recommendation of the Dean of the College of Technology and Allied Sciences. Another letter was prepared for the participant's consent on the conduct of the study.

After the approval of the request, pilot test was done for the self-made questionnaire. The constructed questionnaire was similarly based on the “Survey the Relationships between Destination Image, Tourist Satisfaction and Destination Loyalty” (semanticscholar.org). Afterwards, there were no changes in view of the fact that the tourist understood and satisfied of the given survey. During the process of the study, the researcher followed and implements the health protocols while obtaining the data with some of the tourist, there were 14 tourists through Google form and 6 tourists in person distributed the questionnaire, in total of 20 respondents was utilized in order to prevent too much personal contact giving of the questionnaire.

### **Statistical Treatment**

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

$$P=f/n \times 100$$

Where:

P= percentage

f= frequency

$n$  = total no. of respondents

100 = constant multiplier or total percentage

Weighted mean score was used to determine the tourists' satisfaction to the amenities of Pangas Falls using the formula:

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

Where:

WMS = weighted mean score

$n$  = no. of respondents

$f_4$  = frequency of response for highly satisfied

$f_3$  = frequency of response for satisfied

$f_2$  = frequency of response for dissatisfied

$f_1$  = frequency of response for highly dissatisfied

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

<b>Numerical Rating</b>	<b>Range</b>	<b>Descriptive Interpretation</b>	<b>Qualitative Description</b>
4	3.26-4.00	Highly Satisfied	Manifest High level satisfaction
3	2.51-3.25	Satisfied	Manifest Moderate Level of Satisfaction
2	1.76-2.50	Dissatisfied	Manifest Low Level of Satisfaction
1	1.00-1.75	Highly Dissatisfied	Manifest No Level of Satisfaction

## OPERATIONAL DEFINITION OF TERMS

To facilitate the readers' understanding of the study some of the following terms are operationally defined.

**Amenities.** Pangas falls tourist destination offered to the tourist for intended to make their visit more pleasant, comfortable, and enjoyable on their environment, service and availability of their wants and needs.

**Pangas Falls.** The tourist site which is a waterfalls, where located at Dagohoy, Bilar, Bohol.

**Tourist.** A person who visits and explores Pangas Falls.

**Tourist Satisfaction.** A measure of how much tourism amenities are provided by the Pangas Falls personnel to meet or exceed tourists' expectation.

**Tourist Spot.** A place where people visit for relaxation and leisure.

## Chapter 2

### PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

This chapter discusses with the presentation, analysis and explication of the collected data through the questionnaire answered by 20 tourists who visited the said site. The tables illustrate the tourist profile of the respondents in terms of age, gender, civil status, and educational attainment, as well as the second part is the satisfaction level of tourists in terms of amenities.

Table 1.1 presents the demographic profile of the tourists in terms of age, gender, civil status, and educational attainment. There were 20 random local tourists who answered the questionnaire. The table revealed that (17) of the tourist or 85% belonged to the age bracket of 18-25 years old, followed by (2) or 10% belonged to the age bracket of 26-33 years old and (1) or 5% belonged to the age bracket of 34-41 years old. None of the tourist belonged to the age bracket of 42 years old and above. As to gender, there were 14 or (70%) were female while (30%) were males. In terms of civil status, (90%) were singles, followed by (10%) who were married. In terms of educational attainment, majority of the respondents were college level with the frequency of (85%) hereafter high school graduate obtained (10%) then for college graduate got (5%). None of them were elementary graduate and high school level. It implies that most of the tourists were aged 18-25 years old, females, single, and college level. There

were lot of tourist in ages 18-25 years old, which are millennial or teenager for the reason that they travel more, they want to stay active and social media has undoubtedly added to the fuel to the millennial travel craze according to Kacey Mya (2020). The tourist visit the site are all locals since pandemic this is because of limited and strictly enter the town due to the active cases on COVID- 19 in the present. In addition, the tourism is among the sectors that have been greatly affected by the COVID- 19.

**Table 1**  
**Demographic Profile of the Tourists**

n= 20

<b>Profile</b>	<b>Frequency(f)</b>	<b>Percentage (%)</b>
<b>Age</b>		
18- 25 years old	17	85
26-33 years old	2	10
34- 41 years old	1	5
42 years old and above	0	0
<b>Gender</b>		
Male	6	30
Female	14	70
<b>Civil Status</b>		
Single	18	90
Married	2	10
Widow/Widower	0	0
Separated	0	0
<b>Educational Attainment</b>		
Elementary graduate	0	0
High School level	0	0
High School graduate	2	10
College level	17	85
College graduate	1	5

Table 2 presents the tourists' satisfaction level in terms of amenities. The highest satisfaction is "the ambiance is pleasant and relaxing", with weighted mean 3.75. With this, the majority of people who have taken vacations since the pandemic have chosen rural destinations over urban for their break as indicated by Elaine Glusac (New York Times, 2020). Second highest is "clean environment", with a weighted mean of 3.60 (highly satisfied). According to Lal Mukherjee, Abir (2021), tourists preferred to environment satisfaction because the visitors can experience natural nature, landscapes, environmental quality goods and services (clean air and water), a healthy community with low aim rates, thriving and authentic local culture and traditions as a result of sustainable tourism. Next in rank is "availability of jacket, with a weighted mean of 3.50 (highly satisfied). Fourth in rank is, "availability of jacket that has a weighted mean of 3.50 (highly satisfied). In fact, research finds that the safety and security are the most important travel considerations for some tourist according to Rittichainuwat (2005). The "uniqueness of the place" is next in line with a weighted mean of 3.35 (highly satisfied). On the other hand, there are three amenities that has the same weighted mean, the "facilitator is friendly and approachable" that has a weighted mean of 3.30 (highly satisfied) With this, travelers when it comes to destinations, tourists want courteous, helpful and friendly service. Then, the "following health protocols for the safety due to COVID-19" has the weighted mean of 3.30 (highly satisfied). According to Global

Healthcare Association, the health protocol is important in order to help mitigate the risk of infection for traveling tourists and companions. The “availability of life guard” is 3.30 (highly satisfied), in case of emergency there should be life guard to rescue in order to avoid more risk and danger to tourists. Sixth in rank is “easy to locate” that has a weighted mean of 3.25 (satisfied). Following, is the “facilitator is good informant” with a weighted mean of 3.15 (satisfied), in guiding the tourists, the facilitator must be knowledgeable so that the tourists are well-informed in the place. Eight in line is, the “facilitator is accommodating” that has a weighted mean of 3.05 (satisfied). Followed by, “there have available of foods, beverages, souvenirs and others” that has a weighted mean of 2.80 (satisfied). Having a good to eat especially the delicacy of Bilar should have taste to the tourists in order to promote other product of the place, especially the souvenirs so that the tourist have a remembrance to keep. Thereafter, that has a weighted mean of 2.70 (satisfied) is “safe”, safeties are vital to providing quality in tourism. Moreover, the success or failure of a tourism destination depends on being able to provide a safe and secure environment for visitors. Afterwards, with a weighted mean of 2.65 (satisfied) is “quality of road”, well maintained roads are safer and fewer collisions means less injuries and a lower risk of fatality. Nevertheless, “the distance from the destination to national road” with a weighted mean of 2.50 and “access signal for mobile gadgets is 2.20, for most of tourist up to these days chooses the convenient way. However, the distance from the road

to destination is acceptable, if the road has proper construction. On the other hand, on accessing signal is important because most of people these days use technology. Average weighted mean is 3.09 (satisfied), there are other amenities that needed to develop in order to reach the highly satisfied of the tourist in order to fulfill the needs and wants of the tourists.

**Table 1.2**  
**Tourist Satisfaction Level on the Amenities**  
**n= 20**

<b>Amenities</b>	<b>WM</b>	<b>DI</b>	<b>Rank</b>
The ambiance is pleasant and relaxing.	3.75	Highly Satisfied	1
Clean environment.	3.60	Highly Satisfied	2
Availability of life jacket.	3.50	Highly Satisfied	3
Off-site signage.	3.35	Highly Satisfied	4.5
Uniqueness of the place.	3.35	Highly Satisfied	4.5
The facilitator is friendly and approachable	3.30	Highly Satisfied	7
Following health protocols for the safety due to COVID-19.	3.30	Highly Satisfied	7
Availability of life guard.	3.30	Highly Satisfied	7
Easy to locate.	3.25	Satisfied	9
The facilitator is good informant.	3.15	Satisfied	10
The tour guide is accommodating.	3.05	Satisfied	11
There have available of foods, beverages, souvenirs and others.	2.80	Satisfied	12
Safe.	2.70	Satisfied	13
Quality of Roads.	2.65	Satisfied	14
The distance from the destination to national road.	2.50	Dissatisfied	15
Access signal for mobile gadgets.	2.20	Dissatisfied	16
<b>Average Weighted Mean</b>	<b>3.09</b>		

<b>INDICATORS:</b>	<b>Range</b>	<b>Description Interpretation (DI)</b>
	3.26-4.00	Highly Satisfied (HS)
	2.51-3.25	Satisfied(S)
	1.76-2.50	Dissatisfied (DS)
	1.00-1.75	Highly Dissatisfied (HD)

## **Chapter 3**

### **SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS**

This chapter presents the summary of the study, discussion of the findings, and conclusions drawn and recommendations made as an outgrowth of this study based on the gathered data, which were analysed and interpreted in the preceding chapter.

#### **Summary of Findings**

The following were the results of the study based on the data obtained. The main purpose of the study was to determine the tourist satisfaction to the amenities of Pangas Falls. There were 20 randomly selected respondents. The data showed that most of the respondents who went to Pangas Falls belonged to the age bracket of 18-25 years old. The majority of the respondents were females and singles. In terms of their educational attainment, most of them were college level.

It revealed that the tourists are satisfied with the location which has a highest rating was "Off-site signage" which means tourists are very satisfied. However, the item "Access signal for mobile gadgets" got the lowest which means the tourists are dissatisfied. In environment, it was found out that tourists

are highly satisfied and the item with highest rate was “The ambiance is pleasant and relaxing”. However, the item “The place is more unique than others got the lowest rate. In the service of Pangas Falls, the tourists are satisfied and the item got a highest rate is “The tour guide is friendly and approachable”. However, the item got the lowest rate is the “There have available of foods, beverages, souvenirs, and other”. When it comes of the security and safety, the tourists are satisfied and the item that got the highest rate is the “Availability of life jacket” while the lowest is the “Safe to swim”.

## **Conclusions**

Based on the findings of the study, the researchers come up with the following conclusions:

This study revealed that 20 of the respondents mostly belonged to 18-25 years old. The majority of the respondents are females and singles. In terms of their educational attainment, most of them are college levels. The tourist satisfaction level of the amenities of Pangas Falls (The ambiance is pleasant and relaxing) got the highest weighted mean. The respondents are highly satisfied followed by clean environment. Tourist satisfaction level is satisfactory

performance; nevertheless, there are still areas that need to be developed where in order to exceed high level of satisfaction. Since numerous tourist are using technology devices which is a high demand of accessing but the place has no signal access that's why "Accessing signal for mobile gadgets" got the lowest weighted mean. The tourists were dissatisfied. Nevertheless, the average weighted mean in terms of the amenities of Pangas Falls was satisfied. In order to cope up, they need more development to exceed the tourist satisfaction particularly on the lowest satisfaction.

### **Recommendations**

According to the findings of the study, the researchers came up with the following recommendations:

1. In accessing signal for mobile gadgets, the Barangay officials might notify the provincial offices for their concerns to seek help to fix the cell site.
2. Seek support financial assistance from the Local Government Unit for road development operation in order to have a good road for the convenients to those who visit Pangas Falls.
3. The management should hire a professional life guard and the availability of medical kit for treating minor injuries for the complacent of the tourists.

4. The management may offer/provide foods, beverages, souvenirs and others to intensify customers' experience.

**Bohol Island State University  
Bilar Campus  
Zamora, Bilar, Bohol**

**PROPOSED ACTION PLAN FOR TOURISTS' SATISFACTION TO THE AMENITIES OF PANGAS FALLS  
A. Y. 2021-2022**

Target/ Areas	Objectives	Strategies/Solutions
<b>Amenities</b>	Access signal for mobile gadgets	Signals are used in finance, to send messages and allow you to reach, nurture, and engage to others, that's why DITO tower should be fixing up ahead.
	The place is more unique than others	To succeed in attracting visitors to the tourist spot it's important to highlight the main attraction and change the surroundings into new such as cottages, appealing of many landscapes.
	There have available of foods, beverages, souvenirs and others.	The basic function of this industry is to serve food and drinks to people. As the tourism in products are mainly the tourists experience, they can be stored only in the tourist memories. With that the management may provide food stall and souvenirs as to serve as motivational factors, source of satisfaction and help shape tourist satisfaction.
	<ul style="list-style-type: none"> <li>• Safe to swim</li> <li>• The place is secured and no harmful occurred</li> </ul>	<ul style="list-style-type: none"> <li>• Safety and security are vital to providing quality in tourism, that's why there should be an availability of life jacket and a professional life guard. Providing safety precautions and warning signs</li> <li>• Government and service providers implement different types of safety measures.</li> </ul>

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**APPENDIX A**  
**QUESTIONNAIRE**  
**TOURIST SATISFACTION TO THE AMENITIES**

Dear Respondents,

The researchers are the college students of Bohol Island State University, Bilar Campus taking Bachelor of Science in Hospitality Management. The objective of this study is to gather data from the tourist of Pangas Falls to determine the tourist satisfaction level that can be proposed on the output of the study of Pangas Falls. We kindly ask your approval to give your honest evaluation using the questionnaire stated below.

Thank you so much for your time.

Respectfully yours,

(SGD) CHARISSA Q. JASPE

(SGD) LYKA V. JURADO

(SGD) KARMEL S. MAGHAMIL

**Part I. Respondent's Profile**

**Instruction:** Please put a check mark (/) inside the box of your best answer. You can check more than one if your answer is applied to the given question.

1.1 Age

- |  |   |
|--|---|
| <input type="checkbox"/> 18-25 years old | <input type="checkbox"/> 34 -41 years old       |
| <input type="checkbox"/> 26-33 years old | <input type="checkbox"/> 42 years old and above |

1.2 Gender:

- |                               |                                 |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

1.3 Civil status:

- |                                  |  |
|----------------------------------|--|
| <input type="checkbox"/> Single  | <input type="checkbox"/> Widow/Widower |
| <input type="checkbox"/> Married | <input type="checkbox"/> Separated     |

1.4 Educational Attainment:

- |  |   |
|--|---|
| <input type="checkbox"/> Elementary level/graduate | <input type="checkbox"/> College level    |
| <input type="checkbox"/> High School level         | <input type="checkbox"/> College graduate |
| <input type="checkbox"/> High School graduate      |   |

## Part II. Tourist's Satisfaction Level

**Instruction:** Kindly answer the following questions honestly and put a check (/) mark to the box that best indicate your choice for the given statement about Tourist Satisfaction of Pangas Falls.

### Qualitative description:

**4-Highly Satisfied (HS):** Manifest High level satisfaction

**3-Satisfied (S):** Manifest Moderate Level of Satisfaction

**2-Dissatisfied (DS):** Manifest Low Level of Satisfaction

**1-Highly Dissatisfied (HD):** Manifest No Level of Satisfaction

Amenities	HS (4)	S (3)	DS (2)	HD (1)
The ambiance is pleasant and relaxing.				
Clean environment.				
Availability of life jacket.				
Off-site signage				
Uniqueness of the place				
The facilitator is friendly and approachable				
Following health protocols for the safety due to COVID-19.				
. Availability of life guard				
Easy to locate.				
The facilitator is good informant.				
The tour guide is accommodating.				
There have available of foods, beverages, souvenirs and others.				
Safe				
Quality of Roads				
The distance from the destination to national road.				
Access signal for mobile gadgets.				

**Thank you and may God bless you!**

**APPENDIX B  
LETTER**

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



*Vision: A premier S & T university for the formation of a world – class and virtuous human resource for the sustainable development in Bohol and the country.*

*Mission: BISU is a committed to provide quality higher education in the arts and sciences, as well as in the professional and technological fields; undertake research and development of Bohol and the country.*

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**MARIETTA C. MACALOT, Ph. D.**  
Campus Director

Madam:

Good day!

The undersigned are fourth year college students taking up Bachelor of Science in Hospitality Management at Bohol Island State University, Bilar Campus, Zamora, Bilar, Bohol presently conducting the thesis entitled, **“TOURIST SATISFACTION TO THE AMENITIES OF PANGAS FALLS”** as a requirement for graduation.

In this connection, we would like to request permit from your office to conduct this study.

Thank you and more power.

Respectfully yours,

**(Sgd) CHARISSA Q. JASPE**  
**(Sgd) LYKA V. JURADO**  
**(Sgd) KARMEL S. MAGHAMIL**

Noted by:

Recommending Approval:

**(Sgd) MARIFEL G. LASCOÑA**  
Thesis Adviser

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

Approved by:

**(Sgd) MARIETTA C. MACALOT, Ph. D.**  
Campus Director



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



*Vision: A premier S & T university for the formation of a world – class and virtuous human resource for the sustainable development in Bohol and the country.*

*Mission: BISU is committed to provide quality higher education in the arts and sciences, as well as in the professional and technological fields; undertake research and development of Bohol and the country.*

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Dear Respondents,

Greetings!

The undersigned student of Bohol Island State University (BISU) Bilar Campus with the course of Bachelor of Science in Hospitality Management is conducting an action research entitled “Tourist Satisfaction to the Amenities of Pangas Falls “ in the barangay Dagohoy Bilar, Bohol.

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

We certainly request your cooperation by answering the questionnaires honestly.

Thank you very much.

Respectfully yours,

**(Sgd) CHARISSA Q. JASPE**

**(Sgd) LYKA V. JURADO**

**(Sgd) KARMELS.MAGHAMIL**

## APPENDIX C

## RAW DATA

## Demographic Profile of the Respondent

Respondent No.	Age	Gender	Civil Status	Educational Attainment
1	2	2	1	4
2	1	2	1	4
3	1	2	1	4
4	3	1	2	3
5	1	2	1	4
6	1	2	1	4
7	1	2	1	4
8	1	2	1	4
9	1	2	1	4
10	2	1	2	3
11	1	2	1	4
12	1	1	1	4
13	1	1	1	5
14	1	2	1	4
15	1	2	1	4
16	1	1	1	4
17	1	2	1	4
18	1	2	1	4
19	1	1	1	4
20	1	2	1	4

n=20

## Legend:

AGE	GENDER	CIVIL STATUS	EDUCATIONAL ATTAINMENT
1=18-25	1=Male	1=Single	1=Elementary Graduate
2=26-33	2= Female	2=Married	2=High School Level
3=34-31		3=Widow/Widower	3= High School Graduate
4=42 y/o and above		4=Separated	4=College Level
			5=College Graduate

### Tourist's Satisfaction Level on Amenities

Amenities	HS (4)	S (3)	DS (2)	HD (1)	Average Weighted Mean
The ambiance is pleasant and relaxing.	15	5	0	0	3.75
Clean environment.	10	8	0	0	3.60
Availability of life jacket.	11	8	1	0	3.50
Off-site signage	7	13	0	0	3.35
Uniqueness of the place	9	10	0	1	3.35
The facilitator is friendly and approachable	7	12	1	0	3.30
Following health protocols for the safety due to COVID-19.	6	14	0	0	3.30
. Availability of life guard	5	10	5	0	3.30
Easy to locate.	8	9	3	0	3.25
The facilitator is good informant.	7	12	1	0	3.15
The facilitator is accommodating.	2	17	1	0	3.05
There have available of foods, beverages, souvenirs and others.	3	11	5	1	2.80
Safe	3	9	7	1	2.70
Quality of Roads	1	12	6	1	2.65
The distance from the destination to national road.	2	7	10	1	2.50
Access signal for mobile gadgets.	2	3	12	3	2.20

**n=20**

**APPENDIX D**  
**DOCUMENTARY PICTURES**



**BIODATA****PERSONAL BACKGROUND**

**Name:** Charissa Q. Jaspe  
**Citizenship:** Filipino  
**Civil Status:** Single  
**Age:** 22  
**Address:** Dagohoy Bilar, Bohol  
**Date of Birth:** February 29, 2000  
**Father's Name:** Mario S. Jaspe  
**Mother's Name:** Carmelita Q. Jaspe

**EDUCATIONAL BACKGROUND**

**Elementary:** Dagohoy Elementary School  
Dagohoy Bilar, Bohol  
2006-2012

**Secondary:** Bilar Natonal High School  
Yanaya Bilar, Bohol  
2012-2018

**University:** Bohol Island State University  
Zamora Bilar, Bohol  
2018-2022

**Achievements:** National Certificate II in Housekeeping  
National Certificate II in Cookery

**BIODATA****PERSONAL BACKGROUND**

**Name:** Lyka V. Jurado  
**Citizenship:** Filipino  
**Civil Status:** Single  
**Age:** 22  
**Address:** Zamora Bilar, Bohol  
**Date of Birth:** February 20, 2000  
**Father's Name:** Jeremias R. Auza  
**Mother's Name:** Mary Ann V. Jurado

**EDUCATIONAL BACKGROUND**

**Elementary:** Balintawak Elementary School  
Balintawak, Talibon, Bohol  
2006-2012

**Secondary:** San Jose National High School  
San Jose, Talibon, Bohol  
2012-2018

**University:** Bohol Island State University  
Zamora Bilar, Bohol  
2018-2022

**Achievements:** National Certificate II in Housekeeping  
National Certificate II in Cookery

**BIODATA****PERSONAL BACKGROUND**

**Name:** Karmel S. Maghamil  
**Citizenship:** Filipino  
**Civil Status:** Single  
**Age:** 22  
**Address:** San Miguel, Dagohoy, Bohol  
**Date of Birth:** January 26, 2000  
**Father's Name:** Adriano C. Maghamil  
**Mother's Name:** Nilda S. Maghamil

**EDUCATIONAL BACKGROUND**

**Elementary:** San Miguel Elementary School  
San Miguel, Dagohoy, Bohol  
2006-2012

**Secondary:** San Miguel - Puertos High School  
San Miguel, Dagohoy, Bohol  
2012-2018

**University:** Bohol Island State University  
Zamora Bilar, Bohol  
2018-2022

**Achievements:** National Certificate II in Housekeeping  
National Certificate II in Cookery