

**THE STATUS OF BILAR TOURISM EMPLOYEES
DURING PANDEMIC**

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

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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

In Partial Fulfillment
of the Requirements for the Degree of
Bachelor of Science in Office Administration

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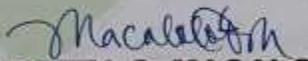

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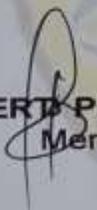

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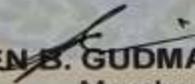
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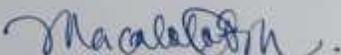

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- **Cho, Frelyn, Cath, May**

ABSTRACT

The main purpose of this study was to find out the status of Bilar tourism employees during pandemic. Specifically, the researchers aimed to determine: What is the demographic profile of the respondents in terms of: gender, marital status, job position; the status of employment in tourism so far: job and financial; the benefits they receive from: government and tourism company. In the study, the researchers used questionnaires as the medium to gather data. Based on the findings of the study, the researchers formulated the following conclusions; there were more employees who were females and mostly were married; it found out that most of the tourism employees did not receive enough benefits or assistance from the government or from the tourism establishment. Meanwhile, the government and establishment both need to improve the salaries and benefits of Bilar tourism employees and find ways in order to support their staff during unexpected crises. Also, according to the findings of the study, the pandemic has a significant status on three factors: employment, finances, and benefits. Further research is needed to better understand the demands of the Tourism Employees in terms of their jobs, finances, and benefits which could help improve their lives and also inspire them to do better on their jobs.

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Chapter 1

THE PROBLEM AND ITS SCOPE

Rationale

Tourism is one of the fastest-growing industries worldwide. A critical component of recovery after the COVID-19 pandemic is having a prominent role in reinstating socioeconomic well-being. Indeed, it is a significant contributing factor to the country's overall economy, and it is one of the most profitable industries that contribute to foreign currency for the Philippines' economy. Direct tourism sector jobs (such as waiter and maid positions) are combined with associated employment sectors such as labor-intensive accommodation and food services industries, which employ an additional 144 million workers globally, to calculate the total number of jobs potentially at risk. While big businesses are the leading players in global tourism, smaller businesses (which account for 80% of all tourism) are particularly vulnerable (McKibbin & Fernando, 2020).

Tourism play a significant role in reinstating socio-economic wealth following the COVID-19 pandemic. It is indeed a significant contributing factor to the economic and one of the most profitable industries in the Philippines. The

pandemic of COVID-19 affects globally, wherein the Philippines is currently conscious of this pandemic infection, and harms the company, someone's job career, especially since this pandemic disease is getting worse, it also has an impact on the tourism and hospitality sectors.

Without a doubt, Bohol has become quite a tourist attraction not just for foreigners but for Filipinos as well. Before Covid happened, it was one of the most visited province in the country for many reason including its wonderful beaches and destinations. Bohol's tourism slow down when the pandemic hit. However, according to Governor Arthur C. Yap during a press dinner a few months back, they have about their situation restarted to revive the province's tourism slowly and safely, starting December last year. He shared, "We have to convince visitors that it is safe to come to Bohol, but we also have to convince our local stakeholders that it is safe to accept the visitors."

This study is all about the employees of tourism in Bilar, Bohol, and the impact of pandemic on their lives. This study aims to provide information and this would be helpful in finding the basic solutions that will help them improve in their career and job.

Literature Background

The researchers have carefully presented and discussed relevant articles and research to support and lay the foundation in this present study. These theories are the Classical Theory of Employment and Keynesian Theory of Employment.

Classical Theory of Employment. The term 'classical economists' was firstly used by Karl Marx to describe the economic thought of Ricardo and his predecessors including Adam Smith. However, by 'classical economists', Keynes meant the followers of David Ricardo including John Stuart Mill, Alfred Marshal,

and Pigou. The term 'classical economics,' according to Keynes, refers to the traditional or orthodox economic principles that had become widely accepted by well-known economists by that time. Keynes had embraced and learned these classical ideals as a disciple of Marshal. However, he opposed the laissez-faire philosophy. The two broad features of the classical theory of employment are:

- (a) The assumption of full employment of labor and other productive resources, and
- (b) The flexibility of prices and wages to bring about the full employment

(a) Full employment:

Labor and other resources are always fully utilized, according to classical economics. Furthermore, it is thought that general overproduction and unemployment are unavoidable. It is thought that any unemployment in the country is either transient or anomalous. According to traditional employment theories, unemployment cannot last for long periods, and the country is always on the verge of reaching full employment. According to classical economists, the reasons for unemployment are:

- (i) Intervention by the government or private monopoly,
- (ii) Wrong calculation by entrepreneurs and inaccurate decisions, and
- (iii) Artificial resistance.

It is assumed that the economy is self-adjusting and perfectly competitive. That is the market in which the relative prices of goods and services are calculated

by the general relations of demand and supply. The pricing system is used as a planning tool.

(b) Flexibility of prices and wages:

The second assumption of the full employment theory is the flexibility of prices and wages. The ability of rates and incomes to adjust naturally leads to full jobs. If there is widespread overproduction, which leads to inflation and unemployment, rates may decline, causing demand to grow, prices to rise, productive work to be stimulated, and unemployment to vanish. Similarly, unemployment could be alleviated by lowering incomes, which would raise labor demand and encourage activity. As a result, if prices and wages are allowed to fluctuate freely, unemployment will vanish and full employment will be restored. Furthermore, traditional economists saw money as only a vehicle of exchange. They overlooked its impact on income, output, and employment.

Keynesian Theory of Employment. In his book 'General Theory of Jobs, Interest, and Money,' Keynes slammed the classical theory. Modern economists mostly agree with his employment thesis. 'New economics' and 'economic boom' are other terms for Keynesian economics. Keynes established new economic tools and techniques such as the consumption function, multiplier, marginal capital efficiency, liquidity preference, effective demand, and so on. Keynes assumes that capital infrastructure, economy, technological expertise, and labor productivity will remain stable in the short term. As a result, the volume of employment, according to Keynesian theory, is dependent on the amount of national income and output.

A raise in national wages will result in more jobs. The more the national income, the greater the level of employment, and vice versa. As a result, Keynes' theory is recognized as the 'theory of work' and 'theory of profits.'

There are several provisions and laws enacted that can be considered as frameworks in the present research undertaking. The researchers have discussed them in the succeeding paragraphs.

The 1987 Constitution of the Philippines

Labor is explicitly included in the Philippine Constitution (1987). Labor, whether domestic or foreign, coordinated or unorganized, must be afforded constitutional rights. The State must encourage employees and employers to share responsibilities. As a result, employers are entitled to engage in policy and decision-making procedures that impact their interests and benefits under the statute. The State's acknowledgment of labor's right to a fair share of the fruits of development, as well as enterprises' right to equitable returns on investments, extension, and prosperity, can be seen as a natural progression from the law that the principle of mutual accountability between employees and employers must be promoted by the State. The phrase "only share in the fruits of development" does not just refer to simple wages and other perks, but also profit-sharing. (1990, Nollodo). Working women's rights are also protected by the state, which ensures safe and healthy working conditions as well as the opportunity to reach their full potential in the service of the nation.

Benefits, Privileges, Policies Affecting Employees

- Minimum Wage
- Collective Bargaining
- Maternity Leave
- Employment Contracts
- Death Benefits
- Health Benefits
- Employees Compensation Fund
- Termination of Employment

According to **Article 282 of the Labor Code**, an employer can terminate an employee for just causes, which could be any of the following:

- serious misconduct or willful disobedience by the employee of the lawful orders of his employer or representative in connection with his work;
- gross and habitual neglect by the employee of his duties;
- fraud or willful breach by the employee of the trust reposed in him by his employer or duly authorized representatives;
- commission of a crime or offense by the employee against the person of his employer or any immediate member of his family or his duly authorized representatives; and
- Other similar causes.

Employers can also terminate an employee based on authorized causes like business and health reasons. **Article 283 of the Labor Code** states that an employee can be terminated due to business reasons such as:

- installation of labor-saving devices;
- redundancy;
- retrenchment (reduction of costs) to prevent losses; or
- The closing or cessation of operation.

Employers are entitled to fire employees who are suffering from any ailment and whose continued employment is banned by law or is harmful to their health as well as the health of their coworkers for health grounds (Art. 284, Labor Code). The employer must receive proof from a competent public health authority that the employee's sickness is of such a kind and stage that it cannot be healed within six (6) months, even with medical assistance.

The following serve as the related literature:

This chapter discusses the related literature and studies pertinent to the study to provide some information and highlights of the problem under the study.

According to Foo, Chin, Tan, and Phuah, (2020), COVID-19 was initially detected in China in December 2019 and quickly spread throughout the world. The epidemic is having a significant impact on Malaysia's tourism industry, particularly the airline and hotel sectors. Apart from that, this report covers the Malaysian government's stimulus packages aimed at ensuring the tourism industry's viability.

Karim, Haque, Anis. and Ulfy, (2020) stated that due of the virus's deadly nature, the recent outbreak of Novel Coronavirus COVID-19 has sparked global fear. Malaysia is currently aware of this pandemic sickness, and the government has implemented a Movement Control Order (MCO) to halt its spread. The continuing Visit Malaysia 2020 campaign has been suspended, and all guests currently in Malaysia have been instructed to remain in their rooms throughout the MCO. The key findings show that airline operations have been minimized and that personnel from various hotels and resorts have been instructed to take unpaid leave. Additionally, the results illustrate the negative impact on Malaysia's tourism and hospitality industries as a result of a catastrophic pandemic epidemic spreading throughout the world. Despite the fact that this industry is the world's fastest growing economy.

According to Riadil (2020), the recent outbreak of Novel Coronavirus COVID-19 sparked global fear due to the virus's deadly nature. COVID-19 epidemic impacts the entire world, including Indonesia, where one of the sectors affected is tourism. Indonesia is currently aware of this pandemic infection, which has a negative influence on the firm, an individual's professional career, and, particularly now that the pandemic sickness is spreading, has a negative impact on the tourism and hospitality sectors.

COVID-19's global impact on the tourism industry is catastrophic (ILO, 2020). The influence on economies and labor markets was noticed early on in the Asia-Pacific area, mostly through the tourist sector. Tourism began to deteriorate

significantly in a number of nations in the region, owing to a considerable decline in tourism arrivals from China, which account for a sizable portion of tourism profits in many countries. As the number of coronavirus cases increased outside of China, travel restrictions within the region began to relax. Due to the virus's continued spread, tourists from outside the region have also canceled previously scheduled vacations, owing to the increased level of uncertainty over both safety and travel restrictions. International tourism effectively came to a standstill in March 2020, following the breakout of COVID-19 across Europe, the United States, and the rest of the world. Domestic tourism also suffered as a result of the lockdown measures taken by governments in a number of nations and the stay-at-home recommendations.

The COVID-19 Pandemic has wreaked havoc in every industry. It has a profound effect on tourism and the hotel business. The wheels of the global economy are artificially slowed down by COVID-19's brakes, which have no bounds and affect all fields of economic activity, as well as commercial and management procedures. The attitude toward averting a pandemic of COVID-19, particularly in the hospitality industry, underscores the significance of the study, in which broader and more diverse segments of the sector suffered a serious blow to the smooth functioning of the sector's prospective outlook. COVID-19's first and second waves had a far-reaching and temporal impact on the tourism sector. A detailed spatio-temporal analysis of the impacts of COVID-19 was conducted, as well as the future policy measures that would be implemented (Kannan, 2020).

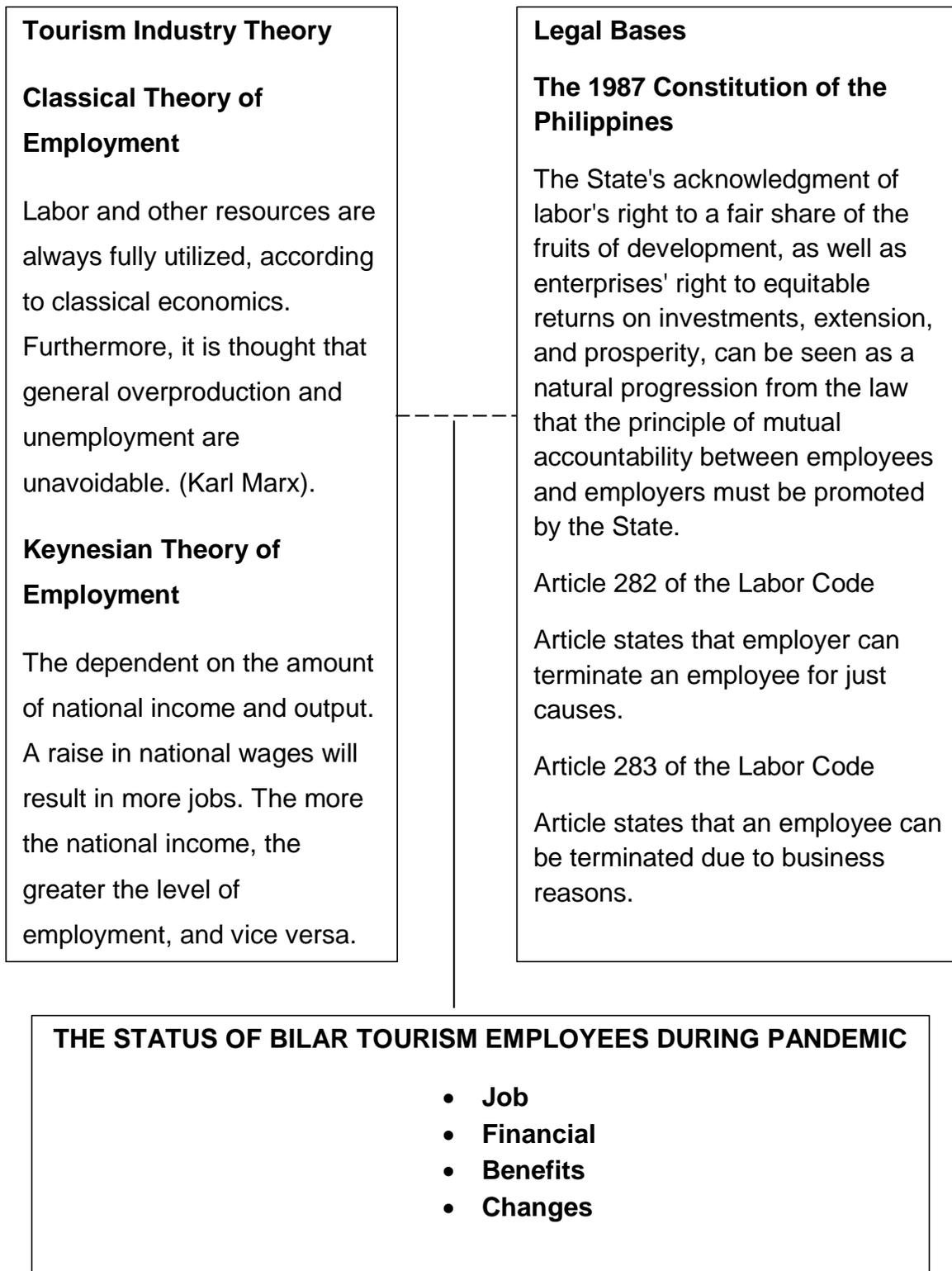


Figure 1. Conceptual and Theoretical Framework of the Study

THE PROBLEM

Statement of the Problem

The primary objective of this research was to determine the status of Bilar Tourism Employees during pandemic for the year 2020-2021.

Specifically, this sought to answer the following questions.

- 1.) What is the demographic profile of the respondents in terms of the following:
 - 1.1 gender;
 - 1.2 marital status;
 - 1.3 job position?
- 2.) What is the level of effects of COVID-19 to the Tourism Employees in terms of:
 - 2.1 job;
 - 2.2 financial status?
- 3.) What are the benefits they receive from:
 - 3.1 government;
 - 3.2 tourism company?
- 4.) What are the recommendations can be made out from the result of the study?

Significance of the Study

The researchers believed that the results of the study would be beneficial to the following entities:

Local Government Unit of Bilar. The findings of this study would aid the municipality in understanding the status of its tourism staff during the pandemic. In that way, they could find ways in order to assist them and their employees' families whenever this kind of situation may occur unexpectedly.

Tourist Administrators. This study would aid administrators in devising preparations to assist their employees in the event of a pandemic. This study would aid in the improvement and upkeep of their facilities.

Tourist Employees. This study would be of tremendous use to them in expressing their ideas and grievances over the pandemic.

Future Researchers. This study would aid future researchers in gaining a better grasp of the pandemic's impact on the people. This way, they would be directed through the research process. Additionally, this study would serve as a valuable reference for future relevant studies that will benefit the study.

RESEARCH METHODOLOGY

Design

In this study, the researchers used the descriptive research method. Descriptive research involves gathering data that describe events and then tabulates, organizes, depicts, and describes the data collection. The data gathered were analyzed and interpreted quantitatively. Eventually, a tabulated form of results was made after the data gathered, identified, analyzed, and interpreted.

Environment

The researchers conducted the study in Bilar, Bohol. Bilar evolved into a prosperous town with its major industries centered on rice and corn farming. Forests, once depleted, were re-forested and a portion man-made and planted with mahogany trees.

Now, it was declared as the eco-tourism center of Bohol, Bilar's natural resources have been developed and others still in the stage of developing. Interesting spots which attract tourists are the Quezon Plaza, Valmoria Hill, Logarita Spring and Pool, the Duwangon Pool, the Pangas Falls, the Regional Girl Scout Campsite at Riverside, the Regional Boy Scout Campsite at Karajan, the Bohol Biodiversity Complex, the Bohol Enchanted, and among others.



Figure 2. Map of Bilar, Bohol

Respondents

The participants of the study were the 55 tourism employees from the six (6) selected tourist spots in Bilar. These tourist spots are the Bohol Biodiversity Complex which has 21 employees (11 males and 10 females), Bohol Enchanted Garden with 14 employees (8 males and 6 females), Man Made Forest with 7 employees (3 males and 4 females), Logarita Spring with 5 employees (3 males and 2 females), Duwangan Spring with 5 employees (5 females) and lastly, Pangas Falls with 3 employees (2 males and 1 female). The research subjects of this subject were selected using quota sampling method.

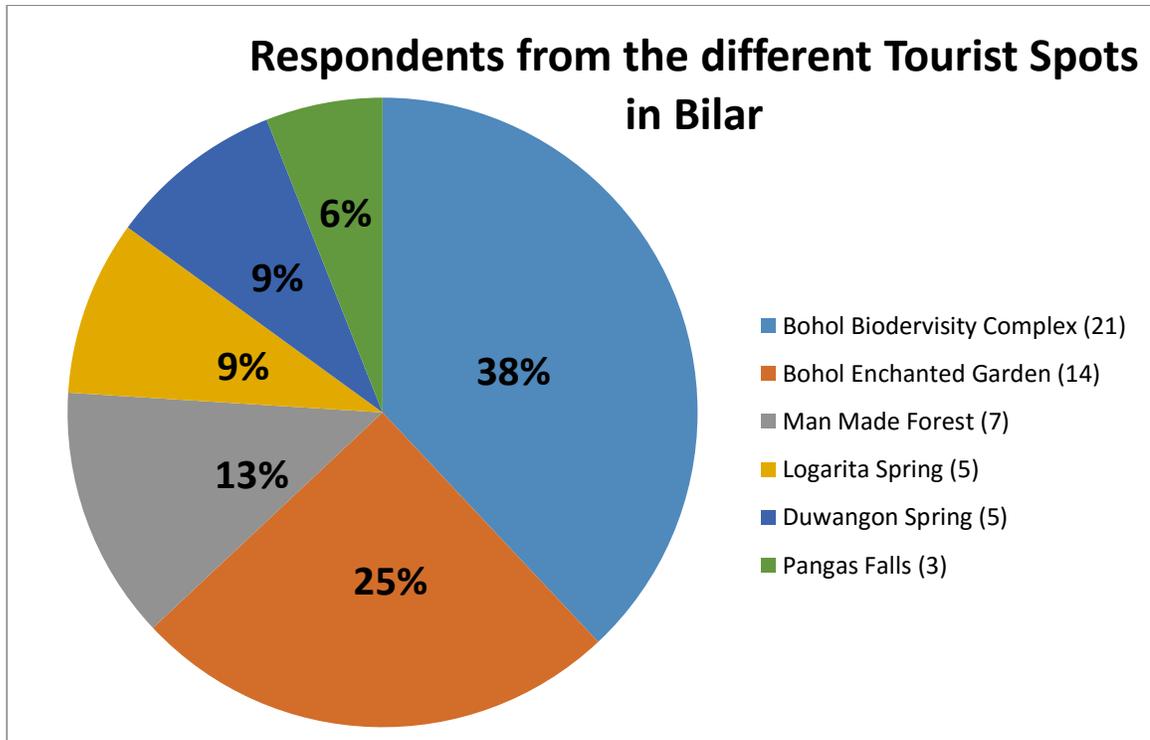


Figure 2. Distribution of Respondents

Instrument

The questionnaire utilized by the researchers was modified from the research study of Ikrar Genidal Riadil¹ of Universitas Tidar, Magelang, Indonesia, entitled "*Tourism Industry Crisis and its Impacts: Investigating the Indonesian Tourism Employees Perspectives' in the Pandemic of COVID-19*" (2020). The questionnaire sought to identify about percentage of the tourism industry crisis and its status on Bilar tourism employees' perspectives in the pandemic of COVID-19. The extend of the variables was the factors of the status of tourism employees. The first part was about the demographic profile of the respondents, the second part is about the impact of the job and financial and the third part is the benefits

from government and tourism company and the last part is about the changes in their lives. The factor point used the Likert Scale for the respondents. The researchers utilized the “very much affected, affected, less affected, not affected” and "yes or no" to determine the status of the Covid-19 on Bilar tourism employees.

Data Gathering Procedure

Before the conduct of the study, the researchers secured an approval from the academic authorities in the institution. The group proceeded to conduct the study upon obtaining the approval of the Campus Director with the recommendation. Permission to conduct was also obtained from the Municipal Mayor. Collaboration was made to set a schedule for the conduct of the research. The handling of the test was done when all of the above mentioned permission were secured. The survey was conducted on November 3, 2021 and the survey questionnaires were distributed to the tourism employees who served as the respondents of the study. The researchers gave the respondents enough time to answer the questions.

A pilot test with 6 respondents in a selected tourist spot was first performed in the Municipality of Loboc. In the conduct of the study, the respondents were politely asked for permission to participate in the survey by the researchers.

The researchers got the results from the distribution survey results and data were interpreted and analyzed utilizing statistical treatment which became the basis for making conclusions and drawing our implications of the study.

Statistical Treatment

A simple percentage was used to determine the profile of the respondents.

The formula is:

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

Where:

P = percentage

f = frequency

n = number of respondents

Weighted means score illustrated the impact of the pandemic on the tourism employees.

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

Where:

WMS= Weighted means score

f_4 = frequency of response for Very Much Affected

f_3 = frequency of response for Affected

f_2 = frequency of response for Less Affected

f_1 = frequency of response for Not Affected

n = number of respondents

NUMERICAL RATING	RANGE	DESCRIPTION	DESCRIPTIVE INTERPRETATION
4	3.26- 4.00	Very Much Affected	The respondents considered the factors that they were very much affected during pandemic.
3	2.51-3.25	Affected	The respondents considered the factors that they were affected during pandemic.
2	1.76-2.50	Less Affected	The respondents considered the factors that they were less affected during pandemic.
1	1.00-1.75	Not Affected	The respondents considered the factors that they were not affected during pandemic.

DEFINITION OF TERMS

The following terms were defined according to how they are being used in the study:

Benefits. Benefits are described as non-monetary or cash remuneration provided to an employee in addition to his or her normal income or earnings. Health insurance, life insurance, paid vacation, flexible work hours, and workplace amenities such as on-site snacks and meals are among the advantages available.

Changes. Is implying to change or become unique. Change entails either creating a fundamental difference, which frequently results in the loss of one's original identity, or substituting one item for another.

Covid-19. A coronavirus illness produced by a novel strain. 'CO' is an abbreviation for corona, 'VI' is an abbreviation for virus, and 'D' is an abbreviation for disease. This illness was previously known as '2019 novel coronavirus,' or '2019-nCoV.'

Employee. An employee that someone who is paid to work for an individual or business.

Factors. Is a circumstance, fact, or influence that contributes to a result or outcome.

Government. Is the political direction and control exercised over the actions of the members, citizens, or inhabitants of communities, societies, and states;

direction of the affairs of a state, community, etc.; political administration.
Government is necessary to the existence of civilized society.

Job. A role of a person in society.

Job Loss. The disappearance of jobs because of fundamental structural economic changes as distinct from transient fluctuations in demand.

Pandemic. A disease outbreak that spreads across countries or continents.

Tourism. Is the activities of people traveling to and staying in places outside their usual environment for leisure, business, or other purposes for not more than one consecutive year.

Chapter 2

PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

This chapter presents the findings of the study, analysis and interpretation of the data collected through the questionnaires given to the Tourism Employees in Bilar.

Profile of Respondents

Table 1 shows the profile of the respondents in terms of gender, marital status, company name, and position.

Gender. The study revealed that there were 28 female employees (50.92%) and 27 male employees (40.01%).

Marital Status. The table revealed that most of the employees were married who got the highest percentage of 30 (55%) while 21 (38%) were single and 4 (7%) were widow who got the lowest percentage. This implies that most of the Tourism Employees of Bilar were married and only few were single and widowed.

Job Position. It also showed that out of 55 employees, 27 are maintenance staff (49%), 11 are LGU employees (20%), 5 are admin staff (9%), 3 are in ticket booths (5%), 3 are tour guides (5%), 2 are collectors (4%), 1 is nursery technician (2%), 1 is in guide house (2%), 1 is a cooking staff (2%), and 1 tourism staff (2%).

Table 1
Profile of the Respondents

n=55

Gender	Frequency	Percent
Male	27	49
Female	28	51
Marital Status	Frequency	Percent
Single	21	38
Married	30	55
Widowed	4	7
Job Position	Frequency	Percent
Tour Guide	3	5
Maintenance Staff	27	49
LGU Employees	11	20
Nursery Technician	1	2
Admin Staff	5	9
Collector	2	4
Ticket Booth	3	5
In Guide House	1	2
Cooking	1	2
Tourism Staff	1	2

Table 2.1 shows the status of job of the tourism employees in Bilar. Results showed that the tourism employees said that their job was very much affected. The statement "The condition of your workplace" got the highest mean of 3.49; "Your work during pandemic" got the second rank with a mean 3.44; "Your work performance during pandemic" got the third rank with a mean of 3.42; "The numbers and approaching of your guest" got the fourth rank with a mean of 3.33; "The operating days or time" got the lowest mean of 3.25. Generally, the composite mean was 3.39 which means that the employees were very much affected during pandemic in terms of their job status. Changes were implemented in their workplace like lessen of operational days and time since the number of guests arrived decreases which eventually resulted to closure of some tourist spots.

Table 2.2 shows the status on the financial of tourism employees in Bilar. Based on the result, the tourism employees said that their financial was affected. The statement "Receiving in bonuses" got the highest mean of 3.31; "The salary in sustaining in families need" got the second rank with a mean of 3.07; "Saving money from salary" got the third rank with a mean of 2.76; "Salary rate" got the fourth rank with a mean of 2.69; " Receiving full salary" got the lowest rank with a mean of 2.55. Generally, the composite mean was 2.88 which means that the tourism employees of Bilar struggled financially because their salary rate got affected and some of them were not able to receive enough salary. With that, the tourism employees were not able to save some money to sustain their family needs and didn't even receive bonuses from the municipality or from tourism establishments during pandemic.

Table 2.1
Status of Job
n = 55

STATEMENT	MEAN	DESCRIPTION	RANK
1. Your work during pandemic.	3.44	Very Much Affected	2
2. Your work performance during pandemic.	3.42	Very Much Affected	3
3. The operating days or time.	3.25	Very Much Affected	5
4. The condition of your workplace.	3.49	Very Much Affected	1
5. The number of your guest.	3.33	Very Much Affected	4
TOTAL	3.39	Very Much Affected	

Table 2.2
Status of Financial
n = 55

STATEMENT	MEAN	DESCRIPTION	RANK
1. Receiving full salary.	2.55	Affected	5
2. The salary in sustaining family needs.	3.07	Very Much Affected	2
3. Salary rate.	2.69	Affected	4
4. Bonuses received.	3.31	Very Much Affected	1
5. Savings coming from the salary.	2.76	Affected	3
TOTAL	2.88	Affected	

LEGEND :

3.26 - 4.00 Very Much Affected

1.76 - 2.50 Less Affected

2.51 - 3.25 Affected

1.00 - 1.75 Not Affected

Table 3.1 shows the benefits from government that the employees received. Based on the result, most of the tourism employees received benefits from municipality like rice and groceries and got the highest frequency of 49 (89.09%) and also from Barangay like rice and groceries with the frequency of 48 (87.27%). The statement "6,000.00 from Social Amelioration Program" got the third rank with the percentage of 65.45%; while "Pantawid Allowances" got the fourth rank with the percentage of 20%; and "2,000.00 from Department of Labor Employee or DOLE" got the last rank with the percentage of 5.45%.

Table 3.2 shows the benefits from tourism establishments that the employees received. Most of the tourism employees received the benefit from "The company or employer issued a specialized policy to deal with customers or tourists during COVID -19" and got the highest rank frequency with the percentage of 60%. The statement "Receiving an Employees Compensation Pay during no work" got the second rank with the percentage of 27.27%; while "Receiving any help or assistance from tourism establishment" got the third rank with the percentage of 12.73%. The two statements "Was able to request or claim emergency loan from the tourism agency" and "The establishment offered any health insurances" got the last rank with the percentage of 10.91%.

The tables show that few of the tourism employees of Bilar said that they did not receive enough benefits from both government and tourism establishments. With that, the government and tourism establishments must find ways in order to

support or give assistance to their employees during unexpected crises like the pandemic.

Table 3.1
Benefits from Government
n = 55

STATEMENT	Frequency	Percentage
1. P 6,000.00 from Social Amelioration Program (SAP)	36	65.45
2. P 2,000.00 from Department of Labor Employee (DOLE)	3	5.45
3. Rice, groceries from the Municipality of Bilar.	48	87.27
4. Rice, groceries from the Barangay.	49	89.09
5. Pantawid Allowance	11	20

Table 3.2
Benefits from Tourism Establishment

n = 55

STATEMENT	Frequency	Percentage
1. Received any help or assistance from tourism establishment.	7	12.73
2. Received Employees Compensation Pay during no work.	15	27.27
3. Was able to request or claim emergency loan from the tourism agency.	6	10.91
4. The establishment offered any health insurances.	6	10.91
5. The company or employer issued a specialized policy to deal with customers or tourists during COVID -19.	33	60

Chapter 3

SUMMARY OF FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

This chapter deals with the summary, findings, conclusions based in the analysis and interpretation of the data. Recommendations are also made to meet the target of this study.

Summary of Findings

The main purpose of this study was to find out the status of Bilar Tourism Employees during pandemic. Specifically, the researchers aimed to determine: What is the demographic profile of the respondents in terms of: gender, marital status, job position; the status of employment in tourism so far: job and financial; the benefits they receive from: government and tourism company and the recommendations can be made out from the result of the study.

The data showed that most of the tourism employees were females and married. Out of 55 respondents, employees from the Bohol Biodiversity Complex got the largest number. It was also showed that most of them were maintenance staff.

The findings revealed that the pandemic had a significant status on the tourism employees in terms of their status in job especially when it comes to its operation. The LGU and other Tourist Company decided to lay off workers, lessen operational days and others even close the tourist spots because of low income.

The results showed that the Local Government Unit and the Tourism Company were not able to provide any bonuses, additional benefits or even maintained the wages or salaries of the tourism staff during the pandemic in order to sustain their families.

The data revealed that the government unit and other government agencies were not able to provide enough assistance or benefits to the tourism employees during the pandemic. Some of them received rice and groceries from the barangays and LGU but only a few got the Social Amelioration Program (SAP). The data also showed that only few received benefits from Department of Labor Employment (DOLE) and pantawid allowances due to the selection of individual in the community.

Conclusions

Generally, the tourism employees of Bilar were affected on their job status and finances. It was found out that most of the tourism employees did not receive enough benefits or assistance from the government or from the tourism establishment. Meanwhile, the government and establishment both need to improve the salaries and benefits of Bilar tourism employees and find ways in order to support their staff during unexpected crises. Also, according to the findings of the study, the pandemic has a significant status on three factors: employment, finances, and benefits. Further research is needed to better understand the demands of the Tourism Employees in terms of their jobs, finances, and benefits

which could help improve their lives and also inspire them to do better on their jobs.

Recommendations

After the analysis and evaluation of the facts gathered, the researchers came up with the following recommendations:

1. The Municipality of Bilar and the Tourism Establishment might find ways for them to be able to give benefits to their employees which could motivate them to work harder and deliver great customer service.
2. The government unit and other agencies may provide special assistance or benefits to the tourism employees especially during unexpected crises like the pandemic.
3. The municipality of Bilar or the Tourism Establishment may give and find ways to maintain the salary of their employees in order to sustain their families' needs.
4. The municipality of Bilar or the tourism establishment may issue an emergency loan for their employees during unexpected crises or calamities.
5. The municipality of Bilar or the tourism establishment should find ways or methods on how they will handle their employees and their business operation if another unexpected crisis or calamity will be experienced in the future.
6. Future researchers are also encouraged to conduct further study about tourism employees including other factors that are not covered in the study.

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APPENDIX A

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

VISION: A premier S and T university for the formation of a world-class and virtuous human resource for the sustainable development of **Bohol** and the country.

MISSION; BISU is committed to provide quality and innovative education in strategic sectors for the development of Bohol and the country.

November 15, 2021

Hon. Manuel G. Jayectin
Municipal Mayor
Poblacion, Bilar, Bohol

Sir:

Greetings!

We, the **Bachelor of Science in Office Administration** students of Bohol Island State University-Bilar Campus are conducting a research study entitled “**THE STATUS OF BILAR TOURISM EMPLOYEES DURING PANDEMIC**” in partial fulfillment of our subject Office Administration Research 2.

In connection with this, we would like to ask permission from your good office to allow us to conduct the above mentioned study in Bilar Enchanted Garden, Man-Made Forest, Bohol Biodiversity Complex, Logarita Spring, Duwangon Spring and Pangas Fall.

Rest assured that utmost courtesy and confidentiality of the data will be observed during the conduct.

Thank you and God Bless!

Very respectfully yours,

Marie Cho C. Doria
Frelyn G. Golosino
Cathrina A. Mira
Honey May L. Tenajeros
The Researchers



Republic of the Philippines
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November 15, 2021

Liza P. Flores

SAO, PEEMO-Head
 Bohol Biodiversity Complex
 Bilar, Bohol

Madame:

Greetings!

We, the **Bachelor of Science in Office Administration** students of Bohol Island State University-Bilar Campus are conducting a research study entitled “**THE STATUS OF BILAR TOURISM EMPLOYEES DURING PANDEMIC**” as per requirement to our subject Office Administration Research 2.

In connection with this, the undersigned would like to ask permission from your good office to allow us to conduct the above-mentioned study in Bohol Biodiversity Complex at Bilar, Bohol.

Rest assured that utmost courtesy and confidentiality of the data will be observed during the conduct.

Thank you very much for your approval. God Bless!

Very respectfully yours,

Marie Cho C. Doria
Frelyn G. Golosino
Cathrina A. Mira
Honey May L. Tenajeros
 The Researchers



Republic of the Philippines
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November 15, 2021

Germarie I. Inte
BBC Supervisor
Bohol Biodiversity Complex
Bilar, Bohol

Madame:

Greetings!

We, the **Bachelor of Science in Office Administration** students of Bohol Island State University-Bilar Campus are conducting a research study entitled “**THE STATUS OF BILAR TOURISM EMPLOYEES DURING PANDEMIC**” as per requirement to our subject Office Administration Research 2.

In connection with this, the undersigned would like to ask permission from your good office to allow us to conduct the above-mentioned study in Bohol Biodiversity Complex at Bilar, Bohol.

Rest assured that utmost courtesy and confidentiality of the data will be observed during the conduct.

Thank you very much for your approval. God Bless!

Very respectfully yours,

Marie Cho C. Doria
Frelyn G. Golosino
Cathrina A. Mira
Honey May L. Tenajeros
The Researchers



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November 15, 2021

Pedro Alalid Jr.

The Manager
Bohol Enchanted Garden
Bilar, Bohol

Sir:

Greetings!

We, the **Bachelor of Science in Office Administration** students of Bohol Island State University-Bilar Campus are conducting a research study entitled "**THE STATUS OF BILAR TOURISM EMPLOYEES DURING PANDEMIC**" as per requirement to our subject Office Administration Research 2.

In connection with this, the undersigned would like to ask permission from your good office to allow us to conduct the above-mentioned study in Bohol Enchanted Garden at Bilar, Bohol.

Rest assured that utmost courtesy and confidentiality of the data will be observed during the conduct.

Thank you very much for your approval. God Bless!

Very respectfully yours,
Marie Cho C. Doria
Frelyn G. Golosino
Cathrina A. Mira
Honey May L. Tenajeros
The Researchers



Republic of the Philippines
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November 15, 2021

Judith Jaque

The Manager

Bohol Man-Made Forest

Bilar, Bohol

Madame:

Greetings!

We, the **Bachelor of Science in Office Administration** students of Bohol Island State University-Bilar Campus are conducting a research study entitled **“THE STATUS OF BILAR TOURISM EMPLOYEES DURING PANDEMIC”** as per requirement to our subject Office Administration Research 2.

In connection with this, the undersigned would like to ask permission from your good office to allow us to conduct the above-mentioned study in Bohol Man-Made Forest at Bilar, Bohol.

Rest assured that utmost courtesy and confidentiality of the data will be observed during the conduct.

Thank you very much for your approval. God Bless!

Very respectfully yours,

Marie Cho C. Doria

Frelyn G. Golosino

Cathrina A. Mira

Honey May L. Tenajeros

The Researchers



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November 15, 2021

Resituto Jaque

The Manager

Logarita Spring

Bilar, Bohol

Sir:

Greetings!

We, the **Bachelor of Science in Office Administration** students of Bohol Island State University-Bilar Campus are conducting a research study entitled "**THE STATUS OF BILAR TOURISM EMPLOYEES DURING PANDEMIC**" as per requirement to our subject Office Administration Research 2.

In connection with this, the undersigned would like to ask permission from your good office to allow us to conduct the above-mentioned study in Logarita Spring at Bilar, Bohol.

Rest assured that utmost courtesy and confidentiality of the data will be observed during the conduct.

Thank you very much for your approval. God Bless!

Very respectfully yours,

Marie Cho C. Doria

Frelyn G. Golosino

Cathrina A. Mira

Honey May L. Tenajeros

The Researchers



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November 15, 2021

Hon. Adelo Mangaya-ay

Barangay Captain
Zamora, Bilar, Bohol

Madame:

Greetings!

We, the **Bachelor of Science in Office Administration** students of Bohol Island State University-Bilar Campus are conducting a research study entitled "**THE STATUS OF BILAR TOURISM EMPLOYEES DURING PANDEMIC**" as per requirement to our subject Office Administration Research 2.

In connection with this, the undersigned would like to ask permission from your good office to allow us to conduct the above-mentioned study in Duwangon Spring at Bilar, Bohol.

Rest assured that utmost courtesy and confidentiality of the data will be observed during the conduct.

Thank you very much for your approval. God Bless!

Very respectfully yours,

Marie Cho C. Doria
Frelyn G. Golosino
Cathrina A. Mira
Honey May L. Tenajeros

The Researchers



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November 15, 2021

Rosendo B. Bantugan Jr.

Barangay Captain
Campagao, Bilar, Bohol
Bilar, Bohol

Sir:

Greetings!

We, the **Bachelor of Science in Office Administration** students of Bohol Island State University-Bilar Campus are conducting a research study entitled "**THE STATUS OF BILAR TOURISM EMPLOYEES DURING PANDEMIC**" as per requirement to our subject Office Administration Research 2.

In connection with this, the undersigned would like to ask permission from your good office to allow us to conduct the above-mentioned study in Pangas Falls at Bilar, Bohol.

Rest assured that utmost courtesy and confidentiality of the data will be observed during the conduct.

Thank you very much for your approval. God Bless!

Very respectfully yours,

Marie Cho C. Doria
Frelyn G. Golosino
Cathrina A. Mira
Honey May L. Tenajeros
The Researchers



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June 08, 2021

DR. MARIETTA C. MACALOLOT
Campus Director
BISU-Bilar

Dear Dr. Macalolot:

Good Day!

We, the students of **Bachelor of Science in Office Administration of Bohol Island State University, Zamora, Bilar, Bohol** is currently undertaking a research study for our thesis entitled "**THE STATUS OF BILAR TOURISM EMPLOYEES DURING PANDEMIC**" in partial fulfillment of our subject **OA Research 2**.

In this connection, we would like to ask permission to gather data and information needed for the study.

Rest assured that utmost courtesy and confidentiality of the data will be observed during the conduct.

Thank you, God Bless and more power.

Sincerely yours,

Marie Cho C. Doria
Frelyn G. Golosino
Cathrina A. Mira
Honey May L. Tenajeros



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COLLEGE OF TECHNOLOGY AND ALLIED SCIENCES
Department of Business and Office Administration

APPROVAL SHEET

This is to certify that the questionnaire of the researchers, **Marie Cho Doria, Frelyn Golosino, Cathrina Mira and Honey May Tenajeros**, Bachelor of Science in Office Administration, entitled **THE STATUS OF BILAR TOURISM EMPLOYEES DURING PANDEMIC** can be conducted with their chosen respondents as subject requirement for Research 2 (OAPE 10).

The Thesis Committee:

Signature

Date

ELIZABETH A. ORAPA

Thesis Adviser

MISAEAL FELISILDA

Statistician

ARLEN GUDMALIN, Ph.D

Subject Instructor



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

COLLEGE OF TECHNOLOGY AND ALLIED SCIENCES

Survey Questionnaires

To our beloved respondent,

The researchers are conducting a study on **“The Status of Bilar Tourism Employees During Pandemic”**. In relation to this, we would like to ask your cooperation in answering the question.

Please answer the following questions honestly and truthfully. Rest assured that your answers will be treated with great confidentiality and for academic purposes only. Thank you very much and God bless!

Sincerely yours,

The Researchers

1. Demographic Profile

1.1 Gender:

Male _____

Female _____

1.2. Marital Status:

Single _____

Married _____

Widowed _____

Separated _____

Divorced _____

1.3. Job Position _____

2. Status of Job and Financial

Instruction: Please check (✓) the number that indicates your observation using the scale given.

Status of Job	4	3	2	1
	Very Much Affected	Affected	Less Affected	Not Affected

1. Your work during pandemic.				
2. Your work performance during pandemic.				
3. The operating days or time.				
4. The condition of your workplace.				
5. The numbers of your guest.				
Status of Financial	Very Much Affected	Affected	Less Affected	Not Affected
1. Receiving full salary.				
2. The salary in sustaining in families need.				
3. Salary rate.				

3. Benefits from Government and Tourism Establishment

4. Receiving in Bonuses.				
5. Saving money from the salary.				

Instruction: Please check (✓) the number that indicates your observation using the scale given.

Benefits from Government	2 Yes	2 No
1. P 6,000.00 from Social Amelioration Program (SAP)		
2. P 2,000.00 from Department of Labor Employee (DOLE)		
3. Rice, groceries from Municipality of Bilar.		
4. Rice, groceries from Barangay.		
5. Pantawid Allowances		
Benefits from Tourism Establishment	Yes	No

1. Receiving any help or assistance from tourism establishment.		
2. Receiving an Employees Compensation Pay during no work.		
3. Able to claim or request emergency loan from any tourism agency.		
4. The establishment offered any health insurances.		
5. The company or employer issues a specialized policy to deal with customers or tourists during COVID - 19.		

Thank you, God Bless and Keep Safe!

RESEARCHER'S BIODATA

PERSONAL INFORMATION

Name: MARIE CHO C. DORIA
 Address: Villa Aurora, Bilar, Bohol
 Email-address: mariechodoria123@gmail.com



PERSONAL DATA:

Age : 23
 Date of Birth : March 1, 1999
 Civil Status : Single
 Sex : Female
 Place of Birth : Villa Aurora, Bilar, Bohol
 Religion : Roman Catholic
 Nationality : Filipino
 Language : Visaya, Tagalog, English
 Height : 149
 Weight : 39 kg
 Mother's name : Evangeline C. Doria
 Father's name : Florencio L. Doria Sr.

EDUCATIONAL BACKGROUND:

Tertiary : Zamora, Bilar, Bohol
 : Bachelor of Science in Office Administration
 : Bohol Island State University – Bilar Campus
 : 2018-Present

Senior High : Yanaya, Bilar, Bohol
 : General Academic Strand
 : Bilar National High School
 : 2016-2018

Junior High : Yanaya, Bilar, Bohol
 : Bilar National High School
 : 2012-2016

Elementary : Poblacion, Bilar, Bohol
 : Bilar Central Elementary School
 : 2006-2012

RESEARCHER'S BIODATA

PERSONAL INFORMATION

Name: FRELYN GOLOSINO
 Address: Bugang, San Miguel, Bohol
 Email-address: frence.ej22@gmail.com



PERSONAL DATA:

Age : 21
 Date of Birth : July 22, 2000
 Civil Status : Single
 Sex : Female
 Place of Birth : San Miguel, Bohol
 Religion : UCCP
 Nationality : Filipino
 Language : Visaya, Tagalog, English
 Height : 160
 Weight : 54 kg
 Mother's name : Evelyn G. Golosino
 Father's name : Jeffrey T. Golosino

EDUCATIONAL BACKGROUND:

Tertiary	: Zamora, Bilar, Bohol : Bachelor of Science in Office Administration : Bohol Island State University – Bilar Campus : 2018-Present
Senior High	: Poblacion, San Miguel, Bohol : San Miguel Technical Vocational School : General Academic Strand : 2016-2018
Junior High	: Bugang, San Miguel, Bohol : Bugang National High School : 2012-2016
Elementary	: Bugang, San Miguel, Bohol : Bugang Elementary School : 2006-2012

RESEARCHER'S BIODATA

PERSONAL INFORMATION

Name: CATHRINA A. MIRA
 Address: Tigbao, Loboc, Bohol
 Email-address: cathrina12@gmail.com



PERSONAL DATA:

Age : 22
 Date of Birth : May 12, 2000
 Civil Status : Single
 Sex : Female
 Place of Birth : Tigbao, Loboc, Bohol
 Religion : Roman Catholic
 Nationality : Filipino
 Language : Visaya, Tagalog, English
 Height : 5'0
 Weight : 53 kg
 Mother's name : Zosima A. Mira
 Father's name : Cresencio P. Mira (deceased)

EDUCATIONAL BACKGROUND:

Tertiary : Zamora, Bilar, Bohol
 : Bachelor of Science in Office Administration
 : Bohol Island State University – Bilar Campus
 : 2018-Present

Senior High : Bahi-an, Loboc, Bohol
 : TVL - Tourism
 : Loboc National High School
 : 2016-2018

Junior High : Camaya-an, Loboc, Bohol
 : Camaya-an National High School
 : 2012-2016

Elementary : Tigbao, Loboc, Bohol
 : Tigbao Elementary School
 : 2006-2012

RESEARCHER'S BIODATA

PERSONAL INFORMATION

Name: HONEY MAY L. TENAJEROS
 Address: Buenos Aires, Carmen, Bohol
 Email-address: thirdhoney123@gmail.com



PERSONAL DATA:

Age : 22
 Date of Birth : May 18, 2000
 Civil Status : Single
 Sex : Female
 Place of Birth : Catagbacan Norte, Loon, Bohol
 Religion : Roman Catholic
 Nationality : Filipino
 Language : Visaya, Tagalog, English
 Height : 147
 Weight : 47 kg
 Mother's name : Margarita L. Tenajeros
 Father's name : Zenon S. Tenajeros (deceased)

EDUCATIONAL BACKGROUND:

Tertiary : Zamora, Bilar, Bohol
 : Bachelor of Science in Office Administration
 : Bohol Island State University – Bilar Campus
 : 2018-Present

Senior High : Bankal, Lapu-Lapu, Cebu City
 : Accountancy, Business and Management
 : Bankal National High School
 : 2016-2018

Junior High : Bankal, Lapu-Lapu, Cebu City
 : Bankal National High School
 : 2012-2016

Elementary : Bankal, Lapu-Lapu, Cebu City
 : Bankal Elementary School
 : 2006-2012