

IMPLEMENTATION STATUS OF COVID-19 PROTOCOLS IN
ACCOMMODATION ESTABLISHMENTS IN OF LOBOC, BOHOL

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

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February 2022

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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 Fulfilment
of the Requirements for the Degree
Bachelor of Science in Hospitality Management

Krizza Mae J. Andot
Janinne Espina
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APPROVAL SHEET

This thesis entitled "Implementation Status of COVID-19 Protocols in Accommodation Establishment in Loboc, Bohol" was prepared and submitted by, Krizza Mae Andot, Jannine Espina, and Dave Quilas 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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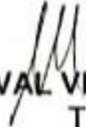
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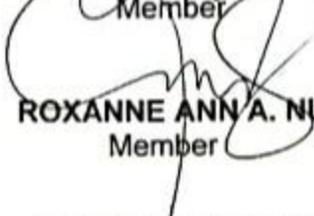
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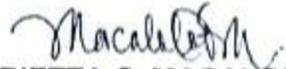
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ABSTRACT

The main thrust of the study was to determine the Level of Implementation of COVID-19 protocols in accommodation establishments in Loboc, Bohol and the common problems of the guest during their accommodation process. It aimed to determine the level of implementation of COVID-19 protocols and common problems during accommodation process. The respondents of the study were 50 guests who stayed at different establishment using random sampling. The researchers adopt an establishments and standardized questionnaire to gather the data needed. Weighted mean and ranking and percentage distribution were used as statistical treatment. Results showed that female got the highest percentage of 56%. On the age bracket 21-30 got the highest percentage of 50%. Furthermore, with regards to level of implementation of COVID-19 protocols, it was rated as "Partially Implemented". In the common problems of the guest during accommodation process, it showed lower percentage which means that most of the guests does not have any problems during accommodation process. The researchers recommended that the establishments must fully implement the COVID-19 protocols to ensure the safety of the guests. The management system should also be more responsible for implementing strict protocols in accommodation during this pandemic. It was also recommended that the establishment must implement both employees and guests to be fully vaccinated in order to maintain the safety amid threat of COVID-19. Then, most importantly the establishment management must educate employees and create seminars about strict implementation of COVID-19 protocols to ensure the safety of guests during stay.

Chapter 1

THE PROBLEM AND ITS SCOPE

Rationale

Tourism is a significant part of national economies. Accommodation or lodging, is by a long way, the largest and most ubiquitous sub sector within the tourism economy. With the few exceptions, tourists require a location where they can rest and revive during their travel through, or stay within, a tourism destination. Hotel and accommodation establishments are places where there is a high degree of interaction among guest and workers.

With this still ongoing cases of COVID-19 researchers, conduct this study in order to determine the level of implementation of COVID-19 protocols in accommodation in this time of pandemic and the common problem of the guest during accommodation process. To determine if establishment are responsible of implementing COVID-19 protocols in accommodation to ensure the safety of the guest. Accommodation is one of the industries that have been affected by COVID-19, the hospitality and accommodation industries are one of the most affected this time of pandemic

Philippine's tourism economy has been heavily heat by the corona virus (COVID 19) pandemic. The closing of borders, airports, and hotels as well as restrictions on mass gatherings, and travel and related services across the world put around 100 to 120 million jobs at risks estimated by the World Tourism Organization. This triggered a global economic crisis. A combination of lockdowns

and travel restrictions has resulted in many hotels having close temporarily or operate at a fraction of their available capacity. As the crisis continues to evolve, it is still unclear what shape the industry will emerge.

However, in the recent year, a need for breakthrough of economy has been felt. Our government have introduced unprecedented measures to contain the virus, the restrictions on travel, business operations and people-to-people interactions have brought the tourism economy to a standstill. In addition to that and as observed by the researchers, this pandemic will not end until everyone is responsible to follow the COVID-19 protocols implemented by the government.

With the situation cited above, the researchers are motivated to conduct a study regarding the implementation status of COVID-19 protocols in accommodation establishments as viewed by selected respondents.

Literature Background

The following related readings served as the legal bases of the study.

The Inter-Agency Task Force (IATF) for the Management of Emerging Infectious Disease defines the New Normal as emerging behaviours, situations and minimum public health standards that will be institutionalized in common or routine practices and remain even after the pandemic while the disease is not totally eradicated.

The Department of Tourism (DOT) has released the Health and Safety Guidelines Governing the Operations of Accommodation Establishments under the New Normal, indicating quite a number of significant changes in the country's frontline.

DOT Memorandum Circular No. 2020-002 signed by the Tourism Secretary Bernadette Romulo-Puyat on Friday, pursuant to Republic Act 11469 or Bayanihan to Heal as One Act and RA 6593 or "Tourism Act of 2009", cites the need to provide guidelines to institutionalize updated health and safety protocols in the operations of accommodation establishments under the New Normal Scenario.

In June, 2020, the Department of Tourism (DOT) along with the Inter-Agency Task Force (IATF), regulated the operation of all accommodation establishments (AEs) in the Philippines. Hotels must first secure a Certificate of Authority to Operate. Only those that have been granted the certificate can resume their operations.

Since the Inter-Agency Task Force for the Management of Emerging Infectious Disease (IATF-EID) authorized the resumption of lodging businesses last month, more and more hotels are adapting to the new normal. Despite the drastic decrease in leisure travellers, hotels proved essential during pandemic, providing a place to stay to returning OFWs, stranded tourists and business travellers.

DOT-Accredited accommodation establishments (AeS) in GCQ areas. Based on the IATF Resolution No.117, (AES) in under GCQ may accept booking

provided that the establishment operates only up to 30% of the venue capacity. The guest will come from same household and can accept guests of all ages but guest below 18 and above 65 years old shall be required to present a negative result from an RT-PCR test taken not more than 72 hours prior to check.in.

The study of G.P. (2009) entitled, revealed that “Tourism Marketing and Management” accommodation in tourism plays a vital role in the country’s economy. in result; countries who acknowledge its positive influence on its economy are giving more importance to the development of the accommodation sector, The supplies of accommodation, qualitative and quantitative, have a direct influence on overall success of the tourism destinations. The development of accommodation sector should be a key element of the tourism destination planning process in order to gain tourism development.

The COVID-19 pandemic has affected many aspects of global society, including how and where people spend their holidays. Tourism is very sensitive to safety and health changes. Infectious diseases in particular have a direct impact on people’s travel decisions and their choice of destination. The presence of risks, whether real or perceived, influences tourism travel plans and travel behaviour. The occurrence of the COVID-19 pandemic has led to general fear, mainly due to its easy and rapid spread across the globe. Travellers developed this fear due to the ease of person-to-person transmission and the long incubation period of the virus. Nonetheless, viruses are not new to travellers worldwide; however, the magnitude and risks associated with COVID-19 are the greatest in human history

In addition, the study of Zenke et al. (2015) given the growing consumer demand for the hotel hygiene following the COVID-19 outbreak, enhanced cleanliness and sanitation to prevent or limit the spread of disease can be promoted as a selling point during and after this pandemic found that the younger travellers and women of all ages would be willing to pay a premium for enhanced guestroom disinfection. Based on their work, forthcoming research should examine whether different hotel guest and segments willingness to pay a premium for enhanced sanitation has change amidst the COVID-19 pandemic. Additionally, as a higher level of cleanliness may require investments in technology, equipment, and resources, future studies should also consider to what extent different types of hotels should improve their sanitation practices.

One of the factors determining the choice of an accommodation facility by tourists, and therefore also an area where the owners of such facilities can gain a competitive advantages over others, is the level of security, and therefore also a safety in this facilities. Especially in the twenty-first century, tourists want to feel relatively safe in a tourists destinations facilities. Security and safety are not identical concepts, although they are connected.

The concepts of safety and security are often taken together. A study of Enz et al., (2002) argued that safety involves protecting both staff and customer against minor or fatal injuries against possible hazards. However, According to the Oxford Dictionary, safety means protection against any danger, injury, or risk, while security refers to the prevention of and protection against foreseeable dangers;

unlawful activities; and protection of a country, a building, or a person against attack or danger.

People have the need and desire to travel, resulting in over 1.4 billion domestic travellers in the pre-pandemic period COVID-19. The motivation to travel is an internal force that drives people toward the satisfaction of physical and psychological needs, typically operationalized as travel intentions. The motivation and its subsequent intentions are driven by one's needs and desires for escape, recreation, relaxation, prestige, novelty, adventure, and social interaction. To satisfy wants and needs, tourists consider ways to satisfy these travel needs and wants, typically looking at the attributes of destinations and tourism providers.

COVID-19 is a disruptive factor that affects the way tourists perceive the safety of their vacation. Risk interferes with routine decision making therefore, tourists who perceive risk prior to travel may need further information to adjust their vacation plans or cancel their vacation plans altogether. Existing research shows that risks influence tourists' overall travel intentions, both in relation to domestic and international travel. In addition, safety and security are the main reasons for choosing a destination.

The COVID-19 crisis, like the 2008 crisis, led to a substantial drop in the demand: customers don't consume, guests don't book rooms and travellers don't travel. The disturbing situation is well known. It is similar to the Great Depression that studied by the famous economist, Keynes. Keynesian theory influenced economic thinking to the point nowadays the first chapter taught in a

macroeconomics course. If we had to resume his theory, Keynes argued that it is the demand that generates the supply, at least in a short run.

“COVID-19; EU Guidance for the progressive resumption services and health protocols in hospitality establishments”. In the light of the new standards of cleanliness, hygiene, and social distancing, Hotel Friend, as a global IT company and only one solution provider on the market can help every hotelier reopen safely and fast after coronavirus lockdown.

The negative impact of the COVID-19 crisis is mainly affecting service-oriented sectors such as the hospitality industry. The latter functions as a powerful vehicle for economic job creation all over the world. It is directly and indirectly responsible for regional development, numerous types of jobs, industries and sub-industries, underpin many economic activities.

On business level, the impacts of the crisis have reached every industry in the world, with the travel and tourism taking a massive hit. According to OAG Aviation Worldwide, the travel restrictions on international flights have caused the global airline industry mounting up to \$800 billion. Many hotels find themselves empty and looking to fill the once full lobbies and rooms. Nevertheless, the grave situation has given space for the worldwide solidarity with many hotels around the world providing their premises to house medicals staff, first responders, or hospital patients not suffering from coronavirus.

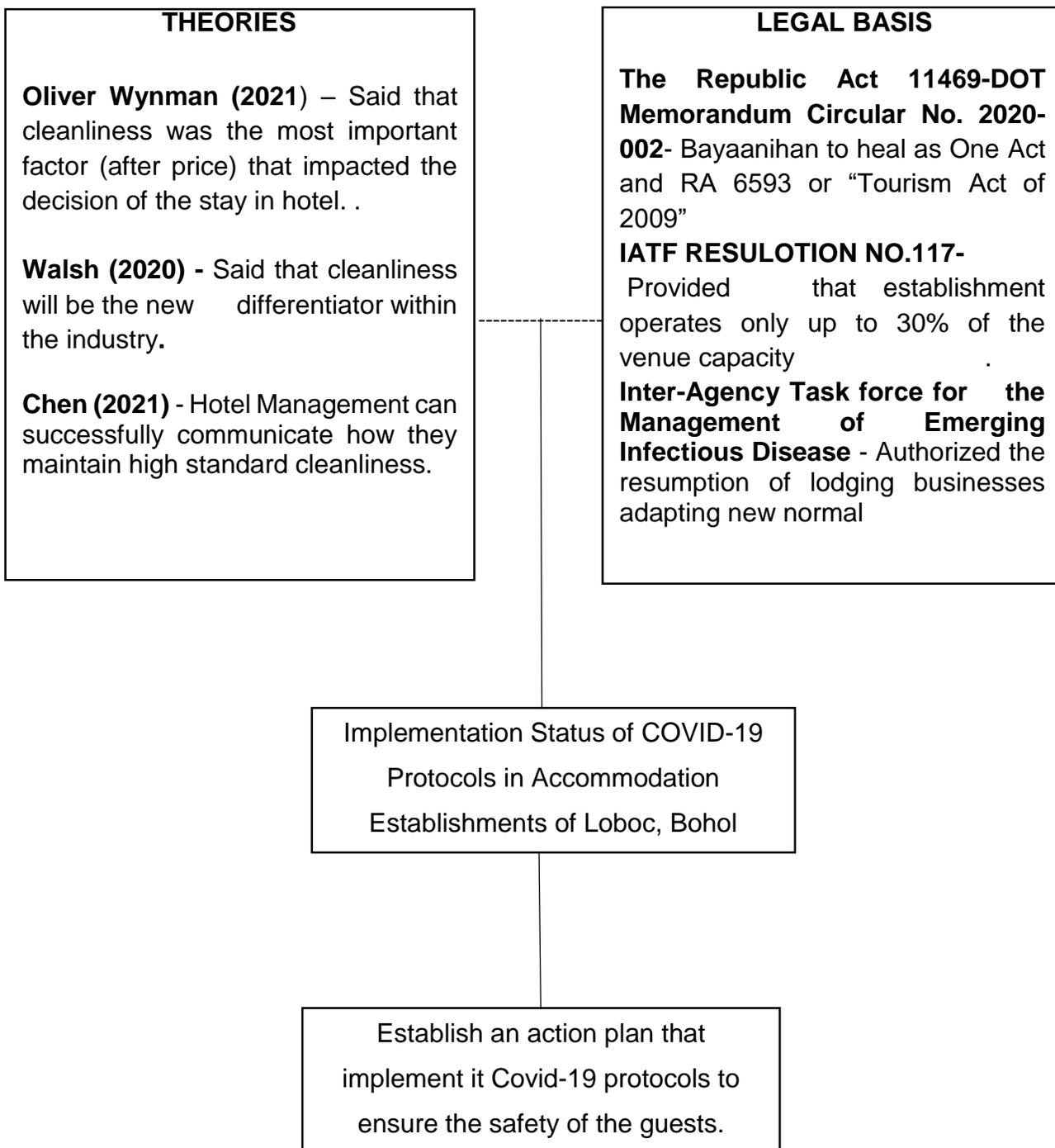


Figure 1. Theoretical and Conceptual Framework

According to the US travel association, in (2019), travel alone generated \$2.6 trillion in total economic output, supported 15.8 million American jobs, and accounted for 2.9 % of the U.S. gross domestic product (GDP). These statistic highlight the economic importance of travel and tourism to the U.S. economy as well as to the global economy as a whole.

According to the Tourism Society in Britain (1976), “tourism is the temporary short-term movement of people to destination outside the place where they normally live and work and their activities during the stay at their destinations, including movement for all purposes, as well as day visit or excursions. Tourism mostly depends on the range and types of accommodation available at the destinations. Accommodations is a core of the tourist industry, and plays a distinctive role in the development of this ever-expanding industry.

According to the survey done by the PwC Philippine (2020), together with the DOT, 97% says that COVID-19 has the potential for significant impact on their business operations, and is causing them great concern. Such as finding is not surprising given that only business related to essentials services and products were the only enterprises allowed to operate during the ECQ. Because of the low demand and restrictions, majority of the respondents say that they temporarily stopped offering their level of operations, and reduced the employee headcount. Over 70% of respondent belong to the tourism services and accommodation subsectors.

Moreover, according to Wen et al. (2020), health will be a key influencing factor in the tourism and hospitality industry recovery after the COVID-19 outbreak due to the residual fear associated with this pandemic and similar disease. Similarly, Chen et al (2007) reported that during the 2003 SARS outbreak, public health care facilities played imperative roles in pandemic prevention and control.

As COVID-19 has led to more than 3 million cases and 215, 000 deaths John Hopkins University, (2020), hotel based facilities can reassure guest in the event of an emergency during the travel. Essentially, this article discuss the possible effects of COVID-19 on hotel marketing and management practices and outlines a research agenda from the three dimensions. AI and robotics, hygiene and cleanliness, and health and health care to encourage research and knowledge development in hotel sectors.

According to the World Tourism Organization (2020), the international tourism has indicated continues growth for the tent consecutive year reporting 1.5 billion international tourists arrived in 2019 and estimated 1.8 billion of tourist arrivals in 2030) people are forecast to be. The major disruptions on the global economy from the transmission of the virus especially to the retail sector, food, consumer goods, accommodation, healthcare delivery and a potential curtailing of travel and tourism as major drivers of the most countries in the world is in immeasurable and severe than expected by many.

High spirits dwindled as the Philippine hospitality took a severe blow when the COVID-19 pandemic took off. Travel restrictions prevented people from

booking hotels and resorts, leaving these establishments struggling for room occupancy and consequentially, and stable revenue. However, according to Colliers, (2020) in the first half of 2020, hotel occupancy in Metro Manila fell from 71 percent to 25 percent due to the a sharp decline in foreign arrivals. Moreover, a significant number of hotels closed their doors and laid of hospitality professionals and personnel.

The World Tourism Organization (2020), tourism and COVID-19 briefing note in September reported that the travellers in the current environment are considering shorter tips and destinations closer to home, at least in part, due to the restrictions which have hampered international travel. In November 2020, Smith Travel Research (STR's) tourism understand current accommodation experiences by speaking with those who had recently undertaking overnight trips. Most had stayed in the hotels while the rest had used other forms of accommodation such as holiday rentals and guest houses.

However, According to Chen (2021), “ If hotel management can successfully communicate how they maintain high standard cleanliness then their community initiatives should not pose a long term run, positive word of mouth is very important because it can attracts both prospective employee and new customers.

Walsh (2020) is an expert on the hospitality management. She says that sanitized cleanliness will be the new differentiator within the industry. Walsh says: The hospitality is facing an unprecedented time, as it redefines what services

means going forward. The key to bringing guest back will be to convey that the hotel is safe and secure, and plan to re-open, hotels must be laser-focused on building consumers-confidence that is safe to stay at their property. This will become a new brand.

A Spanish study pointed out that there are two decision-drivers for the guests. One is the confidence in the destination country-which explains the staycation trend we've just mentioned- and the other confidence in the hotel companies themselves. Definitely, one of the biggest challenges for the hospitality industry in 2021 is restoring confidence. A lots of hotels, including well-known hotel chains, have taken to "stay safe" programmes that can provide on-site medical care, temperature checks, free hand sanitizer, and hygiene products.

A recent survey conducted by Wynman (2021) found that cleanliness was the most important factor (after price) that impacted the decision of to stay in the hotel. While "clean" may be casual term, the underlying message is clear. Travellers are looking for "virus free" accommodation. In fact, 83 percent of the travellers would prefer to stay at hotel that advertises precautionary practices on their social media or other channels. The hospitality sector is known for its focus on quality and customer satisfaction. So, it's not a surprise that in the post COVID times, there is an increase of pressure to maintain guest satisfaction.

THE PROBLEM

Statement of the Problem

The main thrust of the study was to evaluate the implementation status of COVID-19 Protocol in the accommodation establishments in the Loboc Bohol.

Specifically, this sought to answer the following questions:

1. What is the profile of the respondents in terms of:
 - 1.1 age; and
 - 1.2 genders? ,
2. What is the level of implementation of COVID-19 in accommodation establishments in Loboc, Bohol?
3. What are the common problems of the guest in accommodation process?
4. What development plan can be proposed based on the result of the study?

Significance of the Study

The findings of the study would be helpful to the following:

Employees. This study would help them improve their duties as a worker in this time of pandemic. Hence, they must be aware on the COVID-19 protocols and properly implement the health and safety protocols in their workplace.

Guests. This study would help to determine which accommodation provide the outmost safe and health protocols to protect themselves for the viruses. The implementation of safety protocols in accommodation and guest can choose a safe and secure accommodation.

Future Researchers. This would serve as a baseline for students who will conduct same study in the future. This study will serve as their references in doing research.

Community. The researchers would assists the community in implementing rules and regulations for health protocol to reduce disease transmission leading to peaceful health community.

Researcher. The researchers believe the study would be useful in providing necessary knowledge and information about safety protocols. The researcher hope that this research will give a good outcome and will be effective in accommodations.

RESEARCH METHODOLOGY

Design

The researchers employed descriptive survey method using adopted questionnaire as the gathering of tool to obtain the objective response of the respondents. This approach is appropriate to determine the level of implementation status of the COVID-19 protocols implemented in accommodations establishments.

Environment

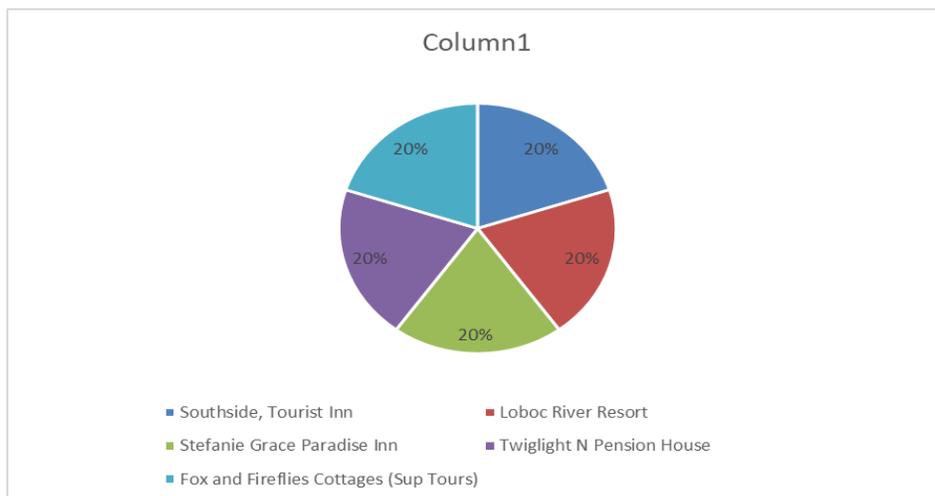
The study was conducted in the Loboc. Bohol with 5 establishments, namely; the Southside Tourist Inn located in Valladolid, Loboc, Bohol; the Loboc River Resort located in Camayaan, Loboc, Bohol; the Stefanie Grace Paradise located at Facundo St. Villaflor, Loboc, Bohol; the Twilight N Pension House located at Alegria, Loboc, Bohol; the Fox and Fireflies Cottages (Sup Tours) located at Valladolid, Loboc Bohol. The Municipality of Loboc, Bohol is one of the oldest towns in Bohol established in the year 1602. Loboc, officially the Municipality of Loboc, is a 4th class municipality in the province of Bohol, Philippines. According to the 2020 census, it has 17,418 people. Located 25 kilometres east of Tagbilaran, Loboc is widely known for natural beautiful nature that captures the eye of the tourists.



Figure 2. Map of Loboc, Bohol
 Produced by Map Action (www.mapaction.org) philippines@mapaction.org

Participants

The respondent were the guest of the accommodation establishment. The researcher selected five (5) accommodation establishment in the Municipality of Loboc. The researcher used random sampling using adoptive questionnaire, there are 50 respondents which constitute 100% of the total population respectively.



Instrument

The researchers used an adopted questionnaire to gather information from respondents. The researchers adopted the questionnaire in article, "How long until 'no vacancy'" by Vik Krishnan et al. (<https://mckinsey.com/industries/travel-logistics-and-infrastructure/our-insights/hospitality-and-covid-19-how-long-until-no-vacancy-for-us-hotels>) and by Jena Tesse Fox, "How Covid is affecting guest satisfaction".

The instrument was composed of two (2) parts. The first part is the profile of the respondents while the second part is the level of implementation status of covid-19 protocols in the accommodation establishments. The level of implementation was based on the scale of Fully Implemented (4), Partially Implemented (3), Rarely Implemented (2) and Not Implemented (1).

Procedures

To have a credible and smooth data gathering process the researchers send a letter of permission to conduct survey on the said establishments. The researchers secured permission for the Campus Director for the approval of conducting study. The researchers also asked for an approval from the Dean of the College of Technology and Allied Sciences. The researchers also several permission for the establishments.

Given the approval, the researchers started the survey by giving questionnaires to the respondents and gave an explanation about the

questionnaires. After answering the questionnaires and the survey was done the researchers collected and tabulated the data. The data were recorded for analysis and interpretation. The study conducted within November 16-28, 2021 with a quarantine status of Alert Level 2 with heighten strict restrictions.

The scoring and scaling procedure followed. The scoring procedure will be used the scale with 4 is fully implemented and to 1 as not implement.

Statistical Treatment

Frequency and percentage was use to analyze the demographic profile of the respondents. The percentage was computed using the following expression;

$$P = \frac{f}{n} \times 100 / P (\%) = \frac{f}{n}$$

Where

P = percentage

f = frequency

n = total no. of respondents

100 = constant multiplier or total percentage

Weighted Mean Score was used to determine the level of implementation of Covid-19 protocols in accommodation establishments in Loboc, Bohol using this formula:

$$WMS = \frac{4 (f4) + 3 (f3) + 2 (f2) + 1 (f1)}{n}$$

Where:

WMS = weighted mean score

F4 = frequency for fully implemented

F3 = frequency for partially implemented

F2 = frequency for rarely implemented

F1 = frequency for not implemented

N = no. of respondent

OPERATIONAL DEFINITION OF TERMS

To fully understand and ensure thorough understanding of terms else in the study, the following terms are defined conceptually and operationally.

Accommodation. Is one of the basic needs for any tourism activity. Lodging, food, and services or travelling space and related services.

COVID-19. Is a strain of coronavirus that emerged and continues to spread around the globe. A mild to severe respiratory illness that is caused by a coronavirus.

Disinfection. The process of using disinfectant to destroy, inactive, or significantly reduce the concentration of pathogenic agents.

District. A territorial division as for administrative unit for electoral purposes.

Implementation. An act or instances of implementing something, the process of making something active or effective.

Level. A position on a real or imaginary scale of amount, quantity, extent, or quality.

Pandemic. An outbreak of a disease that occurs over a wide geographic area.

Protocols. A preliminary memorandum often formulated and signed by diplomatic negotiators as a basic for a final convention or treaty.

Status. The relative social, professional, or other standing of someone or something.

Chapter 2

PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

This chapter presents the findings, analysis and interpretation of data from the questionnaire given to the 50 guests. It includes the demographic profile of the respondents in terms of age, gender and name of the establishments. Moreover, it presents the result of level of implementation of COVID-19 protocols in accommodation establishments in Loboc, Bohol and the problems of the guest during accommodation process.

Table 1, Illustrates the demographic profile of the respondents in terms of sex, age and name of establishments.

Gender. The data gathered revealed that there were more females (28 or 56%) than male (22 or 44%) guest. Studies have shown that most of the guests or travellers are woman to have meaningful experience, learn new skills, and form a relationships.

Age. Bracket 21 -30 years old got 25 (50%), followed by the age bracket of 31- 40 years old got the percentage of 12 (24%), the age bracket of 20 years old and below got 7 (14%) and the 41-50 years old got 5 (10%) while the age bracket of 51 years old and above got 1 (2%). As shown, it was found that the majority of the guest where 21-30 years old with the frequency of 25 (50%). While, the lowest belongs to 51 years old and above got the frequency of 1 (2%).Moreover, According to AARP's (2019) Travel Trend report that the average millennial (21-37) are making travel priority and plans taking rough five trips throughout a year.

Table 1
Demographic Profile of the Guest
n= 50

ITEM	FREQUENCY	PERCENTAGE
Age		
21-30 yrs. old	25	50
31-40 yrs. old	12	24
20 yrs. old and below	7	14
41-50 yrs. old	5	10
51 yrs. old and above	1	2
Gender		
Female	28	56
Male	22	44

Table 2 presents the level of implementation of COVID-19 protocols in accommodation establishments in Loboc, Bohol. Findings revealed that item 1 or “Employee wear personal equipment mask” got the highest weighted mean of 4.00. It was followed by item 4 “Conduct temperature check for every guests” with the weighted mean of 3.92. While, item 8 “Conduct COVID-19 rapid tests results for every guest at check-in if the guest is outside the Bohol” got the lowest weighted mean of 2.40. It was followed by item 20 or “Allow for room’s service\ to go meals only” with the weighted mean of 2.26.

As overall result, the descriptive interpretation on the level of implementation of COVID-19 protocols in accommodation establishments in Loboc, Bohol implied by the fifty guests visited in different establishments in Loboc, Bohol got the level of implementation rated as “Partially Implemented”

which indicates that management followed the COVID-19 protocols but there are some protocols that are not strictly implemented. The management must comply with strict implementation of COVID-19 protocols to fully implement the safety protocols during pandemic to ensure the safety of the guests. Moreover, Walsh (2020) says that sanitized cleanliness will be the new differentiator within the industry. Walsh says, the hospitality is facing an unprecedented time, as it redefines what services means going forward. The key to bringing the guest back will be to convey that the hotel is safe and secure and plan to re-open, hotels must focused on building consumers-confidence that is safe to stay at their property. This will become a new brand.

Table 3 presentes the common problems of the guest during accommodation process. Findings revealed that the highest problem of the guests during accommodation process was “If online reservation, reliability of mobile app (minimal down time crashes and logs)” with 44%.

As the overall result, the descriptive interpretation on the problems of the guests during accommodation process revealed that out of 50 respondents, 42 of them did not have any problem during accommodation process. The percentage of the guests that does not have any problem during accommodation process was 84.5%. This means that most of the guest who stayed were satisfied and experience good service. According to the study by McKinsey (2019), 70% of the buying experiences are based in how customers feel they are being treated.

Table 2

**Level of Implementation of Covid-19 Protocols Accommodation Establishments
in Loboc, Bohol
n=50**

COVID-19 PROTOCOLS IN ACCOMMODATION ESTABLISHMENTS	WMS	DI	RANK
1. Employees are observed wearing facemask.	4.00	FI	1
2. Guests wear face mask.	32.5	FI	5
3. Free facemask is available.	2.54	FI	18
4. Conduct temperature check for every guest.	3.92	FI	2
5. Offer free hand sanitizer to guests.	3.84	FI	6
6. Allow guests to check-in even if not the same household.	2.82	FI	16
7. Implemented limited guests only.	3.52	FI	7
8. Required COVID-19 rapid test result for every guest at check-in if the guest is from outside from Bohol.	2.40	FI	19
9. More intense room cleaning (Ex. Disinfections)	3.42	FI	9
10. Let rooms sit 72 hours before cleaning.	2.98	PI	14
11. No housekeeping during stay (to avoid exposure)	3.08	RI	12
12. Allow walk-in guests.	3.48	PI	8
13. Booking process is through online only.	2.47	PI	17
14. Allow guests without vaccination card.	3.02	PI	13
15. Fewer seat/table if ever have restaurants, bar, and lobbies.	2.90	PI	15
16. Require guests to fill a declaration	3.28	PI	10
17. Sign and Poster for the reminder of COVID protocols.	3.88	PI	3
18. Observe Social distancing.	3.88	PI	4
19. Inform guests before checking in about safety protocols.	3.24	RI	11
20. Allow for room service/go-to meals only.	2.26	RI	20
Average Weighted Mean	3.25	PI	

INDICATIONS:

RANGE	DESCRIPTION
3.26 – 4.00	Fully Implemented
2.51 – 3.25	Partially Implemented
1.76 – 2.50	Rarely Implemented
1.00 - 1.75	Not Implemented

Table 3
Common Problems of the Guest during Accommodation Process
n=50

Common Problems of Guests	Frequency	Percentage %
1. If online reservation, reliability of mobile app (minimal down time crashes and logs)	22	44
2. Rooms rates	16	32
3. In online reservation management response to long.	15	30
4. Quality of in-rooms amenities (refreshment, electronics, toiletries and beddings)	14	26
5. Room quality (Cleanliness, Comfort)	13	24
6. Check in process response	12	22
7. Allowing full capacity	11	8
8. Guest does not observe social distancing	4	8
9. Poor guest experience	4	4
10. Rodents, roaches, & other unwanted guests	2	4
11. Issues with staff/rude staff	2	2
12. Unexpected fees	0	2
13. Rooms are not properly disinfected	0	0
14. Bad service	0	0
15. Room are not properly maintained	0	0

Chapter 3

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

This chapters contains the summary of findings, conclusions and recommendations drawn from the study.

SUMMARY OF FINDINGS

This study sought to determine the level of implementation status of COVID-19 protocols in accommodation establishments in Loboc, Bohol. Specifically, the researchers aimed to find out if the accommodation establishments in Loboc, Bohol followed the COVID-19 protocols. The subjects of the study were guests that visited in the establishments in Loboc, Bohol. There were 50 guests as respondents. A survey method using adopted questionnaire and was used as the tool to gather the necessary data needed in the study.

Result revealed that among the respondents, majority were females and within age bracket of 21-30 years.

Results also revealed that the level of implementation of COVID-19 protocols in accommodation establishments in Loboc, Bohol was rated as "Partially Implemented".

Most of the guests did not have any problems during their stay on the establishments.

Conclusions

Based on the findings of the study, the following conclusions were drawn.

There were more female guests who were within the age bracket of 21-30. Results showed that the management partially implemented the COVID-19 protocols in accommodation establishments in Loboc, Bohol. Thus, means that most of the important protocols during this pandemic got followed but the management must be strict in the full implementation of COVID-19 protocols to ensure the safety of the guests who rents on their rooms. In accommodation process, few of the guests have minor problems encountered. This implies that Loboc, Bohol accommodation establishments is safe for the guests to rent rooms but the management needs to heighten strict implementation of COVID-19 protocols in accommodation establishments to ensure the safety of the guests and the staff.

Recommendations

The following recommendations are forwarded based on the findings:

1. The establishments must fully implement the COVID-19 protocols to ensure the safety of the guests.
2. The management system should be more responsible for implementing strict protocols in accommodation establishment during this pandemic.
3. The establishment must encourage both employees and guest to be fully vaccinated in order to maintain the safety amid the threat of Covid-19.

5. The management must educate employees and create seminars about strict implementation of COVID-19 protocols to ensure the safety of guests during stay.

PROPOSED ACTION PLAN

Rationale

Accommodation provides safety for all those travellers who are unaware with the new places. It also helps the tourists to explore their desired city in a better way. It enhances the overall experience of travelling but pandemic affected most the accommodation. Management are wondering on how to maintain the safety of the guest amidst COVID-19 threat.

In this, the researchers found a great interest to find out what are the level of implementation of COVID-19 protocols in accommodation establishments in Loboc, Bohol and the common problems of the guests during accommodation process. Hence, the researchers believe that accommodation establishments this pandemic are facing so many challenges because they need to prioritize the health of the guests.

Objectives:

1. Create and implement a plan to prevent transmission, in consultation with the local government and health authorities.

2. Clear guidelines must be provided to staff members on how to communicate the action plan to the guests to make sure everyone is aligned towards the purpose.

3. Provide a safe premise for the guests.
4. Mitigating health impact on the staff and guests is possible by supporting the health authorities in managing cases and tracing contacts.
5. Must easy accessibility to facilities and reserves of cleaning and disinfecting materials.

Figure 3
Level of Implementation of COVID-19 Protocols in Accommodation
Establishments
Proposed Action Plan

Key Performance Indicator	Objectives	Activities	Person Responsible
Guest	The researchers general objectives is to come up with the Proposed Action Plan that establish and provide strict fully implemented Covid-19 protocols in accommodation establishments.	Seminars about fully implementation of Covid-19 protocols in accommodation establishments.	Employees/Owners

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APPENDICES



Appendix A SURVEY QUESTIONNAIRE



IMPLEMENTATION STATUS OF COVID-19 PROTOCOLS ACCOMMODATION ESTABLISHMENTS IN LOBOC, BoHol

Dear respondents, we will ask for your little time to answer our thesis questionnaire. We hope that you will answer it honestly.

I. DIRECTION: Please put a check (✓) on the space provided.

AGE: 20 below
 21-30
 31-40
 41-50
 51 above

GENDER: Male
 Female

Name of the Establishment: Southside, Tourist Inn
 Loboc River Resorts
 Stefanie Grace Paradise Inn
 Twilight N Pension House
 Fox and Fireflies Cottages (Sup Tours)

II.DIRECTION: Listed below are the given safety precaution and protocols due to Covid-19 pandemic. Please check, the appropriately box of the following Precautionary measures as the level of implementation stated below.

Scale:	Description:
(4) Fully Implemented (FI) –	Carried out the implementation very effectively.
(3) Partially Implemented (PI) –	Carried out the implementation averagely.
(2) Rarely Implemented (RI) –	Carried out the implementation seldom.
(1) Not Implemented (NI) –	Did not carried out the implementation.

	4 (FI)	3 (PI)	2 (RI)	1 (NI)
1. Employees are observed wearing facemask				
2. Guests wear face mask				
3. Free face mask is available				
4. Conduct temperature check for every guest.				
5. Offer free hand sanitizer to guests.				
6. Allow guests to check-in even if not in the same household.				
7. Implement limited guests only.				
8. Required COVID-19 rapid test result for every guests at check-in if the guest is outside from Bohol.				
9. More intense room cleaning (Example. Disinfections).				
10. Let rooms sit 72 hours before cleaning.				
11. No housekeeping during stay (to avoid exposure)				
12. Allow walk-in guests				
13. Booking process is through online only.				
14. Allow guests without vaccination card.				
15. Fewer seats/tables if ever have a restaurants, bar, and lobbies.				
16. Require guests to fill a declaration card stating they are COVID free.				
17. Sign and poster for the reminder of COVID protocols.				
18. Observe social distancing.				
19. Inform guests before checking in about safety protocols.				
20. Allow for room service/to-go meals only.				

Source: Vic Krishnan et al. (2020). How long until no vacancy for us hotels.
<https://mckinsey.com/industries/travel-logistics-and-infrastructure/our-insights/hospitality-and-covid-19-how-long-until-no-vacancy-for-us-hotels>

III. Please check if you encounter this problems during your stay in this establishment.

	Yes	No
1. If online reservation, reliability of mobile app (minimal down time crashes and logs)		
2. Room rates		
3. In online reservation management response too long.		
4. Quality of in-rooms amenities (refreshment, electronics, toiletries and beddings)		
5. Room quality (Cleanliness, Comfort)		
6. Check in process response		
7. Allowing full capacity		
8. Guest does not observe social distancing		
9. Poor guest experience		
10. Rodents, roaches, & other unwanted guests		
11. Issues with staff\rude staffs		
12. Unexpected fees		
13. Rooms not properly disinfected		
14. Bad service		
15.Rooms are not properly maintained		

Source: Jena Tesse Fox. (2020). How Covid is affecting guest satisfaction.

<https://www.hotelmanagement.net/operate/acsi-how-covid-affected-hotel-guest-satisfaction>

Katie Sawyer. (2019). The 20 most common hotel guest complains.

<https://www.deputy.com/blog/the-20-most-common-hotel-guest-complaints>

Appendix B
LETTER REQUEST



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



The Manager
(Name of the Establishment)
(Address)

Dear Sir/Ma'am:

Good day,

We, the students at Bohol Island State University-Bilar Campus, Zamora, Bilar, Bohol Fourth year students taking up Bachelor of Science in Hospitality Management, is required to a research study as a requirement for our thesis a subject and requisite for graduation. We humbly request from your good office a permission to conduct a survey at this chosen establishment in Loboc, Bohol and chose 10 participants every establishment. The study undertaken to determine the level of implementation status of COVID-19 protocols in accommodation establishments in Loboc, Bohol. We are hoping for your cooperation and approval for the success on this matter.
Thank you very much and God bless!

Respectfully yours,

The Researchers

KRIZZA MAE J. ANDOT

JANINNE ESPINA

DAVE D.QUILAS

Noted by:

VAL VINCENT M. LOSARIA
Thesis Adviser

NELIA Q. CATAYAS, Ph.D.
Chairperson, DHMIT

ARLEN GUDMALIN, Ph.D
Dean, CTAS



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.

MARIETTA C. MACALOT, Ph. D.

Campus Director

Madam:

Good day!

The undersigned are fourth year college student taking up Bachelor of Science in Hospitality Management at Bohol Island State University, Bilar Campus, Zamora, Bilar, Bohol presently conducting the thesis entitled, “**IMPLEMENTATION STATUS OF COVID-19 PROTOCOLS IN ACCOMMODATION ESTABLISHMENTS IN LOBOC, BOHOL**” as a requirements 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,

KRIZZA MAE J. ANDOT
 JANINNE ESPINA
 DAVE D. QUILAS

Noted by:

VAL VINCENT M. LOSARIA

Thesis Adviser

Recommending Approval:

ARLEN B. GUDMALIN, Ph.D

Dean

Approved By:

MARIETTA C. MACALOT, Ph.D.

Campus Director

Appendix C
RAW DATA

RESPONDENT NO.	DEMOGRAPHIC PROPILE		
	AGE	GENDER	ESTABLISHMENT
1	1	2	1
2	2	2	1
3	4	2	1
4	4	2	1
5	1	1	1
6	2	1	1
7	2	2	1
8	3	1	1
9	3	2	1
10	1	2	2
11	2	2	2
12	4	2	2
13	4	2	2
14	1	1	2
15	2	1	2
16	2	2	2
17	3	1	2
18	3	2	2
19	2	2	2
20	2	1	3
21	2	1	3
22	2	2	3
23	2	2	3
24	1	2	3
25	3	2	3
26	2	1	3
27	2	1	3
28	1	1	3
29	2	1	3
30	2	1	4
31	1	1	4
32	2	1	4
33	4	2	4
34	2	2	4
36	1	2	4
37	1	2	4
38	2	1	4
39	2	1	4

40	2	2	4
41	4	4	5
42	2	1	5
43	3	2	5
44	3	1	5
45	2	1	5
46	5	2	5
47	4	1	5
48	2	2	5
49	2	2	5
50	3	2	5

Legend:

AGE

- (1) - 20 BELOW
- (2) - 21-30
- (3) - 31-40
- (4) - 41-50
- (5) - 51 ABOVE

GENDER

- (1) Female
- (2) Male

NAME OF ACCOMMODATION ESTABLISHMENTS IN LOBOC, BOHOL

- (1) Southside Tourist Inn
- (2) Loboc River Resort
- (3) Stefanie Grace Paradise Inn
- (4) Twilight 'N Pension House
- (5) Fox and Fireflies Cottages (Sup tours)

R – Respondent

Q- Question

(1)- Yes

(2) – No

**LEVEL OF IMPLEMENTATION COVID-19 PROTOCOLS IN ACCOMMODATION ESTABLISHMENTS IN LOBOC,
BOHOL**

DATA ON SOUTHSIDE TOURIST INN

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20
R1	4	4	2	4	4	2	4	1	3	3	3	2	2	2	2	4	4	4	4	1
R2	4	4	1	4	4	1	4	1	3	3	3	3	2	4	2	2	4	4	4	1
R3	4	4	2	4	4	2	4	1	3	3	3	3	2	2	2	2	4	4	2	1
R4	4	4	1	4	4	2	4	1	3	3	3	4	3	2	2	2	4	4	4	1
R5	4	4	2	4	4	2	3	1	4	3	3	4	2	2	2	2	4	4	4	1
R6	4	4	2	4	4	2	3	2	3	3	3	4	2	4	2	2	4	4	4	2
R7	4	4	2	4	4	1	4	1	3	2	3	4	2	2	2	3	4	4	4	2
R8	4	4	2	4	4	3	4	1	3	2	3	4	3	4	3	2	4	4	3	2
R9	4	4	4	4	4	3	3	1	4	3	4	4	4	4	1	4	4	4	4	1
R10	4	4	4	4	4	3	3	1	4	3	4	4	4	3	1	4	4	4	3	1

DATA ON LOBOC RIVER RESORT

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20
R1	4	4	1	4	4	1	4	1	3	2	4	4	3	3	2	4	4	4	4	1
R2	4	4	2	4	4	1	4	2	3	2	4	4	4	4	4	4	4	4	2	1
R3	4	4	2	4	4	2	4	2	4	3	3	3	2	4	4	4	4	3	2	1
R4	4	4	2	4	4	1	4	1	3	2	4	4	4	4	3	4	4	4	4	1
R5	4	4	4	4	4	2	4	3	4	4	4	4	4	3	4	4	4	4	4	1
R6	4	4	1	4	4	4	4	4	4	4	2	2	2	2	2	4	4	4	4	4
R7	4	4	1	4	4	2	4	2	4	2	2	3	2	2	2	4	4	4	4	2
R8	4	4	2	4	4	3	4	2	4	2	2	2	2	2	2	3	4	4	4	2
R9	4	4	4	4	3	4	2	4	3	3	4	2	3	3	4	4	4	4	4	2
R10	4	4	1	4	4	2	4	2	4	4	3	4	2	4	3	3	3	4	4	1

DATA ON STEFANIE GRACE INN PARADISE

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20
R1	4	4	1	4	4	1	4	1	1	2	2	3	3	3	1	2	4	3	1	1
R2	4	4	2	4	4	4	4	1	2	1	2	3	4	4	3	4	4	4	2	2
R3	4	4	3	4	4	3	4	4	4	4	3	4	4	3	3	4	4	4	4	3
R4	4	4	1	4	4	2	4	1	2	3	3	4	2	4	3	2	4	3	4	4
R5	4	4	2	4	4	3	4	1	4	3	3	2	1	3	2	2	4	4	4	4
R6	4	4	1	4	4	2	4	1	4	4	2	2	1	4	3	1	4	4	4	2
R7	4	4	4	4	4	2	3	1	2	3	1	3	1	3	3	3	3	4	1	2
R8	4	4	4	4	4	4	4	4	3	1	2	1	1	2	4	4	4	4	3	3
R9	4	4	4	4	4	4	3	1	3	1	2	3	2	3	3	2	3	2	2	3
R10	4	2	1	4	1	2	2	4	4	4	2	4	4	3	3	4	4	4	4	3

DATA ON TWIGLIGHT 'N PENSION HOUSE

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20
R1	4	4	3	4	4	3	4	4	4	3	4	4	4	3	4	3	4	4	2	3
R2	4	3	4	4	3	2	4	3	2	3	4	4	4	3	4	3	4	4	2	3
R3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4
R4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4
R5	4	4	4	4	3	4	3	4	4	4	4	4	2	2	1	3	3	4	4	2
R6	4	4	4	3	3	2	2	2	4	3	2	4	1	1	1	1	3	4	4	4
R7	4	4	4	3	3	2	2	2	4	3	2	4	1	1	1	1	3	4	4	4
R8	4	4	4	4	4	4	3	4	4	4	4	4	3	3	3	4	4	4	3	3
R9	4	4	3	4	4	4	4	4	4	3	3	4	3	3	3	4	4	3	4	3
R10	4	4	1	4	4	4	3	4	1	3	4	3	3	3	3	4	4	4	3	2

DATA ON FOX AND FIREFLIES COTTAGES (SUP TOURS)

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20
R1	4	4	4	4	4	4	3	4	4	3	3	4	3	3	4	4	4	4	3	3
R2	4	3	1	4	4	4	3	3	4	3	3	4	3	3	4	4	4	4	3	3
R3	4	3	1	4	4	4	3	3	4	3	3	4	3	3	4	4	4	4	2	2
R4	4	4	4	4	4	4	4	3	4	4	4	4	3	3	4	4	4	4	3	3
R5	4	4	4	4	4	4	4	3	4	4	4	4	3	3	4	4	4	4	2	2
R6	4	3	1	4	4	4	3	3	4	3	3	4	3	3	4	4	4	4	2	2
R7	4	3	1	4	4	4	3	3	4	3	3	4	3	3	4	4	4	4	2	2
R8	4	4	3	3	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4
R9	4	4	3	3	4	4	2	4	3	3	3	4	4	4	4	4	4	4	4	2
R10	4	3	1	4	4	4	4	3	3	4	3	3	4	3	4	4	4	4	2	2

DATA ON LOBOC RIVER RESORT

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15
R1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
R2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
R3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
R4	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2
R5	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
R6	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
R7	1	1	2	2	2	2	2	2	2	2	2	2	2	2	2
R8	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2
R9	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
R10	1	1	1	2	2	2	1	2	2	2	2	1	1	2	2

DATA ON FOX AND FIREFLIES COTTAGES (SUP TOURS)

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15
R1	2	2	2	2	2	2	1	1	2	2	2	2	2	2	2
R2	2	2	2	2	2	2	1	1	2	2	2	2	2	2	2
R3	2	2	2	2	2	2	1	1	2	2	2	2	1	1	2
R4	1	1	1	2	2	2	2	2	2	2	2	2	2	2	2
R5	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
R6	2	2	2	2	2	2	1	1	2	2	2	2	2	2	2
R7	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2
R8	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2
R9	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
R10	2	2	1	2	2	2	1	1	2	2	2	2	2	2	2

Appendix D PHOTO DOCUMENTATION



Appendix E LOCATION MAP



CURRICULUM VITAE

PERSONAL BACKGROUND

Name : Janinne Espina
 Citizenship : Filipino
 Civil Status : Single
 Age : 22
 Address : Zamora, Bilar, Bohol
 Date of Birth : January 14, 2000
 Father's Name : Marcelino A. Dando
 Mother's Name : Amancia A. Dando



EDUCATIONAL BACKGROUND

Elementary : Kawas Central Elementary School
 Kawas, Alabel, Sarangani Province
 S.Y. 2011-2012

Secondary Junior: Kawas National High School
 : Kawas, Alabel, Sarangani Province
 : S.Y. 2015-2016

Secondary Senior: Alabel National High School
 : Alabel, Sarangani Province
 : S.Y 2017-2018

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

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

