

LEVEL OF CHALLENGES OF CATERING BUSINESS AMIDST PANDEMIC

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

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Kenneth D. Quimpan
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APPROVAL SHEET

The thesis entitled, "LEVEL OF CHALLENGES OF CATERING BUSINESS AMIDST PANDEMIC", prepared and submitted by Kenneth D. Quimpan, Jolena C. Lorca, and Lesley D. Lomon in partial fulfilment of the requirements for the degree of Bachelor of Science in Hospitality Management has been examined and recommended for acceptance and approval for oral defense.

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ABSTRACT

The pandemic badly impacts many aspects of life, including businesses and having difficulty coping with these circumstances. The conduct of this study was done to identify the levels of challenges of catering business amidst pandemic in financial system, workforce, on-premise catering, off-premise catering as well as the profile of the respondents in terms of their age, gender, years in catering business and position. The study was conducted at Bilar Bohol with 40 purposively selected participants and used descriptive survey method and a self-made questionnaire in gathering data. Weighted mean and ranking and percentage distribution were used as statistical treatments as to findings, most of the respondents were 25 years old and above, female, 1-5 years in service and were employees. In terms of the level of challenges, it was found out that they “agree” (challenging) that financial system, workforce, on-premise catering and off-premise catering are challenges of catering business amidst pandemic. Caterers have been experiencing various challenges in propagating their catering business amidst pandemic. It is recommended that they should impose strategies that could somehow attract customers to regularly purchased or make transactions with them and impose an action plan.

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Chapter 1

THE PROBLEM AND ITS SCOPE

Rationale

A catering business is a company that prepares and provides food for different types of events. A person will hire a caterer if they don't have the time or skills to put together the event themselves. And here is how to start a catering business. If you host dinner parties for your family and friends every chance you get, you're up on food trends and you have an entrepreneurial spirit, consider starting a catering business. You have the advantage of starting small with relatively low overhead and building your business as you gain more clients. Business like catering services was fine, not until a virus came in to the picture.

With these increasing cases of COVID 19 we researchers, conduct this study in order to know the challenges of pandemic on the catering business amidst pandemic and to answer the questions brought by the different problems and challenges caterers face amidst pandemic. Catering business is one of the industries that have been impacted by COVID-19, the hospitality and food service industries are arguably among the mostly hard hit.

Restaurants, in particular, suddenly shut down in 2020, leaving millions of workers out of a job and businesses with already slim profit margins on the brink of permanent closure. The COVID-19 pandemic has forced the closure of many businesses and establishments including restaurant and catering services. This has resulted in the loss of thousands of jobs and millions of profits to this highly in-demand industry. Due to the Covid-19 pandemic. The pandemic has

confronted the catering industry with an unprecedented challenge. Strategies to flatten the COVID-19 curve such as community lockdowns, social distancing, stay-at-home orders, travel and mobility restrictions have resulted in to bankruptcy. Almost all restaurants were asked to limit their operations due to curfew. Restrictions placed on travel and stay-at-home orders issued by the authorities led to sharp decline in catering revenues.

Although during the pandemic people tend to prepare and cook foods at home, consumers still crave a variety of dishes that are normally found in their favourite restaurants. While some have managed to prepare and copy the recipe of their desired meals, many have failed and give up the tedious process of cooking. As people decide to stay home and reduce social interactions, food deliveries are becoming popular and are the best, if not only, option to get the variety of foods that they are craving for. Some restaurants that did not previously offer food deliveries have started to explore this business opportunity. The increasing demand for food delivery has led to higher pricing in some areas however, it also contributes to increasing employment, as some businesses have started to recruit new drivers and delivery staff.

Catering establishments badly hit by the pandemic, catering industry suffer uncertainties and challenges from the pandemic to crisis in dining business to disrupted global logistics, everything around the world wide globe. These observations prompted the researchers to conduct this study to determine the challenges faced by caterers amidst pandemic. The result would be a basis in developing action plan to overcome and resolve these problems or challenges.

Literature Background

The following related readings served as the legal bases of the study. First is Republic Act No. 10611 or the Food and Safety Act of 2013. Second is Republic Act No. 7394 or The Consumer Act of the Philippines. Third is Republic Act No. 11469 Bayanihan to Heal as One Act.

Republic Act No. 10611 or The Food and Safety Act of 2013. As the pandemic spread, caterers must ensure the safety of the food they provide and it is properly cooked and sanitize to ensure the safety of the consumers.

Article IV of Section 6 of Food Safety Act of 2013. Food law shall aim for a high level of food safety, protection of human life and health in the production and consumption of food. It shall also aim for the protection of consumer interests through fair practices in the food trade.

These general principles shall serve as the framework for the development of food safety standards, regulations and measures for meeting the objectives of the Act to ensure a high level of food safety and fair practices in the food trade.

Section 7 of Food Safety Act of 2013. The development of food safety legislation and standards and the conduct of inspection and other official control activities shall be based on the analysis of risk, except where this approach is not feasible due to circumstances, or due to the nature of the control measure;

Risk analysis shall be the basis for the development of food safety standards and regulations. It shall objectively combine and analyzed scientific

data on food safety hazards in order to arrive at the best options for managing food-borne risks.

The risk analysis shall cover all hazards directly or indirectly, intentionally or unintentionally introduced into the food. This shall include hazards coming from packaging materials, cleaning agents, and other sources.

Risk categorization shall guide the DA and the DOH in the conduct of food establishment inspections, testing and evaluation of food products, and/or for implementing any other official control measures. The DA and the DOH shall classify food businesses and their operations as high risk, medium risk, or low risk.

In cases of emergency situations declared by national and/or international authorities, unforeseen events, or other situations posing an imminent danger to public health due to food-borne hazards;

Food safety hazard has not been identified but relevant scientific information suggests a link between consumption of a food and the appearance of serious health effects; and other similar circumstances.

Article V, Section 13. of the "Food Safety Act of 2013."Principal Responsibility of Food Business Operators. Food business operators shall ensure that food satisfies the requirements of food law and that control systems are in place to prevent, eliminate or reduce risks to consumers. FBOs shall be primarily responsible for ensuring safety of their food products and compliance of their production and distribution/trading systems to the requirements of the Act.

FBOs shall ensure that foods they produce are prepared according to standards, codes of practice and other control measures as prescribed by the FSRAs that prevent or minimize food safety hazards or reduce the hazards to acceptable levels.

Farmers and fisher folks as well as FBOs in small and micro industries shall be assisted by the DA and DOH in coordination with the local government units (LGUs) to implement the standards and codes of practice.

FBOs in the primary production and postharvest stages, processed and pre-packaged sector of the food supply chain shall be encouraged to implement a HACCP-based approach or an equivalent food safety control program in their operations.

When required by markets, FBOs shall implement a HACCP-based system or an equivalent food safety control program in their operations.

Republic Act No. 7394, The Consumer Act of the Philippines. The impact currently being felt by businesses in the restaurant and hospitality industries as a result of the COVID-19 pandemic and, more directly, the rapidly expanding social distancing requirements and travel limitations, as well as the growing number of governmental stay-home orders, has been unprecedented in its breadth and severity.

The Act aims to protect the “interest of the consumer, promote his general welfare and establish standards of conduct for business and industry” one of this is the protection against hazards to health and safety of the costumers

A number of publicly traded restaurant and hospitality companies have withdrawn earnings guidance in the last week until they have more clarity on the pandemic, and small businesses within these industries face even greater uncertainty that's why Republic Act No.11469 Bayanihan to Heal as One Act, All businesses will definitely be affected by the long enhanced community quarantine.

The Republic Act No.11469 Bayanihan to Heal as One Act, Bayanihan law authorizes alternative working arrangements between the executive branch and the private sector to allow the fast and efficient action. In the meantime, businesses within the restaurant and hospitality sectors need to make sure they do what they can to best position themselves for a return to normal service following this period.

Employers across all industries, and especially in the restaurant and hospitality industries, are facing extreme challenges, such as the reduced need for staffing, need for remote work, employees without childcare, temporary location closures, and protecting employees from the spread of COVID-19 in the workplace.

Reduced staffing needs or temporary closures. As state and local governments continue to pass orders mandating the temporary closure of certain nonessential businesses, employers in the restaurant and hospitality industries may find themselves with severely decreased staffing needs. Many employers are placing employees on an unpaid furlough, which allows employees to remain on the employer's benefit plans depending on the terms of the plan.

Many employers are understandably concerned about the spread of COVID-19 in the workplace among those employees who are unable to perform their work from home.

Scientific Management Theory by Taylor (1909)

This study is supported in the views of the Scientific Management Theory. In 1909, Taylor published "The Principles of Scientific Management." In this, he proposed that by optimizing and simplifying jobs, productivity would increase. He also advanced the idea that workers and managers needed to cooperate with one another. This was very different from the way work was typically done in businesses beforehand. One of the earliest of these theorists was Frederick Winslow Taylor.

He started the Scientific Management movement, and he and his associates were the first people to study the work process scientifically. They studied how work was performed, and they looked at how this affected worker productivity. Taylor's philosophy focused on the belief that making people work as hard as they could was not as efficient as optimizing the way the work was done.

A factory manager at that time had very little contact with the workers, and he left them on their own to produce the necessary product. There was no standardization, and a worker's main motivation was often continued employment, so there was no incentive to work as quickly or as efficiently as possible.

Taylor believed that all workers were motivated by money, so he promoted the idea of "a fair day's pay for a fair day's work." In other words, if a worker didn't achieve enough in a day, he didn't deserve to be paid as much as another worker who was highly productive. Four Principles of Scientific Management Taylor's four principles are as follows:

Replace working by "rule of thumb," or simple habit and common sense, and instead use the scientific method to study work and determine the most efficient way to perform specific tasks. Rather than simply assign workers to just any job, match workers to their jobs based on capability and motivation, and train them to work at maximum efficiency. Monitor worker performance, and provide instructions and supervision to ensure that they're using the most efficient ways of working. Allocate the work between managers and workers so that the managers spend their time planning and training, allowing the workers to perform their tasks efficiently.

Theory of Innovation by Schumpeter (1911)

Another theory that supports this study is the Schumpeter theory of innovation which views that the entrepreneur is born with the desire to establish his own industry also he desires to do something new. Takes pleasure of creativity and earning experiences of skills for doing various tasks. However, the main objective behind the arms is to earn profits, by way of search of new raw materials, new sources, new machinery, production of new products, new methods of production, new workers and providing consumer satisfaction.

Thus, innovation can be classified into two categories; The first category includes all those activities which reduce the overall cost of production such as the introduction of a new method or technique of production, the introduction of new machinery, innovative methods of organizing the industry, etc.

The second category of innovation includes all such activities which increase the demand for a product. Such as the introduction of a new commodity or new quality goods, the emergence or opening of a new market, finding new sources of raw material, a new variety or a design of the product, etc.

The innovation theory of profit posits that the entrepreneur gains profit if his innovation is successful either in reducing the overall cost of production or increasing the demand for his product. Often, the profits earned are for a shorter duration as the competitors imitate the innovation, thereby ceasing the innovation to be new or novice. Earlier, the entrepreneur was enjoying a monopoly position in the market as innovation was confined to himself and was earning larger profits. But after some time, with the others imitating the innovation, the profits started disappearing.

An entrepreneur can earn larger profits for a longer duration if the law allows him to patent his innovation. Such as a design of a product is patented to discourage others to imitate it. Over the time, the supply of factors remaining the same, the factor prices tend to rise as a result which the cost of production also increases. On the other hand, with the firms adopting innovations the supply of goods and services increases and their prices fall. Thus, on one hand the output per unit cost increases while on the other hand the per unit revenue decreases.

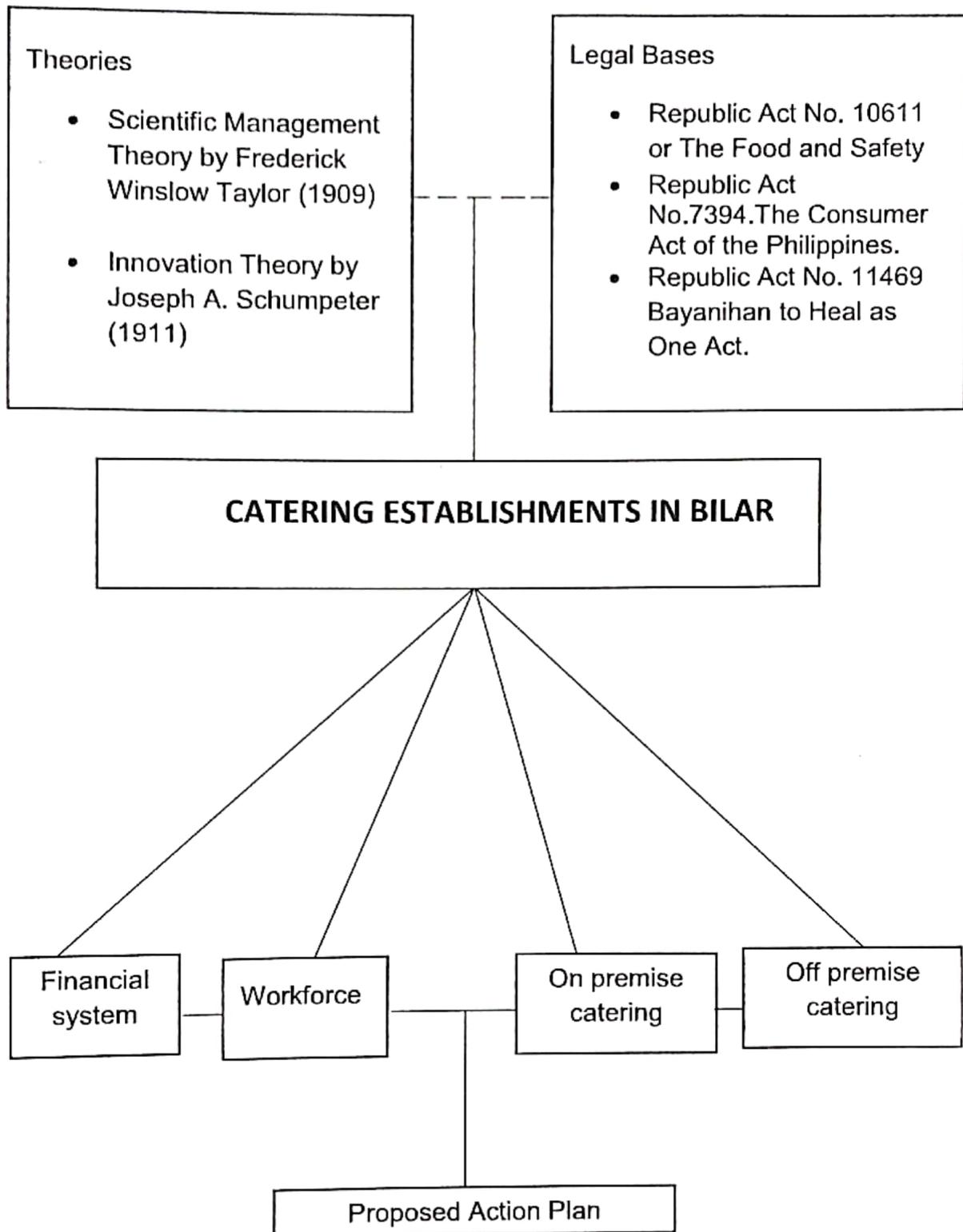


Figure 1. Theoretical and Conceptual Framework.

According to the study of Jaewook Kim et al. (2020) entitled, "Uncertainty Risks and Strategic Reaction of Restaurant Firms Amid COVID-19: Evidence from China", aims to explore the factors that affect restaurant firms' financial turnaround for their sustainability after the business shutdowns amid the COVID-19 pandemic. By utilizing a total of 86,507 small- and medium-sized restaurant firms' sales data collected from nine cities in Mainland China, the exploratory approach of this study successfully determines positive impacts of three aspects of operational characteristics (i.e., delivery, discounts, and service type) and brand effects as uncertainty minimizing factors amid distinctive business shutdowns and restrictions.

In addition, the study of Fozan Fareed et al. (2021) entitled, "Slowdown in Business Dynamics during the COVID Pandemic" states that the spread of the COVID-19 virus followed by lockdown measures and changes in economic behavior have severely impacted businesses. Governments worldwide responded with a diverse and sizeable set of support instruments – including wage subsidies, tax deferrals, loan guarantees, and allowances for fixed costs – to protect employment and help businesses stay afloat. These support schemes and lockdown measures can affect future productivity via business dynamics through two main channels: firm entry and exit. The consequences of these measures for businesses are becoming increasingly visible.

The study of Willis Towers Watson (2020) entitled, "Workforce Principles for the COVID-19 Pandemic" states while there currently is a significant focus on the public health and economic impact of the COVID-19 pandemic.

During a pandemic, wellbeing assumes a new urgency. An employer's actions in supporting wellbeing are critical to building and sustaining workforce resiliency and sending the message that employee's matter. Yet in early 2020, all organizations are facing just such a crisis and the need to address the urgent concerns of various categories of workers: those who can and continue to work remotely, non-remote workers who can work remotely with proper support, those who can no longer work for a variety of reasons and those who continue to work in person. Additionally, most companies, across sectors, had not implemented flexible or remote working arrangements. In the current environment most businesses are having to put in place new measures for their workforces rapidly often with no previous comparable experiences.

In the study of Chemero (2021) entitled, "How Restaurants Can Cater to The New Normal Contactless Food Service", curbside food pickup and delivery will continue to be mainstays, as they offer customers convenience and the ability to control their own dining experiences. Limited Time Offers and New Menu Additions. While restaurants should continue to follow stay-at-home orders and CDC guidelines, they should not stop innovating on their menus and offering limited time offers

Keeping Staff Safe. Restaurants are working hard to adopt measures to protect their customers, but safeguarding employees is an equally important if not somewhat greater challenge.

The study of Hardy (2020) entitled, "How COVID-19 has Changed the Off-Premises Game Forever" states that the idea became a reality recently as Dog

Haus developed The Absolute Brands, a portfolio of eight virtual brands to operate out of its kitchens requiring only minimal changes to its food mix. Now customers ordering food from Bad Mutha Clucka and Bad Ass Breakfast Burritos are actually ordering from Dog Haus, even if they might not realize it.

And while that idea was in development months ago intended for a soft launch in May and then wider system roll-out early next year Dog Haus expedited the launch in response to the coronavirus pandemic. Indeed, restaurant brands were already beginning to blur the lines between real and virtual concepts, maximizing kitchen space while also gaming the off-premises system. Now that restaurants are relying almost entirely on off-premises in the aftermath of the coronavirus outbreak, this virtual innovation is all the more important

In addition, the study of Omar Peñarubia (31 August 2020) entitled, "The New Normal in the Restaurant and Catering Industry – Food Delivery" concluded that during the pandemic people tend to prepare and cook foods at home, consumers still crave a variety of dishes that are normally found in their favorite restaurants. While some have managed to prepare and copy the recipe of their desired meals, many have failed and give up the tedious process of cooking.

As people decide to stay home and reduce social interactions, food deliveries are becoming popular and are the best, if not only, option to get the variety of foods that they are craving for. Some restaurants that did not previously offer food deliveries have started to explore this business opportunity. The increasing demand for food delivery has led to higher pricing in some areas,

however, it also contributes to increasing employment, as some businesses have started to recruit new drivers and delivery staff.

Consumers may remain worried about the transmission of COVID-19 via food delivery, therefore it is highly recommended that consumers maintain good hygiene practices when accepting deliveries. Practices like wiping down or proper disposal of packaging, washing and sanitation of hands thoroughly before and after handling foods are encouraged.

A lot of publicly traded restaurant is being affected need to reduced their staffs, temporary closure and most of all the risk of being expose to the virus, thus, the welfare of the employees at work is at risk. Furthermore, actions and operations are limited especially on the times where enhanced community quarantine were implemented and overall operations were forced to shut down.

Every entrepreneur will earn more profits if they can maximize the operation and the law allows him to patent his innovation but because of the chaos brought by the pandemic and so it affects badly the food catering industry. Inflation rate plays a great factor too, on the loss of employers, everything cost high and the revenues are decreasing so there is no way but temporarily shuts down the business or some cases, permanently closes.

In this sense, it is necessary to determine the different challenges met by caterers amidst pandemic. Thus, the result of this study will serve as the tool that would determine the importance of identifying caterers' problems during this time of pandemic

THE PROBLEM

Statement of the Problem

This study assessed the level of challenges in selected catering business in Bilar. The findings of this study served as basis for designing proposed action plan.

Specifically, it sought to answer the following questions:

1. What is the profile of the participants in terms of:
 - 1.1 age;
 - 1.2 gender;
 - 1.3 years in catering business; and
 - 1.4 position?

2. What is the level of challenges of caterers in terms of:
 - 2.1 financial system;
 - 2.2 workforce;
 - 2.3 on- premise catering; and
 - 2.4 off- premise catering?

3. What action plan can be proposed as an output of the study?

Significance of the Study

The results of the study would be of great benefit to the following:

Caterers. The study would give them opportunity to give what they had experienced in putting up the business so that the others would be given chance or opportunity to study consequences they are facing and avoid the possible problem.

Business. The results of the study would help identify opportunities and threats in marketplace. It helps reduce cost and design solutions that aim at the market demand and their target audience.

Employees. The outcomes of the study could help to determine the strengths, weaknesses and potential managerial gaps in the catering business.

Customers. This study would help the costumers to understand the operation and enable them to evaluate the problems encountered in catering services.

The Future Researchers. Through this study, they would have an effective way of show casing learned and come up with an output, in making research study that would be of benefit to others. This study would also serve as a guide and added information on how to establish a successful start in a catering services business, this study would also enable the researchers to be more resourceful in the field of this study.

RESEARCH METHODOLOGY

This chapter covers the research design that explains the survey method on how the data was gathered. This narrated the research environment that described the respondents of the study. The instrument used in conducting the survey provides the idea on how data was gathered, treated, analysed and interpreted. Thus, this gives an overview on how the research methodology was done. The time when the data was gathered was on November 14, 2021.

Design

In conducting the study, the researchers used the descriptive method of research using a survey questionnaire to determine the level of challenges of catering business amidst pandemic.

Descriptive survey method involves collecting numerical data to answer the questions concerning the current status through report called through questionnaire.

Environment

The study was conducted at Bilar area with 18 establishments namely The Happy Kitchen, 2 Mamas Grill, Zineth Alfresto, El Kuzina, TH Tambayan, Forest Garden, T Joy's Eatery, Riney's Eatery, Malaran Eatery, Btesda, BKU, Roadside, Hala Bira Rabbit, Torad's Letchon, Kasla Café, Bubble Hauz, Barkada Hauz, and Clairytea Kitchinette. Bilar is an interior town northeast of Loboc which is considered as a 5th class municipality. It is situated 40.9 kilometers from

Tagbilaran and is reached from Loboc through the zigzag road often called by the locals as "tina-i sa manok".

According to the 2007 census, the town has a population of 17,078 people in 2,967 households spread over an area of 13,315 hectares. The town is politically subdivided into 19 barangays: Bonifacio, Bugang Norte, Bugang Sur, Cabacnitan (Magsaysay), Cambigsi, Campagao, Cansumbol, Dagohoy, Owac, Poblacion, Quezon, Riverside, Rizal, Roxas, Subayon, Villa Aurora, Villa Suerte, Yanaya and Zamora. The term "bilar" is a native word from the infinitive "nagbilad".

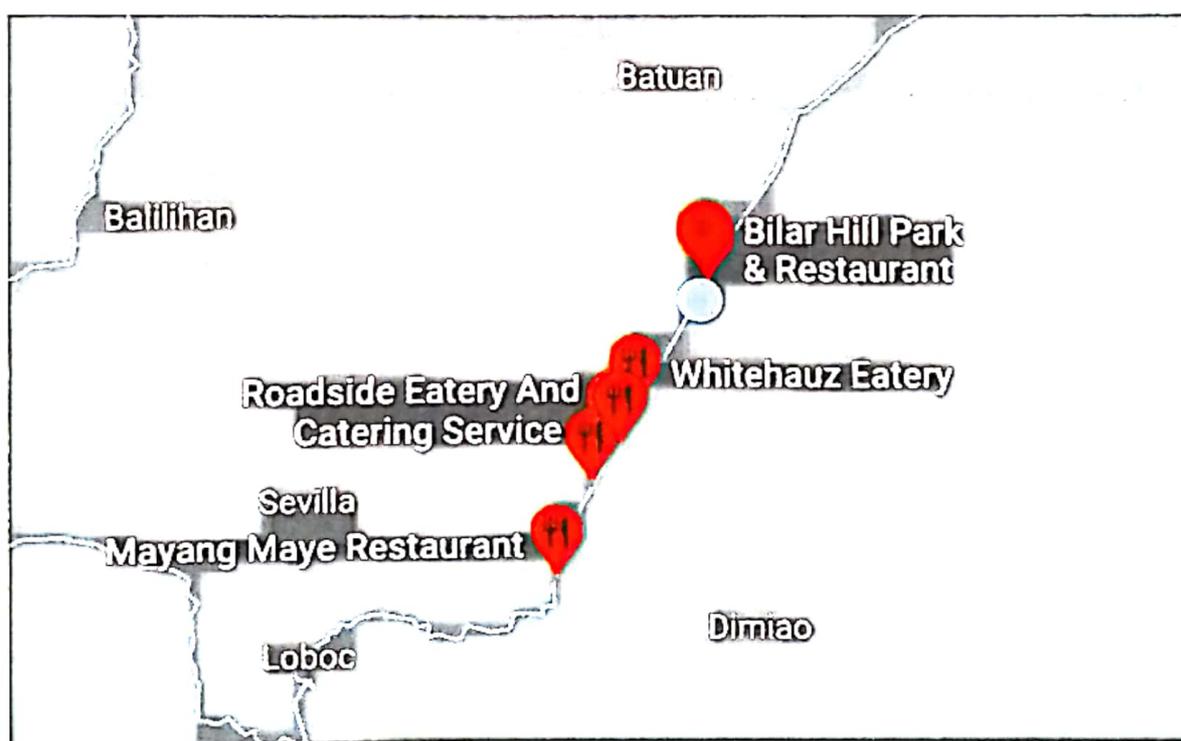


Figure 2. Map of Catering Business in Bilar

During the Spanish regime, the Spaniards, in their effort to spread Christianity, toured the interior villages and somehow chanced to pass a plateau where a group of women were drying palay. When the women were asked as to the name of the place, the immediate reply was "nagbilad", meaning drying, thinking that the foreigners were asking their activity. The Spaniards shorten the term to "bilad" and later on to "Bilar" due to the difficulty in pronouncing the term. By virtue of a royal decree, the name Bilar was adopted as the official name of the municipality.

Participants

The primary participants of this study were food caterers, both owners and employees, which were purposively selected to respond to the survey questionnaire.

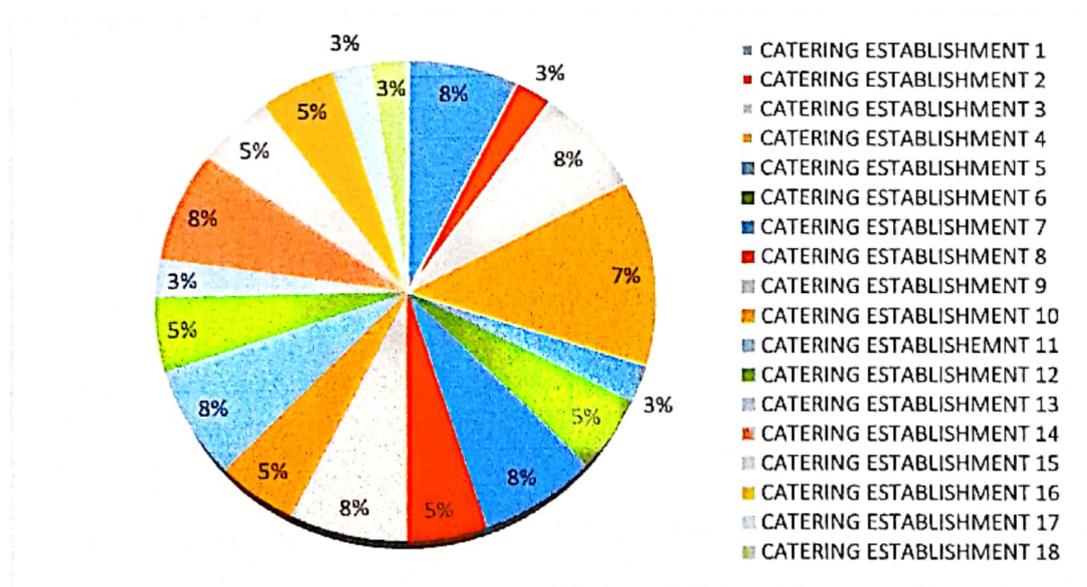


Figure 3.
Sampling Distribution of Participants

Instrument

The researchers used self-made survey questionnaire as principal tool in gathering and collecting data. The questionnaire was formulated by the researchers through brainstorming, deliberation, and continuous revisions when found by the researchers to be necessary to do so with the guidance of the panelists.

The instrument was composed of two (2) parts: the first part is the respondent's profile; the second part is the level of challenges of caterers. This was given individually to the participants through face to face at Bilar area while following the safety protocols to ensure the safety of everyone. The level of challenges of caterers was answered based on the Likert-type scale of 4 "strongly agree" (highly challenging); 3 "agree" (challenging); 2 "disagree" (less challenging); 1 "strongly disagree" (not challenging). It measured the level challenges of the catering business amidst pandemic.

Data Gathering Procedure

Data were taken from the participants of the caterers who were purposively selected in order to answer the researcher-made questionnaire in terms of the level of challenges in catering business amidst pandemic. The respondents assessed their level of challenges using the descriptive survey questionnaire. Gathering of data was done according to the following steps:

The questionnaire has undergone tests of functionality. For this purpose, the researchers conducted a dry run of the questionnaire. The dry run was conducted among 10 persons comprising the guests who availed on catering establishment located in Bilar. The dry run-on respondents were allowed to accomplish the questionnaire at their own pace. After computation of pilot testing, all categories were "accepted.

The researchers wrote a letter addressing to the caterers of Bilar through the endorsement from the Dean of CTAS and approved by the Campus Director. After the letter was approved, the survey questionnaire was distributed to the respondents within one (1) week period. After completing with the survey, the researchers collected and tabulated the data manually. The data gathered was examined, analyzed and interpreted.

The scoring and scaling procedures followed. The scoring procedures used Likert-type scale 4 "strongly agree" (highly challenging); 3 "agree" (challenging); 2 "disagree" (less challenging); 1 "strongly disagree" (not challenging).

Statistical Analysis

After gathering all the accomplished data, the researchers used the statistical tools in analyzing and interpreting the data.

The statistical treatments were the weighted mean and ranking, percentage distribution and ANOVA for the pilot testing.

ANOVA was used to determine the reliability of the questionnaire.

Weighted Mean and Ranking was used to summarize, analyze and interpret the caterer's level of challenges.

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

Where:

f= frequency of response

f_n = weight equivalent of response

n = number of respondents

Weight	Scale	Range	Interpretation
4	Strongly Agree	3.26-4.00	Highly Challenging
3	Agree	2.51-3.25	Challenging
2	Disagree	1.76-2.50	Less Challenging
1	Strongly Disagree	1.00-1.75	Not Challenging

Percentage Distribution. This was employed to determine the frequency counts and percentage distribution of personal related variables of the respondents. Frequency distribution in which the individual class frequencies are expressed as a percentage of the total frequency equated to 100.

$$\text{Formula: } P(\%) = \frac{f}{n} \times 100$$

Where:

P(%)= is the percentage

f =the Frequency

n =the total number of respondent

100 is a constant value

OPERATIONAL DEFINITION OF TERMS

The following terms were defined operationally to facilitate better understanding of the study:

Caterers. The participants of the study.

Catering Business. A business by which caterers owned and badly affected by pandemic, catering establishments namely The Happy Kitchen, 2 Mamas Grill, Zineth Alfresto, El Kuzina, TH Tambayan, Forest Garden, T Joy's Eatery, Riney's Eatery, Malaran Eatery, Btesda, BKU, Roadside, Hala Bira Rabbit, Torad's Letchon, Kasla Café, Bubble Hauz, Barkada Hauz.

Levels of Challenges. Measures the challenges met by catering business amidst pandemic which answered as highly challenging, challenging, less challenging, not challenging.

On-premise. Caterers who served inside premises, part of the caterers category of challenges

Off-premise. Caterers who served outside premises mostly delivers, part of the caterers category of challenges.

Chapter 2

PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

This chapter presents the findings, analysis and interpretation of data from the questionnaires given to the 40 respondents. It includes the demographic profile of the respondents in terms of age, gender, years in catering business and position. Moreover, it presents the results of the challenges of catering business amidst pandemic.

Demographic Profile

Table 1 illustrates the demographic profile of the respondents in terms of age, gender, years of catering business and position.

Age. As shown in Table 1, it was found that majority of the respondents were 25 yrs. above with 57.5% (23) while below 20 yrs. were the least comprising of 5%. (2) .According to Philippine Statistic Authority (PSA) the largest number of employed persons consist of age group 25 to 34 years old with 26.9% of the total employed.

Gender. It presents that most of the respondents were female with 70% (28) and only 30% (12) were male. Berghoff , women of all races and ethnicities were employed out of sight in kitchens. The number of women running restaurants of their own was also on the increase in the later 19th century.

Years in catering business. Most of the respondents that were employed in the business got the highest bracket from 1-5 yrs. with 90% (36) in service while only 2.5%. (1) got the lowest bracket from 10 yrs. above. To support this

study, Abhay Kulkarni, states that longer length of service may in some cases translate to employee feeling sense of ownership. High sense of ownership often drives innovation, engagement and productivity.

Table 1
Profile of Caterers in Bilar

n=40		
Age	Frequency (f)	Percentage (%)
Below 20 yrs.	12	5
20-25yrs.	15	37.5
25 yrs. above	23	57.5
Gender		
Male	12	30
Female	28	70
Years of catering business		
1-5yrs.	36	90
5-10 yrs.	1	2.5
10yrs.above	3	7.5
Position		
Employee	28	70
Owner	12	30

Position.

Moreover, the data gathered reveal that there were more employees with 70% (28) than owner with 30% (12).

Level of Challenges in terms of Financial System

Table 2.1 displays the data on the challenges of catering business amidst pandemic in terms of financial system. In Financial system, the presentation reveals the highest mean in this area is 'Expensive Business cost' with the weighted mean of 2.95 interpreted as "agree" (challenging).

TABLE 2.1

LEVEL OF CHALLENGES OF CATERING BUSINESS AMIDST PANDEMIC IN TERMS OF FINANCIAL SYSTEM

n=40			
	WMS	DI	RANK
1. Low Revenue	2.75	A	3.5
2. Increase wage costs	2.75	A	3.5
3. Decreasing Income	2.50	DA	9.5
4. Expensive Business Cost	2.95	A	1
5. Expensive Price of food commodities	2.88	A	2
6. Decreasing Wage Costs	2.55	A	7.5
7. Low Demand of Catering Services	2.58	A	6
8. High Rent	2.50	DA	9.5
9. Decrease in Profit	2.55	A	7.5
10. Increasing Debt	2.63	A	5
OVERALL WEIGHTED MEAN:	2.66	A	

In addition, the lowest mean is “Decreasing Income and High Rent’ with weighted mean of 2.50 interpreted as “disagree” (less challenging). The findings showed that the overall mean is 2.66 that is elaborated as “agree” (challenging).

INDICATORS:	DI- Descriptive Interpretation
3.26-4.00	SA- Strongly Agree (Highly Challenging)
2.51-3.25	A- Agree (Challenging)
1.76-2.50	DA- Disagree (Less Challenging)
1.00-1.75	SD- Strongly Disagree (Not Challenging)

It was supported by the study of Fozan Fareed et al; states that the spread of the COVID-19 virus followed by lockdown measures and changes in economic behaviour have severely impacted businesses. Governments worldwide responded with a diverse and sizeable set of support instruments.

Level of Challenges in terms of Workforce

Table 2.2 presents the analysis of data of the workforce. The presentation of the results shows the highest mean is 'Concern about the risk of being exposed to the virus at work' with weighted mean of 3.35 interpreted as "strongly agree" (highly challenging),

TABLE 2.2

LEVEL OF CHALLENGES OF CATERING BUSINESS AMIDST PANDEMIC IN TERMS OF WORKFORCE

n=40

	WMS	DI	RANK
1.Social distancing in the working area	3.05	A	3
2.Limited Staff	2.90	A	8
3.Adapting to a different workspace and/or work schedule	3.08	A	2
4. Protective barriers inside the workplace	2.73	A	9
5.. Operating under new demands/ new normal	3.00	A	4.5
6. Reduction of physical work interactions	2.60	A	10
7.Managing a different workload	3.00	A	4.5
8.Concern about the risk of being exposed to the virus at work	3.35	SA	1
9. New communication tools and dealing with technical difficulties	2.98	A	6
10. Increased pressured to work, especially when there are surges in demand or reduced staff	2.95	A	7
OVERALL WEIGHTED MEAN:	2.96	A	

In addition, the lowest is 'Reduction of physical work interactions' with weighted mean of 2.60 interpreted as "agree" (challenging).

Hence, the findings showed an overall of 2.96, interpreted as "agree" (challenging).

INDICATORS:

3.26-4.00
2.51-3.25
1.76-2.50
1.00-1.75

DI- Descriptive Interpretation
SA-Strongly Agree (Highly Challenging)
A- Agree (Challenging)
DA- Disagree (Less Challenging)
SD- Strongly Disagree (Not Challenging)

According to Willis Towers Watson, states an employer's actions in supporting wellbeing are critical to building and sustaining workforce resiliency and sending the message that employee's matter. Yet in early 2020 all organizations are facing just such a crisis and the need to address the urgent concerns of various categories of workers.

Level of Challenges in terms of On-premise Catering

Table 2.3 presents the analyzed data of on-premise catering. The presentation reveals that the highest mean in on premise catering is 'Health status of a customer,' with 3.28 mean, interpreted as "strongly agree" (highly challenging), and the lowest is 'Dealing on Crowd Control.' with weighted mean of 2.55, interpreted as "agree" (challenging). The findings showed that the overall mean of the on-premise catering areas is 2.89, interpreted as "agree" (challenging).

In line with this, according to the study of Chemero - Keeping Staff Safe. Restaurants are working hard to adopt measures to protect their customers, but safeguarding employees is an equally important if not somewhat greater challenge. While restaurants should continue to follow stay at home orders, they should stop innovating on their menus and offering limited time offers that appeal to and make their guests happy, even in this new dining landscape, customers are using digital dining interfaces now more than ever, so its important that a restaurant meets demand and offers the best possible.

TABLE 2.3
LEVEL OF CHALLENGES OF CATERING BUSINESS AMIDST PANDEMIC IN
TERMS OF ON PREMISE

n=40			
	WMS	DI	RANK
1. Adjusting to government imposed business restrictions.	3.08	A	2
2. Health status of a customer	3.28	SA	1
3.. Medical condition of an employee/ colleague	3.03	A	3
4. Large group of customers	2.73	A	8
5. New set up of chairs and tables	2.90	A	6
6. Handover of payment	2.95	A	5
7. Rare numbers of customers dining in.	2.58	A	9
8. Dealing on Crowd Control	2.55	A	10
9.. Restriction placed on the number of customers allowed in the premise at once.	3.00	A	4
10. Threat of Covid-19 in working area.	2.78	A	7
OVERALL WEIGHTED MEAN:	2.89	A	

In line with this, according to the study of Maggie Henness, Where does COVID-19 leave catering states along the came the coronavirus and a subsequent cascade of dine-in bans that all but decimated the industry forcing mass closures and millions of layoffs.

INDICATORS:	DI- Descriptive Interpretation
3.26-4.00	SA-Strongly Agree (Highly Challenging)
2.51-3.25	A-Agree (Challenging)
1.76-2.50	DA-Disagree (Less Challenging)
1.00-1.75	SD-Strongly Disagree (Not Challenging)

Level of Challenges in terms of Off-premise Catering

Table 2.4 presents the analysis of data of the off-premise catering. The presentation reveals that the highest mean is 'Health status of a customer,' with a weighted mean of 3.30 interpreted as "strongly agree" (highly challenging), and with the lowest weighted mean of 2.10 interpreted as "disagree" (less

challenging). Hence, the findings showed an overall mean of 2.85, interpreted as "agree" (challenging).

TABLE 2.4
LEVEL OF CHALLENGES OF CATERING BUSINESS AMIDST PANDEMIC IN TERMS OF OFF PREMISE

n=40			
	WMS	DI	RANK
1. Health status of a customer	3.30	SA	1
2. Handover of payment	3.18	A	3
3. Scarcity of orders	2.40	DA	9
4. Competitors	2.93	A	6.5
5. Victim of Fraud orders	2.10	D	10
6. Community Quarantine Restrictions	2.98	A	4.5
7. Cancellation of orders	2.50	DA	8
8. Location	3.20	A	2
9. Making adjustments delivery and carryout.	2.93	A	6.5
10. Possible Transmission of the virus.	2.98	A	4.5
OVERALL WEIGHTED MEAN:	2.85	A	

In line with this, according to the study of Hardy, states that restaurant brands were already beginning to blur the lines between real and virtual concepts, maximizing kitchen space.

INDICATORS:	DI-Descriptive Interpretation
3.26-4.00	SA-Strong Agree (Highly Challenging)
2.51-3.25	A-Agree (Challenging)
1.76-2.50	DA-Disagree (Less Challenging)
1.00-1.75	SD-Strongly Disagree (Not Challenging)

While also gaming the off-premises system. Now that restaurants are relying almost entirely on off-premises in the aftermath of the coronavirus outbreak, this virtual innovation is all the more important.

Chapter 3

SUMMARY, FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

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

Summary of Findings

This study shows that even the world is facing vast challenges amidst the pandemic period, catering business still manages to emerged its capability and consistency to serve its customers. The research done by researchers has gathered data and feedbacks from the personality involved to remain the stability of their catering business and continue to supply the demand of its consumers.

The researchers gathered about forty (40) respondents coming from seventeen (18) establishments within Bilar area. Majority of the respondents were female ranging from 25 years old and above, with the bracket of 1-5 years in catering business. Most of the respondents were employees and comprises a bigger portion while the others were the owners.

Furthermore, the researchers distributed a survey questionnaire with a scaling of strongly agree (highly challenging), agree (challenging), disagree (less challenging) and strongly disagree (not challenging) on the challenges of caterers classified as financial system, workforce, on-premise catering and off-premise catering. Thus, Tables 2.1, 2.2, 2.3 and 2.4 represent its response in the level of challenges of caterers.

Yet, the most participants in level of challenges of catering business amidst pandemic agree that workforce has the most challenging level, interpreted as "agree" (challenging) while the highest area is "concerned about the risk of being exposed to the virus at work" which is interpreted "strongly agree" (highly challenging).

In addition, the most participants in level of challenges of catering business amidst pandemic in terms of on-premise catering agree that the caterers deals on "Health status of a customer" while "Dealing on Crowd Control" got the lowest rate which is interpreted as "agree" (challenging).

Nevertheless, the most participants in level of challenges of catering business amidst pandemic in terms by off-premise catering agree the highest area is "Health status of a customer" which is interpreted as "strongly agree" (highly challenging) while "Victim of Fraud orders" the lowest rate which is interpreted as "disagree" (less challenging).

Finally, the most participants in level of challenges of catering business amidst pandemic in terms of financial system considered the lowest, interpreted as agree (challenging), while the highest area is "Expensive Business Cost" which is interpreted "agree" (challenging) while "High Rent" and "Decreasing Income" both got the lowest which is interpreted as "disagree" (less challenging).

Conclusions

According to the findings, the researchers have arrived to conclude that in light of the ongoing pandemic and government restrictions and all, the caterers had been experiencing various challenges in propagating their catering business amidst the pandemic.

The level of challenges of catering business amidst pandemic in terms of financial system, workforce, on-premise catering and off-premise catering were Challenged.

The study also found that caterers are highly challenged with the workforce during this pandemic, according to 40 participants.

Furthermore, the study found that there is a need to increase various aspects of caterers in in order to overcome the challenges. However, the study found that the caterers in the town of Bilar are agreed that they are affected by the pandemic on their business.

Recommendations

Customers are the bread and butter of every business. Despite the pandemic and implementations of the new normal, food catering business still, should be able to perform its function and supply the needs of their consumers. With all the business restrictions and health protocols everywhere, it is difficult to maintain the way the caterer's functions way before the pandemic.

In this chapter the researchers aimed to create recommendations to meet the satisfaction level of the customers and to meet their needs from avoiding the service of the caterers during the new normal.

1. The management should establish standard financial terms, shift the target market, large social gatherings are on hold for the time being. But corporations that are supporting essential workers may provide a market for your catering services remain open.
2. Establishment should manage food pick-up and delivery, observe established food safety practices.
3. The establishment should train employees for excellent services amidst pandemic to have a good customer satisfaction.
4. Set expectations on things such as the appropriate social distance expected between parties, mask use, and movement policies within the space. And so, the researchers come up with this proposal.

Proposed Action Plan

Rationale

Restaurants are the heart of many communities. Pandemic affected most businesses, especially catering business, owners are wondering how to keep their business open, keep their employees, minimize losses and what steps they can take to protect businesses.

In this, the researchers found great interest to find out that the levels of challenges of catering business were all interpreted as “agree” (challenging). Hence, the researchers also believe that running catering business amidst pandemic is challenging. So, the researchers present this proposal.

Objectives:

1. Assess the current situation and generate both short and long-term solutions.
2. Convert to digital solutions
3. Update communication channels
4. Market business appropriately and sensitively during this time
5. Think ahead and plan for the future.
6. Reassure strict restaurant safety and sanitation measures.

Program of Activities

Areas of Concern	Activities	Persons Responsible
<p>(WORKFORCE)</p> <p>Concern about the risk of being exposed to the virus at work.</p>	<p>I. INFORMATION ABOUT THE COVID-19 PANDEMIC</p> <p>II. PREVENTION AND MITIGATION OF COVID-19 AT WORK - ACTION CHECKLIST</p> <p>III. COLLECT AND SHARE UPDATED INFORMATION</p> <p>IV. DEVELOP A COMPANY PREPAREDNESS PLAN</p> <p>V. CONDUCT A RISK ASSESSMENT</p> <p style="margin-left: 20px;">a. Hazard Mapping</p> <p style="margin-left: 20px;">b. Risk Assessment</p> <p>VI ORGANIZE WORK</p> <p>VII. PROTECT AND SUPPORT WORKERS</p>	<p>Employees</p> <p>Owners</p>
<p>(ON-PREMISE)</p> <p>(OFF- PREMISE)</p> <p>Health Status of a Customer</p>	<p>Create a safe environment</p> <p>I. MAKING SURE THE ESTABLISHMENT HAS PLENTY OF THE FOLLOWING:</p> <p style="margin-left: 20px;">a. Gloves</p> <p style="margin-left: 20px;">b. Hand Sanitizer</p> <p style="margin-left: 20px;">c. Hand Wash Stations</p> <p>II. CREATE A CLEANING SCHEDULE</p> <p>III. FOLLOWING FOOD SAFETY GUIDELINES</p> <p>IV. REIMAGINE THE ESTABLISHMENT'S LAYOUT</p> <p>V. PROMOTE TOUCHLESS DINING SOLUTIONS</p> <p style="margin-left: 20px;">a. Mobile Pay</p> <p style="margin-left: 20px;">b. Digital Menus</p> <p style="margin-left: 20px;">c. Contactless pick-up and delivery</p> <p>VI. COMMUNICATE THE COMMITMENT TO HEALTH AND SAFETY</p> <p style="margin-left: 20px;">a. Cleaning Protocols</p>	<p>Employees</p> <p>Owners</p>

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APPENDIX A

**SURVEY QUESTIONNAIRE
LEVEL OF CHALLENGES OF CATERING BUSINESS AMIDST PANDEMIC**

I. PARTICIPANTS PROFILE

Age: () Below 20 yrs. () 20-25 yrs. () 25 yrs. Above

Gender: () M () F

Years of business: () 1-5 yrs. () 5-10 yrs. () 10yrs. above

Position: () Employee () Owner

II. QUESTIONS

Instructions: Please read carefully each statement below and mark with check (/) the appropriate box according to your choice.

LEGENDS:**SA-Strongly Agree** (Highly Challenging)**A- Agree** (Challenging)**DA-Disagree** (Less Challenging)**SDA-Strongly Disagree** (Not Challenging)**1. What is the level of challenges of caterers in terms of:**

FINANCIAL SYSTEM	SA (4)	A (3)	DA (2)	SDA (1)
1. Low revenue				
2. Increase wage costs				

	SA (4)	A (3)	DA (2)	SDA (1)
3. Decreasing income				
4. Expensive business cost				
5. Expensive price of food commodities				
6. Decreasing wage costs				
7. Low demand of catering services				
8. High rent				
9. Decrease in profit				
10. Increasing debt				

WORKFORCE	SA (4)	A (3)	DA (2)	SDA (1)
1. Social distancing in the working area.				
2.Limited staff				
3.Adapting to a different workspace and/or work schedule				
4.Protective barriers inside the workplace				
5.Operating under new demands				
6.Reduction of physical work interactions				
7.Managing a different workload				
8.Concern about the risk of being exposed to the virus at work.				
9.New communication tools and dealing with technical difficulties.				
.10. Increased pressured to work, especially when there are surges in demand or reduced staff.				

ON- PREMISE CATERING	SA (4)	A (3)	DA (2)	SDA (1)
1.Adjusting to government imposed business restrictions.				
2.Health status of a customer				
3.Medical condition of an employee/ colleague				
4.Large group of customers				
5.New set up of chairs and tables				
6.Handover of payment				
7.Rare numbers of customers dining in.				
8.Dealing on crowd control				
9.Restriction placed on the number of customers allowed in the premise at once.				
.10.Threat of Covid-19 in working area.				

OFF-PREMISE CATERING	SA (4)	A (3)	DA (2)	SDA (1)
1.Health status of a customer				
2.Handover of payment				
3.Scarcity of orders				
4.Competitors				
5.Victim of fraud orders				
6.Community quarantine restrictions				
7.Cancellation of orders				
8.Location				
9.Making adjustments delivery and carryout.				
.10. Possible transmission of the virus.				



APPENDIX B



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.

Dr. MARIETTA C. MACALOLOT

Campus Director
 BISU-Bilar Campus

Maam:

Greetings!

We, the undersigned third-year students taking up the degree of Bachelor of Science in Hospitality Management of Bohol Island State University- Bilar Campus, Zamora, Bilar, Bohol are currently conducting a research study entitled, "**LEVEL OF CHALLENGES OF CATERING BUSINESS AMIDST PANDEMIC**".

In line with this, the researchers would like to ask permission from your good office to let us conduct the study.

We are looking forward to your positive response on this matter. Thank you very much and God bless!

Very truly yours,

(Sgd.) KENNETH D. QUIMPAN

(Sgd.) JOLENA C. LORCA

(Sgd.) LESLEY D. LOMON

The Researchers

Noted by:

(Sgd.)HERSHEYLOU M. CABIG
 Thesis Adviser

(Sgd.)NELIA Q. CATAYAS, Ph.D.
 Chairperson, DHMIT

Recommending Approval:

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

Approved:

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



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



DEPARTMENT OF HOSPITALITY MANAGEMENT AND INDUSTRIAL
 TECHNOLOGY

**SURVEY QUESTIONNAIRE ON THE
 “LEVEL OF CHALLENGES OF CATERING BUSINESS AMIDST PANDEMIC”**

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.

Greeting s of peace!

The researchers are the college students of Bohol Island State University (BISU), Bilar Campus, Zamora, Bilar, Bohol, taking up Bachelor of Science in Hospitality Management presently conducting research entitled, “**LEVEL OF CHALLENGES OF CATERING BUSINESS AMIDST PANDEMIC**” as requirement for the degree.

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

We sincerely request your cooperation by answering the questioner honestly Thank you and more power.

Respectfully yours,

(Sgd.) KENNETH D. QUIMPAN
 (Sgd.) JOLENA C. LORCA
 (Sgd.) LESLEY D. LOMON
 The Researchers

APPENDIX C
PILOT TESTING
FINANCIAL SYSTEM

Anova: Two-Factor Without Replication

<i>SUMMARY</i>	<i>Count</i>	<i>Sum</i>	<i>Average</i>	<i>Variance</i>
Row 1	10	28	2.8	1.066667
Row 2	10	27	2.7	0.455556
Row 3	10	32	3.2	1.066667
Row 4	10	23	2.3	0.455556
Row 5	10	33	3.3	1.566667
Row 6	10	34	3.4	0.266667
Row 7	10	34	3.4	1.6
Row 8	10	37	3.7	0.233333
Row 9	10	26	2.6	0.711111
Row 10	10	32	3.2	1.066667
Column 1	10	32	3.2	0.622222
Column 2	10	30	3	1.111111
Column 3	10	32	3.2	0.844444
Column 4	10	34	3.4	0.488889
Column 5	10	30	3	0.666667
Column 6	10	30	3	1.333333
Column 7	10	32	3.2	0.622222
Column 8	10	26	2.6	2.044444
Column 9	10	28	2.8	0.844444
Column 10	10	32	3.2	1.288889

ANOVA

<i>Source of Variation</i>	<i>SS</i>	<i>df</i>	<i>MS</i>	<i>F</i>	<i>P-value</i>	<i>F crit</i>
Rows	17.24	9	1.915556	2.16825	0.032732	1.997609
Columns	4.84	9	0.537778	0.60872	0.786213	1.997609
Error	71.56	81	0.883457			
Total	93.64	99				

0.538799

WORKFORCE

Anova: Two-Factor Without Replication

<i>SUMMARY</i>	<i>Count</i>	<i>Sum</i>	<i>Average</i>	<i>Variance</i>
Row 1	10	28	2.8	0.622222
Row 2	10	30	3	0
Row 3	10	40	4	0
Row 4	10	28	2.8	0.4
Row 5	10	29	2.9	0.322222
Row 6	10	39	3.9	0.1
Row 7	10	40	4	0
Row 8	10	40	4	0
Row 9	10	30	3	0.222222
Row 10	10	39	3.9	0.1
Column 1	10	36	3.6	0.266667
Column 2	10	34	3.4	0.488889
Column 3	10	34	3.4	0.488889
Column 4	10	33	3.3	0.677778
Column 5	10	34	3.4	0.488889
Column 6	10	33	3.3	0.455556
Column 7	10	35	3.5	0.277778
Column 8	10	38	3.8	0.177778
Column 9	10	32	3.2	1.066667
Column 10	10	34	3.4	0.266667

ANOVA

<i>Source of Variation</i>	<i>SS</i>	<i>df</i>	<i>MS</i>	<i>F</i>	<i>P-value</i>	<i>F crit</i>
Rows	28.61	9	3.178889	19.37472	7.63E-17	1.997609
Columns	2.61	9	0.29	1.767494	0.087287	1.997609
Error	13.29	81	0.164074			
Total	44.51	99				

0.948386

ON-PREMISE CATERING

Anova: Two-Factor Without Replication

<i>SUMMARY</i>	<i>Count</i>	<i>Sum</i>	<i>Average</i>	<i>Variance</i>
Row 1	10	25	2.5	2.055556
Row 2	10	26	2.6	0.933333
Row 3	10	39	3.9	0.1
Row 4	10	30	3	0.444444
Row 5	10	28	2.8	0.4
Row 6	10	36	3.6	0.266667
Row 7	10	40	4	0
Row 8	10	32	3.2	1.066667
Row 9	10	30	3	0.444444
Row 10	10	30	3	1.111111
Column 1	10	28	2.8	1.511111
Column 2	10	30	3	1.111111
Column 3	10	29	2.9	0.988889
Column 4	10	29	2.9	1.433333
Column 5	10	30	3	0.666667
Column 6	10	32	3.2	0.622222
Column 7	10	32	3.2	0.622222
Column 8	10	33	3.3	0.455556
Column 9	10	34	3.4	0.933333
Column 10	10	39	3.9	0.1

ANOVA

<i>Source of Variation</i>	<i>SS</i>	<i>df</i>	<i>MS</i>	<i>F</i>	<i>P-value</i>	<i>F crit</i>
Rows	24.04	9	2.671111	4.163972	0.000193	1.997609
Columns	9.44	9	1.048889	1.635104	0.119104	1.997609
Error	51.96	81	0.641481			
Total	85.44	99				

0.759845

OFF-PREMISE CATERING

Anova: wo-Factor Without Replication

<i>SUMMARY</i>	<i>Count</i>	<i>Sum</i>	<i>Average</i>	<i>Variance</i>
Row 1	10	22	2.2	1.288889
Row 2	10	18	1.8	0.4
Row 3	10	28	2.8	2.4
Row 4	10	30	3	0.444444
Row 5	10	22	2.2	1.733333
Row 6	10	36	3.6	0.488889
Row 7	10	27	2.7	2.233333
Row 8	10	29	2.9	1.655556
Row 9	10	26	2.6	0.488889
Row 10	10	40	4	0
Column 1	10	31	3.1	1.433333
Column 2	10	35	3.5	0.5
Column 3	10	27	2.7	1.566667
Column 4	10	30	3	1.333333
Column 5	10	18	1.8	1.066667
Column 6	10	35	3.5	0.944444
Column 7	10	24	2.4	1.377778
Column 8	10	29	2.9	1.433333
Column 9	10	28	2.8	1.288889
Column 10	10	21	2.1	1.433333

ANOVA

<i>Source of Variation</i>	<i>SS</i>	<i>df</i>	<i>MS</i>	<i>F</i>	<i>P-value</i>	<i>F crit</i>
Rows	38.96	9	4.328889	4.84042	3.51E-05	1.997609
Columns	27.76	9	3.084444	3.448923	0.001215	1.997609
Error	72.44	81	0.894321			
Total	139.16	99				

0.793406

OVERALL PILOT TESTING RESULTS

Anova: Two-Factor Without Replication

<i>SUMMARY</i>	<i>Count</i>	<i>Sum</i>	<i>Average</i>	<i>Variance</i>
Row 1	40	103	2.575	1.225
Row 2	40	101	2.525	0.614744
Row 3	40	139	3.475	1.076282
Row 4	40	111	2.775	0.486538
Row 5	40	112	2.8	1.087179
Row 6	40	145	3.625	0.291667
Row 7	40	141	3.525	1.178846
Row 8	40	138	3.45	0.869231
Row 9	40	112	2.8	0.471795
Row 10	40	141	3.525	0.717308
Column 1	10	32	3.2	0.622222
Column 2	10	30	3	1.111111
Column 3	10	32	3.2	0.844444
Column 4	10	34	3.4	0.488889
Column 5	10	30	3	0.666667
Column 6	10	30	3	1.333333
Column 7	10	32	3.2	0.622222
Column 8	10	26	2.6	2.044444
Column 9	10	28	2.8	0.844444
Column 10	10	32	3.2	1.288889
Column 11	10	36	3.6	0.266667
Column 12	10	34	3.4	0.488889
Column 13	10	34	3.4	0.488889
Column 14	10	33	3.3	0.677778
Column 15	10	34	3.4	0.488889
Column 16	10	33	3.3	0.455556
Column 17	10	35	3.5	0.277778
Column 18	10	38	3.8	0.177778
Column 19	10	32	3.2	1.066667
Column 20	10	34	3.4	0.266667
Column 21	10	28	2.8	1.511111
Column 22	10	30	3	1.111111
Column 23	10	29	2.9	0.988889
Column 24	10	29	2.9	1.433333
Column 25	10	30	3	0.666667

Column 26				
Column 27	10	32	3.2	0.622222
Column 28	10	32	3.2	0.622222
Column 29	10	33	3.3	0.455556
Column 30	10	34	3.4	0.933333
Column 31	10	39	3.9	0.1
Column 32	10	31	3.1	1.433333
Column 33	10	35	3.5	0.5
Column 34	10	27	2.7	1.566667
Column 35	10	30	3	1.333333
Column 36	10	18	1.8	1.066667
Column 37	10	35	3.5	0.944444
Column 38	10	24	2.4	1.377778
Column 39	10	29	2.9	1.433333
Column 39	10	28	2.8	1.288889
Column 40	10	21	2.1	1.433333

ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Rows	71.6525	9	7.961389	11.33892	1.32E-15	1.906585
Columns	66.2775	39	1.699423	2.420384	1.24E-05	1.434069
Error	246.4475	351	0.70213			
Total	384.3775	399				

0.911808

RAW DATA

PROFILE OF RESPONDENTS

		AGE
Below 20 yrs.		2
20-25 yrs.		15
25 yrs. Above		23
	TOTAL	40
		GENDER
Male		12
Female		28
	TOTAL	40
		YRS.OF CATERING EXPERIENCE
1-5 YRS.		36
5-10 yrs.		1
10 yrs. Above		3
	TOTAL	40
		POSITION
Employee		28
Owner		12
	TOTAL	40

RAW DATA RESULTS
LEVEL OF CHALLENGES OF CATERING BUSINESS AMIDST PANDEMIC

FINANCIAL SYSTEM	4 SA	3 A	2 DA	1 SDA	TOTAL	WMS
Q1	3	26	9	2	40	2.75
Q2	7	17	15	1	40	2.75
Q3	5	11	23	1	40	2.50
Q4	7	24	9	0	40	2.95
Q5	5	25	10	0	40	2.88
Q6	4	20	10	6	40	2.55
Q7	5	17	14	4	40	2.58
Q8	11	10	7	12	40	2.50
Q9	3	20	13	4	40	2.55
Q10	6	16	15	3	40	2.63

2.66

WORKFORCE	4 SA	3 A	2 D	1 SDA	TOTAL	WMS
Q1	16	16	2	6	40	3.05
Q2	15	10	11	4	40	2.90
Q3	7	29	4	0	40	3.08
Q4	3	25	10	2	40	2.73
Q5	9	22	9	0	40	3.00
Q6	3	20	15	2	40	2.60
Q7	7	26	7	0	40	3.00
Q8	18	19	2	1	40	3.35
Q9	4	31	5	0	40	2.98
Q10	8	25	4	3	40	2.95

2.96

ON-PREMISE CATERING	4 SA	3 A	2 DA	1 SDA	TOTAL	WMS
Q1	12	20	7	1	40	3.08
Q2	16	20	3	1	40	3.28
Q3	11	22	4	3	40	3.03
Q4	4	24	9	3	40	2.73
Q5	8	22	8	2	40	2.90
Q6	9	20	11	0	40	2.95
Q7	5	18	12	5	40	2.58
Q8	2	22	12	4	40	2.55
Q9	8	24	8	0	40	3.00
Q10	11	13	12	4	40	2.78

2.89

OFF-PREMISE CATERING	4 SA	3 A	2 D	1 SDA	TOTAL	WMS
Q1	15	23	1	1	40	3.30
Q2	12	24	3	1	40	3.18
Q3	2	14	22	2	40	2.40
Q4	9	22	6	3	40	2.93
Q5	1	10	21	8	40	2.10
Q6	10	20	9	1	40	2.98
Q7	7	10	19	4	40	2.50
Q8	12	24	4	0	40	3.20
Q9	5	27	8	0	40	2.93
Q10	4	26	9	1	40	2.83

2.85

APPENDIX D PHOTO DOCUMENTATION



