

**LEVEL OF ECONOMIC DIFFICULTIES OF SELECTED RESTAURANT
OWNERS IN CARMEN, BOHOL IN THE NEW NORMAL**

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

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KIM G. ESPINA
JUN REY S. JUMAWID**

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

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

**MARK D. COMINADOR
KIM G. ESPINA
JUN REY S. JUMAWID**

February 2022

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APPROVAL SHEET

This thesis entitled, "LEVEL OF ECONOMIC DIFFICULTIES OF SELECTED RESTAURANT OWNERS IN CARMEN, BOHOL IN THE NEW NORMAL", prepared and submitted by Jun Rey S. Jumawid, Mark D. Cominador, and Kim G. Espina, 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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The Researchers

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ABSTRACT

This study aimed to determine the level of economic difficulties of restaurant owners and to determine whether these difficulties vary according to age, gender, civil status, educational attainment, number of years in business and income. In this study, a quantitative research design was used. In such a context, the study was conducted with 30 selected restaurant owners' of the 5 selected barangays in Carmen namely; Poblacion Sur, Poblacion Norte, Katipunan, La Paz, and Buenos Aires. The study used a self-made questionnaire and was pilot-tested as a data collection tool. When the results were evaluated, it can be said that the level of economic difficulties of restaurant owners is very high and that it does not vary significantly according to age, gender, civil status, educational attainment, number of years in business and income. It is thought that the results of this study will guide the researchers as they would propose an action plan to address the very high level of economic difficulties of the restaurant owners.

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Chapter 1

THE PROBLEM AND ITS SCOPE

Rationale

The coronavirus disease (COVID-19) has shocked global, regional, and national economies. People's lives and economic activities have been strictly limited to safeguard health and control the spread of the virus. Travel bans, temporary closures of schools and businesses, and social distancing have accompanied quarantines. Meanwhile, private sector businesses have cut back production as well as service delivery, and have been forced to temporarily lay off employees. They face a lack of working capital, making it difficult to continue operating. Prolonged containment of COVID-19 increases the risk of business failure and bankruptcy. In particular, micro, small, and medium-sized firms are at great risk due to abrupt supply chain disruptions and tightened financial conditions.

The Philippines, is one of the fastest countries in the South East Asian region in terms of the virus infection. Hence the government have implemented community quarantines in major provinces, including Carmen, Bohol area of which is the focus of the study.

Through extensive literature review, the researcher found no studies with respect to the level of economic difficulties of selected restaurant owners in Carmen, Bohol in the new normal. Hence there is a gap of knowledge that have to be filled in order to understand the mechanics of pandemics with respect to how it affects restaurants in general.

This study determined the level of economic difficulties of COVID 19 faced by restaurant owners in Carmen, Bohol as basis for designing proposed action plan as an output of the study.

Literature Background

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

The Republic Act No. 11469, or known as "Bayanihan to Heal as One Act" serves as the legal basis of the study. It was enacted declaring a state of national emergency over the entire country to control the spread of the disease. However, the rise of confirmed cases of COVID-19, and the serious threat to the health, safety, security, and lives of our countrymen persist. The severe disruption to livelihood and all other productive activity were reflected in the country's economic contraction during the first semester of 2020. In view of unabated spread of the COVID-19 virus and the ensuing economic disruption therefrom, the existence of a continuing national emergency is hereby affirmed in this Act.

Republic Act No.10611, "An Act To Strengthen The Food Safety Regulatory System In The Country To Protect Consumer Health And Facilitate Market Access Of Local Foods And Food Products, And For Other Purposes" otherwise known as the "*Food Safety Act of 2013*".

Article V. Section 13. *Principal Responsibility of Food Business Operators.*

– Food business operators (FBO) 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.

Republic Act No.7394, otherwise known as the Consumer Welfare Act. RA 7394 aims to protect consumers against hazards to health and safety, protect consumers against deceptive, unfair and unconscionable sales acts and practices, provide information and education to facilitate sound choice and the proper exercise of rights by the consumers, provide adequate rights and means of redress, and involve consumer representatives in the formulation of social and economic policies.

This study was anchored on the Theory of Uncertainty -Bearing of Knight (1957), Resource –based Theory of Barney (1991), and Crisis Management Theory of Barton (2016).

The Theory of Uncertainty-Bearing of Knight (1957) provides that profit is only possible for entrepreneurs who will bear the uncertainty. In this case, COVID-19 play as the uncertain circumstance, that poses risk on entrepreneurs to lose instead of gaining profit.

Resource –based Theory of Barney (1991) suggests that resources that are valuable, rare, difficult to imitate, and non-substitutable best position a firm for long-

term success. These strategic resources can provide the foundation to develop firm capabilities that can lead to superior performance over time.

Crisis Management Theory of Barton (2016) states that crisis management theories give a perspective on the essential functions and considerations how this theory can solve crisis.

The recent health crisis caused by COVID-19 quickly turned into a financial downturn due to the restrictions imposed by most countries to control the expansion of this pandemic. This unexpected crisis has particularly affected the tourism industry, and as a result, the restaurant business has been one of the most affected. Restaurants were forced to either close or operate with many limitations, Muller (2020).

According to Singal (2020) the restaurant group had a broadly integrated high degree of market risk severely compounded during the pandemic. More specifically, the negative effect of Covid-19 on the liquidity and risk of the restaurant industry was evident as the severity of the pandemic increases, as the restaurant companies will experience substantial sales deficits caused by a sudden drop in consumer demand and even temporarily disrupted operations (Ozili & Arun, 2020).

COVID-19 has impacted all spheres of the global supply chain including distribution and packaging, as well as sourcing of raw materials. Lockdowns disrupted the transportation of packaged foods, prepared foods, and non-alcoholic and alcoholic beverages, whilst some companies had to close for up to two weeks

for cleaning purposes. Weersink et al. also identifies capacity constraints due to social distancing in the workplace leading to operational challenges. Operational challenges include the nature of packaging due to the reduced restaurant demand.

Covid-19 simultaneously affected farm production, processing, transport and logistics, and final demand. Not all sectors and products have been equally affected, and different products have experienced disruptions at different stages of the supply chain.

Restaurants may take a while to make up for the losses happened during the shutdown period. Salaries are paid for their employees in the lockdown period despite no business being done. Even the National Restaurants Association of India, in an open letter to the landlords and mall owners, has already sought a short-term waiver of rentals for six months and approval of a revenue-sharing model for six months among the countrywide alert levels and lockdown (Lakshmi & Shareena, 2020).

In restaurant, the number one consideration in post Covid-19 will be on health and safety which interpret into hygiene and sanitation issues of the restaurant. The key role is to provide physical evidence of the restaurant concern for health and safety. Checks and screening should be done for health purposes. Provision has to be made in the entrance of the restaurant to check the customer's temperature with a remote thermometer and hand sanitizers. The highlights such as "This room has been sanitized and cleaned for your health and safety" should

be displayed. Restaurant must plan the opening with floor wise with only essential staffs and facilities (Lakshmi & Shareena, 2020).

According to Hall (2020), the impact of COVID-19 is going to be uneven in both space and time. As such, there is need for each destination, tourism sector and subsector to have customized measures aimed at conducting business under the new normal. We argue that business and destinations that will thrive post-COVID-19 are those that will show care for customers and employees, plan to compete in a new world and preserve and optimize liquidity during and post-COVID19.

The theoretical and conceptual framework of this study is presented in Figure 1. The study was anchored on the theories and legal bases quoted in the diagram. It focuses on the level of economic difficulties among restaurant owners. In the end, proposed action plan will be the output of the study.

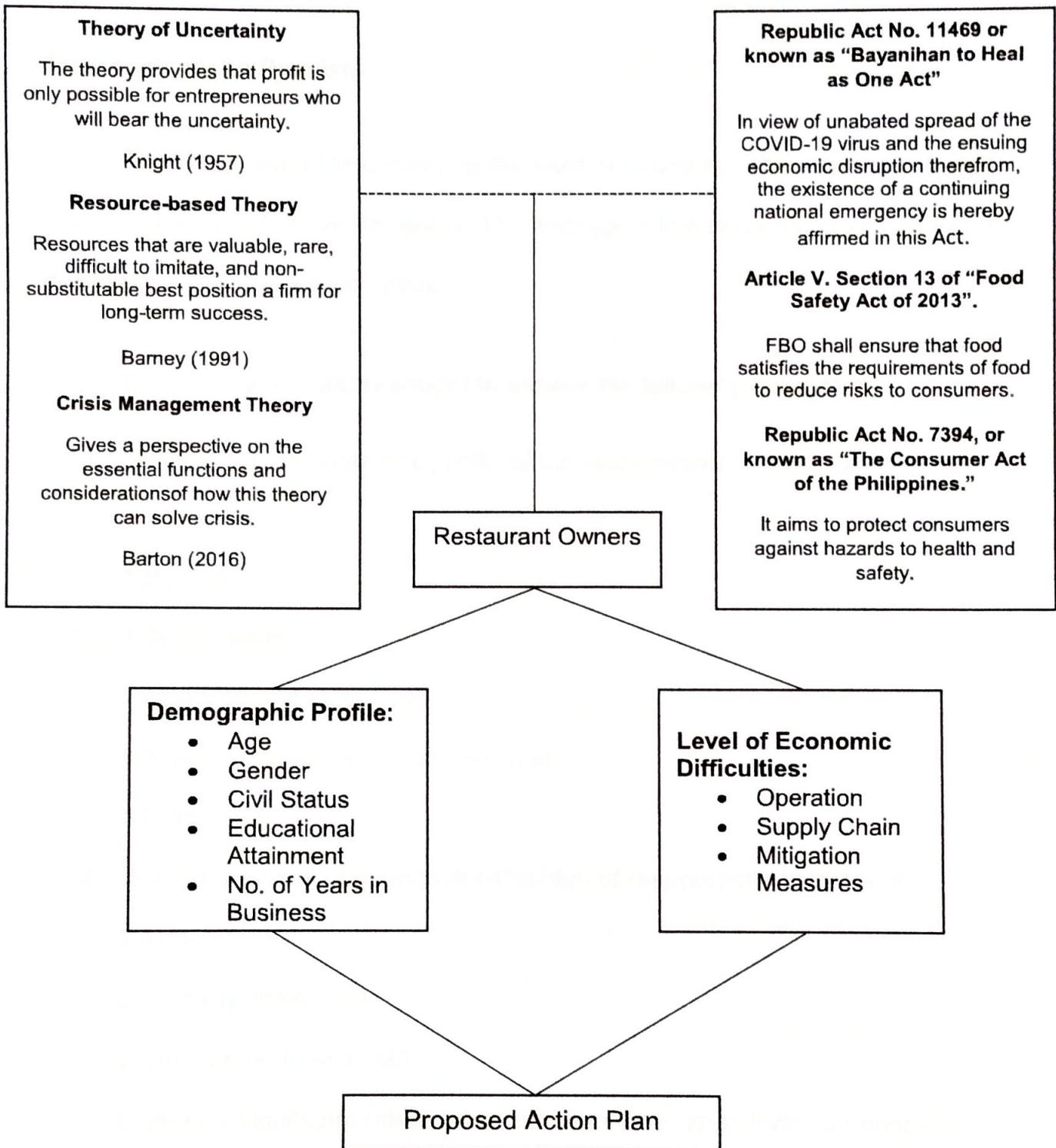


Figure 1. Theoretical and Conceptual Framework of the Study

THE PROBLEM

Statement of the Problem

This study aimed to determine the level of economic difficulties of selected restaurant owners in Carmen, Bohol. The findings of this study served as basis for designing a proposed action plan.

Specifically, this study sought to answer the following questions:

1. What is the demographic profile of the respondents in terms of:
 - 1.1 age;
 - 1.2 gender;
 - 1.3 civil status;
 - 1.4 educational attainment;
 - 1.5 number of years in business; and
 - 1.6 income?
2. What is the level of economic difficulties of respondents in terms of:
 - 2.1 operation;
 - 2.2 supply chain; and
 - 2.3 mitigation measures?
3. Is there a significant relationship between the respondents' demographic profile and their level of economic difficulties?
4. Based on the findings, what action plan can be proposed as an output of the study?

Null Hypothesis

This study was directed towards the acceptance or rejection of the null hypotheses, which was tested at 0.05 level of significance.

H_{o1}. There is no significant relationship between the profile of the respondents and the level of economic difficulties.

Significance of the Study

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

Restaurant Owners. This study would help them realize the need of assessing the level of economic difficulties regularly to monitor the operation, supply chain and observe the mitigation measures imposed.

Community. This study would help them be aware of today's restaurant situation and processes.

LGU Carmen. This study would serve as basis for allocating funds for programs that to help small business owners especially in times of crisis.

Academe. This study would help them with regards to curriculum planning especially to the Hospitality Management instructors.

Future Researchers. This study would serve as a guide and reference in conducting replication studies.

RESEARCH METHODOLOGY

Design

This study employed a descriptive research design. It uses quantitative research method specifically thru questionnaire distribution. It aimed at discovering how many people think, act or feel in a specific way. This research design is for each respondent to be asked the same questions, which ensures that the entire data sample can be analysed fairly. The data is supplied in a numerical format, and can be analysed in a quantifiable way using statistical methods.

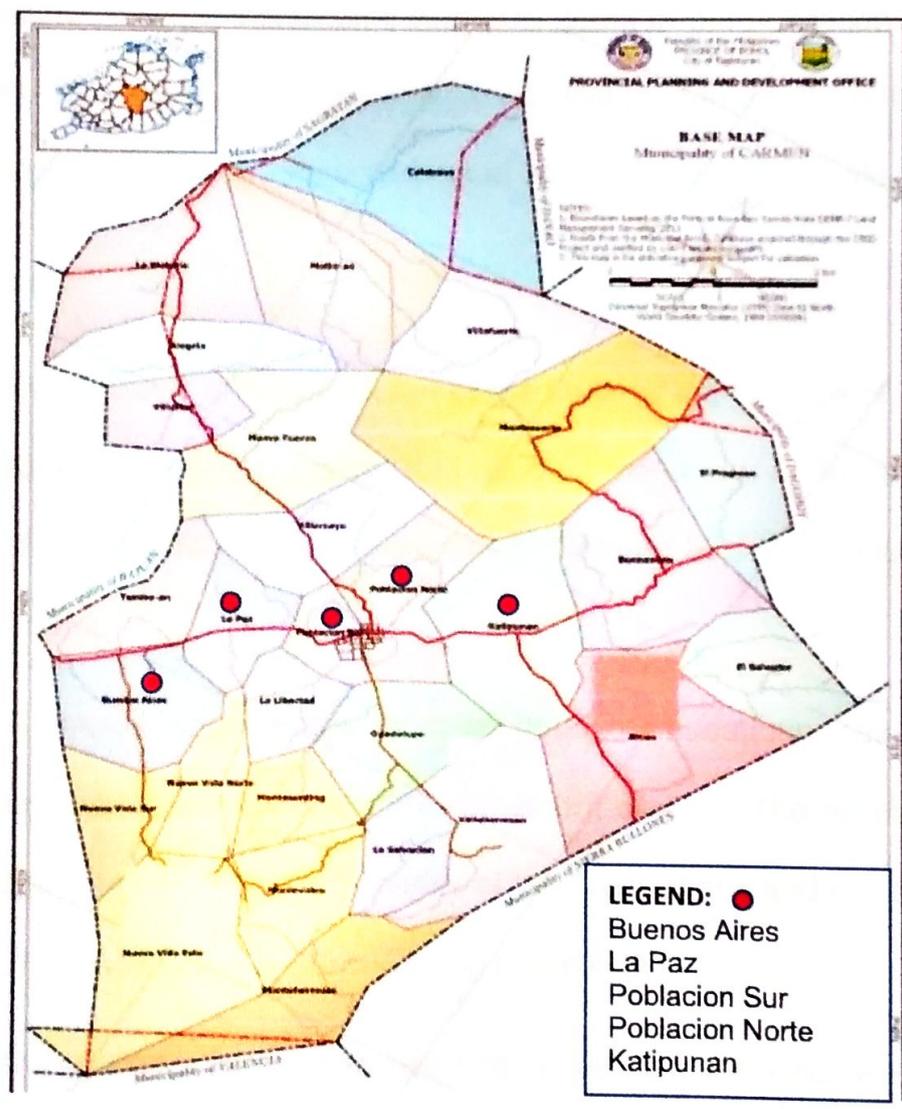
Environment and Participants

The study was conducted in Carmen, Bohol. Carmen is a 2nd class municipality located in the heart of Bohol Island with 29 barangays. The municipality has a land area of 239.45 square kilometers or 92.45 square miles which constitutes 4.97% of Bohol's total area.

The primary respondents of this study were the 30 restaurant owners from the five selected barangays in Carmen, Bohol namely; Poblacion Sur, Poblacion Norte, Katipunan, La Paz and Buenos Aires. The researchers used purposive selection of participants to respond to the survey questionnaire. The restaurants being surveyed were the following: Mamie Letty Grill and Restaurant, Tany's Fried Chicken, Lumie's Carenderia, Felban's Restaurant and Catering Services, Cristelicious Eatery, Tzokolate Food Hause, Bong's Fast Food, Kandingan sa Carmen Eatery, Bejam Resto Bar, Bamboo House Carenderia, IPJ-1 Eatery, Esquina De Bistro, Vash and Leo Eatery, RJC Foodhauz, Ivy's lutong Bahay,

Anton's Native Chicken, 3J Eatery, Giljang's Eatery, Eugine Restaurant, Sancijas Carenderia, Alcoser Carinderia, Triple R Carenderia, Jarel's Eatery, Tumanda Carenderia, 4 I Eatery, Bolaloan ni Angel, Planter House, Lucila Restaurant, and Lilruz Restaurant, and Bulaloan Restaurant.

The researchers chose Carmen as the locale of the study because it's a popular town where one of the Seven Wonders of the World is located-the Chocolate Hills. Thus, many establishments are present there especially restaurants. Figure 2 shows the map of Carmen, Bohol.



Source: <http://lgu-carmenbohol.com/map-of-carmen/>

Figure 2. Map of Carmen, Bohol

Instrument

The researcher used a self-made questionnaire. Thus, pilot-testing was done to test the reliability of the questionnaire. The scores of internal reliabilities of the instrument is above 0.70, thus acceptable in educational research studies (Fraenkel & Wallen, 2006). It provides evidence for strong content validity, internal consistency, and criterion validity. The research instrument primarily consists of two (2) parts. Part 1 covers the profile of the respondents in terms of age, gender, civil status, educational attainment, number of years in business, and income. Part 2 covers the 19-item statements with (10) items in the operation dimension, four (4) items in the supply chain dimension, and five (5) items in the mitigation measure dimension. Further, the researcher used a modified 5-point scale.

Procedure

The researchers sent a letter to the Dean of the College of Technology and Allied Sciences asking permission to conduct the study. A formal letter had been sent to the selected restaurant owners in Carmen to ask permission to float the questionnaire.

After the respondents were determined, the questionnaires were distributed and personally administered to the restaurant owners. The researchers assured the respondents of the confidentiality of their responses and encouraged them to answer the questionnaire honestly and objectively.

The questionnaires had been retrieved and the data were tabulated for analysis and interpretation.

Statistical Treatment

The gathered data from the questionnaire were tabulated, analyzed and organized. **Frequency count** and **simple percentage** was used to determine the profile of the respondents.

Percentage Formula

$$P = \frac{fx}{N} \times 100\%$$

Where:

f =frequency

x =data

N =number of data

Descriptive Statistics (mean and standard deviation) were used to describe the level of economic difficulties of the respondents. Mean and standard deviation were computed using these formulas:

$$\bar{x} = \frac{\sum x}{N}$$

$\sum x$ = the sum of x

N = number of data

$$\sigma = \sqrt{\frac{\sum (x_i - \mu)^2}{N}}$$

σ : Population standard deviation

x : Datapoint value

μ : Population mean

N : Population size

The result of the computed weighted mean was interpreted using the following scale:

Weighted Mean		Response Category	Descriptive Interpretation
1.00	1.79	Strongly Disagree	Very Low
1.80	2.59	Disagree	Low
2.60	3.39	Undecided	Medium
3.40	4.19	Agree	High
4.20	5.00	Strongly Agree	Very High

Chi-square test of independence was utilized to examine the significant relationship between profile and level of economic difficulties of the respondents.

Chi-square was computed using this formula:

$$\chi^2 = \sum \frac{(O - E)^2}{E}$$

Where:

χ^2 = Chi Square obtained

\sum = the sum of

O = observed score

E = expected score

OPERATIONAL DEFINITION OF TERMS

For a better understanding of this study the following terms were defined in the context of this research.

Economic. The process on production, distribution, and consumption of goods and services.

Mitigation Measures. Hygiene controls by food business operators designed to prevent contamination of food by any pathogen and will therefore aim to prevent contamination of foods by the virus responsible for COVID-19.

New normal. It refers to the changes in the used to set-up across every field of operations.

Operation. The work of managing the inner workings of business so it runs as efficiently as possible.

Respondents. It refers to the selected restaurant owners in Carmen, Bohol.

Restaurant. It refers to the establishment that offer food services, drinks and dessert to the customers in return for money.

Supply Chain. The network of all the individuals, organizations, resources, activities and technology involved in the creation and sale of a product.

Chapter 2

PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA

This chapter deals with the presentation, analysis, and interpretation of data gathered from the survey conducted among restaurant owners of 5 barangays in Carmen, and their level of economic difficulties during new normal.

Profile of the Respondents

Age. It revealed that 18 (60%) of the respondents were 36-55 years old, while 1 (3.3%) of the respondents were 20-25 years old.

Gender. It was revealed that there were more female, 23 (76.7%) than male 7 (23.3%) respondents.

Civil status. It was revealed that there were more married, 23 (76.7%) than single 5 (16.7%) respondents.

Educational attainment. It was revealed that there were more college level, 19 (63.3%) than elementary level 1 (3.3%) respondents.

Number of years in business. It revealed that out of 30 respondents, 18 (60.0%) were 5 years and below in business, and 2 (6.7%) were 6-10 years in business. Hence, the majority of the respondents had founded their business 5 years and below.

Income. It revealed that there were 13 (43.3%) who earned 10,999 & below, and 1 (3.3%) who earned 21,000-25,999, monthly. Hence, the majority of respondents earned a monthly income of 10,999 and below.

Table 1. Profile of the Respondents
n=30

Profile	Frequency (f)	Percentage (%)
Age		
20-25 years old	1	3.3
26-35 years old	7	23.3
36-45 years old	9	30.00
46-55 years old	9	30.00
56-65 years old	4	13.00
Gender		
Male	7	23.3
Female	23	76.7
Civil Status		
Single	5	16.7
Married	23	76.7
Widow	2	6.7
Educational Attainment		
Elementary Level	1	3.3
High School Level	10	33.3
College Level	19	63.3
No. of Years in Business		
5 years below	18	60.00
6-10 years	2	6.7
11-15 years	3	10.00
16-20 years	3	10.00
21 years and above	4	13.3
Income		
10,999 below	13	43.3
11,000-15,999	7	23.3
16,000- 20,999	2	6.7
21,000- 25,999	1	3.3
26,000- 30,999	4	13.3
40,000 & above	3	10.0

Level of Economic Difficulties of Restaurant Owners

As to the level of economic difficulties of restaurant owners', it discussed the three dimensions namely; operation, supply chain, and mitigation measures. These dimensions were tested by pilot testing method.

Operation. This dimension is based on operational performance which is related to the efficiency of the firm's operations such as decreased scrap rates and delivery times, decreased inventory levels, and improved capacity utilization (Zhu, et al., 2012).

**Table 2.1. Level of Economic Difficulty in Operation
n=30**

Operation	Mean	Interpretation	Rank
1. Adjusted the hours of operation	4.63	Strongly Agree	3
2. Decrease in orders	4.57	Strongly Agree	4
3. Experienced decrease in sales	4.80	Strongly Agree	2
4. Employee absence due to sickness	4.27	Strongly Agree	9
5. COVID-19 affects finance stability	4.83	Strongly Agree	1
6. Customers doubts sanitation	4.07	Agree	11
7. Problem with rent bills	4.20	Strongly Agree	10
8. Customer satisfaction	4.40	Strongly Agree	6
9. Downsizing of employees	4.07	Agree	12
10. Challenge in the transition to online marketing strategies	4.30	Strongly Agree	8
11. Increase in labor costs	3.93	Agree	13
12. Delivery method and price mark-up	4.37	Strongly Agree	7
13. Problem in packaging	4.50	Strongly Agree	5
Overall	4.38	Very High	

*Legend: 1.00 – 1.79 – Strongly Disagree – Very Low
 1.80 – 2.59 – Disagree – Low
 2.60 – 3.39 – Undecided – Medium
 3.40 – 4.19 – Agree – High
 4.20 – 5.00 – Strongly Agree – Very High*

Result showed that the highest in rank was statement no. 5, "*COVID-19 affects finance stability*" ($M = 4.83$) interpreted as Very High. and least in rank was statement no. 11, "*Increase in labor costs*" ($M = 3.93$) interpreted as High. The composite mean was 4.38, which was interpreted as Very High (See Table 2). It implied that the restaurant owners have a very high level of difficulty in business operation.

Supply chain. This dimension refers to the development of environmental specific capabilities as part of green supply chain practices, which results in improvement of operational performance (Vachon and Klassen, 2008). Logistics barriers that disrupt food supply chains further weaken high-value goods due to their short shelf life (Shahidi, 2020; FAO, 2020j, FAO, 2020k). As consumers play a key role in food supply chain, changes in consumer behaviour strongly affected the food supply chain. COVID-19 outbreak caused a significant rise in food price related to lockdown restrictions accompanied by panic buying, as well as supply chain disruptions (EDP, 2020).

As reflected in table 2.2, result showed that the highest in rank was statement no. 4, "*Increase in prices of raw products which challenge price increase of goods offered*" ($M = 4.53$) interpreted as Very High and least in rank was statement no. 2, "*Delay of stocks*" ($M = 4.13$) interpreted as High. The composite mean was 4.28, which was interpreted as Very High (See Table 3). It implied that the restaurant owners have a very high level of difficulty in supply chain.

Table 2.2. Level of Economic Difficulty in Supply Chain
n=30

Supply Chain	Mean	Interpretation	Rank
1. Shortage of production materials.	4.27	Strongly Agree	2
2. Delay of stocks	4.13	Agree	4
3. Unavailability of some products due to the stop of production caused by COVID-19	4.20	Strongly Agree	3
4. Increase in prices of raw products which challenge price increase of goods offered	4.53	Strongly Agree	1
Overall	4.28	Very High	

Legend: 1.00 – 1.79 – Strongly Disagree – Very Low
 1.80 – 2.59 – Disagree – Low
 2.60 – 3.39 – Undecided – Medium
 3.40 – 4.19 – Agree – High
 4.20 – 5.00 – Strongly Agree – Very High

Mitigation Measure. Hygiene controls by food business operators are designed to prevent contamination of food by any pathogen and will therefore aim to prevent contamination of foods by the virus responsible for COVID-19 (Arellano, 2020; Dalton, 2020; EC, 2020; Pressman et al., 2020).

Table 2.3. Level of Economic Difficulty in Mitigation Measures
n=30

Mitigation Measures	Mean	Interpretation	Rank
1. Reduced customer capacity	4.57	Strongly Agree	1
2. Constant purchase of alcohol and thermal scanner	4.47	Strongly Agree	2
3. Area ventilation	4.07	Agree	4
4. Frequent disinfection	4.20	Strongly Agree	3
5. Social distancing stickers and table barriers	3.73	Agree	5
Overall	4.21	Very High	

Legend: 1.00 – 1.79 – Strongly Disagree – Very Low
 1.80 – 2.59 – Disagree – Low
 2.60 – 3.39 – Undecided – Medium
 3.40 – 4.19 – Agree – High
 4.20 – 5.00 – Strongly Agree – Very High

Result showed that the highest in rank was statement no. 1, “*Reduced customer capacity*” ($M = 4.57$) interpreted as Very High, and least in rank was statement no. 5, “*Social distancing stickers and table barriers*” ($M = 3.37$) interpreted as High. The composite mean was 4.21, which was interpreted as Very High. It implied that restaurant owners have a very high level of difficulty when it comes to securing mitigation measures during this new normal.

Summary on the Level of Economic Difficulties of Restaurant Owners

Result showed that the highest in rank was Operation, ($M = 4.41$) interpreted as Very High, followed by Supply Chain, ($M = 4.28$) interpreted as Very High, and least in rank was Mitigation Measures, ($M = 4.21$) interpreted also as Very High (See Table 5).

Table 2.4. Summary on the Level of Economic Difficulties of Restaurant Owners
n=30

Level of Economic Difficulties	Mean	Interpretation	Rank
A. Operation	4.38	Strongly Agree	1
B. Supply Chain	4.28	Strongly Agree	2
C. Mitigation Measures	4.21	Strongly Agree	3
Overall	4.32	Very High	

Legend: 1.00 – 1.79 – Strongly Disagree – Very Low
 1.80 – 2.59 – Disagree – Low
 2.60 – 3.39 – Undecided – Medium
 3.40 – 4.19 – Agree – High
 4.20 – 5.00 – Strongly Agree – Very High

It implied that restaurant owners have a very high level of difficulty when it comes to operation and least difficulty in mitigation measures.

Relationship between the Profile and Level of Economic Difficulties of Restaurant Owners

Results showed that at 0.05 level of significance, the relationship between age and level of economic difficulties was insignificant, $\chi^2 (12, N = 30) = 12.407$, $p = .414$. Additionally, results also showed that the relationship between gender and level of economic difficulties was insignificant, $\chi^2 (3, N = 30) = 1.020$, $p = .796$. As to civil status and level of economic difficulties, the relationship between these variables was insignificant, $\chi^2 (6, N = 30) = 2.238$, $p = .897$. Moreover, the findings also revealed the relationship between educational attainment and level of economic difficulties was insignificant, $\chi^2 (6, N = 30) = 3.880$, $p = .693$. Results also showed that the relationship between number of years in business and level of economic difficulties was insignificant, $\chi^2 (12, N = 30) = 15.002$, $p = .240$. And as to the income and level of economic difficulties, the relationship between these variables was insignificant, $\chi^2 (15, N = 30) = 5.478$, $p = .987$ (See Table 6).

Table 3. Relationship between the Profile and Level of Economic Difficulties
n=30

Variables correlated to level of economic difficulties	χ^2 statistic	df	p	Decision	Result
Age	12.407	12	.414	Accept Ho	Insignificant
Gender	1.020	3	.796	Accept Ho	Insignificant
Civil Status	2.238	6	.897	Accept Ho	Insignificant
Educational Attainment	3.880	6	.693	Accept Ho	Insignificant
No. of years in business	15.022	12	.240	Accept Ho	Insignificant
Income	5.478	15	.987	Accept Ho	Insignificant

Note: *Significant at $p < 0.05$

Chapter 3

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

This chapter presents the summary of findings from the gathered and analyzed data then the conclusions drawn from the findings, and the recommendations offered in parallel to the findings and conclusions.

Findings

Based on the analyzed data, the following findings were summarized:

Profile of the Respondents. It showed that out of 30 respondents, 1 was from 20-25 years old, 7 were from 26-35 years old, 9 were from 36-45 years old, 9 were from 46-55 years old, and 4 were from 56-65 years old. In terms of gender, it showed out that 7 were male, and 23 were female. As to the civil status, it showed out that 5 were single, 23 were married, 2 were widow/widower. In terms of educational attainment, it showed out that, 1 were elementary level, 10 were high school level, and 19 were college level. As to the number of years in business, it revealed that 18 were 5 years and below in business, 2 were 6-10 years, 3 were 11-15 years, 3 were 16-20 years, and 4 were 21 years and above in business. As to the income of the respondents, it revealed that there were 13 who earned 10,999 & below, 7 who earned 11,000-15,999, 2 who earned 16,000-20,999, 1 who earned 21,000-25,999, 4 who earned 26,000-30,999, and 3 who earned 40,000 & above monthly.

Level of Economic Difficulties of Restaurant Owners. Result showed that the highest in rank was Operation interpreted as Very High, followed by Supply Chain interpreted as Very High, and least in rank was Mitigation Measures, interpreted also as Very High.

Relationship between profile and level of economic difficulties of restaurant owners. Results showed that at 0.05 level of significance, the relationship between profile of the respondents in terms of age, gender, civil status, educational attainment, number of years in business, and income as to the level of economic difficulties were insignificant.

Conclusions

Based on the findings of the study, the researchers came up with the following conclusions: The majority of the respondents were 36-45 and 46-55 years of age who owned a restaurant business. There were more female respondents than males. Most of the respondents were married. Majority of the respondents were college level. Majority of the respondents have founded their business 5 years and below. Majority of the respondents have a monthly income of 10,999 and below. Among the three dimensions, restaurant owners have a very high economic difficulty in operation and least in mitigation measures. When profile and level of economic difficulties were correlated, there were no significant relationship of all the profile factors; age, gender, civil status, educational attainment, number of years in business, and income as to the level of economic difficulties faced by restaurant owners.

Recommendations

From the findings and subsequent conclusions, the researcher provided the following recommendations:

1. There is a need to disseminate the results of the study to the school and school administrators for them to come up with an instruction to further enhance the future hospitality management students' knowledge and skills in managing a business.
2. The findings of the study should be disseminated to the restaurant owners for them to be aware as to which areas they need improvement. In this way, they could do self-exploration and come up with a strategic plan to strengthen their business.
3. Future researchers are advised to undertake similar studies and engage in a broader scope to replicate the findings of the study. They may adapt the same scales for the constructs used in this study. Interviews and observations may prove valuable to assess the level of economic difficulties.
4. A proposed enhancement measure is highly recommended to address the economic difficulties of the restaurant owners.

PROPOSED ACTION PLAN

Rationale

The coronavirus disease (COVID-19) has shocked global, regional, and national economies. People's lives and economic activities have been strictly limited to safeguard health and control the spread of the virus. Travel bans, temporary closures of schools and businesses, and social distancing have accompanied quarantines. Meanwhile, private sector businesses have cut back production as well as service delivery, and have been forced to temporarily lay off employees. They face a lack of working capital, making it difficult to continue operating. Prolonged containment of COVID-19 increases the risk of business failure and bankruptcy. In particular, micro, small, and medium-sized firms are at great risk due to abrupt supply chain disruptions and tightened financial conditions.

Based on the findings of the study, it was found out that the level of economic difficulties of restaurant owners is very high and that it does not vary significantly according to age, gender, civil status, educational attainment, number of years in business and income. To address this issue, the researchers suggest to have a training seminar which will be the output of the study.

General Objectives

This program aimed to help address the restaurant owners thru recommending an action plan like training seminar to assist the restaurant

businesses owners during and after the crisis to emerge stronger and resilient to withstand such possible future events.

Specific Objectives

1. To provide restaurant owners with the necessary knowledge and skills in managing a business.
2. To increase the awareness of teachers on the level of economic difficulties in restaurant business and so they could plan on how to integrate it in the school's curriculum.

Mechanics of Implementation

The result of this study and proposal shall be presented to the College of Technology and Allied Sciences, Local Government Units, and Restaurant Owners for their references, further recommendations, approval, and implementation. An orientation and dissemination will be conducted and to be attended by the school administrators, local government unit representative, and restaurant owners.

Schedule of Implementation

The dissemination and orientation of the training seminar will be implemented at the beginning of the school year 2022 – 2023 during the first week of September, first semester.

Persons Involved

College of Technology and Allied Sciences instructors and dean, campus director, local government unit representative, and restaurant owners.

Evaluative Measures

During the orientation of the training seminar, a report or giving of feedback may be done to determine the concerns, issues, gaps, and problems of the implementation.

Area of Concern	Objectives	Content	Strategies	Persons Involved	Time Frame	Budget	Output
Help address the restaurant owners in anticipating the effects of unexpected phenomena that would destruct their business through a training seminar.	To provide restaurant owners with the necessary knowledge and skills in managing a business.	Enhancing the skills of the restaurant owners in operation, supply chain, and mitigation measures with the cooperation of local government unit.	Lecture, demonstration, and multi-media presentations	Restaurant owners, local government unit representative, instructors in CTAS	The orientation will be on the 1 st week of September., 1 st Sem, A.Y. 2022-2023	P20,000.00	Developed strategic plan
	To increase the awareness of teachers on the level of economic difficulties in restaurant business and so they could plan on how to integrate it in the school's curriculum.	Teachers' preparation of training programs by having meetings and discussions for funding.	Making activity designs and schedules.	College Dean, Campus Director, CTAS instructors	The preparation will be on the 1 st week of September., 1 st Sem, A.Y. 2022-2023	P20,000.00	Competent hospitality management students

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APPENDICES

Appendix A

Research Questionnaire

LEVEL OF ECONOMIC DIFFICULTIES OF SELECTED RESTAURANT OWNERS IN CARMEN, BOHOL IN THE NEW NORMAL

Dear Ma'am & Sir:

We, the researchers are requesting for your full cooperation in responding to some information with regards to the economic difficulties of your restaurant. Your honest and sincere answers are greatly appreciated. Rest assured that all your answers will be held confidential and these shall be used only for the purpose of this research. Thank you very much.

The

Researchers

A. RESTAURANT OWNERS DEMOGRAPHIC PROFILE

Instruction: Please tick the box with your answer below.

Name (optional): _____

Age: (20 – 25)

(26 – 35)

(36 – 45)

(46 – 55)

(56 – 65)

Gender: Male

Female

Civil Status: Single
Married
Widow

Educational Attainment: Elementary level
High school level
College level
Out of school

NUMBER OF YEARS IN BUSINESS: (1-5 years)
(6-10 years)
(11-15 years)
(16-20 years)
(21 and beyond)

MONTHLY INCOME:

5,000-10,000
11,000-15,000
16,000-20,000
21,000-25,000
26,000-30,000
30,000 beyond

B. LEVEL OF ECONOMIC DIFFICULTIES IN THE NEW NORMAL

INSTRUCTION:

Please rate the difficulty you've encountered in the three dimensions given by ticking the box. Your honest and sincere answer will be highly appreciated. Thank you!

SURVEY SCALE:

5-Strongly Agree (*strongly applies to me*)

4-Agree (*slightly applies to me*)

3-Undecided (*neither agree nor disagree*)

2-Disagree (*doesn't applies to me*)

1-Strongly Disagree (*doesn't strongly applies to me at all*)

QUESTIONS	5	4	3	2	1
I. OPERATION					
• Adjusted the hours of operation					
• Decrease in orders					
• Experienced decrease in sales					
• Employee absence due to sickness					
• COVID-19 affects finance stability					
• Customers doubts sanitation					
• Problem with rent bills					
• Increase in labor costs					
• Downsizing of employees					

• Challenge in the transition to online marketing strategies.					
• Customer satisfaction					
• Delivery method and price mark-up					
• Problem in packaging					
II. SUPPLY CHAIN					
• Shortage of production materials.					
• Delay of stocks					
• Unavailability of some products due to the stop of production caused by COVID-19					
• Increase in prices of raw products which challenge price increase of goods offered					
III. MITIGATION MEASURES					
• Constant purchase of alcohol and thermal scanner					
• Reduced customer capacity					
• Area ventilation					
• Frequent disinfection					
• Social distancing stickers and table barriers					

**Appendix B
Letter**



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



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

Mission: BISU is 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. MACALOLOT, Ph. D.
Campus Director
BISU-Bilar Campus

Good day!

We, the fourth year students taking up Bachelor of Science in Hospitality Management at Bohol Island State University, Bilar Campus, Zamora, Bilar, Bohol presently conducting the thesis entitled “**LEVEL OF ECONOMIC DIFFICULTIES OF SELECTED RESTAURANT OWNERS IN CARMEN, BOHOL IN THE NEW NORMAL**” for the partial fulfillment of the subject.

In this connection, we would like to ask permission from your office to conduct this study.

Thank you very much and more power.

Respectfully yours,

(Sgd)MARK COMINADOR

(Sgd)KIM ESPINA

(Sgd)JUN REY JUMAWID

Student Researchers

Noted by:

(Sgd)HERSHEYLOU CABIG
Thesis Adviser

Recommending Approval:

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

Approved by:

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

Appendix C Computations

SoP1:

		AGE			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25	1	3.3	3.3	3.3
	26-35	7	23.3	23.3	26.7
	36-45	9	30.0	30.0	56.7
	46-55	9	30.0	30.0	86.7
	56-65	4	13.3	13.3	100.0
	Total	30	100.0	100.0	

		GENDER			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	7	23.3	23.3	23.3
	Female	23	76.7	76.7	100.0
	Total	30	100.0	100.0	

		CIVIL STATUS			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	5	16.7	16.7	16.7
	Married	23	76.7	76.7	93.3
	Widow/Widower	2	6.7	6.7	100.0
	Total	30	100.0	100.0	

CIVIL STATUS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Elementary Level	1	3.3	3.3	3.3
	High School Level	10	33.3	33.3	36.7
	College Level	19	63.3	63.3	100.0
	Total	30	100.0	100.0	

NUMBER OF YEARS IN BUSINESS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 yrs and below	18	60.0	60.0	60.0
	6-10 yrs	2	6.7	6.7	66.7
	11-15 yrs	3	10.0	10.0	76.7
	16-20 yrs	3	10.0	10.0	86.7
	21 yrs and above	4	13.3	13.3	100.0
	Total	30	100.0	100.0	

INCOME

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10,999 & below	13	43.3	43.3	43.3
	11,000-15,999	7	23.3	23.3	66.7
	16,000-20,999	2	6.7	6.7	73.3
	21,000-25,999	1	3.3	3.3	76.7
	26,000-30,999	4	13.3	13.3	90.0
	40,000 & above	3	10.0	10.0	100.0
	Total	30	100.0	100.0	

SoP2:

A. Operation	N	Mean	Std. Deviation	Interpretation	Rank
1. Adjusted the hours of operation	30	4.63	0.67	Very High	3
2. Decrease in orders	30	4.57	0.94	Very High	4
3. Experienced decrease in sales	30	4.80	0.61	Very High	2
4. Employee absence due to sickness	30	4.27	1.08	Very High	9
5. COVID-19 affects finance stability	30	4.83	0.75	Very High	1
6. Customers doubts sanitation	30	4.07	1.08	High	11
7. Problem with rent bills	30	4.20	1.03	Very High	10
8. Downsizing of employees	30	4.40	1.04	Very High	6
9. Increase in labor cost	30	4.07	1.08	High	12
10. Challenge in the transition to online marketing	30	4.30	1.02	Very High	8
11. Customer satisfaction	30	3.93	0.98	High	13
12. Delivery method and price mark-up	30	4.37	0.93	Very High	7
13. Problem in packaging	30	4.50	0.82	Very High	5
Mean	30	4.38	0.65	Very High	

B. Supply Chain	N	Mean	Std. Deviation	Interpretation	Rank
1. Shortage of production materials.	30	4.27	0.98	Very High	2
2. Delay of stocks	30	4.13	1.04	High	4
3. Unavailability of some products due to the stop of production caused by COVID-19	30	4.20	1.06	Very High	3
4. Increase in prices of raw products which challenge price increase of goods offered	30	4.53	0.57	Very High	1
Mean	30	4.28	0.79	Very High	

C. Mitigation Measures	N	Mean	Std. Deviation	Interpretation	Rank
1. Constant purchase of alcohol and thermal scanner	30	4.57	0.94	Very High	1
2. Reduced customer capacity	30	4.47	0.82	Very High	2
3. Area ventilation	30	4.07	1.08	High	4
4. Frequent disinfection	30	4.20	0.89	Very High	3
5. Social distancing stickers and table barriers	30	3.73	1.08	High	5
Mean	30	4.21	0.69	Very High	

Level of Economic Difficulties	N	Mean	Std. Deviation	Interpretation	Rank
A. Operation	30	4.38	0.65	Very High	1
B. Supply Chain	30	4.28	0.79	Very High	2
C. Mitigation Measures	30	4.21	0.69	Very High	3
Weighted Mean	30	4.32	0.63	Very High	

SoP3:**Age * Level of Economic Difficulty Crosstabulation**

Count

		Level of Economic Difficulty				Total
		D	U	A	SA	
Age	20-25	0	0	1	0	1
	26-35	0	1	2	4	7
	36-45	0	0	3	6	9
	46-55	0	1	1	7	9
	56-65	1	0	1	2	4
Total		1	2	8	19	30

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Decision	Result
Pearson Chi-Square	12.407 ^a	12	.414	Accept Ho	Insignificant
Likelihood Ratio	10.677	12	.557		
Linear-by-Linear Association	.049	1	.825		
N of Valid Cases	30				

a. 18 cells (90.0%) have expected count less than 5.
The minimum expected count is .03.

Gender * Level of Economic Difficulty Crosstabulation

Count

		Level of Economic Difficulty				Total
		D	U	A	SA	
Gender	Male	0	0	2	5	7
	Female	1	2	6	14	23
Total		1	2	8	19	30

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Decision	Result
Pearson Chi-Square	1.020 ^a	3	.796	Accept Ho	Insignificant
Likelihood Ratio	1.698	3	.637		
Linear-by-Linear Association	.695	1	.405		
N of Valid Cases	30				

a. 6 cells (75.0%) have expected count less than 5. The minimum expected count is .23.

Civil Status * Level of Economic Difficulty Crosstabulation

Count		Level of Economic Difficulty				Total
		D	U	A	SA	
Civil Status	Single	0	0	2	3	5
	Married	1	2	6	14	23
	Widow/Widower	0	0	0	2	2
Total		1	2	8	19	30

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Decision	Result
Pearson Chi-Square	2.238 ^a	6	.897	Accept Ho	Insignificant
Likelihood Ratio	3.344	6	.765		
Linear-by-Linear Association	.062	1	.804		
N of Valid Cases	30				

a. 10 cells (83.3%) have expected count less than 5. The minimum expected count is .07.

Educational Attainment * Level of Economic Difficulty Crosstabulation

Count

Count		Level of Economic Difficulty				Total
		D	U	A	SA	
Educational Attainment	Elementary Level	0	0	1	0	1
	High School Level	0	1	3	6	10
	College Level	1	1	4	13	19
Total		1	2	8	19	30

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Decision	Result
Pearson Chi-Square	3.880 ^a	6	.693	Accept Ho	Insignificant
Likelihood Ratio	4.071	6	.667		
Linear-by-Linear Association	.180	1	.671		
N of Valid Cases	30				

a. 9 cells (75.0%) have expected count less than 5. The minimum expected count is .03.

No. of years in business * Level of Economic Difficulty Crosstabulation

		Level of Economic Difficulty				Total
		D	U	A	SA	
No. of years in business	5 yrs and below	0	1	5	12	18
	6-10 yrs	0	0	1	1	2
	11-15 yrs	0	1	0	2	3
	16-20 yrs	0	0	2	1	3
	21 yrs and above	1	0	0	3	4
Total		1	2	8	19	30

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Decision	Result
Pearson Chi-Square	15.022 ^a	12	.240	Accept Ho	Insignificant
Likelihood Ratio	12.909	12	.376		
Linear-by-Linear Association	1.019	1	.313		
N of Valid Cases	30				

a. 19 cells (95.0%) have expected count less than 5. The minimum expected count is .07.

Income * Level of Economic Difficulty Crosstabulation

Count

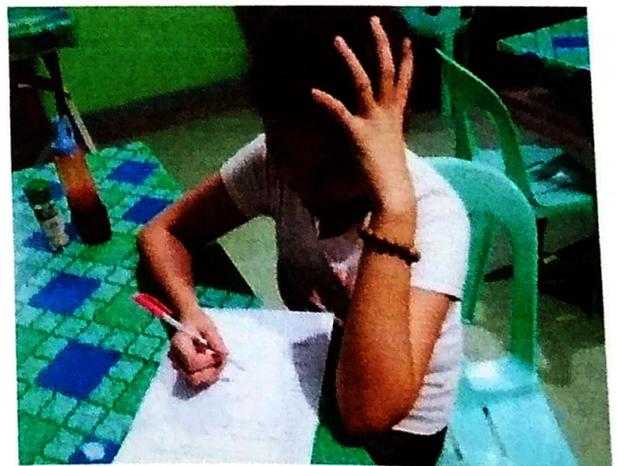
		Level of Economic Difficulty				Total
		D	U	A	SA	
Income	10,999 & below	1	1	3	8	13
	11,000-15,999	0	0	2	5	7
	16,000-20,999	0	0	1	1	2
	21,000-25,999	0	0	0	1	1
	26,000-30,999	0	1	1	2	4
	40,000 & above	0	0	1	2	3
Total		1	2	8	19	30

Chi-Square Tests

	Value	df	Asymp. Sig. (2- sided)	Decision	Result
Pearson Chi-Square	5.478 ^a	15	.987	Accept Ho	Insignificant
Likelihood Ratio	6.028	15	.979		
Linear-by- Linear Association	.039	1	.843		
N of Valid Cases	30				

a. 23 cells (95.8%) have expected count less than 5. The minimum expected count is .03.

Appendix D Documentation



RESEARCHER'S BIODATA

PERSONAL DATA

Name: Jun Rey S. Jumawid
Address: Poblacion Sur, Carmen, Bohol
Date of Birth: July 13, 2000
Civil Status: Single
Mother: Marie Fe S. Jumawid
Father: Jose O. Jumawid (+)



EDUCATIONAL ATTAINMENT

Elementary: Carmen East Central Elementary School (2011)
Secondary: St. Anthony's Academy of Carmen, Inc. (2018)
Tertiary: Bohol Island State University- Bilar Campus (present)
Bachelor of Science in Hospitality Management

RESEARCHER'S BIODATA

PERSONAL DATA

Name: Mark D. Comenador
Address: Zamora, Bilar, Bohol
Date of Birth: June 4, 1999
Civil Status: Single
Mother: Elma Comenador
Father: Marcelo Comenador



EDUCATIONAL ATTAINMENT

Elementary: Zamora Elementary School (2011)
Secondary: Bilar National High School (2018)
Tertiary: Bohol Island State University-Bilar Campus (present)
Bachelor of Science in Hospitality Management

RESEARCHER'S BIODATA**PERSONAL DATA**

Name: Kim G. Espina
Address: Cabacnitan, Bilar, Bohol
Date of Birth: April 27, 1997
Civil Status: Single
Mother: Rosalinda G. Espina
Father: Martiano S. Espina

**Educational Attainment**

Elementary: Cabacnitan Elementary School (2011)
Secondary: Bilar National High School (2018)
Tertiary: Bohol Island State University- Bilar Campus (present)
Bachelor of Science in Hospitality Management

