

**STATUS OF THE IMPLEMENTATION OF COVID-19 MEASURES BY
THE TOURISM ESTABLISHMENT IN CATIGBIAN, BOHOL**

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

**JOEY ALUBOG
NOEL AMBAIC
SHEILA MAE BAAAY**

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

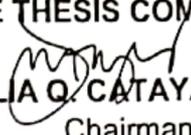
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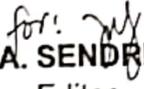
APPROVAL SHEET

This thesis entitled "STATUS OF IMPLEMENTATION OF COVID-19 MEASURES BY THE TOURISM ESTABLISHMENT IN CATIGBIAN, BOHOL" prepared and submitted by Joey T. Alubog, Noel L. Ambaic and Sheila Mae S. Baay in partial fulfillment 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.

THE THESIS COMMITTEE


NELIA Q. CATAYAS, PhD
Chairman


KEVIN B. GASATAN
Statistician

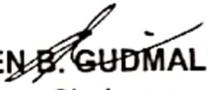

MELODINA A. SENDRIJAS, MAED
Editor


VAL VINCENT M. LOSARIA
Thesis Adviser


JERVILIZA A. ITEM
Internal Expert

Approved by the examining panel during the Oral examination conducted on February 2022 with the rating of 1.75.

EXAMINING PANEL


ARLEN B. GUDMALIN, PhD
Chairman


NELIA Q. CATAYAS, PhD
Member


RENANTE AVERGONZADO, PhD
Member


HERBERTO PIOLLO, MSMath
Member


VAL VINCENT M. LOSARIA
Member

Accepted and Approved as partial fulfillment of the requirements for the degree of Bachelor of Science in Hospitality Management.

February 2022
DATE OF ORAL DEFENSE


MARIETTA C. MACALOLOT, PhD
Campus Director

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ABSTRACT

The main thrust of the study was to determine the status of the implementation of COVID-19 measures by the tourism establishment in Catigbian, Bohol as well as the demographic profile of the of the participants in terms of age, gender, civil status, educational attainment, occupation and reason for visiting the site. The participants of the study were the 60 customers of Bet n Choy farm & resort, Katigbawan Resto and Elizabeth mountain View Flower Resort in Catigbian Bohol. The researchers used a descriptive type of research through the use of adapted survey questionnaire as an instrument. Weighted mean and percentage Distributions were used as statistical treatments. The result showed that majority of the respondents belonged to 21-30 with the highest percentage of 25%. Females got the highest percentage of 55%. With regards to the civil status, married got the highest percentage of 50%. As for educational attainment, majority of the respondents were high school level that has the highest percentage of 46.67% and as for job classification, no collar got the highest percentage of 45% (27). Moreover, the status of the implementation of COVID-19 measures by the tourism establishment in Catigbian, Bohol gathered an overall averaged weighted mean of 3.13 with the interpretation of rarely implemented. The researchers conclude that the management should develop new rules and policies to enhance and ensure that customers are safe and to lessen the spread of the virus.

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Chapter

THE PROBLEM AND ITS SCOPE

Rationale

Tourism is generally regarded as the act of travelling to a different location, for either business or pleasure purposes. However, it actually has quite a specific period at least 24 hours, but no longer than one year.

A tourist is generally only classed as such if they stay in overnight accommodation situated in the location they travel to. By its very nature, tourism involves a round trip, rather than travel in one direction only. With this in mind, the tourism industry refers to all aspects of the service industry that cater tourists.

From the Global Code of Ethics for Tourism (GCET), a fundamental frame of reference for responsible and sustainable tourism, we learn that the tourism industry is expected to take appropriate measures to ensure the health, safety and security of tourists by giving complete and honest information on a destination.

Moreover, business establishments play an important role in protecting and considering the safety and satisfaction of their customers. The management need to implement and take preventive measures in order to ensure the safety of their customers and employees especially in this time of pandemic. According to Zarrilli (2018) workplace and customer's safety is crucial, regardless of a business, its size or its industry. Without the proper safety measures in place, a company puts its employees, customers, brand reputation and revenues in danger. As the

pandemic rapidly strikes, economic activities are shut down and pandemic impact too many industries including the hospitality industry.

Hospitality industries struggles a lot due to the impact of community lockdown and travel restrictions. Some establishments operated and experienced the loss of revenues. In order to continue the operation despite the threat of the virus, establishments implemented safety guidelines and protective measures to ensure safety and prevent infection inside the establishment.

Meanwhile, despite the wide spread of the virus, there are still customers choose to visit hospitality establishments for some reason. In these matter, the company's main role is to ensure that the spread of the virus is prevented inside the establishment by providing guests safety protocols and implementing safety measures.

The aforesaid scenario prompted researchers to conduct the study to determine the safety measures implemented by tourism establishments in Catigbian, Bohol during the COVID-19 pandemic and propose an enhancement scheme based on the results of the study.

The researchers believed that the study is beneficial to tourists to improve their knowledge and awareness about Covid-19. It will also benefit to the tourism establishments of Catigbian, the guest and the people living near the sites and together with the LGU.

Literature background

The Department of Tourism (DOT) issued Memorandum Circular No. 2020-002 or the Health and Safety Guidelines Governing the Operations of Accommodations Establishments under the New Normal on May 22, 2020. Accommodation establishments must immediately report to the DOT Regional Office the following information every two weeks such as the number of the guests who have developed the symptoms of the illness, if any; and the number of guests who were transferred to the appropriate facility of any. Under the Section 5 of the memorandum, it states that guests must be provided with reminder cards, which may include the following: (1) No sharing of food or any personal or non-personal belongings; (2) Proper disposal of used PPE; (3) Mingling with occupants of other rooms are not encouraged; (4) Practice of proper hand washing etiquette/hand hygiene, respiratory etiquette, and proper use of face mask; and 5) Strict observance of Physical Distancing.

Republic Act No. 11469 Otherwise known as the Bayanihan to heal as one act (Bayanihan Act), which authorizes the President to exercise certain powers, for a limited time and subject to certain conditions, to implement the policies pursuant to the declaration of a state of national emergency over the entire Philippines due to the coronavirus 2019 (COVID-19) pandemic. Section 3 of Bayanihan to Recover as One Act states that the directing the DOT, to assist critically impacted business that are tourism enterprises, including tourism-oriented barangay micro business enterprises, cooperatives in the tourism-related activities organized other members of the informal sector in the tourism economy.

Republic Act No. 11332 An act Providing Policies and Prescribing Procedures on Surveillance and Response to Notifiable Diseases, Epidemics, and Health Events of Public Health Concern, and Appropriating Funds. Therefore, repealing for the Purpose Act No. 3573, Otherwise Known as the "Law on Reporting of Communicable Diseases. According to Fong et al., (2020) concluded that social distancing measures could be effective interventions to reduce transmission and mitigate the impact of an influenza pandemic, but "the evidence base for these base measures was derived largely from observational studies and simulation studies; thus, there overall quality of evidence is relatively low".

One theory that supports about safety is the Domino Theory developed by H.W. Heinrich (1931), a theory of accident causation and control that purports that all accidents, whether in a residence or a workplace environment, are the result of a chain of events. The chain of events consists of the following sequential factors: ancestry and social environment, an individual's mistake, an unsafe action and/or physical hazard, the actual accident, and an injury as the result of the preceding factors. These factors are described as dominoes, and the removal of any one of these five factors can prevent the accident.

Another theory is the Theories of Primary Prevention and Health Promotion by Morton M. Silverman (2003) stated that although there are a wide variety of interventions that may reduce the actual occurrence of a disease or disorder and thus in the most general sense are "preventive," not all of these efforts are appropriately labeled as prevention. Primary prevention should be accorded its own unique status, and secondary prevention given the more descriptive and

appropriate label of early intervention. Similarly, treatment also should be accorded the separate and unique status it requires, rather than simply being lumped as merely another form of prevention. The concept of prevention has often been used broadly to refer to many different types of interventions and actions aimed at alleviating all manners of distress, illness, dysfunction, and disease in both individuals and larger populations, as well as promoting health and optimum social functioning. Unfortunately, few well-intentioned practitioners or investigators make the effort to define their terms precisely or link outcomes to specific interventions in advance of implementing programs.

Protection Motivation Theory (PMT) by Rogers in 1975, describes how individuals are motivated to react in a self-protective way towards a perceived health threat. Rogers expected the use of PMT to diversify over time, which has proved true over four decades. The purpose of this paper is to explore how PMT can be used and expanded to inform and improve public safety strategies in natural hazards. PMT can be useful for achieving other-directed human protection.

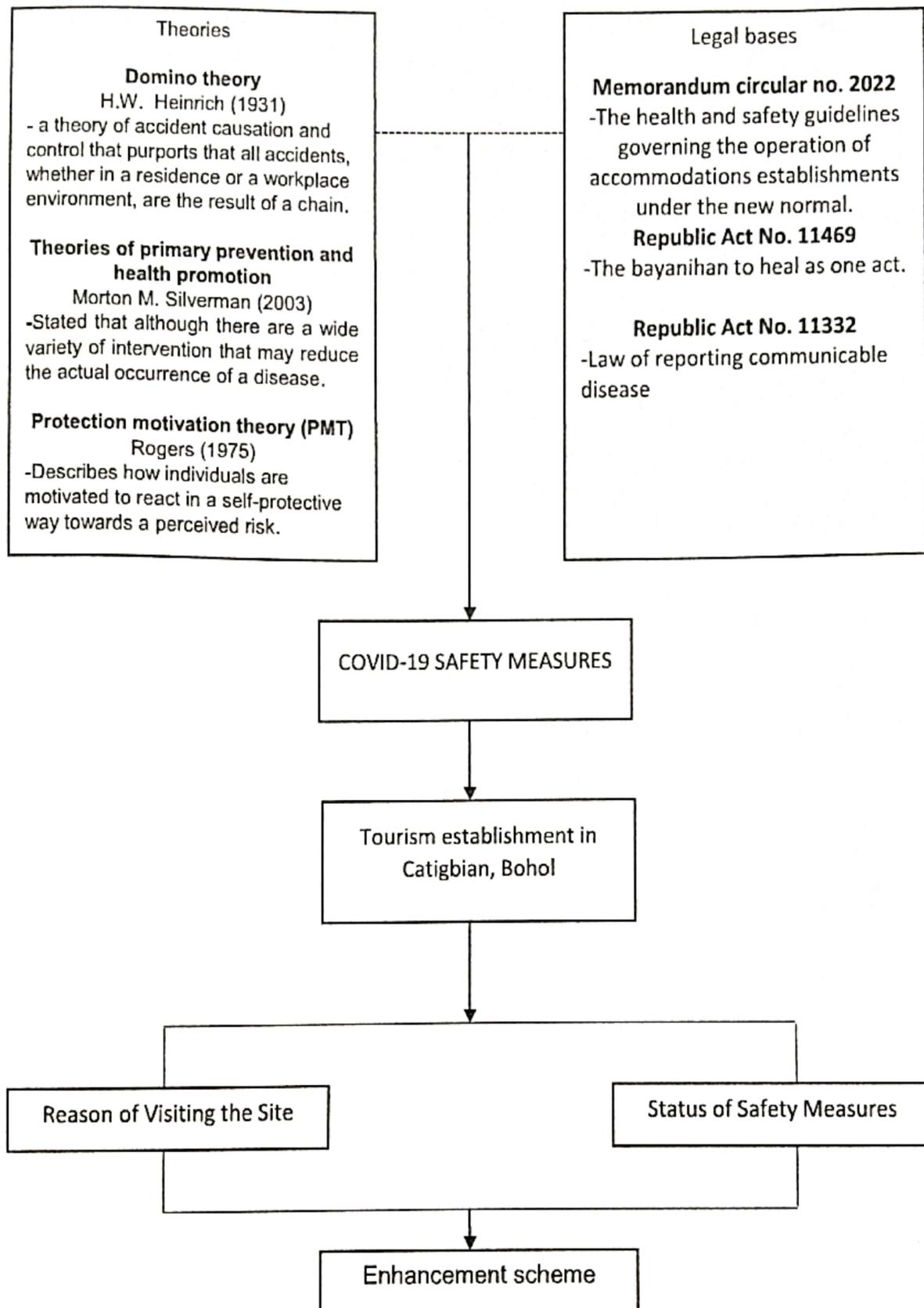


FIGURE 1: THEORITICAL AND CONCEPTUAL FRAMEWORK

Tourism and hospitality industry thrive on the patterns of visitations and a considerable effort are placed by decision makers attract visitors to support sector and enhance the multiplier effect from the industry. But due to the ongoing situation travel restrictions are being observe at national and international levels. These travel bans, boarder closures events, cancellations, quarantine requirements and fear of spread, have placed extreme challenges on tourism sectors (Gossling et al., 2020a, b). Air travel, for instance, has been regarded as an amplifying and accelerating factor for influenza (Browne et al., 2016) and these segments has witnessed significant curtailments as the need of personal safety and survival has become pivotal (Nicola et al., 2020).

It has also prominently reduced the need for leisure travel and the search for hedonistic getaways. Despite the enormous blow, the sector is salvaging resources and ways to maintain afloat for now, be it sturdier negotiations with suppliers for accommodation bookings when visiting tourism destinations. Correspondingly, accommodation providers have extended support, mostly at some price, for those needing isolation during quarantine period and to those who are involved in treating COVID patients and cannot return to their usual place of residence.

Social distancing is usually defined as the practice of maintaining a greater than usual physical distance from other people or avoiding direct contact with people or objects in public places to minimize exposure and reduce the transmission of an infection. The Centers of Disease Control and Prevention (CDC) define social distancing as practices for reducing the frequency and

closeness of contact between people in order to decrease the risk of transmission of disease. Although the term social distancing continues to be used, the World Health Organization initiated the use of “physical distancing” in spring 2020 because it more accurately reflects the practices involved given that digital technology has enabled people to be socially connected without being physically in the same room or space with other people.

Tourism is termed as a complicated psychological process (Cutler and Carmichael, (2010) and the impacts of SARS are also primarily psychological in nature (Wen et al., 2005). The former SARS outbreak was spread across different countries including China, Hongkong, Taiwan, Canada, Singapore and many more.

Environmental impacts of tourism are comparatively lesser in number and seem to have been majorly conducted in mountain destinations or island countries.

Ideally, successful sustainable tourism development should involve various government departments, public and private sector companies, community groups, and experts (Wahab & Pigram, 1998). It will be difficult to make progress in the tourism sustainability without direct, and resolute involvement of policy makers in destination management (Brendehaug, et al., 2016). It should be noted that, although it is the Government (at its different levels) that is able to develop public policies to incorporate sustainability into tourism management, it requires collaboration of all stakeholders to ensure their successful implementation and development (Sanchez & Fernandez, 2014). Collaboration, coordination, decentralization, and participation as well as information, is regarded as important

parameters for successful sustainable tourism policy (Pforr, 2004).

Hygiene and sanitation remained a recurrent sub-theme throughout the responses be it about foreseeable consumer behavior or learnings for the industry and educators or trainers. The issue of hygiene has been well documented in the tourism and hospitality literature (Jauhari, 2010, 2009; Tripathi et al., 2010). Hospitality management must consider wearing mask mandatory until a sustained solution, for instance the most contemplated solution to COVID-19 is achieved. Irrespective type of operations, managers must consider creating dedicated task forces among employees to address hygiene issues and related training and awareness creation. The need of national standards also resonates with the recommendations made by Wen et al., (2005). One such standards practice could be mandatory temperature checking and its record keeping at the entry and exit points of work places and institutions. The notion of retaining optimism and hopes of the revival remained high. This was particularly visible with the responses pertaining to the manpower development. This viewpoint of the expert, where they must have observed the highs and lows in the industry. Although COVID-19 presents an unprecedented case before all the sectors, in that the reduced demand and revenues are obvious consequences which can resonate with the previous crises that also had detrimental effects.

According to Fong et al., Mahtani et al., and Rashid et al., (2020) in their research, they identified three systematic reviewers that provide information on the effectiveness of social distancing measures to help reduce virus transmission, the social and economic costs of such measures, and acceptance of the measures

among the general public. Knowledge on social distancing has been obtained from clinical and epidemiologic studies, studies based on mathematical modeling of virus spread, as well as through personal clinical experiences about the impact of social distancing measures.

Rashid et al., (2020) stated that the overall quality of the evidence is not strong and that most social distancing measures, and acceptance of the measures among the general public were found to be moderately effective.

Similarly, Mahtani et al., (2020) said that "although limited, the best available evidence appears to support social distancing measures as a means of reducing transmission and delaying spread" and concluded that "staggered and cumulative implementation of these interventions may prove most effective". In their research, they emphasized that the timing and duration of such measures were critical. All residents and domestic tourists must wear face masks, face shields, wash hands regularly and practice proper social distancing especially in public establishments. This is to help reduce the risk of community transmission of COVID-19 disease (WHO, 2020).

THE PROBLEM

Statement of the Problem

The main thrust of the study was to determine the COVID-19 safety measures by tourism establishments of Catigbian Bohol.

Specifically, the study aimed to answer the following:

1. What is the profile of the respondents in terms of:
 - 1.1 age;
 - 1.2 gender;
 - 1.3 civil status;
 - 1.4 educational attainment;
 - 1.5 occupation?
2. What are the tourist's reason in visiting the site?
3. What is the status of the safety measures implemented by tourism establishments in Catigbian Bohol during the COVID-19 pandemic?
4. What enhancement scheme can be proposed based on the result of the study?

Significance of the study

The result of the study would be beneficial to the following:

Tourism industry. The study helps tourism industry implement safety measures and ensure the safety of customer, staffs and the whole tourism industry.

Guest. This would be beneficial to the guests/tourists to ensure their safety during their stay hence, enjoy their stay with less worries.

Government. The study would benefit the government thus ensuring economic growth. It also helps the government in preventing and lessening of the transmission of the virus.

Future researchers. This study would serve as a reference for future studies related to this research.

RESEARCH METHODOLOGY

Design

The study used a descriptive type of research through the use of self-made survey questionnaire. This method was appropriate in determining the -19 safety measures applied by the tourism establishments in Catigbian Bohol.

Environment and Participants

The study was conducted at the Municipality of Catigbian Bohol. Catigbian is an interior town north of Balilihan and west of Carmen. It is located 35 kilometers (22 mi) North of Tagbilaran. Catigbian is an interior town North of Balilihan, south of Sagbayan and Tubigon, east of San Isidro and west of Batuan. Catigbian is a landlocked municipality in the island province of Bohol. The subject of the study are the tourism establishments of Catigbian Bohol namely Bet N Choy farm & resort, Elizabeth mountain view flower resort and Katigbawan Resto. The three establishments were chosen by the researchers because some of the establishments are temporally closed.

Bet n Choy farm is a mountain resorts with pools and slides. Bet n Choy farm

&resort is located at barangay Pobacion Catigbian Bohol. It is owned by Ex-Mayor Roberto 'Bert' Salinas, PN (Ret). The resort offers common spaces such as swimming pools, cottages, playground for kids, long obstacles courses, maze that doubles as an exhibition of animals, extensive water slides, animals' sanctuaries and many more.

Elizabeth Mountain view flower resort is located at Mahayag Norte Catigbian Bohol. It is owned by the Municipal Mayor of Catigbian Honorable Mayor Elizabeth Mandin. 50 pesos is the regular entrance fee while 40 pesos is for senior citizen. The resort is composed of 3 hectares' fresh flowers with different variety, 800 steps on hillside, watch tower (view deck) overlooking the beauty of the entire paradise.

Katigbawan resto is located at the front of Catigbian public market. The resto offers different kinds traditional of dishes like dinuguan, humba, paklaw, menudo and many more. The resto also offers beverages. The study was conducted during the 1st semester of the school year 2021-2022.

MAP OF CATIGBIAN

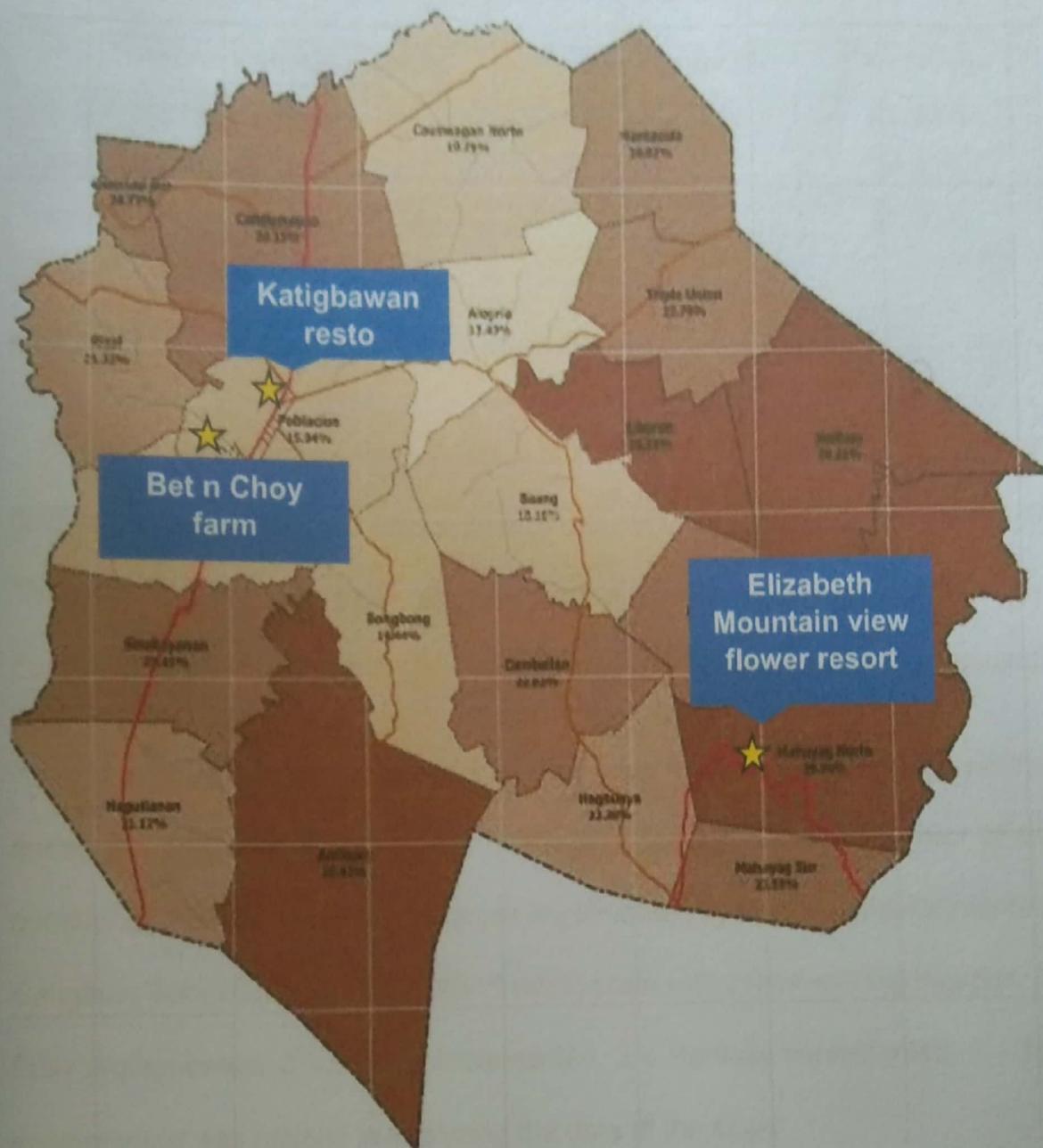


Figure 2. Map of Catigbian

The participants of the study were the customers of Bet n Choy farm & resort, Elizabeth Mountain view flower resort and Katigbawan Resto located at Catigbian Bohol. The researchers used convenience sampling to identify the number of participants needed to take part in the study.

Total number of respondents

Table 1. Distribution of respondents

Tourism Establishments	Respondents	Percentage
Bet n' Choy farm & resort	20	33.33%
Katigbawan Resto	20	33.33%
Elizabeth Mountain View Flower Resort	20	33.33%

Instrument

To facilitate the gathering of data, a self-made questionnaire referred to IATF guidelines was used by the researchers to collect the important data for this study. The questionnaire was being checked by the statistician to ensure its validity. Further, pilot testing on the use and effectiveness of the instrument was conducted.

The questionnaire was divided into two parts composing of several questions, Part one is the profile of the participants. The second part of the questionnaire was the safety measures implemented by tourism establishments of Catigbian Bohol during the COVID-19 rating scale with corresponding legends: 4– Fully implemented, 3 – Rarely implemented, 2 – Partially implemented, 1 – Not implemented was utilized in analyzing the data of the study.

Procedure

The researchers asked permission and approval from the campus director, with the recommendation of the dean of College of Technology and Allied Sciences (CTAS) for the conduct of the study. The researchers also wrote a request letter

asking for the approval of the tourism establishment to conduct the study in the site. Given the approval, the researchers conducted the study by distributing the questionnaires to the tourist of Bet n Choy Farm & Resort, Elizabeth Mountain View Flower Resort and Katigbawan Resto who are the respondents of the study. During the conduct of the study, strict observance and health protocols must be implemented.

Statistical Treatment

In interpreting the data, the researchers emphasized the following statistical formula:

Frequency and percentage were used to organize and summarize the profile of the respondents using the formula:

Formula:

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

Where:

P (%) = is the percent

f = respondent's frequency

n = no. of respondents

Weighted mean was also used to determine COVID-19 safety practices by tourism establishments of Catigbian Bohol.

Formula:

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

Where:

WM – Weighted Mean

f_4 – Frequency of response for Fully Implemented

f_3 – Frequency of response for Rarely Implemented

f_2 – Frequency of response for Partially Implemented

f_1 – Frequency of response for Not Implemented at all

n – no. of respondents

After getting the average weighted mean, the researchers will interpret the result using the following scale.

Qualification description:

Scale	Range	Interpretation
4	3.26 – 4.00	Fully Implemented
3	2.51 – 3.25	Rarely Implemented
2	1.76 – 2.50	Partially Implemented
1	1.00 – 1.75	Not implemented at all

OPERATIONAL DEFINATION OF TERMS

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

COVID-19 - is an infectious disease caused by newly discovered Corona virus most people infected with the covid-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment.

Implementation – it is an act or instance of implementing something, the process of making something active or effective. The execution or practice of a plan, a design, or a method and standard or policy for doing something.

Pandemic- is define as an epidemic occurring world wide area crossing international boundaries and usually affecting a large number of people. The classical definition includes nothing about immunity, virology or disease severity.

Safety Measures- This are the activities and precaution taken to improve business and reduce the risk related to human health. An action, procedure or contrivance design to lower the occurrence of risk of injury, loss and danger to person, property or the environment.

Tourism Establishment- This pertains Bet n' choy farm and resort, Elizabeth Mountain view flower resort and Katigbawan Resto.

Tourist- Refers to a person who is travelling or visiting a place for pleasure. Also refers to anyone who travel to places other than the one in which is his habitual residence, outside of their everyday environment.

CHAPTER 2

PRESENTATION OF DATA AND ANALYSIS OF FINDINGS

This chapter deals with the presentation, analysis, and interpretation of data collected through the questionnaire answered by the 60 respondents who were the customers of tourism establishments in Catigbian, Bohol. The study was conducted during 1st semester of the school year 2021-2011, alert level 2 of COVID-19 in Bohol. The table illustrates the responses on the problem of the study which determined the profile of the respondents in terms of age, gender, civil status, educational attainment, reason for visiting the site, and occupation which classified into collar jobs for easier way in presenting the data. Moreover, the table also illustrates the status of safety measures implemented by tourism establishments in Catigbian Bohol during the COVID-19 pandemic.

Table 1 shows the demographic profile respondents in terms of age, gender, civil status, and educational attainment, occupation, and reason for visiting the site. Majority of the respondents belonged to 21-30 (25%) age bracket and the lowest belong to the (81-90) 1.67% age bracket. Out of 60 respondents (33) 55% were females and (27) 45% were males. In connection with this, Katherine LaGrave (2021) stated that, 56% of leisure travelers are women and over the past five years' women makes close to 85% of all travel decisions: when to fly, where to stay and what to see. With regards to the civil status, married got the highest percentage 50% (30), followed by single with (24) 40%, widow with (5) 8.33% while separated got the lowest percentage of (1) 1.67%. As for educational

attainment, majority of the respondents were high school level that has a percentage of 46.67% (28). As for job classification, no collar got the highest percentage of 45% (27). It implies that most of the respondents are 21-30 years old, female, married, and high school graduate.

Table 1
Demographic Profile of the Respondents
n=60

Socio – Demographic	Characteristics	Frequency	Percentage
Age	Below 20	10	16.67
	21-30	15	25.00
	31-40	11	18.33
	41-50	11	18.33
	51-60	6	10.00
	61-70	6	10.00
	71-80	0	0
	81-90	1	1.67
Sex	Male	27	45.00
	Female	33	55.00
Civil Status	Single	34	68.00
	Married	16	32.00
	Widow	5	8.33
	Separated	1	1.67
	Educational Attainment	Elementary	11
	High School	28	46.67
	College	8	13.33
	Graduate and Post Graduate	13	21.67
Job Classification	No Collar	27	45.00
	Pink Collar	7	11.67
	White Collar	3	5.00
	Blue Collar	23	38.33

Table 2 represents the reason of the guest for visiting the tourism sites in Catigbian Bohol. The table reveals that lunch got the highest frequency of 19 (31.67 %). Followed by birthday with 16 (26.67 %), leisure with 13 (21.67 %), picture taking 5 (8.32 %), bonding and flower seeing with both 3 (5.00 %),

sightseeing with 2 (3.33 %), lastly vacation, buy food and family gathering with 1 (1.67 %).

Table 2
Reason for visiting the site
n=60

Reasons for visiting the site		
Characteristics	Frequency	Percentage
Birthday	16	26.67
Bonding	3	5.00
Leisure	13	21.67
Vacation	1	1.67
Flower Seeing	3	5.00
Sight Seeing	2	3.33
Lunch	19	31.67
Buy Food	1	1.67
Picture Taking	5	8.32
Family Gathering	1	1.67

Table 3 shows the result of the survey to the status of safety measures implemented by tourism establishments of Catigbian Bohol during the covid-19. The item "wearing of face mask" got the highest average weighted mean of 3.87 followed the item by "the surrounding/site is clean and sanitize with the average weighted mean of 3.67. while "fill up of health declaration form" got the lowest highest average weighted mean 2.15. With this, the table revealed that the status of safety measures implemented by tourism establishments of Catigbian Bohol during the covid-19 are rarely implemented with the grand mean of 3.13. Based from the result of this study, tourism establishments of Catigbian Bohol implement the safety measures and safety protocols to prevent the spread of the COVID-19 virus.

Table 3
Status of Safety Measures Implemented by Tourism Establishments of
Catigbian Bohol During the Covid-19
n = 60

ITEMS	Weighted Mean	Descriptive Interpretation	Rank
1. Wearing of face mask.	3.87	Fully Implemented	1
2. Wearing of face shields.	2.50	Partially Implemented	17
3. Maintaining social distancing at least 1 meter apart.	3.58	Fully Implemented	6
4. Temperature check.	2.90	Rarely Implemented	12
5. Contact tracing.	2.70	Rarely Implemented	13
6. Fill up of health declaration form.	2.15	Partially Implemented	18
7. Sanitizing mats in the entrance.	2.95	Rarely Implemented	11
8. The surrounding/site is clean and sanitize.	3.68	Fully Implemented	2
9. Disinfection of cottages	3.28	Fully Implemented	9
10. Disinfection of snack bars	2.62	Rarely Implemented	16
11. Table and setting arrangements are set at least 1meter distance in between.	3.00	Rarely Implemented	10
12. Handwashing areas are provided by soap and hand sanitizer.	3.42	Fully Implemented	8
13. Continuous water supply for hand washing and other sanitizer purposes.	3.50	Fully Implemented	7
14. Comfort rooms are clean and sanitize.	3.60	Fully Implemented	5
15. Spitting everywhere are strictly prohibited.	3.65	Fully Implemented	3
16. Proper waste disposal.	3.63	Fully Implemented	4
17. Warning sign are placed in risky areas.	2.68	Rarely Implemented	14
18. Covid-19 protective equipment should be provided.	2.65	Rarely Implemented	15
Overall Weighted Mean	3.13	Rarely Implemented	

Indicators:

Range	Description
3.26 – 4.00	Fully Implemented
2.51 – 3.25	Rarely Implemented
1.76 – 2.50	Partially Implemented
1.00 – 1.75	Not Implemented all

Chapter 3

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

This chapter presents the summary of this study, the findings, the conclusions formulated and recommendations offered based on the findings of the study.

The information in this study was gathered as a result of investigation on the COVID-19 safety measures by the tourism establishments in Catigbian, Bohol. It aimed to find out the demographic profile of the customers in terms of age, civil status, gender, educational attainment, their occupation, and their reason for visiting the site; status of safety measures implemented by tourism establishments of Catigbian Bohol during the COVID-19; and produce a proposed enhancement scheme to strengthen the implementation of safety measures in all establishments in order to ensure safety and prevent the spread of the COVID-19 VIRUS.

The participants in this study were 20 customers from each of the three tourism establishments in Catigbian, Bohol, with a total of 60 customers. With the help of the questionnaire, the descriptive survey approach was used. The questionnaires were designed to identify the safety measures taken by Catigbian Bohol's tourism establishments during the COVID-19, as well as to formulate and propose an enhancement scheme to assist and enhance the tourism establishment's safety measures.

After the data were analyzed and interpreted the researchers came up with the following findings;

Summary of Findings

This study revealed that the 60 respondents were mostly 21-30 years old, were female and married. In the terms of educational attainment, most of them were high school graduate. Lunch and birthday celebration were most common reasons why customers visited the sites.

The status of safety measures implemented by tourism establishments of Catigbian Bohol during the covid-19 was rarely implemented.

Conclusions

Based on the findings of the study, the researcher comes up with the following conclusions:

The researchers came with the conclusion that during the COVID-19 pandemic, the status of safety measures implemented by tourism establishments in Catigbian, Bohol did not implement strictly the safety measures. Since safety precautions are rarely implemented, tourism establishments should develop new rules and policies to enhance and ensure that customer safety and create new policies to protect the safety of their sites and prevent the virus from spreading.

Recommendations

Based on the result of the study, the researchers arrived with the following recommendations.

The tourism establishment of Catigbian, Bohol may:

1. Comply with and update new protocols in accordance with (WHO) World Health

Organization, Department of Health (DOH), and Department of Tourism (DOT) requirements.

3. Temperature checking must strictly be implemented using a temperature scanner or temperature gun.
4. The management should provide health declaration form in the entrance of the hotel as it can be used as contact tracing.
5. Conduct staff orientations and lectures on current issues and what to do to ensure the safety of both employees and customers.
6. The establishments must always monitor and observe 1-meter distance tables and seating arrangements at all times.

STATUS OF THE IMPLEMENTATION OF COVID-19 MEASURES BY THE TOURISM ESTABLISHMENTS IN CATIGBIAN, BOHOL

Rationale

Tourism is generally regarded as the act of travelling to a different location, for either business or pleasure purposes. Business establishments play an important role in protecting and considering the safety and satisfaction of their customers. The management need to implement and take preventive measures in order to ensure the safety of their customers and employees especially in this time of pandemic.

As the pandemic rapidly strikes, economic activities are shut down and pandemic impact too many industries including the hospitality industry. Hospitality industries struggles a lot due to the impact of community lockdown and travel restrictions. Some establishments implemented safety guidelines and protective measures to ensure safety and prevent infection inside the establishment.

General Objectives

This proposed enhancement scheme aims to enhance Catigbian, Bohol's tourism establishment in implementing safety measures during the COVID-19.

1. to ensure guest safety;
2. to keep the COVID-19 virus from spreading

Mechanic of Implementation

The proposed strategies will be presented to the tourism establishments of

Catigbian, Bohol as well as the Municipal mayor for further analysis and approval of implementation. The comments and suggestions of those authorities will be taken into consideration for improvement.

Schedule of Implementation

The researchers strongly advice that these strategies be implemented between July and December 2022.

Person's involved

To achieve the goals of this enhancement scheme, the Catigbian LGU's, Municipal Mayor, Catigbian, Bohol tourism establishments, and tourist must all be involved.

Evaluation Measure

With the assistance of Catigbian, Bohol's tourism establishments, proposed enhancement scheme will be implemented through the scheduled time frame and even continuously after by the managements in charge. The researchers may conduct follow-up and monitoring the proposed action plan, as well as proper evaluation and investigation.

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

**ENHANCEMENT SCHEME TO IMPROVE TOURIST COVID-19 SAFETY
MEASURES**

Areas of concern	Objectives	Activities	Person Responsible
Mandatory Face shield	To ensure the safety of the establishments and to prevent the COVID-19 virus from spreading.	Provide personnel to strictly check if the guest is wearing face shields.	<ul style="list-style-type: none"> • Tourist • Employee • Management
Declaration form	To ensure that all guest is monitor according to their health condition.	Provide health forms in the entrance of the establishment	<ul style="list-style-type: none"> • Tourist • employee
Warning sign	To provide awareness to guest.	Hire personnel to place warning signs.	<ul style="list-style-type: none"> • Hired personnel • Management
Covid-19 protective equipment	To protect and prevent the transmission of the virus.	Buy proper equipment that can be used by staffs.	<ul style="list-style-type: none"> • Management • employees

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APPENDICES



APPENDIX A QUESTIONNAIRE



Republic of the Philippines
Central Visayas
Region VII
Bohol Island State University
Zamora Bilar, Bohol

Safety measures implemented by tourism establishments of Catigbian Bohol
during the Covid-19

To our dear Respondents: Please read the following and identify the appropriate responses for each question or any suggestions/recommendation. There's no such correct or wrong answer, feel free to respond. All your response will be in private. Your response to these questionnaires will be used for academic purposes. We will not ask for solicitation or any kind.

-
Researchers

Part 1. PARTICIPANTS PROFILE

NAME: (optional) _____

AGE

- below 20 Yrs. Old
- 21-30 Yrs. Old
- 31-40Yrs. Old
- 41-50 Yrs. Old
- 51-60 Yrs. Old
- 61-70 Yrs. Old
- 71-80 Yrs. Old.
- 81-90 Yrs. Old
- 90-100 Yrs. old

CIVIL STATUS

- Single
- Married
- Widowed
- Divorce
- Separated

EDUCATIONAL ATTAINMENT

- Elementary
- High school
- College
- Graduate and post graduate

GENDER

- Male
- Female

OCCUPATION: _____

2. REASON FOR VISITING THE SITE?

Part 3. WHAT IS THE STATUS OF SAFETY MEASURES IMPLEMENTED BY TOURISM ESTABLISHMENTS OF CATIGBIAN BOHOL DURING THE COVID-19.

Instruction: Please put a check (/) on your chosen answer.

Legend:

Rating Scale	Description
(4) -Fully implemented	– The components are permanently and strictly implemented at all times.
(3) -Rarely implemented	– The components are implemented in a poor manner.
(2) -Partially implemented	– The components are temporarily implemented and not fully utilized.
(1) -Not implemented at all	– There is no sign of implementation observed.

I. Customers Safety	Fully implemented 4	Rarely implemented 3	Partially implemented 2	Not implemented 1
1. Wearing of face mask.				
2. Wearing of face shields.				
3. Maintaining social distancing at least 1 meter apart.				
4. Temperature check				
5. Contact tracing				
6. Fill up of Health declaration form.				
7. Sanitizing mats in the entrance.				
8. The surrounding/site				

are clean and sanitized.				
9. Disinfection of cottages (if any), amenities and other surfaces.				
10. Disinfection of snack bars (if there is a snack bar available).				
11. Table and seating arrangements are set at least 1-meter distance in between.				
12. Handwashing areas are provided by soap and hand sanitizer.				
13. Continuous water supply for hand washing and other sanitizer purposes.				
14. Comfort rooms are clean and sanitized.				
15. Spitting everywhere are strictly prohibited.				
16. Proper waste disposal.				

17. Warning sign are placed in risky areas.				
18. PPE (proper protective equipment) are used by the employees.				

Others please specify: _____

Sources:

"Health and safety guidelines governing operations of accommodation establishment under new normal"

DOH (Department of Health)

http://www.tourism.gov.ph/news_features/NewNormalforAEs.aspx <https://doh.gov.ph/COVID-19/FAQs#:~:text=DOH%20advises%20the%20public%20to,is%20wellcooked>

17. Warning sign are placed in risky areas.				
18. PPE (proper protective equipment) are used by the employees.				

Others please specify: _____

Sources:

"Health and safety guidelines governing operations of accommodation establishment under new normal"

DOH (Department of Health)

http://www.tourism.gov.ph/news_features/NewNormalforAEs.aspx <https://doh.gov.ph/COVID-19/FAQs#:~:text=DOH%20advises%20the%20public%20to,is%20wellcooked>



APPENDIX B

LETTERS

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



Vision: A premier S & T university for the formation of a world – class and virtuous human resource for the sustainable development in Bohol and the country.
Mission: BISU is a committed to provide quality higher education in the arts and sciences, as well as in the professional and technological fields; undertake research and development of Bohol and the country.

COLLEGE OF TECHNOLOGY AND ALLIED SCIENCES (CTAS)

October 13, 2021

MARIETTA C. MACALOLOT, Ph. D.
 Campus Director

Madam:

Good day!

The undersigned are fourth year college student taking up Bachelor of Science in Hospitality Management at Bohol Island State University, Bilar Campus, Zamora, Bilar, Bohol presently conducting the thesis entitled, "**STATUS OF THE IMPLEMENTATION OF COVID-19 MEASURES BY THR TOURISM ESTABLISHMENT IN CATIGBIAN, BOHOL**" as a requirement for graduation.

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

Thank you and more power.

Respectfully yours,

(Sgd.) **JOEY T. ALUBOG**
 (Sgd.) **NOEL L. AMBAIC**
 (Sgd.) **SHEILA MAE S. BAAY**

Noted By:

(Sgd.) **VAL VINCENT M. LOSARIA**
 Thesis Adviser

Recommending Approval:

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

Approved By:

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



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



Date: October 13, 2021

Thesis Committee Member

Madam/Sir:

The undersigned has the honor to request your approval as member of the committee for the thesis of the undergraduate students as their requirements of the degree BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT.

TITLE

STATUS OF THE IMPLEMENTATION OF COVID-19 MEASURES BY THR TOURISM ESTABLISHMENT IN CATIGBIAN, BOHOL

The candidate has been instructed to have consultation with you about the above title. Kindly make the necessary recommendations to have a successful research output.

Thank you for your assistance on this matter.

Very truly yours,

NELIA Q. CATAYAS
 Chairperson, DHMIT

CONFORM:

Name of Faculty	Committee	Signature
1. VAL VINCENT M. LOSARIA	Adviser	_____
2. KEVIN GASATAN	Statistician	_____
3. JERVILIZA A. ITEM	Internal Expert	_____
4. MELODINA A. SENDRIJAS	Editor	_____



COVER LETTER OF THE QUESTIONNAIRE

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



Dear Respondents,

Greetings!

The undersigned students of Bohol Island State University (BISU) Bilar Campus with the course of Bachelor of Science in Hospitality Management is conducting an action research entitled "**STATUS OF THE IMPLEMENTATION OF COVID-19 MEASURES BY THR TOURISM ESTABLISHMENT IN CATIGBIAN, BOHOL**".

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

We sincerely request your cooperation by answering the questionnaires honestly.

Thank you very much.

Respectfully Yours,

JOEY T. ALUBOG

NOEL L. AMBAIC

SHEILA MAE S. BAAY

APPENDIX C
Raw Data
Demographic Profile of tourist

Respondent No.	Age	Gender	Civil Status	Educational Attainment	Occupation	Reason for visiting the site
1	2	2	1	3	1	1
2	2	1	2	2	2	2
3	2	1	1	3	2	2
4	6	2	3	4	3	1
5	4	1	2	2	2	3
6	1	2	1	2	2	4
7	1	2	1	1	3	1
8	1	2	1	1	3	1
9	1	1	1	2	3	1
10	3	2	2	4	3	1
11	1	2	1	2	3	1
12	5	2	2	4	4	1
13	4	2	2	4	1	1
14	8	2	3	1	3	3
15	3	2	1	2	2	1
16	4	2	2	4	4	1
17	4	1	2	4	2	1
18	2	2	1	4	3	1
19	2	2	5	3	3	1
20	1	2	1	1	3	1
21	2	2	1	3	3	3
22	3	2	1	1	3	5
23	6	2	2	4	3	5
24	4	2	2	1	2	5
25	6	2	2	2	3	6
26	5	2	2	1	2	6
27	3	2	2	2	2	9,10
28	3	1	2	1	2	3
29	4	1	2	2	2	3
30	3	1	2	2	2	3
31	5	1	2	2	2	9
32	3	1	2	2	2	3
33	1	1	1	2	3	3
34	1	1	1	2	3	3
35	3	2	2	4	4	3,9
36	3	2	2	4	1	3

37	4	1	2	2	2	9
38	1	1	1	2	3	3
39	2	1	1	3	3	3
40	2	1	1	3	3	9
41	5	1	1	1	2	7
42	2	2	1	2	2	7
43	2	1	1	4	4	7
44	5	1	2	2	2	7
45	6	1	2	2	2	7
46	5	1	2	2	2	7
47	6	1	2	2	2	7
48	2	1	1	3	3	7
49	1	2	1	2	3	7
50	6	2	3	1	3	7
51	3	1	2	2	2	8
52	4	2	2	4	4	7
53	2	1	1	2	3	7
54	3	2	2	2	1	7
55	4	2	3	2	3	7
56	2	2	2	4	1	7
57	2	2	1	4	1	7
58	2	1	2	1	3	7
59	4	1	2	2	2	7
60	4	2	3	2	4	7

Legend:**AGE**

- 1= below 20 Yrs. Old
- 2= 21-30 Yrs. Old
- 3= 31-40Yrs. Old
- 4= 41-50 Yrs. Old
- 5= 51-60 Yrs. Old
- 6= 61-70 Yrs. Old
- 7= 71-80 Yrs. Old
- 8= 81-90 Yrs. Old
- 9= 90-100 Yrs. old

EDUCATIONAL ATTAINMENT

- 1= Elementary
- 2= High school
- 3= College
- 4= Graduate and post grad

GENDER

- 1= Male
- 2= Female

CIVIL STATUS

- 1= Single
- 2= Married
- 3= Widowed
- 4= Divorce
- 5= Separated

OCCUPATION/JOB CLASSIFICATION

- 1= Pink Collar
- 2= Blue Collar
- 3= No Collar
- 4= White Collar

**STATUS OF SAFETY MEASURES IMPLEMENTED BY TOURISM ESTABLISHMENTS OF CATIGBIAN BOHOL
DURING THE COVID-19**

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18
4	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	1
4	2	4	4	4	4	4	4	3	4	3	3	3	4	4	4	1	3	3
4	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
4	2	4	4	4	1	4	4	4	4	4	4	4	4	4	4	3	4	4
4	1	4	4	4	4	4	3	3	3	4	3	4	4	3	4	4	4	1
4	4	4	4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	4
4	1	4	4	4	4	4	4	3	3	4	3	4	4	4	4	4	4	1
4	1	4	4	4	4	4	4	3	4	3	4	4	4	4	4	4	4	1
4	3	3	3	2	2	3	4	3	3	4	3	4	4	3	4	4	3	3
4	2	3	3	3	2	2	4	4	4	4	4	4	4	4	4	4	4	4
3	3	3	4	4	3	3	3	3	4	4	4	4	4	4	4	3	3	3
4	4	4	3	4	2	2	4	3	2	4	4	4	4	4	4	4	4	1
4	4	3	3	4	4	3	4	4	3	4	3	4	4	4	3	4	4	2
4	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	1
4	1	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	1
4	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	1
3	1	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4

4	2	2	4	2	2	2	2	2	2	1	2	2	2	2	2	2	1
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
4	3	3	3	4	4	4	4	4	3	4	3	3	4	4	4	3	3
4	4	4	3	4	4	4	4	3	1	3	2	4	4	3	1	2	4
4	4	4	3	3	1	3	4	3	1	4	4	4	3	2	4	3	3
3	4	4	4	3	2	4	4	3	1	3	2	3	3	4	3	4	3
4	4	2	4	2	1	1	4	2	1	4	4	4	4	4	1	4	3
4	3	4	1	3	1	1	4	3	1	4	4	4	4	4	4	4	2
4	1	4	1	1	1	1	3	4	3	1	3	3	4	4	4	4	1
4	1	4	1	1	1	1	4	3	3	3	4	4	4	4	2	4	1
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4	4	4	4	4	1	3	2	3	1	4	4	4	4	4	4	4	1
4	2	2	2	2	2	2	2	2	2	2	3	3	4	4	2	3	4
4	3	3	4	4	3	4	4	4	2	3	4	3	3	4	2	3	4
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4	4	3	4	3	2	3	3	3	1	3	4	4	3	4	2	4	4
4	4	3	4	3	2	3	4	4	1	3	3	3	3	3	2	3	3
4	4	4	4	3	1	3	4	3	1	3	2	3	3	3	1	3	3
3	4	4	3	4	1	1	4	4	1	3	4	4	4	3	2	4	3

4	4	3	4	4	4	2	3	4	3	1	3	3	4	3	2	3	3
4	2	4	1	1	1	1	4	4	3	4	4	3	4	4	1	3	3
4	2	4	1	1	1	2	4	3	2	4	4	3	4	4	1	4	4
4	2	4	3	3	1	4	4	4	4	4	4	4	4	4	2	4	4
3	2	3	3	2	2	3	3	2	2	2	2	2	2	3	2	2	2
4	3	3	2	1	1	2	4	3	3	4	2	2	1	3	2	2	1
4	3	4	2	2	2	4	4	3	3	4	4	4	4	4	4	4	1
4	1	4	1	1	1	4	4	4	4	4	4	4	4	4	3	4	1
3	2	4	1	1	1	2	4	4	3	4	3	4	4	4	3	4	1
4	2	4	3	4	1	4	4	4	2	4	4	4	4	4	1	4	2
4	1	4	1	1	1	3	4	2	3	4	3	2	4	4	1	3	2
4	2	4	2	1	1	2	4	3	2	4	4	4	4	4	2	4	3
4	4	4	4	4	1	4	4	4	1	1	3	4	4	4	1	4	4
4	1	3	2	2	1	3	3	4	2	4	4	4	3	4	2	4	3
4	2	4	2	2	1	3	4	3	3	4	4	4	4	4	1	3	3
4	3	3	3	4	2	3	3	4	2	1	3	4	3	4	4	4	3
4	3	3	2	1	2	3	3	3	3	4	3	3	4	3	3	2	2
4	1	4	3	1	1	3	4	3	2	4	4	4	4	4	1	3	3
4	1	4	2	1	1	2	4	3	2	4	4	4	4	4	1	4	3
4	2	4	1	1	1	2	4	4	2	4	4	4	4	4	4	4	4

2	4	4	1	1	2	1	3	2	2	4	4	3	3	3	3	3	3	3	3
4	2	3	1	1	1	3	4	4	2	4	3	4	4	4	4	1	4	4	4
4	2	4	1	2	1	2	4	4	2	4	2	4	4	2	4	1	4	4	3

LEGEND:

NOT IMPLEMENTED AT ALL 1

PARTIALLY IMPLEMENTED 2

RARELY IMPLEMENTED 3

FULLY IMPLEMENTED 4

APPENDIX D
PHOTO DOCUMENTATION



