

# **EMPLOYERS FEEDBACK ON JOB PERFORMANCES OF THE BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT GRADUATES FROM 2012-2016 OF GUIMARAS STATE COLLEGE**

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## **ABSTRACT**

This study was conducted to determine the employers' feedback on job performances of the Bachelor of Science in Hotel and Restaurant Management Graduates from 2012-2016 of Guimaras State College. The researchers made use of descriptive research design. The researchers administered the questionnaires through an online survey and personal survey with the assistance of the employed graduates. The respondents of the study were the employers of the BSHRM graduates from 2012-2016 of Guimaras State College. The researchers utilized a researcher made questionnaire. The data collected were sorted and tabulated based on the requirement of the study. The data gathered were processed through Statistical Package for Social Sciences (SPSS Version 17) and analyzed by gathering the mean, percentage, and frequency. Results revealed that most of the respondents were males, age ranging from 21 to 30 years old, married, bachelor's degree holder, supervisors, have 1 to five years of services and majority work on Hotels and Business firms. Further, BSHRM graduates performed very satisfactory sense of responsibility, workmanship and attitude/behavior towards their work as employees when assessed by their managers and supervisors. There were no significant differences in the level of performance of the graduates when categorized as to age, sex, civil status, length of service, position, educational attainment, and industry affiliation.

**Keywords:** employers feedback, job performances, BSHRM graduates

## **INTRODUCTION**

### **Background of the Study**

Bachelor of Science in Hotel and Restaurant Management is a degree that provides knowledge, skills, attitude, and abilities to students who will become a part of the hospitality industry. This program is geared towards providing students with necessary and appropriate capabilities to become more productive in their chosen field and to be able to provide quality services that are required by the customers. The program contains subjects that will address the needs of different sectors in the hospitality industry, such as culinary, front office, tourism, resort and hotel operations, and food and beverage services. Its primary concentration is on the development of practical and management skills which are achieved through the combination of theoretical classes, practicum exercises, and experiential learning. Graduates of this course are expected to possess managerial skills to be able to plan, organize and lead the day to day operation of the establishments. The program also helps students to develop effective communication and interpersonal skills which are essential in establishing positive employer, employee and customer relations. (<http://www.finduniversity.ph/majors/bs-in-hotel-and-restaurant-management-philippines/>, Retrieved on March 28, 2017)

Since the competition of looking for a job in this generation is very close, the graduates should make sure that they have the package and equipped themselves with what is expected by the hospitality establishments. The industry by this time is growing and paving its way in the business world and in order to be qualified, graduates should be highly competitive in order to impress their target employers.

In a report released by the Asian School of Hospitality Arts (ASHA), the leading hospitality school in the Philippines, the local industry is expected to grow 11 percent this year, which is also the figure provided by the Asian Tourism Association. With this growth, more five-star hotels and restaurants would need additional hotel, food and beverage managers, baristas and hospitality staff. These are supervisory and skilled positions which Filipinos are qualified to fill in. ASHA director Angie Blanco said Filipinos are most sought-after when it comes to these positions. Top five-star hotels hire more from the Philippines because Filipinos are

highly qualified, trustworthy and hard-working. Filipinos are more qualified because most are HRM (Hotel and Restaurant Management), graduates.

In the Philippines, improvements in the tourism industry generated close to 3 million additional jobs, according to the data released by the National Statistical Coordination Board (NSCB). As of May 2010, a total of 48,048 jobs were generated in Central Philippines, Metro Manila and Tagaytay alone. The hospitality outlook in the Philippines remains bright, says Blanco, as private investors continue to have a bullish attitude in the country. Blanco said domestic tourism alone hiked 2009 air traffic by about 25 percent. OAG, a reputable body monitoring the global air industry, shows that seat capacity increased by 9 percent or an additional 1.2 million to a total of 15.3 million seats in Asia-Pacific alone. Worldwide, seat capacity increased by 6 percent and added 20.5 million seats to a total 335.5 million. Lodging demands in the first quarter of 2010 increased by 5.3 percent over the first quarter of 2009. Blanco says if this trend continues, expect the hospitality and leisure-related job market to further improve in the next few years. In fact, Blanco added, 2011 will see a 7.8 percent growth in the industry. —The employment of hotel management staff is expected to grow just as fast as the average managerial position for all sectors through 2014. More opportunities are predicted to be available because many experienced managers will be leaving the industry to pursue other interests or through retirement. The better and higher education that is obtained, the more plentiful the opportunities will be (<http://www.zipravel.it/philippines/ph/news/view/id.1842/>, Retrieved on March 28, 2017)

Employers consider many aspects of the applicants and try to match them to the requirement of a particular job because the specific job depends on an individual's qualifications (Dittmer & Griffin, 1997). They should, therefore, attempt to assess all of an applicant's attributes. Employers also seek employees who take the initiative and have the motivation to get the job done in a reasonable period of time. This is where quality measure comes in to have check and balance on the outputs and outcomes of the performance (Dotong, & Laguador, 2015). A positive attitude gets the work done and motivates others to do the same without dwelling on the challenges that inevitably come up in any job. It is the enthusiastic employee who creates an environment of good will and who provides a positive role model for others. A positive attitude is something that is most valued by supervisors and co-workers and that also makes the job more pleasant and fun to go to each day (Teijeiro, et al., 2013). In order to assess the job performances of the BSHRM Graduates of Guimaras State College, the researchers have come up this research study.

### **Statement of the Problem**

This study was conducted to determine the job performance of BSHRM graduates for the Academic Year 2013-2016 as perceived by their employers. Specifically, this study aimed to find answers to the following questions: (1) What is the profile of the respondents when classified according to age, sex, civil status, length of service, educational attainment, position, and industry affiliation? (2) What is the level of performance of the BSHRM graduates as assessed by their managers or supervisors in terms of responsibility, workmanship and behavior/ attitude? (3) Is there a significant difference between the level of performance of the graduates as assessed by the employers when they are categorized to age, sex, civil status, length of service, educational attainment, position, and industry affiliation?

## METHODOLOGY

This employer's feedback study used the descriptive research design wherein according to Shuttleworth, it is a scientific method which involves observing and describing the behavior of a subject without influencing it in any way. The respondents will be informed on the purpose of the study and were invited to participate in the survey with the assurance that the data provided in the survey will be treated with utmost confidentiality and will solely be used for the purpose of this research. The researchers administered the questionnaires through an online survey and personal survey with the assistance of the employed graduates. The respondents of the study were the employers of the BSHRM graduates of Guimaras State College, Academic Year 2012-2016. The assessment of job performance were the last four consecutive years 2012-2013, 2013-2014, 2014-2015 and 2015-2016. The respondents were classified according to age, sex, civil status, length of service, and position and educational attainment and industry affiliation. To gather the needed data for the study, the researchers utilized a researcher made questionnaire with reference to the BSHRM research study (2012) (BSHRM Work Performance as perceived by their supervisors) and BSBA research study (Supervisors' Performance towards Job performance of Bachelor of Science in Business Administration Graduates. The questionnaire was composed of two parts; Part one, solicited the personal data of the respondents. Part two, for the data obtain the employers feedback on the job performance of the BSHRM graduates. This questionnaire was already validated before the conduct of the study that has been a reference for this research. The data collected were sorted, and tabulated based on the requirement of the study. The data gathered were processed through the Statistical Package for Social Science (SPSS Version 17) and analyzed by gathering the mean, percentage, frequency, and ANOVA

## RESULTS AND DISCUSSIONS

Data in Table 1 shows the profile of the respondents when categorized as to age, sex, civil status, and highest educational attainment. Results revealed that majority of the BSHRM Graduates have ages ranging from 21 to 30 years old. Which is why it can be gleaned in the result that majority of them were already married. Moreover, male respondents were dominated by their female counterparts. Furthermore, almost of them attained bachelor's degree.

Table 1. Profile of the Respondents when categorized as to variables

Particulars	Frequency	Percent
Age		
21 to 30 years old	13	40.6
31 to 40 years old	11	34.4
41 to 50 years old	3	9.4
51 to 60 years old	5	15.6
Total	32	100.0
Sex		
Male	13	40.6
Female	19	59.4
Total	32	100.0
Civil Status		
Single	11	34.4
Married	21	65.6
Total	32	100.0
Highest Educational Attainment		
Bachelor's Degree	31	96.9
Master's Degree with Doctorate Units	1	3.1
Total	32	100.0

Data in Table 2 shows the profile of the respondents when categorized as to length of service, position, and Industry affiliation. Result showed that majority of them was working for 1 to 5 years. Moreover, it was good to note that most of the graduates were employed as supervisor and working at the Hotel. As stated in GSC Mission –Guimaras State College is committed to provide access to relevant and quality education and advocate sustainable development], it means that this College achieved in providing excellent and efficient graduates for customer's satisfaction.

Table 2. Profile of the Respondents when categorized as to variables

Particulars	Frequency	Percent
Length of Service:		
1 to 5 years	22	68.8
6 to 10 years	6	18.8
11 to 15 years	4	12.5
Total	32	100.0
Position Title:		
Housekeeping Supervisor	2	6.3
Restaurant Manager	2	6.3
Employer	3	9.4
Coast Guard Chief	2	6.3
Food Handler	1	3.1
Pharmacist	1	3.1
Total	32	100.0
Industry Affiliation:		
Hotel	6	18.8
Restaurant	5	15.6
Fast Food Chains	5	15.6
Cruise lines	3	9.4
Government Agencies	3	9.4
Business Firms	6	18.8
OFW	4	12.5
Total	32	100.0

Table 3 shows the level of performance of the BSHRM graduates as assessed by their managers or supervisors in terms of responsibility, workmanship and behavior/attitude. In terms of responsibility, results showed that BSHRM graduates know the purpose of their job and what is required to accomplish and how it contributes to the objectives of the department. Additionally, they proceed on assigned work voluntarily, do more than the assigned share of work or task, and readily accepts the suggestions of their manager/supervisor. In terms of workmanship, respondents were cooperative and easy to work with. Additionally, they were enthusiastic and perform their jobs without relying to the others. This means that they were approachable and passionate with their job.

In terms of behavior/attitude, respondents were honest and reliable in carrying out instructions. Moreover, they show respect to those who are in authority, clients and fellow employees. This implies that BSHRM graduates were trustworthy and possess good attitude.

Table 3. Level of performance of the BSHRM graduates as assessed by their managers or supervisors in terms of responsibility, workmanship and behavior/ attitude

The employee . .	N	Mean	SD	Interpretation
<b>A. Responsibility</b>				
Knows the purpose of the job and what is required to be accomplished and how it contributes to the objectives of the department.	32	4.03	.47	Very Satisfactory
Has the ability and effectiveness in prioritizing his/her job.	32	3.84	.52	Very Satisfactory
Do more than the assigned share of work or task.	32	3.78	.66	Very Satisfactory
Demonstrates willingness to perform unassigned tasks when needed.	32	3.66	.65	Very Satisfactory
Proceeds on assigned work voluntarily and readily accepts the suggestions.	32	3.84	.68	Very Satisfactory
Over-all	32	3.83	.41	Very Satisfactory
<b>B. Workmanship</b>				
Is enthusiastic while doing the job.	32	3.94	.56	Very Satisfactory
Requires less supervision.	32	3.71	.61	Very Satisfactory
Is cooperative and easy to work with.	32	4.00	.57	Very Satisfactory
Perform certain task without relying to others.	32	3.84	.63	Very Satisfactory
Informs the appropriate person with his late, absent or unable to complete the task assigned.	32	3.09	.69	Satisfactory
Over-all	32	3.73	.40	Very Satisfactory
<b>C. Behavior/Attitude</b>				
Is honest and reliable in carrying out instructions.	32	4.09	.53	Very Satisfactory
Shows punctuality at all times.	32	3.47	.76	Very Satisfactory
Shows respect to those who are in authority, clients and fellow employees.	32	4.00	.57	Very Satisfactory
Shares acquired skills with others.	32	3.94	.62	Very Satisfactory
Exhibits sense of loyalty.	32	3.69	.54	Very Satisfactory
Over-all	32	3.84	.37	Very Satisfactory

Scale: 1.00-1.80, unsatisfactory; 1.81-2.60, barely satisfactory; 2.61-3.40, satisfactory; 3.41-4.20, very satisfactory; 4.21-5.00, outstanding

Data in Table 4 shows the difference among responsibility, workmanship, and behavior/attitude of the respondents as assessed by their managers and supervisors in terms of age, sex, civil status, and educational attainment. Result showed that the level of significance were greater than 0.05 which means that there were no significant differences among their responsibility, workmanship, and behavior in terms of age, sex, civil status, and educational attainment. This means that regardless of their ages, sexes, civil statuses, and educational attainment their responsibility, workmanship and behavior do not vary.

Table 4. Differences among responsibility, workmanship, and behavior/attitude

Particulars		df	F	Sig.	Interpretation
Responsibility * Age	Between Groups	3	.40	.75	Not Significant
	Within Groups	28			
	Total	31			
Workmanship * Age	Between Groups	3	.11	.95	Not Significant
	Within Groups	28			
	Total	31			
Behavior/Attitude * Age	Between Groups	3	.49	.69	Not Significant
	Within Groups	28			
	Total	31			
Responsibility * Sex	Between Groups	1	.49	.49	Not Significant
	Within Groups	30			
	Total	31			
Workmanship * Sex	Between Groups	1	.01	.93	Not Significant
	Within Groups	30			
	Total	31			
Behavior/Attitude * Sex	Between Groups	1	.24	.63	Not Significant
	Within Groups	30			
	Total	31			
Responsibility * Civil Status	Between Groups	1	.02	.90	Not Significant
	Within Groups	30			
	Total	31			
Workmanship * Civil Status	Between Groups	1	.05	.82	Not Significant
	Within Groups	30			
	Total	31			
Behavior/Attitude * Civil Status	Between Groups	1	.05	.82	Not Significant
	Within Groups	30			
	Total	31			
Responsibility * Educational Attainment	Between Groups	1	2.02	.17	Not Significant
	Within Groups	30			
	Total	31			
Workmanship * Educational Attainment	Between Groups	1	3.16	.09	Not Significant
	Within Groups	30			
	Total	31			
Behavior/Attitude* Educational Attainment	Between Groups	1	.98	.33	Not Significant
	Within Groups	30			
	Total	31			

$\alpha < 0.05$  level of significance

Table 5 shows the differences among responsibility, workmanship, and behavior/attitude of the respondents as assessed by their managers and supervisors in terms of their length of service, position, and industry. Results revealed that there were no significant differences among their responsibility, workmanship, and behavior in terms of length of service, position, and industry.

Table 5. Differences among Responsibility Workmanship Behavior/Attitude

		df	F	Sig.	Interpretation
Responsibility * Length of Service	Between Groups	2	1.04	.37	Not Significant
	Within Groups	29			
	Total	31			
Workmanship * Length of Service	Between Groups	2	.79	.46	Not Significant
	Within Groups	29			
	Total	31			
Behavior/Attitude * of Length Service	Between Groups	2	1.56	.23	Not Significant
	Within Groups	29			
	Total	31			
Responsibility * Position Title	Between Groups	10	1.40	.25	Not Significant
	Within Groups	21			
	Total	31			
Workmanship * Position Title	Between Groups	10	1.76	.13	Not Significant
	Within Groups	21			
	Total	31			
Behavior/Attitude * Position Title	Between Groups	10	1.72	.14	Not Significant
	Within Groups	21			
	Total	31			
Responsibility * Industry	Between Groups	6	1.27	.31	Not Significant
	Within Groups	25			
	Total	31			
Workmanship * Industry	Between Groups	6	1.47	.23	Not Significant
	Within Groups	25			
	Total	31			
Behavior/Attitude * Industry	Between Groups	6	1.03	.43	Not Significant
	Within Groups	25			
	Total	31			

$\alpha < 0.05$  level of significance

## CONCLUSION

Based on the study, almost half of the number of respondents was aging 21 to 30 years old, at least half of the number of respondents was females, majority of the respondents were married, majority of the number of respondents was bachelor's degree holders, almost number of the respondents was supervisors, majority of the number of respondents rendered 1 to 5 years of length of service, and almost number of the respondents was working in hotels and in business firms. BSHRM graduates performed very satisfactory sense of responsibility, workmanship and attitude/behavior towards their work as employees when assessed by their managers and supervisors. Furthermore, there were no significant differences among the level of performance of the graduates as assessed by the employers when they are categorized to age, sex, civil status, length of service, and position and educational attainment and industry affiliation.

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