Research Article

CAPTURING GUEST EXPERIENCES ON PANDEMIC MEASURES ENFORCED BY SELECTED HOTELS IN TAGAYTAY CITY: BASIS FOR AN ENHANCED HEALTH AND SAFETY MANAGEMENT FRAMEWORK

Dr. Rowel R. Paras, *Shan Exequiel Vesagas, Jancen Oreta and Justine Santos

De La Salle University - Dasmariñas DBB-B City of Dasmariñas Cavite Philippines 4115

Abstract

This study investigates the impact of pandemic measures enforced by selected hotels in Tagaytay City, Philippines, in response to the COVID-19 pandemic. The research assesses the implementation of health and safety management system elements, demographic profiles of both guests and employees, and their perceptions of these measures. Findings reveal differences in perception between employees and guests, emphasizing the importance of tailored communication strategies and comprehensive training. Recommendations include improving employee satisfaction, customizing safety measures for different age groups, aligning with government guidelines, and promoting responsible tourism practices to enhance the overall health and safety flow for three-star hotels in Tagaytay City. This study contributes to the ongoing discussion of pandemic measures' impact on the hospitality industry in a post-COVID-19 world.

Keywords: Parakāya Praveśam, Samyamam, Abhinaya, Triguṇās, Trikaraṇa, Anukararaṇa

INTRODUCTION

The COVID-19 pandemic struck the world's economy devastatingly. With no countries able to escape its impact, many businesses were forced to shut down, leaving millions of workers unemployed. Chudik et al. (2020), stated that this global recession will be long-lasting posing formidable challenges to policymakers and to the empirical analysis of its direct and indirect effects within the interconnected global economy. In the Philippines, a substantial number of COVID-19 cases are observed. In fact, it is according to the COVID-19 Data Repository by the Center for Systems Science and Engineering (CSSE) at Johns Hopkins University that a total of 3.69 million cases were reported since the beginning of the pandemic until today. As a result of the exponential growth of these cases, the economy was weakened by the virus. Hotels are no exceptions as they are one of the fields that took a heavy loss when the pandemic struck. Conversely, in a study conducted by Dube (2020), the author stated that walk-in guests dropped to zero in many countries as governments across the world instituted social distancing initiatives, movement restrictions, and lockdowns. Thus, in order to thrive in a grieving economy, considerations were made and applied. With that being said, the study reports the considerations enforced by the hospitality industry to its overall operations that have led to the success of hotels in Tagaytay City, Province of Cavite. A province is known for its strength in tourism campaigns. Emphasis is regarded on the hotels that followed such considerations which allowed them to continue their operations. As has been noted, the study is intended to present a uniform understanding of the considerations as well as other approaches applied by the hospitality industry for the COVID-19 pandemic. This study was developed through literature searches of previous studies, reviews of existing government documents, newspapers, and columns posted online across the country that has related information regarding the topic.

*Corresponding Author: *Shan Exequiel Vesagas,*
De La Salle University - Dasmariñas DBB-B City of Dasmariñas Cavite Philippines 4115.

Specifically, it aims to seek answers to the safety protocols for the guests before, during, and after their stay and the disinfection routine for cleaning frequently touched surfaces. Additionally, if these considerations are enforced, this study also aims to find out if there is an observed change in the number of COVID-19 cases since the operations modifications. This study mainly aims to determine the level of implementation of health and safety pandemic measures, of the selected three-star hotel in Tagaytay City as a basis for the development of an enhanced health and safety flow. According to the DOT, in order to receive a Three-star and Four-star rating, businesses must earn between 551 and 700 and 701 to 850 points, as they provide a higher level of hospitality and service (Calleja, 2014). Specifically, to present the profile of the participants, there will be two categories: the guests or customers and the employees. All of the said participants shall be asked about their sex, age, civil status, residence, educational attainment, and monthly income level to find out the general demographics of the participants. The level of implementation of health, safety, and pandemic measures in terms of policy, organizing planning, performance, and control shall be determined, testing the significant difference between the ratings of the respondents in determining the level of implementation of health and safety management system elements according to respondent's category, recommendations for enhancing health and safety flow shall also be done following the results of the survey.
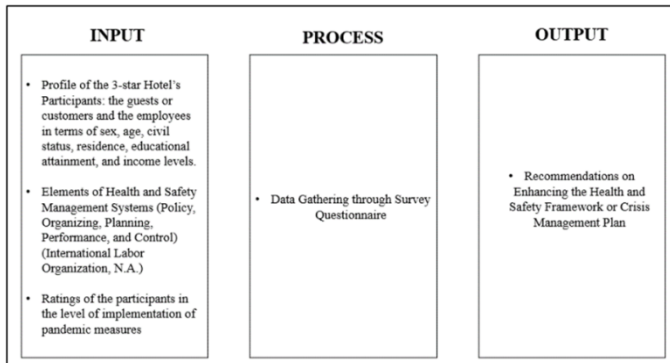
Research Paradigm

Figure I show the conceptual framework that the researchers used as a guide to determine the different variables needed in conducting this study. Using the Input Process Output (IPO) model, the Input is composed of the following variables:

1. Profile of 3-star Hotels' Participants: the guests or customers, the employees, and the managers of the selected hotels; and
2. The Five (5) Phases of Crisis and Disaster Risk Reduction Management (International Labor Organization, N.A.)

For the process of data gathering, a survey will be conducted through a Survey Questionnaire. As for the research Output, recommendations for enhancing the health and safety framework and crisis management plan will be developed based on the findings [1].

INPUT	PROCESS	OUTPUT
• Profile of the 3-star Hotel's Participants: the guests or customers and the employees in terms of sex, age, civil status, residence, educational attainment, and income levels. • Elements of Health and Safety Management Systems (Policy, Organizing, Planning, Performance, and Control) (International Labor Organization, N.A.) • Ratings of the participants in the level of implementation of pandemic measures	• Data Gathering through Survey Questionnaire	• Recommendations on Enhancing the Health and Safety Framework or Crisis Management Plan

Statement of the Problem

1. What is the profile of the participants which are guests or customers in terms of:
a. Sex
b. Age
c. Civil Status
d. Residence
e. Educational Attainment
f. Monthly Income Level

2. What is the profile of the participants which are the employees in terms of:
a. Sex
b. Age
c. Civil Status
d. Residence
e. Educational Attainment
f. Monthly Income Level
g. Years of Service in the Current Workplace

3. What is the level of implementation of pandemic measures of the selected three-star hotel in terms of the following health and safety management system elements?
a. Policy
b. Organizing
c. Planning
d. Performance
e. Control

4. Is there any significant difference between the ratings of the employees and guests in determining the level of implementation of pandemic measures according to the health and safety management system elements?

5. Based on the findings of the study, what enhanced health and safety flow can be proposed?

Statement of Hypotheses

Based on the specific research problem number four (4) the null hypothesis is formulated: There is no significant difference between the ratings of the employees and guests in the level of implementation of pandemic measures according to the health and safety management system elements.

LITERATURE REVIEW

Hospitality Industry of the Philippines

The local hospitality industry in every destination site plays a pivotal role in the patronization of the tourism sector of the local economy. Hospitality establishments are the providers of accommodation and tourism services in any municipality, which is proportional to the potential growth of vast opportunities for expansion of the industry, Among the most prominent and biggest luxury hospitality providers are the City of Dreams, Solaire, and Okada in Parañaque. The Resorts World in Pasay is one of the top contenders, too. In fact, as of October 2019, tourism in the country is a PHP 22 trillion strong industry and generates more than 12% of the GDP (Dimaandal, 2019). On the other hand, it is according to the Department of Tourism (DOT) Secretary Bernadette Romulo-Puyat, the industry also employs about 5.4 million people under various sectors such as accommodations and transportation. Gador (2019) explained that the presence of various factors in these hospitality establishments, and others motivated the tourists to visit the locality and avail the products and overall operations by the business establishments have an enormous impact on the sustainability of the local hospitality industry that afforded benefits to the local people, primarily through the provision of an alternative source of income and jobs. Furthermore, at the time, he stated that there were minimal challenges that hindered the smooth operations of these hospitality establishments and a potential threat to their continued business existence was insignificant. Equally important, customer satisfaction and loyalty were observed with the sample in a study conducted by Enriquez Magkasi, & Caballero (2014). Results of the study concluded that physical and human resource dimensions were given very satisfactory ratings in customer satisfaction while positive word-of-mouth ranked the highest among the moderately loyal ranking in customer loyalty. The previous data given just goes to show the impeccable status of the hospitality industry in the Philippines. To seal the success, data published by the Philippine Statistics Authority (2019), it is stated that a total of 28,932 establishments in the formal sector of the economy were engaged in accommodation and food service activities, reflecting the patronization of such businesses and its thriving nature in the country.

COVID-19 in the Philippines

The novel coronavirus 2019. furtherly known as a novel coronavirus (SARS-CoV-22 is responsible for the severe acute respiratory syndrome (SARS) and its fatalities that occurred not only in the Philippines but worldwide. Believed to have originated from China, cases have been transported to the Philippines with its first case documented in January 2020 (Edrada et al, 2020). Two months later, in March of the same year, the cases went to 633 with 183 coming from the National Capital Region of Manila San Lazaro Hospital (SLH), located in Manila, which took the first and primary hits of the said pandemic.

Indeed, the Philippine response to COVID-19 has been described as the longest lockdown the world has witnessed. To fight the spread of the virus, utilizing and expanding the powers of the state's law enforcement apparatus was enforced. Hapal (2021) described this method as informed by deep-seated class prejudices and Duterte's authoritarian tendencies".

Duterte was the President of the Philippines at the time of the pandemic. According to Vallejo & Ong (2020), at the early stages of the virus, upon the recommendation of the Health Secretary. President Rodrigo R Duterte issued Proclamation 922, declaring a state of national emergency due to the threat of COVID-19. This proclamation was on March 8, 2020. The Secretary of Health was appointed as the head of the Inter-agency. Task Force for Emerging Infectious Diseases (LATF-EID). Assistance in the implementation of quarantine and other measures to address the spread of disease was his primary job. Currently, updates on the novel coronavirus disease (COVID-19) are coming from the Department of Health (DOH). Nationwide Cases Data showed a total of 3,692,084 cases since the beginning of the pandemic until today with 2.440 active cases, 3.629,188 recovered, and 60.456 deaths. These trying normal, times, also called the "new rendered majority (9496) of Filipinos still worried about contractive COVID-19 (Ipsos, 2020). So far, there has been no declaration or indication of the start of the fourth wave in the country. The hospitality industry in the Philippines in the face of the COVID-19 Pandemic. Before the pandemic, it is a common sight in the Philippines that the holidays were a time when families went on staycations, and resorts were packed with families eager to have a good time while drinking cocktails by the pool or wading in the surf. Since nearly everyone had easy access to accommodation discounts and promotions, both the forces and domestic hospitality industries were growing However, these high spirits dwindled as the Philippine hospitality industry took a severe blow when the COVID-19 pandemic took off with the first case investigated on January 22, 2020 (Edrada et al. 2020), as has been noted above. From then on, travel restrictions prevented people from booking hotels and resorts, leaving these establishments struggling for room occupancy and consequentially, stable revenue. In fact, it is according to the Colliers that hotel occupancy in Metro Manila fell from 71% to 25% due to a sharp decline in foreign arrivals in the first half of 2020. On this occasion, a significant number of hotels closed their doors and laid off hospitality professionals and personnel (Grant Thornton Philippines, 2021).

In relation to this, the United Nations Industrial Development Organization (UNIDO) in collaboration with the Department of Trade and Industry and other representatives of the government-private sector, academia, and other development partners, initiated the "Assessment of the Socio-economic Elliot of COVID-19 and Containment Measures on Philippine Enterprises" with the intent to (1) determine the impacts of the COVID-19 containment measures and the responses of Philippine enterprises, and (2) identify gaps and areas of improvement that can guide and inform the design of technical assistance, stimulus packages and other financing opportunities for MSME recovery beyond addressing the usual cashflow bottlenecks, but also to build better and increased resilience against possible future social or economic shocks. The assessment reveals that during the implementation of the containment measures, respondent firms, mostly microenterprises from the manufacturing sector, encountered difficulties in coordinating their supply chains, resulting in half of the firms registering a 40% reduction in operating hours, an approximately 50% loss of employment, and a 60% reduction in both revenue and production volume. Moreover, the lack of available transport and employees' anxiety about going to work contributed to worker shortages, with only a handful of firms capable of successfully implementing work-from-home

arrangements. Most firms also experienced difficulties in coordinating their supply or value chains leading to shortages in the supply of raw materials and obstacles to distribution, shipping, and logistics. This affected microenterprises and domestic-oriented firms more than other firm types. These challenges were further compounded because many firms did not have clear and responsive plans for business continuity, especially during extraordinary situations. Equally important, Lopez (2021) wrote an article for Philstar, stating the lingering effects of the COVID-19 pandemic that posed unprecedented challenges to the hotel industry in the Philippines. Restrictions in inbound and domestic travel have weakened demand, which has resulted in a sharp drop in occupancy rates and revenue, and the displacement of tourism and hospitality workers. Consistently, in a survey conducted by Ipsos (2020), results came back that during the ECO, it was apparent that Filipinos engaged in online shopping and deliveries versus physical visits to restaurants, shops/malls. Restrictions in the movement have created an opportunity for patronage of brick-and-mortar shopping alternatives such as online shopping and direct deliveries. Moreover, statistics report back from the Department of Tourism (DoT) last July 2021 that due to the restrictions done by the government in lieu of the pandemic, only 71, 021 foreign visitors entered the country. The figure was a huge drop of 94.97% compared to 1, 410, 653 that arrived last year (Dela Cruz, 2022). Consistently, the Department of Tourism also shared that foreign visitor spending from January to August 2021 generated at least PHP 4.41 billion, much lower than the receipts recorded in the same period last year at PHP 79 80 billion (Rocamora, 2021). According to Rocamora (2021) witting under the Philippine News Agency, the Philippines hotel industry sees a positive outlook for 2022 as Filipinos gain more confidence in traveling. Included in this was the statement from Philippine Hotel Owners Association about the possible good recovery this 2022 the industry stays at alert level 2 which is much better than 2021. The company of hotels has also improved after the relation of guidelines for international travel. They also said that hotels should focus on their marketing plans owing to the current situation.

METHODOLOGY

This section is composed of procedures, the type of sampling used, and tools to be used in collecting the results of the study. The quantitative method will be used in the study. The researchers will conduct a survey of guests and employees of a selected three-star hotel in Tagaytay City, Cavite. Survey questionnaires will be utilized and be given to the said 3-star hotel. This research instrument will be used to determine the level of implementation of health and safety measures during the pandemic.

Research Design

The descriptive type of research will be used in the study. According to Fox and Bayat (2007), descriptive research is "aimed at casting light on current issues or problems through a process of data collection that enables them to describe the situation. It is used to accomplish data and by having a scientific method that also involves the process of observing, examining, and describing the subject and variables without affecting it. Descriptive research seeks to provide information about one or more variables. Its purpose is to find new truths and is valuable in providing facts on which scientific

judgments may be based. Furthermore, this type of research commonly works as a fact-finding study with adequate and accurate interpretation of the findings. Ethridge (2004) emphasized that this method is designed to gather information about the existing conditions and is oriented toward the description of a current phenomenon in the sense that it identifies present situations or conditions and points to present needs. A descriptive study, likewise, leads itself to an investigation that provides normative standards for what is prevalent.

Research Locale

The study will cover one (1) selected 3-star hotel in Tagaytay City, Cavite, Philippines where the presence of tourism establishments is prominent. The researchers shall capture the perceptions of the guests and employees based on their experiences of the implementation of health measures in the selected 3-star hotel. To collect data from individuals (the sample) who are 'convenient' for the researcher to reach, convenience sampling is the most popular method of this non-probability sampling, which is the sampling technique to be used in the study. The selected 3-star hotel is located along Emilio Aguinaldo Highway, Tagaytay, which was established last 2018. It is known for guests to recharge, relax, and enjoy the cool climate, scenic views, & tranquil ambiance of Tagaytay. The specific 3-star hotel underwent the criteria: Hospitality, Affordability, and Accomodation.

Participants of the Study

In order to gather significant information, the qualified respondents for sample selection will be customers and employees. This qualification ensures that respondents would understand the instrument's nature and its assessment use. This will allow the respondents to accomplish the instrument easily. Slovin's formula will be used in determining the study's sample size.

Slovin's Formula:

$$n = \frac{N}{1 + Ne^2}$$

When the hotel is fully booked, it has approximately 45 staff members and 82 guests. Following the formula with a 95% confidence level and a 0.05 margin of error, we can say that with a population size of 45 staff members, the sample size would be 41. As for the guests, with a population size of 82, the sample size would be 68.

Research Instrument & Data Gathering Procedures

The researchers will use a questionnaire as the main research instrument of the study. Considering the restrictions still imposed by hotels right now, conducting surveys online is more feasible. Thus, this study will use a Google Form version of the survey questionnaire to be disseminated to the target participants. The questions stated in the survey questionnaire are adapted from the guidelines provided by the DOT in accordance with governing the operations of DOT-accredited restaurants under the new normal system. An evaluation sheet questionnaire will be used to solicit the assessment of the respondents. For the employees/manager, the questionnaire will be divided into two (2) parts. The first part deals with the industry profile of the 3-star hotels, while the second part is for the demographic profile of the respondents. The third part will then be allocated to determining the level of importance of environmental crisis preparedness. As for the customers, the questionnaire will be divided into two (2) parts; the first is for the respondents' demographic profile and the second is for determining the level of importance of environmental crisis preparedness.

Data Treatment and Analysis

Descriptive statistics will be used to make a meaningful quantitative analysis of the data in this study, the researchers will use statistical tools for computation to compute the data pertaining to the profile of the respondents, and frequency counts, and percentages will be used. The weighted mean will be utilized for the assessments of the level of environmental crisis preparedness. To interpret the weighted mean of each activity, the rating scale method will be used since it is commonly used in questionnaires and is the most widely used scale survey research. When responding to a questionnaire item, respondents will specify their level of agreement with a statement. A four-point rating scale will be used for the interpretation of the weighted mean of each activity. A scale value will be assigned to each of the five responses. For inferential statistics, the researcher will use the t-test and ANOVA (Analysis of Variance) to compute among and between the evaluation of the significance of differences between and among the ratings of the two groups of respondents simultaneously. The null hypothesis will be tested at a .05 level of significance.

RESULTS AND DISCUSSION

Implications and Contribution to Knowledge

The potential implications of the study for theory or practice are as follows:

1. Social implications through the assurance of hotel guests and clients via the study of the presence or absence and enumeration of considerations enforced by the hospitality industry to its overall operations during the COVID-19 pandemic.
2. Clinical implications through the observation of change to the number of COVID-19 cases since the hospitality industry applied such considerations; and
3. implications for future research regarding methodology applied and results gathered.

Data Analysis and Interpretation

Statement of the Problem

1.   What is the profile of the participants which are guests or customers in terms of:

Table 1. Sex of guests or customers

Gender	Frequency	Percentage
Female	31	44.93%
Male	35	50.72%
Others	2	2.90%
Prefer not to say	1	1.45%
Total	69	100.00%

Table 1 shows the distribution of males (51.72%) and females (44.93%) are distributed fairly when it comes to guests or customers.

Table 2. Age of guests or customers

Age	Frequency	Percentage
20-29	43	62.32%
30-39	17	24.64%
40-49	5	7.25%
50-59	3	4.35%
60-69	1	1.45%
Total	69	100.00%

Table 2 shows the ages of guests or customers in the hotel. The figure shows that the age bracket of 20-29 has the highest percentage when it comes to guests and customers visiting the hotel. The result indicates that Millennials and Generation Z's are the ones that visit the three-star hotel in Tagaytay City.

Table 3. Civil status of guests or customers

Civil Status	Frequency	Percentage
Married	15	34.88%
Single	28	65.12%
Total	43	100.00%

Table 3 shows that 65% of the respondents are single, compared to the ones that are married. It shows that single Millenials and Gen Z's seem to enjoy visiting the three-star hotels in Tagaytay City.

Table 4. Residence of guests or customers

Residence	Frequency	Percentage
Philippines	43	100.00%
Total	43	100.00%

Table 4 shows that 100% of the respondents are from the Philippines. The results show that the guests or customers stay within the country.

Table 5. Educational Attainment of guests or customers

Educational Attainment	Frequency	Percentage
College Graduate	41	95.35%
Undergrad	2	4.65%
Total	43	100.00%

Table 5 shows that over 95% of the guests or customers are college graduates. Based on the results, it is more likely that undergraduate students do not afford to stay in three-star hotels in Tagaytay City.

Table 6. Monthly income of guests or customers

Monthly Income	Frequency	Percentage
Below P15,000	22	51.16%
P15,000 - P20,000	5	11.63%
P21,000 - P30,000	1	2.33%
P40,000 - P50,000	15	34.88%
Total	43	100.00%

Table 6 shows the monthly income of guests or customers fall under the range of 15,000 php and below (51.16%) and the range of 40,000 php to 50,000 php (34.88%) follows next.

With that, their monthly income does not necessarily matter when it comes to staying in the three-star hotel in Tagaytay City.

2. What is the profile of the participants which are the employees in terms of:

Table 1. Sex of employees

Gender	Frequency	Percentage
Female	20	46.51%
Male	23	53.49%
Total	43	100.00%

Table 1 shows that the distribution of males (53.49%) and females (46.51%) seem to be distributed fairly when it comes to employees.

Table 2. Age of employees

Age	Frequency	Percentage
20-24	16	37.21%
25-29	13	30.23%
30-34	2	4.65%
35-39	9	20.93%
40-45	3	6.98%
Total	43	100.00%

Table 2 shows the ages of employees. Similar to guests or customers, the figure shows that the age bracket of 20-29 has the highest percentage of employees. The result indicates that Millennials and Generation Z's are the ones that work in three-star hotels in Tagaytay City. With that, they are able to better connect with the guests or customers who are also in the same age bracket.

Table 3. Civil Status of employees

Civil Status	Frequency	Percentage
Married	15	34.88%
Single	28	65.12%
Total	43	100.00%

In Table 3, it is evident that 65.12% of the employees are unmarried, indicating a predominant presence of single individuals. These findings also suggest that the unmarried employees primarily belong to the Millennial and Gen Z age groups.

Table 4. Residence of employees

Residence	Frequency	Percentage
Philippines	43	100.00%
Total	43	100.00%

Table 4 demonstrates that the entire employee population originates from the Philippines, indicating that all employees reside within the country.

Table 5. Educational Attainment of employees

Educational Attainment	Frequency	Percentage
College Graduate	41	95.35%
Undergrad	2	4.65%
Total	43	100.00%

In Table 5, it's evident that a significant majority, more than 95.35% of the employees, hold college degrees. These results suggest a higher likelihood of employees pursuing careers in the hotel industry after completing their education.

Table 6. Monthly Income Level of employees

Monthly Income	Frequency	Percentage
Below P15,000	22	51.16%
P15,000 - P20,000	5	11.63%
P21,000 - P30,000	1	2.33%
P40,000 - P50,000	15	34.88%
Total	43	100.00%

Table 6 reveals that a majority of employees, 51.16%, earn a monthly income of 15,000 PHP or less, likely comprising entry-level or part-time workers. Additionally, 34.88% fall within the 40,000 PHP to 50,000 PHP income bracket, often indicating mid-level or specialized roles. To ensure financial well-being and equity, organizations should evaluate compensation strategies, address wage gaps, and consider industry benchmarks while supporting the unique needs of employees across these income ranges.

Table 7. Years of Service in the Current of employees

Years of Service in the Current Workplace	Frequency	Percentage
0-5 years	43	100.00%
Total	43	100.00%

Table 7 indicates that the entire employee workforce has a tenure of fewer than 5 years at the hotel. This data suggests a relatively high turnover rate, which may raise concerns about employee retention and job satisfaction within the organization.

3. What is the level of implementation of pandemic measures of the selected three-star hotel in terms of the following health and safety management system elements?

a. Policy
b. Organizing
c. Planning
d. Performance
e. Control

Level of Implementation on	Overall Assessment	Verbal Interpretation	employee	Verbal Interpretation	guests	Verbal Interpretation
Number 1	3.714	strictly Implemented	4	strictly Implemented	3.536	strictly Implemented
Number 2	3.732	strictly Implemented	4	strictly Implemented	3.565	strictly Implemented
Number 3	3.67	strictly Implemented	3.953	strictly Implemented	3.493	Moderately Implemented
Number 4	3.688	strictly Implemented	4	strictly Implemented	3.493	Moderately Implemented
Overall Assessment on the Level of Implementation : policy	3.701	Very High	3.988	Very High	3.522	Very High
Number 5	3.554	strictly Implemented	4	strictly Implemented	3.275	Moderately Implemented
Number 6	3.616	strictly Implemented	4	strictly Implemented	3.377	Moderately Implemented
Overall Assessment on the Level of Implementation : organizing	3.585	Very High	4	Very High	3.326	High
Number 7	3.688	strictly Implemented	4	strictly Implemented	3.493	Moderately Implemented
Number 8	3.777	strictly Implemented	4	strictly Implemented	3.638	strictly Implemented
Overall Assessment on the Level of Implementation : planning	3.732	strictly Implemented	4	strictly Implemented	3.565	strictly Implemented
Number 9	3.714	strictly Implemented	4	strictly Implemented	3.536	strictly Implemented
Number 10	3.714	strictly Implemented	4	strictly Implemented	3.536	strictly Implemented
Overall Assessment on the Level of Implementation : performance	3.714	Very High	4	Very High	3.536	Very High
Number 11	3.741	strictly Implemented	4	strictly Implemented	3.58	strictly Implemented
Number 12	3.741	strictly Implemented	4	strictly Implemented	3.58	strictly Implemented
Number 13	3.795	strictly Implemented	4	strictly Implemented	3.667	strictly Implemented
Overall Assessment on the Level of Implementation : control	3.759	Very High	4	Very High	3.609	Very High

4. Is there any significant difference between the ratings of the employees and guests in determining the level of implementation of pandemic measures according to the health and safety management system elements?

Level of Implementation of	respondent		t-value	p-value	Interpretation
	Employee	Guest			
policy	3.988	3.522	6.05	<0.001	significant
organizing	4	3.326	7.006	<0.001	significant
planning	4	3.565	5.79	<0.001	significant
performance	4	3.536	7.783	<0.001	significant
control	4	3.609	6.75	<0.001	significant

Interpretation:

The ratings of the employees and guests on the level of implementation of pandemic measures according to the health and safety management system elements, specifically, on policy, organizing, planning, performance and control, were found to be significantly different, since the t-values of 6.05, 7.006, 5.79, 7.783 and 6.75 have p-values less than 0.05 significance level. The null hypothesis of no significant difference is rejected. These results indicated that employee respondents have higher assessment on the level of implementation of pandemic measures according to the health and safety management system elements, specifically, on policy, organizing, planning, performance and control than guest respondents.

Overall rating on the Level of Implementation	respondent		Mann-Whitney U-test	p-value	Interpretation
	Employee	Guest			
implementation of pandemic measures by the hotel	3.953	3.667	1806.5	0.004	significant
Made by Philippine government's response and handling of the COVID-19 pandemic considering the tourism industry?	3.86	2.913	2479	< .001	significant

Note: Mann-Whitney test is equivalent to independent sample t-test when data is found to be not normal

Interpretation:

The overall ratings of the employees and guests on the level of implementation of pandemic measures according to the health and safety management system elements made by the hotels and the philippine government, were found to be significantly different, since the Mann Whitney values of 1806.5 and 2479 have p-values less than 0.05 significance level. The null hypothesis of no significant difference is rejected. These results indicated that employee respondents have higher assessment on the level of implementation of pandemic measures according to the health and safety management system elements made by the hotels and the philippine government than guest respondents.

5.   Based on the findings of the study, what enhanced health and safety flow can be proposed?

Based on the findings of the study, several recommendations can be made to propose an enhanced health and safety flow for three-star hotels in Tagaytay City. Firstly, given that Millennials and Generation Z individuals comprise the majority of both guests and employees, it's essential to tailor health and safety measures to their preferences and needs. Effective communication through channels that resonate with these age groups should be a priority.

Furthermore, addressing employee retention and job satisfaction is crucial, as the study indicates a high turnover rate among employees. Improving working conditions, offering training opportunities, and recognizing employee contributions can help enhance overall safety and service quality. Providing comprehensive training for both guests and employees is vital to align expectations and ensure everyone understands and complies with safety protocols.

Customized communication strategies should be developed to bridge the perception gap between guests and employees regarding pandemic measures. Guests should be well-informed about safety measures, while employees should be equipped to consistently enforce these measures. Considering the income disparities among employees and guests, hotels should ensure that lower-earning employees receive adequate protection and benefits, and a range of pricing options should be offered to guests while maintaining safety standards.

Given the higher assessment of pandemic measures' implementation by government guidelines among employees, it's essential to continue adhering to these regulations. Establishing a feedback mechanism for guests and employees can help in continuously improving health and safety

measures. Developing a robust pandemic preparedness plan with clear outbreak response protocols and engaging with the local community to create a collective approach to health and safety are also essential. Lastly, promoting responsible tourism practices among guests, such as respecting local health guidelines and sustainability efforts, can contribute to a safer and more sustainable tourism ecosystem.

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