

Safety and Security of Guest in Hotels

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ABSTRACT

The hotel industry is one of the most important components of the broader service industry, providing customers with overnight lodging. Many tourists consider the hotel to be their temporary home during their stay in the country, so they are looking for a place that will provide them with both comfort and safety. The research determines the safety and security of hotel guests. To ensure that every customer who arrives feels welcomed, pampered, and completely secure in their temporary living situation.

This research was conducted to assess the safety and security of guest in hotel. Identified the problems encountered by guest during stay and proposed an action plan. This study utilized a descriptive-correlation method. A survey questionnaire created by the researcher was distributed to four hotels in Ormoc City to collect data for this study. A total of 80 registered guests were surveyed with specific inclusions criteria: registered guest who stayed at least one night in hotel. Pilot test is made for Cronbach's Alpha Reliability Test. Prior the treatment of data statistical table is presented and tabulated by data analyst.

Findings indicate that the guests are *highly satisfied* in the safety and security measures implemented by the selected hotels. However, complaints from guests are unavoidable and minor problems encountered by guest are reported and observed during their stay. There is no significant relationship between the profile of the guest and their safety and security and there is no significant difference between and among the performance of the safety and security of guest. The following are strongly advised by the researcher: The proposed action plan's implementation; and further research.

Keywords: safety, security, hotel, assessment.

THE PROBLEM AND ITS SCOPE

INTRODUCTION

Rationale

The hotel industry is one of the most important components of the wider service industry, catering for customers who require overnight accommodation. For many tourists, the hotel serves as their temporary home throughout their stay in the country, so they are definitely looking for a place that will give them both comfort and safety. The amenities and facilities at a hotel may seem very eye-catching, but the first thing should be paying attention to is how the hotel prioritize and practice security measures to give reliable service to their guests and keep an overall safety for everyone. Since hotels cater to a lot of people and operate 24/7, it is highly expected that they should observe proper security measures in order to maintain a safe place for the locals, tourists, as well as employees. To ensure that every customer who check-in feels welcomed, pampered, and 100 % safe with their temporary living situation (Chen & Lee, 2020).

The safety and security measures should be developed and implemented in the hotel premises at all times. Ensure the possibility of immediate and effective response in the case of any event that requires the

intervention of hotel staff or representatives of third parties (White & Johnson, 2022). Installing security systems and using the most advanced surveillance software and technologies, hiring security personnel to make sure the safety of the guests not only deliver a positive customer experience but also amplify the brand value of the hotel (Khurana & Sharma, 2021).

Today guests are paying more attention to hotel safety and security before booking. They read reviews and check on the experience of other guests. The hotel management need to protect the reputation of the hotel and keep their guests satisfied and safe, because it only takes one negative experience or review to turn guests off to the establishment (Smith & Doe, 2022). There are some obvious reasons for guests to give a bad feedback. To protect the hotel reputation from bad feedbacks it should be able to solve all of these issues and take the appropriate actions.

In our modern time customers, guest and even hotel employee's safety is risk to hazards and threats. Hotel managers may have to deal with dozens of failures to make sure guest safety and security that impact on the guests' experience (Doe & Smith, 2023). Safety and security is vital in hotel operation. Unfortunately, despite the installation of surveillance equipment, roving guards, and security personnel, injuries have been reported as a result of negligence (Brown & Green, 2023).

Unexpected hotel crimes and terrorism have been reported, as have lost and found item issues. The most serious or unpleasant thing that could happen is the death of a guest.

The purpose of this study assessed the safety and security of guest in hotels. To make sure that each customer who checks in feels welcomed, pampered, and completely secured in their temporary living situation. Guest may also encountered problems during the stay so that hotel management should be prepared for any situation that may arise during the course of the day and take immediate action (Taylor & Wilson, 2023) Having a positive feedback from customer experience, will help to increase the hotel's sales and brand value.

Theoretical Background

Safety is essential, both inside and outside the hotel. Whether a guest travels for business or pleasure, safety and security are the most important requirements (and concerns) of any traveler. This study is anchored on safety and security theory of Abraham Maslows (1943). This study is also supported by the crisis management theory of Alpaslan et al. (2009), and the Offense-defense theory by Jervis (1978). Maslow's (1943) hierarchy of needs, a fundamental theory in psychology, outlines five categories of human needs, with safety needs following physiological needs. Safety needs include a desire for security, stability, and protection against physical and psychological harm.

These requirements include personal safety, financial security, health, employment, and shelter. Individuals feel more stable and less anxious about potential threats when their safety needs are met. According to Maslow's hierarchy of needs, individuals must first address their safety needs before moving on to higher-level needs like love and belongingness, esteem, and self-actualization. However, safety needs persist throughout life, and people may revisit them during times of crisis or instability.

Safety needs are essential for human well-being because they promote a sense of security and stability. When safety needs are met, people can concentrate on higher-level needs like social belonging and self-esteem. In contrast, unmet safety needs can cause feelings of insecurity, anxiety, and vulnerability, impeding personal growth and fulfillment.

Safety needs are expressed through a variety of behaviors and preferences designed to reduce risk and ensure protection. This may include looking for stable employment, living in safe neighborhoods, saving money for emergencies, obtaining healthcare services, and developing supportive relationships. Individuals may also engage in risk-averse behaviors to ensure their own safety and security. Unsatisfied safety needs can significantly influence behavior by putting security-seeking actions ahead of other goals. Individuals may prioritize job security and financial stability over personal interests or social relationships. Furthermore,

feelings of insecurity can trigger defensive behaviors such as avoiding unfamiliar situations or seeking reassurance from others.

In today's fast-changing world, crisis management theory by Alpaslan et al. (2009) has emphasized the value of adaptability and flexibility. Organizations must be prepared to deal with a wide range of crises, including emerging threats like cyber breaches, pandemics, and social unrest. Theory and practice are evolving to include agile frameworks and decision-making processes that allow organizations to pivot quickly and effectively in the face of uncertainty (Cunliffe & Jun, 2021).

The crisis management theories are from public relations, management and include some rhetorical theories such as image restoration and apology theory. Crisis management theories are frameworks and models used to understand, plan for, and respond to crises (Smith, 2022). When a brand, company, organization, or institution faces an issue that wasn't foreseen, then the problem can turn into a crisis and at the same time, a crisis can create an issue. That crisis can trigger lots of issues, not single a single one, depending on the gravity of the situation. These types of crises usually have a theory, hence the name. Leaders and managers discover the theories and try to deal with them through crisis management.

A crisis is an unpredictable or low-probability event that can cause significant negative effects to a business. Often, the causes, consequences, and solutions to a crisis are unclear, yet stakeholders must act quickly. Organizations fare better by developing their capacities to handle any kind of crisis, even ones that are completely new. Companies can still detail response plans for common kinds of calamities, like fires, but compared to the scenario-based model, a capacity-based model emphasizes building capacities like communications, financial backup plans, and readiness for remote work.

Building on traditional notions of organizational resilience, recent developments in crisis management theory have investigated the concept of antifragility, the ability to not only withstand shocks but also thrive and grow stronger as a result of disruption. This viewpoint encourages organizations to see volatility, uncertainty, complexity, and ambiguity (VUCA) as opportunities for innovation and improvement (Smith & Brown, (2022). With the rise of digital media and social networking platforms, crisis communication theory has evolved to meet the challenges and opportunities of communicating in the digital age. Organizations must navigate an increasingly complex media landscape while remaining transparent, authentic, and credible in their communications (Li & Cheng, 2021).

Recognizing that crises can disproportionately affect different groups in society, recent research in crisis management theory has emphasized the importance of intersectionality and diversity in crisis response. When developing crisis management strategies, organizations must take into account the diverse needs and vulnerabilities of their stakeholders and communities (Hickman & Doebler, 2021).

Offense-defense theory, developed by Robert Jervis (1978) investigates how the balance of offensive and defensive military capabilities influences conflict behavior and outcomes. It implies that the relative advantages of offense and defense influence states' strategic decisions, including conflict initiation, escalation, and resolution (Smith, 2023).

In today's rapidly changing security environment, offense-defense theory is still relevant for understanding conflict and security dynamics. Technological advancements, changes in military doctrines, and shifting geopolitical landscapes continue to shape the offense-defense balance, influencing states' security strategies and decision-making processes. (Smith, 2023).

In the offense-defense theory, offensive moves are growing, marketing, hiring and trying new things, while defensive moves are waiting for people to call you instead of reaching out to them first, being reactive and playing it safe. The offense-defense theory encourages a positive view of international politics by arguing that war can be avoided if defense gains an advantage over the offense. It also claims that effective arms control can reduce the possibility of arms races and wars.

The technical capabilities of a state and its geographical position are two essential factors in deciding whether offensive or defensive action is advantageous. He argues that at a strategic level, technical and geographical factors are of greater favour to the defender. For example, in the 19th century railway and roads construction were rapidly changing the composition of capabilities of states to attack or defend themselves from other states. Thus, considerable effort in diplomatic relations and intelligence were specifically focused on this issue (Jervis, 1978)

An offensive player in business works on tasks that get them closer to scoring, and delegates other tasks that get in the way of them reaching their goal. They ignore distractions and keep their eyes on the prize. A defensive player lacks momentum because they're always reacting, which often leads to burnout. A defensive strategy consists of actions taken by a company to protect its competitive advantage. A company pursues defensive strategies to maintain its competitive advantage by defending its existing market share. It also assists businesses in retaining valuable customers who could be taken away by competitors (Smith, 2022).

A structured approach is required for the best defensive strategy when failure is not an option. Several steps can help the business build one and gain an edge over competitors. The best defense is not the best offense. A defensive strategy is critical to the firm's well-being and survival, and failure is not an option.

Even the most powerful companies will fail if they do not have a strong defense. Of course, you have to find a balance in business and in life. Even though you may try to play offense every day, there will still be unforeseen things that happen that force you to play defense when they hit (Smith, 2022). The most important thing you can do is focus on what you can control. Start your day on an offensive note by working out, reading or listening to something positive.

Hotel management has divided hotel safety into two broad categories: safety and security. The Management classified safety because the aspect of safety was also included in the services provided of the hotel interior designs, ensuring that they are safe for employees to work in and, of course, for in house guests (Smith, 2022).

The guest who arrives at a particular hotel does so with the understanding that he and his belongings will be safe and secure during his stay. At the same time, it is critical that the hotel's staff and assets are safe and secure. As a result, it is critical to have a proper Safety and Security system in place to protect staff, guests, and physical resources and assets such as equipment, appliances, buildings, gardens, and guest belongings. Safety and security are always the top priorities when it comes to guest service (Jiménez- Medina et al. 2022)

The hotel must ensure that the safety and security systems cover all hotel areas: Lobby, hallways, stairways or elevators, guestrooms, function areas, recreational areas, parking areas. These areas are accessible by the guest. There are three types of security that must be implemented in a hotel: physical security, person safety and security, and system safety and security.

The term system refers to the hotel's operations, such as all of the equipment used for operations, procedures for operations, and policies to be followed. If system procedures and policies are followed correctly, they will protect assets, extend the life of equipment, and prevent breakdown maintenance.

The business consulting firm Deloitte (2022) agrees that finding the right balance of customer service and security is critical for hotels' long-term viability. Any traveler's main concern is always finding a place to stay. Whether it's a luxury hotel or a low-cost option, the options all lead to the same thing: a comfortable and secure place to stay for the duration of the trip. It serves as a focal point for all of the sightseeing, shopping, and dining. Given that it will be a tourist's second home, it can make or break a vacation. However, the safety of a hotel is a measure of how safe an area or city is, and as such, they can be targets for untoward incidents.

Hotel security and safety are not the only concerns. In general, safety and security apply to all establishments such as malls, recreation centres, and any business that provides products and services to consumers. Shopping malls attract a large number of people who come here to shop, eat lunch or dinner in a restaurant, watch a movie, or meet for coffee, among other things. As a result, the security protocol in shopping centres is critical because we are vulnerable to certain threats (Johnson, 2022).

Bringing together thousands of people as employees, clients, or service personnel implies having control over the facilities and everything that occurs within them. Although security guards play an important role in ensuring protection, a security protocol tailored to these surfaces is also required.

It is obvious that there are free access areas as well as protected areas in the shopping center. There are administrative spaces, warehouses, boilers, and safes that require special protection. As a result, a security strategy tailored to each center is required.

Safety and security have always been a *sine qua non* of travel and tourism. In the last two decades, safety and security have become overriding requirements for tourists' decision to travel and vital concepts for the tourism industry. It is, therefore, important to conceptualize safety and security in order to achieve a valid overview on them. Safety is defined as protection against unintentional incidents, while security is protection against deliberate incidents. Security is much more complex, and because of that, it is more difficult to control.

It is indeed necessary to study safety and security as they are very important and topical issues of hotel management. Stepchenkova et al. (2012) dealing with cultural, environmental, and international aspects of tourism, argued that the threats to internal and external security are increasingly destructive and less predictable. Tourism activity is linked to either natural or man-made disasters, including environmental risks, road accidents and plane crashes, contamination, epidemics or pandemics, and other possible risks. Chan and Lam (2013) showed that tourists correlate hotel safety and security with the existence of fire prevention systems, an emergency plan, an emergency lighting system, guards who ensure constant surveillance, and regular testing of the hotel's security systems.

For managers who ensure the operative management of hotels, safety and security means providing video security systems and alarms, emergency lighting systems, and cards instead of keys for opening the rooms and activating the elevators.

The concepts of safety and security are often taken together that safety involves protecting both staff and customers against minor or fatal injuries and against possible hazards Enz & Taylor (2003). According to the Oxford Dictionary, safety means protection against any danger, injury, or risk, while security refers to the prevention of and protection against foreseeable dangers; unlawful activities; and protection of a country, a building, or a person against attack or danger. Company security is a long-term investment. To be safe is to experience no injuries and to be out of danger. To be safe is to feel free from unnecessary worries, since there are people, whose main concern is the guarding and protection of oneself and one's properties and values Convain & Galea (2019). This is of particular psychological importance for both hotel staff and customers. Hotels hire staff who are trained in ensuring the security of the unit, of employees, and of customer property. They have to secure the unit against break-ins and theft and must constantly check the areas under surveillance, including car parks (Baker et al., 2018).

Security also involves checking customers and their luggage for prohibited items. Pizam & Mansfeld (1996) argue that tourists feel safer if law enforcement staff are present and consider that most crimes against tourists take place in areas with no surveillance. Hotels are supposed to protect both customers and employees.

Cerpez & Johannesson (2014) stated that one of the main reasons, why tourists return to a tourist destination is the feeling of security they enjoyed there. Allen, E. & Iano, J. (2015) consider the building strength and safety to be essential and suggest that hotel rooms should be designed so that any danger or injury to the people inside can be avoided. Security refers to protection against intentional accidents or criminal intent, seen as real threats. Lagat et al. (2018) indicated peace as one of the most important factors that motivate tourists to travel to a certain destination, enjoying a relaxing stay, free from unnecessary concern for their safety and security. International tourism organizations have no influence upon states' peace and security agenda, despite the fact that peace and security are very important for the tourism sector. They are so vital in tourism that the success of tourist investments depends on being able to provide safe and secure destinations. At the international level, hotels can receive an additional safety and security certification, which entails a higher degree of confidence from tourists and increases the location's attractiveness for event tourism.

Tourist accommodation units are increasingly facing various types of threats. External risks are both environmental and competition in nature, the latter caused by information leakage. Internal risks are due to unqualified employees, high-wear installations, and poorly educated customers.

Terrorism is one of the highest risks for tourism. Its incidence has constantly increased since 9 November 2001. Pizam & Mansfeld (1996) studied the relationship between tourism and terrorism and argued that they have been interconnected for decades. There have been instances where tourists have become the victims of terrorism, usually not as the desired target but simply due to being in the wrong place at the wrong time. In the past, attacks on tourists have brought benefits to terrorists, that is, in the form of publicity or even through gaining the support of a local population. Atanasiu & Stăncilă (2020) argue that terrorism, organized crime, and weapons of mass destruction are the most powerful threats to state security and consequently hotel security personnel should be well-prepared against this kind of danger.

Apart from terrorist attacks, security also refers to protection against fire and many other types of emergency. Solving security issues in hotels requires a systemic approach based on regular analysis of the hotel operation, identifying its most vulnerable areas, correcting malfunctions on the spot, identifying and removing suspicious or dangerous objects, and designing anti-crime scenarios and contingency plans. Security has a wider scope than safety, and as stated by Reference, there is no safety without security.

Security, cyber security, and all aspects discussed above are vitally important to the tourism industry. Studies conducted in the field of hotel information technology on security practices for hotel networks have pointed out that attacks on computer networks are repeated on a regular basis. Many accommodation units use simple techniques to prevent them, such as network access control and anti-virus software, although more advanced methods are seldom used by hotels, such as vulnerability assessments or biometrics, yet these are highly recommended (Smith & Doe, 2019).

Geetha (2020) said that a hotel allocates IT funds whenever necessary so that it can install and update the security systems inside and outside the precinct. Saporna (2021) showed that the budget allocated to security is higher in luxury hotels, resulting in a higher level of security. Customers may say that they prefer hotels with high standards of safety and security; however, they may also be dissatisfied should the standards' implementation make them feel uncomfortable in any way. Enz (2009) studied safety and security in 5,487 hotels in the USA, and he pointed out important differences in the distribution of facilities based on various price segments. He noted that luxury hotels, new hotels, big hotels, and hotels located in urban areas or close to airports had the highest degrees of security and safety.

The location of the hotel is not a decisive factor in ensuring the efficient management of safety and security. Smith & Doe (2020) a determining factor for tourists when choosing an accommodation unit is security, which helps them to feel safe. Security is a significant factor in a tourist's selection of a hotel. Indeed, they are willing to pay premium prices to ensure security and to enjoy their travels; this is particularly true for women and elderly persons. Using the example of five European tourist cities Amsterdam, Barcelona, Berlin, Paris, and London, Falk and Yang argue that, in destinations where the rules are strict, the degree of safety is higher and tourists' average length of stay increases by 9%.

According to Baker et al. (2000), a mandatory requirement for hotels is the inclusion of a department that specializes in security issues. This should encompass technical duties and should operate in close cooperation with the other departments, ensuring customers' and personnel's safety and security. Enz and Taylor (2002) argued that the continuous flow of people in a hotel is a long-term challenge for security and safety, as it is difficult to distinguish between legitimate visitors and people posing potential threats. However, security personnel should not be solely responsible for ensuring safety.

They should have a dedicated and well-equipped office, and they need the cooperation of all employees, irrespective of their hierarchical level and the implementation of specific procedures. Safety and security can also be ensured by modern security systems, equipment, and technologies installed inside the hotel. Contracting security companies is also possible. Chan & Lam (2013) also consider that safety and security are relevant criteria for tourists when choosing a hotel.

Hoteliers usually follow the national and local regulations on safety and security, but they still have to pay great attention to what exactly their customers expect. The abovementioned study reveals that customers are more interested in fire prevention systems, emergency plans, emergency lighting systems, 24-h security guards, and regular testing of hotel safety and security systems. On the other hand, hotel managers are more concerned with closed-circuit television systems, emergency lighting systems, and keys to activate the elevators to guest floors. Therefore, it is vital that hotel managers become fully aware of what tourists expect in order to improve the quality of services provided.

Efendi (2018) indicated that a hotel's security systems must be managed by the personnel in charge. Video systems, either visible or hidden, provide a sense of safety to customers and employees, and they are a priority for hotel managers. The alarm systems installed inside and outside the hotel; in car parks; and in conference halls, offices, and rooms detect unauthorized access, locate the intruders, and alert both employees and authorities, thus protecting the hotel's customers, assets, and facilities.

Efendi (2017) argued about the different types of internal and external sensors which detect movement and vibrations and which include technical systems capable of sending signals to the hotel's employees and of alerting about any suspicious activity.

Security in the hotel's entrance hall is decisive for employees' and customers' safety. Access by unauthorized persons must be restricted. To this end, the use of cards or code systems and electronic keys is a wide spread solution; these systems provide access to only specific rooms and, possibly, other hotel areas. Room security is an essential issue in tourists' choices. Moreover, Phisunt (2015) indicated the importance of closing systems of doors and balconies, of proper cleaning of toilets, and of clear instructions in an international language. Also, rooms should have a good amount of natural daylight because sunlight helps body-healing and inhibits bacterial growth in the room. The room's acoustic insulation provides a pleasant environment and a higher degree of safety due to acoustic comfort. The windows must be provided with a privacy film. Insect nets or sensors are absolutely necessary for customers' rest and relaxation. Baker et al. (2018) argued that a room safe for valuable goods makes customers feel safer. Also, a luggage area increases the feeling of safety, as the customers know that their assets will not be lost. Room cleanliness, according to Amblee (2017) is of highest importance, followed by hotel's location, service quality, security, and facilities. The author argues that women are more interested in hotels' security than men. Women are willing to pay more for a room because they feel that cleanliness is strongly correlated with security and together show good organization and safety.

Other authors also concluded that comfort and security come first when choosing accommodation, especially in low rated hotels. Comfort is provided by cleanliness and employees' behaviour. Moreover, Tanford et al. (2016) considered that people travelling for business are less interested in room cleanliness, and the defining criterion is the quality of a hotel's public areas. The quality of public areas, personnel, and services are not first in the list of tourists travelling to relax; they are interested in price and cleanliness.

Sandaruwani et al. (2020) noticed the importance of accommodation services' quality, especially because tourists value cleanliness and food quality. Nunkoo et al. (2012) concluded that safety, security, and room quality are determinants of satisfaction for three-star hotels, although they underperform with regard to safety and security, while in four- and five-star hotels, waiting time and customer interaction matter most. Cró & Martins (2021) argued that tourists are willing to pay a higher price accommodation unit has higher levels of security, are clean, and has a good location.

Given the "new normality," the hotel industry must redefine its services through additional measures related to safety and cleanliness to ensure that tourists have a greater sense of security. Nagaj & Žuromskaitė (2018) showed, in turn, that the better rated a hotel is, the higher the degree of safety and security, and this is reflected in the prices of the accommodation services.

According to Emir & Kuş (2020) first-aid-trained employees represent added value. Some of the hotels use nets to prevent marine life from approaching too close to the beach. Veleva & Yancheva (2019) indicated that the animator is fully responsible for the children entrusted to him/her and that he/she must pay the same amount of attention to each of them.

Graham & Roberts (2017) discussed the various functions of the fire prevention systems and underlined the importance not only of evacuation plans being displayed in visible spots and of easy access to emergency lines but also of the employees' professionalism, promptness, and calm actions.

Confidentiality is maintained by limiting staff access to information and by introducing legal and administrative liability for its disclosure. Panai (2018) showed that hotels must provide complex electronic security because cyber-attacks have disastrous effects. Protecting hotel data and ensuring tourists' privacy are essential to increase the hotel's competitiveness. Economic security is very important. Hotels must keep their trade secrets safe, and customer's data must be kept confidential.

Information leakage is often due to employees and technical devices for receiving data: microphones, telephone and information interception devices, monitoring and video transmission systems, and day and night video surveillance devices. Ghazi (2017) showed that the tourism literature does not provide universal definitions on the safety and security concepts in the hotel industry. For that reason, the author created one of the most complex lists of security measures, divided into the following categories: detectors, emergency preparedness, medical preparedness.

The safety and security of guests in hotels are paramount concerns in the hospitality industry, influencing guest satisfaction, loyalty, and overall reputation of the establishment. As evidenced by various studies, including those by Ghazi (2017) and Panai (2018), effective security measures encompass a wide array of strategies from electronic systems to emergency preparedness protocols. Ghazi's comprehensive categorization of security measures highlights the importance of detectors, emergency preparedness, and medical readiness (Ghazi, 2017). Meanwhile, Panai underscores the critical need for robust electronic security systems to protect hotel data and ensure tourists' privacy, crucial for maintaining competitiveness in the digital age (Panai, 2018).

These insights underscore the evolving nature of hotel security as it adapts to new technological challenges and guest expectations, aiming not only to mitigate risks but also to enhance guest experience through a sense of safety and peace of mind.

THE PROBLEM

Statement of the Problem

This study assessed the safety and security of guest in selected hotels, Ormoc City. The result of the study served as a basis for a proposed action plan.

Specifically, it sought to answer the following questions:

1. What is the profile of the respondents in terms of:
 - 1.1 Age;
 - 1.2 Civil status;
 - 1.3 Gender; and
 - 1.4 Highest educational attainment?
2. Are the respondents safe and secure in the following areas of the hotel:
 - 2.1 Lobby;
 - 2.2 Hallways;
 - 2.3 Guestroom;
 - 2.4 Dining area;
 - 2.5 Recreational area; and
 - 2.6 Parking area?
3. What are the problems encountered of the respondents during their stay in terms of safety and security?

4. Is there a significant relationship between the profile of the respondents and their safety and security?
5. Based on the study, what action plan may be proposed?

Statement of the Null Hypotheses

Ho. There is no significant relationship between the profile of the respondents and their safety and security.

Significance of the Study

The study is important to the following group of people.

Hotel Guest. The result of this study can be a good means of securing the safety of guest during stay at hotel. Make a positive guest experience because they are secure and protected from any injuries and accidents.

Hotel Employee's. It will help the hotel staff to broaden and update their safety and security knowledge. To help them to understand the importance of safety and security measures implementation for a better service and improvements to prevent, control or reduce the risk. The positive result is a mean of good management and team work.

Hotel Owner. It gives the hotel owner or management a better understanding on the importance of security and safety implementation. The study result is an important guide to hotel management to improve the safety strategies, to conduct safety training enhancement for the employees, and to update knowledge and skills, to provide personal protective equipment, to install surveillance camera or monitoring equipment. It is a guiding tool to improve the security and safety policy, rules and regulations to provide a great experience to guest, that is crucial to a hotel's reputation.

Local Government Unit (LGU). The result of the study can be a guiding tool to update the monitoring, supervision and assessment of the hotels security and safety management performance and to amend the set rules and regulations for the improvement of the employee's performance.

Community. It will help the community to engage in this field, as it is important for brand identity and word-of-mouth marketing, as it more likely to get recommended. Additionally, it is a great way to support your neighborhood, as a whole. It may be established strong bonds within neighborhood, organizations and citizens.

Department of Tourism (DOT). The result of the study will help the department of tourism to amend or improved their tasked with developing tourism plans in regards with the safety and security; programs to promote, develop, and regulate the country's tourism industry as a major socioeconomic activity that generates foreign currency and local employment, as well as to spread the benefits of tourism to a wider section of the population through support, assistance, and learning.

The Researcher. The result of the study will benefit the researcher to assess the safety and security of guest inside the hotel premises. To gather and collect data and make any recommendations to improves the hotel's safety and security implementation.

Future Researchers. The result of the study will guide the future researchers to identify specific means that also beneficial and useful to their own research study.

RESEARCH METHODOLOGY

This chapter covers the research design, research environment, research respondents, research instruments, research procedures, a gathering of data and statistical treatment of data used in the study.

Research Design

The study utilized the descriptive – correlational method with the use of a researcher-made survey questionnaire for the registered guest to assess the safety and security of a guest in hotels. A survey questionnaire was used to gather data of the respondent's profile in terms of age, civil status, gender, and highest educational attainment. It used to determine the level of the safety and security of guest in hotel. And, to identify the problems encountered by guest during their stay.

To depict the overview of the research study, a research paradigm was formulated as shown as in figure 1. This is an interaction of force elements composed of input, process, output, and feedback.

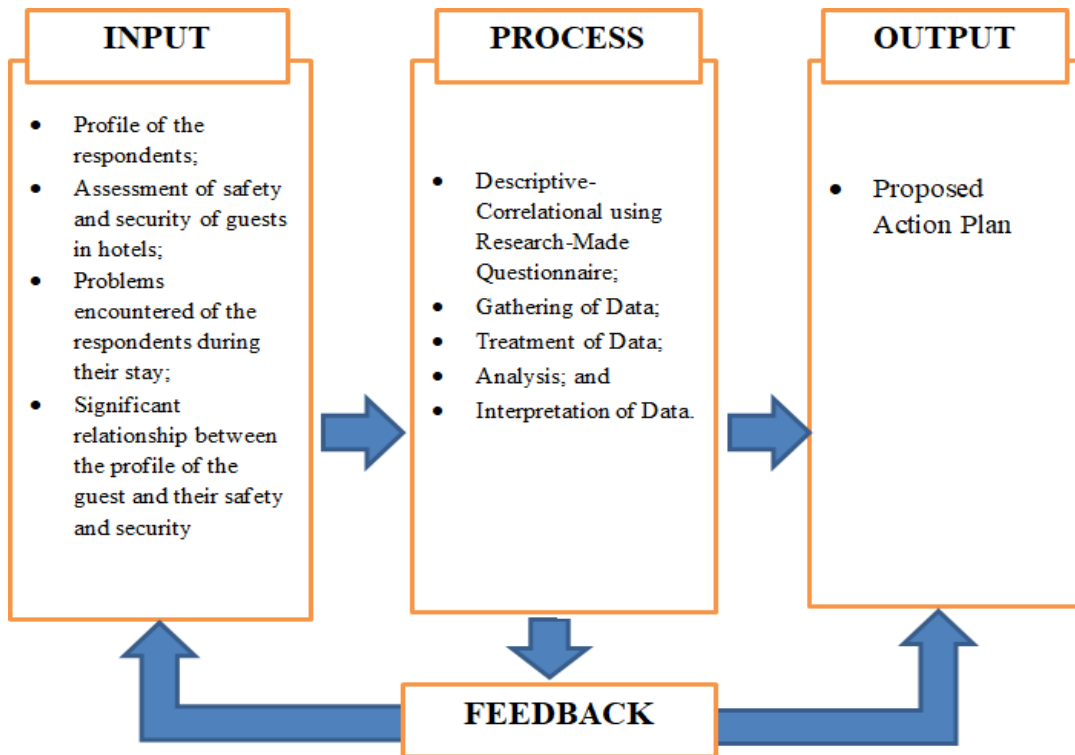


Figure 1
The Research Flow

Research Environment

The research was conducted in a selected hotel of Ormoc City. Ormoc is a 1st class independent component city in the Eastern Visaya's Region of the Philippines. According to the 2020 census, it has a population of 230,998 inhabitants, making it the second most-populous city in the province of Leyte after the provincial capital of Tacloban. Ormoc is the economic, cultural, commercial and transportation hub of western Leyte. Ormoc is an independent component city, not subject to regulation from the Provincial Government of Leyte. The city's name is derived from *ogmok*, an archaic Visayan term for "lowland" or "depressed plain". The city also celebrates an annual thanks giving festival called the *Piña Festival* in honor of the saints Peter and Paul in thanks for the bountiful pineapple harvest. Currently, Mrs. Lucy Torres-Gomes is the mayor of Ormoc while her husband Mr. Richard Gomez is the congressman in the 4th Congressional District of Leyte.

Hotel A. It is a scenic picnic resort located in Malitbog, Albueria, Leyte, only 28.9 km from Ormoc City, the capital of Ormoc in the province of Leyte, Philippines. Set against a backdrop of misty mountains and tropical seacoast, a hotel offers unique accommodations where nature-lovers can bask in unspoiled beauty while remaining close to the city, with pebble stones for the beach, the waters are clear and inviting for swimming. There is also a large swimming pool for those who prefer not to swim in the beach. A restaurant serves mostly Filipino cuisine, but guests can also bring in food without incurring any corkage. Not far away, a mini-zoo with exotic birds like Mynas, Peacocks, Guinea Fowls, Ostriches, etc. and reptiles such as an Albino Burmese

Python will surely satisfy their insatiable curiosity. A fish spa pedicure tank is also present in the resort and offers a unique treatment. There are at present twenty-three (23) rooms that make up a mini hotel to cater those who would like for an overnight or an extended stay. The rooms are made up of twenty (20 deluxe rooms), two (2) family rooms, and one (1) tree house. Occasionally, function/conference rooms are converted to dormitories making for an instant hostel.

Hotel B. It is the smartest choice for you who are looking for affordable accommodation with outstanding service. Staying here will surely satisfy you with its great hospitality and affordable price. Enjoy all that Ormoc has to offer with a convenient location, the hotel offers easy access to the city's must-see destinations. Guests are bound to have a stress- free stay. Never be out of touch with your contacts, with free Wi-Fi offered throughout your stay.

If you plan to arrive by car, you'll appreciate the hotel's free parking, right on- site. Please be advised that smoking is not allowed in the hotel to allow cleaner air for all guests. Feel right at home during your stay. Some rooms are equipped with linen service, blackout curtains and air conditioning for your convenience. In-room entertainment such as television and cable TV is provided for guests in some selected rooms. It's good to know that toiletries and towels are provided in some guest bathrooms. If you don't feel like going out to eat, you can always opt for the delicious dining options at the hotel.

Hotel C. It is located at a corner Aviles and San Pablo Street, offers a private and a free parking lot. The hotel comprises 30 rooms. The rooms in this property feature a writing desk, soundproof windows and an electric kettle. The rooms also feature a private bathroom. You can have a buffet breakfast before going out to explore the area. Wireless internet is available in the hotel rooms for free.

Hotel D. It is one of the popular places listed under hotel in Ormoc. It is located at Lopez Jaena Street, the newest hotel in Ormoc City where you can experience hotel quality service and amenities, in an Inn. Cristobal's Inn is situated nearby to United Church of Christ and Ormoc Doctors' Hospital. It is close also to Saint Peter's College and Saints Peter and Paul Parish Church.

They offer's bed and breakfast. They provide you with a beautiful, comfortable and memorable stay. You expect a friendly and accommodating staff, parking space is available, the rooms are installed with Wifi connection, Air- conditioned & Electric fan. There are essential amenities provided and free bottled water, there is Rooftop and hut for a nice view of mountain and where you can enjoy the scenic around the city. The hotel is near to van-van and grand tour's terminal.

Research Respondents

The research respondents in this study were registered guests from different hotels in Ormoc. To gather the data transmittal letter was sent to the hotel to ask permission in conducting the study; researcher-made survey questioner/s printed out or via goggle forms was given to respondents with specific inclusions criteria: registered guest who stayed at least one night in hotel, age 18 years old and above. Exclusions criteria: Staff of hotel, age below 18 years old, dry-run respondents. A total of 80 respondents were gathered for this research.

Table 1 Distribution of Respondents

Identified Hotel	Frequency	Percentage %
Hotel A	20	25.00
Hotel B	20	25.00
Hotel C	20	25.00
Hotel D	20	25.00
Total	80	100.00

Table 1 present the distribution of respondents of the study for 80 registered guests in selected hotels in Ormoc City.

Research Instruments

The study used and utilized researcher-made survey questionnaires instrument through printed or via goggle forms for guest which is validated by experts/panel members and pilot tested to determine its internal consistency. Each instrument is made up of two (2) parts. The first part of the instrument deals with demographic profile of the respondent such as age, civil status, gender and highest educational attainment. The second part is the assessment of safety and security of guest in hotels.

The 4-point Likert scale was used to measure the level of safety and security and has a different number of items based on the rating scale and categorical response of:

Scale	Categorical	Interpretation
4	Highly safe and secured	Manifest a high level of safety and Security
3	Moderately safe and secured	Manifest a moderate level of safety and security
2	Less safe and secured	Manifest a less level of safety and security
1	Not safe and secured	Manifest a not safe and secure.

The problems encountered during the stay in terms of safety and security was identified by the respondent.

Research Procedures

Data Gathering

Prior to the actual data gathering, dry run procedure/pilot test was conducted to test the reliability of the study. A letter of approval was sent to the hotel manager to ask permission in conducting the research. Upon receiving the approved letter from the hotel management, the researcher was given a time to leave the survey questionnaires at the front desk personnel in-charge and let them distributed the questionnaires to guest upon checking out. Two to three weeks was the target period for conducting and retrieving back the research questionnaires.

Treatment of Data

The following statistical tools were used in the study:

Descriptive-correlational statistics is used to analyze the data of this study.

The frequency is used to summarize, analyze, and interpret the profile of the respondents involved in the study.

Weighted mean, standard deviation, and variance is used to summarize, analyze, and interpret the level of safety and security of guest in hotels.

DEFINITION OF TERMS

The following terms are operationally defined for better understanding and clarity of this study.

Problems Encountered by the Respondents During Stay in the Hotel. This refers to the situation, personal experienced of the guest during the stay in hotel that may lead to negative impressions and complaints.

Profile of the Respondents. Refers to the demographic data of the respondents in terms of age, gender, civil status, and highest educational attainment.

Proposed Action Plan. It refers to the outline of the steps, method or procedure that must be followed to reach a given goal.

Respondents Safety and Security. The term safety refers to a state in which someone or something is protected from causes that could harm them. The term security refers to the protection of organizations/people from threats/danger. The combination of prevention, protection, facility exit routes, and other features enumerated within the individual defines safety and security.

PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

This chapter presents, analyzes and interprets the data relating to the safety and security of guests in selected hotels, in Ormoc City. A total of eighty (80) registered guest from four (4) hotels were the respondents of this study.

Each hotel was represented by twenty (20) respondents.

Profile of the Respondents

Table 2 presents the profile of the respondents in terms of age, civil status, gender and educational attainment. There were eighty (80) respondents for the survey from four (4) different hotels in Ormoc.

Table 2 Profile of the Respondents

Respondent's Profile		Frequency	Percent
Age Range	18-30 years old	40	50
	31-40 years old	30	38
	41-50 years old	9	11
	51 & above years old	1	1
Civil Status	Single	48	60
	Married	29	36
	Widow	3	4
Gender	Male	38	47
	Female	42	53
Highest Educational Attainment	Doctoral	7	9
	Masters	8	10
	College Degree	53	66
	SHS	10	13
	ALS Passer	2	2
	<i>Total</i>	<i>80</i>	<i>100</i>

Fifty percent (50%) of the respondents age were 18-30 years old. This is the highest of the age bracket. This implies that at this age, these people have a lot of money to spend because they aren't married yet and just want to enjoy and have fun. The age range of respondents 31-40 years old is followed by 38%. It implies that respondents of this age have their own families and a lot of obligations, so they have less time to travel. The age bracket with the lowest age range was 51 and up. This age group is typically the least likely to visit or stay hotels. They may have had less disposable income due to other obligations such as child tuition and other domestic expenses as well as most people at this age suffer different medical conditions due to age.

Sixty percent (60%) of those polled were unmarried. This is the bracket's highest number. This implies that being single or not married has the advantage of having more time to travel and use their time as they see fit. They enjoy travelling at this age.

Fifty-three percent (53%) of the respondents were female. This could be because many females prefer to stay in hotels for safety purposes and the opportunity to post pictures on social media as what are trends today. Most men rarely go to hotels to post photos on social media.

They had the highest percentage of educational attainment (66%) were college graduates. This implies that as a college graduate, they have more opportunities to find a high paying job so that they can afford to stay in a hotels. The ALS passer is at the bottom of this bracket. They make up only 2% of the population. This implies that people with this educational attainment rarely visit hotels for financial reasons because they cannot find a good paying job in comparison to college graduates.

According to the 2022 statistical analysis as to educational attainment, almost a third (26.99%) have attained high school level. On the second spot are those who have reached college with twenty percent (19.61%) followed by those who have graduated high school at seventeen percent (17.44%). Regarding the status of employment, those employed (either workers/employees or businessmen and self-employed) comprised fifty-eight percent (58.40%) while unemployed thirty-seven percent (37.05%). Three percent (3.49%) of the admission constitute students and almost one percent (0.88%) are out-of-school youth while a few (0.18%) were pensioners.

Level of Assessment to Hotel Safety and Security

Table 2 shows the level of safety and security in various hotel areas. Specifically: lobby; hallways; guestrooms; dining area; recreational area and parking area. Using the researcher made questionnaires given to guest after checking out they indicate the level of assessment to hotel security and safety during stay if highly safe and secured, moderately safe and secured, less safe and secured, or not safe and secured.

Table 3 Level of Assessment to Hotel Safety and Security

Safety and Security in Hotel Areas at:	Highly 4	Moderate 3	Less 2	Not 1	Total	Weighted Mean	Safety and Security Level
1 LOBBY	62	17	1	0	80	3.76	Highly Safe & Secure
2 HALLWAYS	59	19	2	0	80	3.71	Highly Safe & Secure
3 GUESTROOMS	59	21	0	0	80	3.74	Highly Safe & Secure
4 DINING AREA	57	21	2	0	80	3.69	Highly Safe & Secure
5 RECREATIONAL AREA	55	23	2	0	80	3.66	Highly Safe & Secure
6 PARKING AREA	41	31	8	0	80	3.41	Highly Safe & Secure
<i>Total</i>	<i>333</i>	<i>132</i>	<i>15</i>	<i>0</i>	<i>480</i>	<i>3.66</i>	<i>Highly Safe & Secure</i>

In Table 3, lobby has the highest mean 3.76. As a result, the hotel lobby is highly safe and secured. This is due to the fact that the lobby is only accessible to guests and hotel employees. It was followed by guestrooms, which had a weighted mean of 3.74.

The parking lot has the lowest average weighted mean of 3.41. This does not imply that the parking lot is dangerous. The guests may feel unsafe and insecure for a variety of reasons. Example, there are no security guards or CCTV cameras installed, the lighting is inadequate.

Problems Encountered by Guest During Their Stay in the Hotel

Table 4 shows the issues and problems encountered by guest during their stay at the hotel.

In order to ensure guest satisfaction and repeat business, hotel must provide excellent customer's service. However, complaints from guests are unavoidable during the stay. Some of the respondents reported a problem with a lack of parking space specially, to the guest that owns a car while this problem may not really matter to guest who doesn't have, other guest encountered lost of items, and the absence of security guards, this maybe occur during the breaktime. Other respondents complained about slippery floors in an elevator, a lack of CCTV cameras monitoring equipment in the parking area, and noticed poor lighting at stairways and parking areas.

These problems should be addressed immediately so that safety and security of guest is well monitored as well as belongings protected during the stay.

Table 4 Problems Encountered by Guest During Their Stay in the Hotel

Problems Encountered	frequency	Percent
1-Lost of items	2	7%
2-No parking attendant	1	4%

3-Less parking slots	22	81%
4-Poor facilities or amenities in the recreational area	0	0%
5-No security guards	2	7%
6-Others...	0	0%
Total	27	100%
Slippery Floors	frequency	Percent
1-Lobby	2	15%
2-Hallways	2	15%
3-Stairways	1	8%
4-Elevator	7	54%
5-Parking area	1	8%
6-other	0	0%
Total	13	100%
No CCTV	frequency	Percent
1-Lobby	1	13%
2-Hallways	0	0%
3-Stairways	2	25%
4-Elevator	0	0%
5-Parking area	3	38%
6-other	2	25%
Total	8	100%

Poor Lighting	frequency	Percent
1- lobby	1	8%
2- hallways	1	8%
3- stairways	2	17%
4- parking area	7	58%
5- guestrooms	1	8%
6- elevator	0	0%
Total	12	100%

Ensuring the safety and security of guest is a top priority for hotels management. To protect guests, there are several key measures and strategies that should be implemented and applied, like physical security measures, emergency protocols, guest identification and registration, in-room security features, staff training and guest communications, online and cyber security, specialized security for high risk situations, etc. By combining these strategies, hotels create a secure environment where guests can feel safe and protected throughout their stay.

Significant Relationship Between the Profile of the Guest and the Level of Safety and Security

Table 5 presents the significant relationship between the profile of the guest and the level of safety and security. The results shows that none of the identified respondents' profiles are significantly associated with the safety and security of the guest in the selected hotels and inns in Ormoc City.

Table 5 Significant relationship between the profile of the guest and the level of safety and security

Respondents' Profile	n	Chi-square Value	df	p-value	Decision Ho	Remark
Age Range	80	6.009	6	0.422	Failed to Reject	Not Significant
Civil Status	80	6.363	4	0.174	Failed to Reject	Not Significant
Gender	80	4.467	2	0.107	Failed to Reject	Not Significant
Educational A	80	6.473	8	0.594	Failed to Reject	Not Significant

This implies, regardless of age groups, civil status, gender and educational attainment of the respondents are not associated on the safety and security of guest stay in the hotels and inns. All tourists use hotel or any accommodation to some extent while traveling. The different types of guests have different expectations of their trip whatever their age range; civil status; gender; and their reasons for travelling and motivation. Safety and security lie at the heart of the guest. In this new generation it's a reality that national, regional, and local governments must approach guest safety and security holistically and collaborate across borders to achieve it.

Being highly educated can improve a person's safety and security. Education provides people with knowledge, critical thinking skills, and awareness of potential risks and dangers in all aspects of life. Education can help people understand best practices for safety, emergency preparedness, and risk assessments.

This understanding can assist individuals in making informed decisions to reduce physical risks and hazards. Overall, education enables individuals to be more proactive in safeguarding their own and their communities' well-being, making them more resilient and secure in various aspects of life.

SUMMARY, FINDING, CONCLUSION AND RECOMMENDATION

This chapter presents the summary of the study, its findings, formulated conclusion and recommendations relevant to the result of the study.

Summary

This study assessed the safety and security of guests in selected hotels, in Ormoc City. The result of the study served as a basis for a propose action plan.

Specifically, it sought to answer the following questions.

1. What is the profile of the guest in terms of;
 - 1.1 Age;
 - 1.2 Civil status;
 - 1.3 Gender; and
 - 1.4 Highest educational attainment?
2. Are the respondents safe and secure in the following areas of the hotel;
 - 2.1 Lobby;
 - 2.2 Hallways;
 - 2.3 Guestroom;
 - 2.4 Dining area;
 - 2.5 Recreational area; and
 - 2.6 Parking area?
3. What are the problems encountered by the respondent during their stay in terms of safety and security?
4. Is there a significant relationship between the profile of the guest and their safety and security?
5. Based on the study, what action plan may be proposed.

Findings

The findings after the data were gathered, processed, analyzed and interpreted are the following;

1. Majority of respondents were between the aged of 18 and 30 years old, single, female and college

graduates. The profile of the guest regardless of age groups, civil status, gender and educational attainment are not associated on the safety and security of their stay in the hotels and inns.

2. The level of security and safety of guest is *highly safe and secure*. in lobby, hallways and guestrooms areas of hotel while *less safe and secure* at parking area.
3. Specifically, the respondents encountered problems during their stay, including less parking spaces, lost items, and a lack of security guards. Some guests complained about slippery floors, lack of CCTV, and poor lighting in some hotel areas, mostly in elevators, stairways, and parking areas.
4. There was none of the identified respondents' profiles which are significantly associated with the safety and security of the guest in the selected hotels and inns.

Conclusions

The researcher concludes that none of the identified respondents' profiles are significantly associated with the safety and security of the guest in the selected hotels and inns in Ormoc City. This implies, regardless of age groups, civil status, gender and educational attainment of the respondent safety and security lies in their heart. In our modern world, being highly educated can improve a person's safety and security perceptions. The knowledge, critical thinking skills, and awareness of potential risks and dangers in all aspects of life by each individual can help people understand best practices for safety, emergency preparedness, and risk assessments. Overall, education enables individuals to be more proactive in safeguarding their own and their communities' well-being, making them more resilient and secure in various aspects of life.

Recommendations

The researcher strongly recommends the following:

1. Further studies on:
 - 1.1 Safety and security satisfaction on the various activities in hotels;
 - 1.2 Safety and security monitoring equipment installation in hotels; and
 - 1.3 Safety and security development training to hotel employees.
2. Adopt the proposed action plan.

PROPOSED ACTION PLAN FOR SELECTED HOTELS IN ORMOC

Rationale

Based on the gathered data assessed in safety and security of guest during the stay. According to the study, safety and security are critical requirements for providing a quality and satisfactory service to guests because these are the primary reasons why guests choose the hotel as their temporary home while away from home. Proper safety guidelines and implementation should be updated on a regular basis so that various changes and actions can be implemented if a guest encounters a problem during their stay.

Collecting feedback and complaints is a tool that will assist management in improving the facilities and making it safe and secure for everyone, because everyone has a different perspective on every aspect of our service. Some guests may encounter problems that are not serious for them and allow them to pass, whereas others do not and cause a significant impact and trouble for them, resulting in complaints and negative comments that will result in a poor rating and bad reputation for hotel management.

Proposed Action Plan

Key Performance Indicator	Objectives	Activities	Person Responsible	Expected Outcome
Safety and security training for all hotel employees	To be able to train the employees on the safety and security guidelines and implementation set by the Department of Tourism	Hire a DOT safety personnel trainer to train and educate staff on safety policies and procedures.	HR Manager DOT trainer All Staff	Improved safety and security knowledge and awareness of the hotel staff.
Safety and security department	To improve the safety and security of the hotel facilities.	Secures premises and personnel by patrolling property, monitoring surveillance equipment, and access points.	Hotel Manager HR Manager Safety and security personnel in charge	Improved the safety and security of the hotel facilities and safety equipment. Improved the level of safety service of hotel staff.
Engineering department	To develop innovative devices to bring out advanced materials into the world and designing, introducing, preserving and improving hotel facilities for stable and efficient operation.	Retrain all engineering personnel and implement new and advanced materials used to improve hotel facility safety and security.	Hotel Manager Engineering Manager	Improved the smooth running of all machines in the hotel and hotel's building structural stability. Proper communication and coordination with other departments must be there with a clear understanding and a helping hand always.
Purchasing officers	To seek and purchase safety products and equipment at the best possible price and value.	Practice and require their purchasing staff to solicit and evaluate bids before selecting the best safety materials	Hotel Manager	Purchasing officers

APPROVAL SHEET

This thesis entitled **SAFETY AND SECURITY OF GUEST IN HOTEL** prepared and submitted by **Rocelyn C. Cardinal** in partial fulfillment of the requirements for the degree of **Master of Science in Hotel and Restaurant Management** has been examined and recommended for acceptance and approval for Oral Examination.

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Date of Oral Examination : **December 9, 2023**

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Dean

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APPENDIX

Appendix A

Informed Consent

[Informed Consent for the Study on **Safety and Security of Guests in Hotels**]

[Name of Principal Investigator: Rocelyn C. Cardinal]

[Name of Organization: University of Cebu]

[Name of Proposal: Safety and Security of Guests in Hotels]

This Informed Consent Form has two parts:

- **Information Sheet (to share information about the research with you)**
- **Certificate of Consent (for signatures if you agree to take part) You will be given a copy of the full Informed Consent Form**

PART I: Information Sheet Introduction

I am conducting research regarding the "*Safety and Security of Guest in Hotels*". One of the most important aspects we consider during our stay is safety and security. Your personal experiences and stay at (Name of Hotel) are extremely valuable towards the continuous implementation, practice, and improvement of security and safety measures. It would be greatly appreciated if you could spend about 5 minutes filling out this questionnaire; please be assured that the information you provide will be kept confidential and is utilized only for this purpose.

Nagsasagawa ako ng pananaliksik tungkol sa "Kaligtasan at Seguridad ng Panauhin sa Mga Hotel". Isa sa pinakamahalagang aspeto na isinasaalang-alang namin sa aming pananatili ay ang kaligtasan at seguridad. Ang iyong mga personal na karanasan at pananatili sa (Pangalan ng Hotel) ay lubhang mahalaga sa patuloy na pagpapatupad, pagsasanay, at pagpapabuti ng mga hakbang sa seguridad at kaligtasan. Lubos na pinahahalagahan kung maaari kang gumugol ng humigit-kumulang 5 minuto sa pagsagot sa talatanungan na ito; mangyaring makatiyak na ang impormasyong ibibigay mo ay pananatiling kumpidensyal at ginagamit lamang para sa layuning ito.

Naghimo ako ug panukiduki bahin sa "Kaluwasan ug Seguridad sa Bisita sa Mga Hotel". Usa sa labing hinungdanon nga aspeto nga among gikonsiderar sa among pagpuyo mao ang kaluwasan ug seguridad. Ang imong personal nga mga kasinatian ug pagpabilin sa (Ngalan sa Hotel) hilabihan ka bililhon ngadto sa padayon nga pagpatuman, pagpraktis, ug pagpalambo sa mga lakang sa seguridad ug kaluwasan. Mapasalamaton kaayo kung makagugol ka ug mga 5 ka minuto sa pagpuno niini nga pangutana; palihug siguroha nga ang impormasyon nga imong gihatag pagatipigan nga kompidensyal ug gigamit lamang alang niini nga katuyoan.

Purpose of the research

The study will assess the safety and security of guest in hotel. To make sure that each customer who checks in feels welcomed, pampered, and completely secure in their temporary living situation. Hotel management should be prepared for any situation that may arise during the course of the day and take immediate action to keep guests safe and secure during their stay.

Susuriin ng pag-aaral ang kaligtasan at seguridad ng mga bisita sa hotel. Upang matiyak na ang bawat customer na magche-check in ay pakiramdam na tinatanggap, pinapahalagahan, at ganap na secure sa kanilang pansamantalang sitwasyon sa pamumuhay. Ang pamamahala ng hotel ay dapat maging handa para sa anumang sitwasyon na maaaring lumitaw sa buong araw at gumawa ng agarang aksyon upang mapanatiling ligtas at

secure ang mga bisita sa panahon ng kanilang pamamalagi.

Susihon sa pagtuon ang kaluwasan ug seguridad sa mga bisita sa hotel. Aron masiguro nga ang matag kustomer nga mo-check in mobati nga giabi-abi, gipakaon, ug hingpit nga luwas sa ilang temporaryo nga kahimtang sa pagpuyo. Ang pagdumala sa hotel kinahanglan nga andam alang sa bisan unsang sitwasyon nga mahimong motumaw sa tibuok adlaw ug molihok dayon aron mapabilin nga luwas ug luwas ang mga bisita sa ilang pagpuyo.

Type of Research Intervention

The researcher will use and utilize survey questionnaires through printed or via goggle forms.

Instrument is given to the registered guest upon checking out.

Ang mananaliksik ay gagamit at gagamit ng mga survey questionnaire sa pamamagitan ng naka-print o sa pamamagitan ng goggle form. Ibinibigay ang instrumento sa rehistradong bisita sa pag-check out.

Ang tigdukiduki mogamit ug mogamit sa mga pangutana sa survey pinaagi sa giimprinta o pinaagi sa mga porma sa goggle. Ang instrumento gihatag sa rehistradong bisita sa pag-check out.

Participant selection

The respondent of the study are the registered guest of hotel who check-in at least one night, age 18 years old and above. The survey questionnaires will be given after checking out.

Ang respondent ng pag-aaral ay ang rehistradong bisita ng hotel na nag-check-in ng hindi bababa sa isang gabi, edad 18 taong gulang pataas. Ang mga survey questionnaire ay ibibigay pagkatapos mag-check out.

Ang respondent sa pagtuon mao ang rehistradong bisita sa hotel nga mo-check-in labing menos usa ka gabii, edad 18 anyos pataas. Ang survey questionnaires ihatag human sa pagsusi.

Voluntary Participation

Respondent's participation in this research is entirely voluntary. Guest may decide to participate or not in the survey questions and have the right and the freedom to refuse.

Ang pakikilahok ng respondente sa pananaliksik na ito ay ganap na boluntaryo. Maaaring magpasya ang bisita na lumahok o hindi sa mga tanong sa survey at may karapatan at kalayaang tumanggi.

Ang partisipasyon sa respondent sa kini nga panukiduki hingpit nga boluntaryo. Mahimong magdesisyon ang bisita nga moapil o dili sa mga pangutana sa survey ug adunay katungod ug kagawasan sa pagdumili.

Procedures and Protocol

In this study you/guest will be asked to answer the survey questions during your free and convenient time after checking-out. If you wish not to answer some of the questions, you can skip them and to move on to the next question. The information recorded is confidential and no one else except the field interviewers and researchers will have access to the copy of the transcript, which will be destroyed after 6 months.

To ensure that you will be able to have full understanding of the purpose of the study, letter is attached in every survey questionnaires and will explain the objectives of the study and the intended benefits in participating in this study.

Sa pag-aaral na ito, hihilingin sa iyo/panauhin na sagutin ang mga tanong sa survey sa panahon ng iyong libre at maginhawang oras pagkatapos mag-check-out. Kung nais mong hindi sagutin ang ilan sa mga tanong, maaari mong laktawan ang mga ito at magpatuloy sa susunod na tanong. Ang impormasyong naitala ay

kumpidensyal at walang iba maliban sa mga tagapanayam sa larangan at mga mananaliksik ang magkakaroon ng access sa kopya ng transcript, na masisira pagkatapos ng 6 na buwan.

Upang matiyak na magkakaroon ka ng ganap na pag-unawa sa layunin ng pag-aaral, ang liham ay kalakip sa bawat sarbey na talatanungan at ipapaliwanag ang mga layunin ng pag-aaral at ang mga nilalayong benepisyo sa paglahok sa pag-aaral na ito.

Niini nga pagtuon ikaw/bisita hangyoon sa pagtubag sa mga pangutana sa surbey sa panahon sa imong libre ug sayon nga oras human sa pag-check-out. Kung gusto nimo nga dili motubag sa pipila ka mga pangutana, mahimo nimong laktawan kini ug magpadayon sa sunod nga pangutana.

Ang impormasyon nga narekord kay kompidensyal ug walay lain gawas sa mga tig-interbyu sa natad ug mga tigdukiduki ang adunay access sa kopya sa transcript, nga pagalaglagon human sa 6 ka bulan. Aron masiguro nga makabaton ka sa hingpit nga pagsabut sa katuyoan sa pagtuon, ang sulat gilakip sa matag survey nga mga pangutana ug ipasabut ang mga katuyoan sa pagtuon ug ang gituyo nga mga benepisyo sa pag-apil niini nga pagtuon.

Duration

The duration of the research is six (6) months. The survey questions will take 5-10 minutes. Your engagement as a participant will only take once.

Ang tagal ng pananaliksik ay anim (6) na buwan. Ang mga tanong sa survey ay tatagal ng 5-10 minuto. Isang beses lang tatagal ang iyong pakikipag-ugnayan bilang kalahok.

Ang gidugayon sa panukiduki unom (6) ka bulan. Ang mga pangutana sa survey molungtad og 5-10 ka minuto. Ang imong engagement isip partisipante kausa ra.

Risks

Upon answering the survey questions, Most questions will ask you about your experience in staying at hotel, specifically related to safety and security. You will not be forced nor required to answer all questions that will be asked. If you do not like to answer some of the items because you are not comfortable with, your decision will be respected and you do not have to give reasons for not responding, or for refusing to take part in the survey questioning. Furthermore, be assured that the responses that you provide will not be shared.

Sa pagsagot sa mga tanong sa survey, karamihan sa mga tanong ay magtatanong sa iyo tungkol sa iyong karanasan sa pananatili sa hotel, partikular na nauugnay sa kaligtasan at seguridad. Hindi ka pipilitin o kailanganin na sagutin ang lahat ng itatanong. Kung hindi mo gustong sagutin ang ilan sa mga aytem dahil hindi ka kumportable, igagalang ang iyong desisyon at hindi mo kailangang magbigay ng mga dahilan para hindi tumugon, o para sa pagtangga na makilahok sa pagtatanong sa sarbey. Higit pa rito, makatiyak na ang mga tugon na iyong ibibigay ay hindi ibabahagi.

Sa pagtubag sa mga pangutana sa survey, Kadaghanan sa mga pangutana mangutana kanimo mahitungod sa imong kasinatian sa pagpabilin sa hotel, ilabi na nga may kalabutan sa kaluwasan ug seguridad. Dili ka mapugos o kinahanglan nga tubagon ang tanan nga mga pangutana nga ipangutana. Kung dili ka ganahan nga motubag sa pipila ka mga butang tungod kay dili ka komportable, ang imong desisyon respetuhon ug dili ka kinahanglan maghatag mga hinungdan sa dili pagtubag, o pagdumili sa pag-apil sa pagpangutana sa survey. Dugang pa, siguroha nga ang mga tubag nga imong gihatag dili ipaambit.

Benefits

There will be no immediate and direct benefits to you as respondents in this study. Your participation is greatly appreciated and result will used for the hotel safety and security improvements and implementation.

Walang kaagad at direktang benepisyo sa iyo bilang mga respondente sa pag-aaral na ito. Ang iyong pakikilahok ay lubos na pinahalagahan at ang resulta ay gagamitin para sa kaligtasan at seguridad sa mga pagpapabuti at pagpapatupad ng hotel.

Reimbursements

You will not be provided with any payment or monetary remuneration if you will take part in this research.

Hindi ka bibigyan ng anumang kabayaran o kabayaranang pera kung sasali ka sa pananaliksik na ito.

Walay diha-diha ug direkta nga mga benepisyo kanimo isip mga respondents niini nga pagtuon. Ang imong pag-apil gipasalamatan pag-ayo ug ang resulta magamit alang sa kaluwasan sa hotel ug pagpaayo sa seguridad ug pagpatuman.

Confidentiality

All the data and responses that you will provide in this investigation will not be shared to other people and will be kept confidential. Your information and other information collected from this research will be put away and no one, except the field interviewers and the researchers will be able to have access to it. Any information about you will have a number/code on it instead of your name. Only the field interviewers/researchers will know your number/code. All the documents related to this investigation will be placed in the cabinet with a lock and key and will not be shared with or be given to anyone except the research proponents.

Ang lahat ng data at tugon na ibibigay mo sa pagsisiyasat na ito ay hindi ibabahagi sa ibang tao at pananatiling kumpidensyal. Ang iyong impormasyon at iba pang impormasyon na nakolekta mula sa pananaliksik na ito ay itatabi at walang sinuman, maliban sa mga tagapanayam sa larangan at mga mananaliksik ang maaaring magkaroon ng access dito. Anumang impormasyon tungkol sa iyo ay magkakaroon ng numero/code sa halip na ang iyong pangalan. Ang mga field interviewer/researcher lang ang makakaalam ng iyong numero/code. Ang lahat ng mga dokumento na may kaugnayan sa pagsisiyasat na ito ay ilalagay sa kabinet na may lock at susi at hindi ibabahagi o ibibigay sa sinuman maliban sa mga tagapagtaguyod ng pananaliksik.

Ang tanan nga datos ug mga tubag nga imong ihatag sa kini nga imbestigasyon dili ipaambit sa ubang mga tawo ug huptan nga kumpidensyal. Ang imong impormasyon ug uban pang impormasyon nga nakolekta gikan niini nga panukiduki itago ug walay bisan kinsa, gawas sa mga tig-interbyu sa uma ug sa mga tigdukiduki ang makabaton niini. Ang bisan unsang impormasyon bahin kanimo adunay numero/kode niini imbes sa imong ngalan. Ang field interviewers/researcher lang ang makahibalo sa imong numero/code. Ang tanan nga mga dokumento nga may kalabutan sa kini nga imbestigasyon ibutang sa kabinete nga adunay kandado ug yawe ug dili ipaambit o ihatag ni bisan kinsa gawas sa mga tigpasiugda sa panukiduki.

Sharing the Results

At the end of the study, I will be sharing the results to the hotel management. Be assured that your answers in the survey questionnaires will not be shared to anybody.

The results will be presented in research conference/colloquia and will be published so that other interested people may learn from this research.

A written report could be submitted to hotel management so that any feedback, recommendations, and concerns can be addressed and solutions for improvements and implementation may be established.

Sa pagtatapos ng pag-aaral, ibabahagi ko ang mga resulta sa pamamahala ng hotel. Makatitiyak na ang iyong mga sagot sa mga talatanungan sa survey ay hindi ibabahagi sa sinuman.

Ang mga resulta ay ipapakita sa research conference/colloquia at ilalathala upang ang ibang interesadong tao ay matuto mula sa pananaliksik na ito.

Ang isang nakasulat na ulat ay maaaring isumite sa pamamahala ng hotel upang ang anumang feedback, rekomendasyon, at alalahanin ay maaaring matugunan at ang mga solusyon para sa mga pagpapabuti at pagpapatupad ay maaaring maitatag.

Sa pagtapos sa pagtuon, akong ipaambit ang mga resulta sa pagdumala sa hotel. Siguruha nga ang imong mga tubag sa mga pangutana sa survey dili ipaambit sa bisan kinsa.

Ang mga resulta ipresentar sa research conference/colloquia ug ipatik aron ang ubang interesadong mga tawo makakat-on gikan niini nga panukiduki.

Ang usa ka sinulat nga taho mahimong isumite sa pagdumala sa hotel aron ang bisan unsang feedback, rekomendasyon, ug mga kabalaka matubag ug ang mga solusyon alang sa mga kalamboan ug pagpatuman mahimo'g matukod.

Right to Refuse or Withdraw

You may choose not to participate in this study.

Maaari mong piliing huwag lumahok sa pag-aaral na ito. Mahimo nimong pilion nga dili moapil niini nga pagtuon.

Who to Contact

If you have any question, you can ask them now. You can also ask questions even after the study has started. If you wish to ask questions later, you may contact any of the following:

Rocelyn C. Cardinal 09480815849/rocelyncardinal@gmail.com Dr. Richard Alcantara 09231728885/drrichardalcantara@gmail.com Dr. Rene Osorno – reneosorno@yahoo.com

Dr. Juanito N. Zuasula, Jr. MD- 232-5503 UCAREC

Kung mayroon kang anumang katanungan, maaari mo silang tanungin ngayon. Maaari ka ring magtanong kahit na nagsimula na ang pag-aaral. Kung gusto mong magtanong mamaya, maaari kang makipag-ugnayan sa alinman sa mga sumusunod:

Rocelyn C. Cardinal 09480815849/rocelyncardinal@gmail.com Dr. Richard Alcantara 09231728885/drrichardalcantara@gmail.com Dr. Rene Osorno – reneosorno@yahoo.com

Dr. Juanito N. Zuasula, Jr. MD- 232-5503 UCAREC

Kung naa kay pangutana, pwede ka mangutana nila karon. Makapangutana ka usab bisag nagsugod na ang pagtuon. Kung gusto nimo mangutana sa ulahi, mahimo nimong kontakon ang bisan kinsa sa mga musunud:

Rocelyn C. Cardinal 09480815849/rocelyncardinal@gmail.com Dr. Richard Alcantara 09231728885/drrichardalcantara@gmail.com Dr. Rene Osorno – reneosorno@yahoo.com

Dr. Juanito N. Zuasula, Jr. MD- 232-5503 UCAREC

PART II: Certificate of Consent

I have read the foregoing information, or it has been read to me. I have had the opportunity to ask questions about it and any questions that I have asked have been answered to my satisfaction. I consent voluntarily to participate in this research.

Print Name of Participant _____ **Signature of Participant** _____

Date _____ **Day/Month/Year**

If Illiterate

A literate witness must sign (if possible, this person should be selected by the participant and should have no connection to the research team). Participants who are illiterate should include their thumb-print as well.

I have witnessed the accurate reading of the consent form to the potential participant, and the individual has had the opportunity to ask questions. I confirm that the individual has given consent freely.

Print Name of Witness _____ **AND Thumb Print of the Participant**

Signature of Witness _____

Date _____ **Day/Month/Year**



Statement by the researcher/person taking consent

I have accurately read out the information sheet to the potential participant, and to the best of my ability made sure that the participant understands that the following will be done:

- 1. focus group discussion/interview**
- 2. record the proceeding of the interview**
- 3. manually record other responses/ answers during the interview**

I confirm that the participant was given an opportunity to ask questions about the study, and all the questions asked by the participant have been answered correctly and to the best of my ability. I confirm that the individual has not been coerced into giving consent, and the consent has been given freely and voluntarily.

A copy of this ICF has been provided to the participant.

Print Name of Researcher/Person Taking the Consent _____

Signature of Researcher /Person Taking the Consent _____

Date _____ **Day/Month/Year**

Appendix B

Transmittal Letter and Ethics Approval

TRANSMITAL LETTER

August 31, 2023


YOLANDA C. SAYSON, Ed. D
Dean, Graduate School
University of Cebu,

Dear Dr. YOLANDA C. SAYSON,

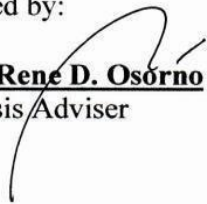
I am Rocelyn C. Cardinal from the Graduate School of MSHRM. May I have the honor to request permission to distribute the instruments of my study entitled Safety and Security of Guest in Hotel. The respondents of this study are registered guest of selected hotels in Ormoc. Attached here is the copy of my questionnaire for perusal.


I am hoping for your favorable response regarding this matter.

Sincerely,


Ms. Rocelyn C. Cardinal
Masterand

Noted by:


Dr. Rene D. Osorno
Thesis Adviser


Dr. Yolanda C. Sayson
Dean, Graduate School
University of Cebu – Main Campus

TRANSMITTAL LETTER

October 04, 2023

Pedro's Place
Management
Ormoc, City

Greetings!


I am Rocelyn C. Cardinal, a candidate of Master of Science of Hotel and Restaurant Management from the graduate school of University Of Cebu. I am currently working at Western Leyte College Of Ormoc, Inc. as a Hospitality Management Instructor. I am very pleased to ask your permission to gather data for my research study entitled "*Safety and Security of Guests in Hotels*". Your hotel is one of the perfect hide-away for accommodation and relaxation within the City of Ormoc, wherein the study will be conducted. I need 20 registered guests to participate in my data collection.

The purpose of these studies is to assess the safety and security of hotel guests during their stay. Please be assured that the information I am going to collect will be kept confidential and is utilized only for this purpose.

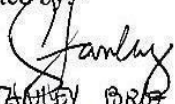
Questions relating to the conduct of study, feel free to contact me anytime at rocelyncardinal@gmail.com or mobile number 09480815849. I am looking forward to meet you and discuss further on this research.

Your consideration of my research study is greatly appreciated. Thank you.

Sincerely,


Ms. Rocelyn C. Cardinal
Masterand

Noted by:


STANLEY POROZ TAN
ADMIN

TRANSMITAL LETTER

Date: Oct. 18, 2023

Barbanson ni London
Maitoy, Bong Polavon
Alvina Ochoa

Dear Mam Fanny,

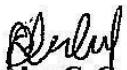
I am Rocelyn C. Cardinal, a candidate of Master of Science of Hotel and Restaurant Management from the graduate school of University Of Cebu. I am currently working at Western Leyte College Of Ormoc, Inc. as a Hospitality Management Instructor. I am very pleased to ask your permission to conduct my research study entitled "*Safety and Security of Guests in Hotels*". Your hotel is one of the perfect hide-away for accommodation and relaxation within the City of Ormoc, wherein the study will be conducted.

The purpose of these studies is to assess the safety and security of hotel guests during their stay. Please be assured that the information I am going to collect will be kept confidential and is utilized only for this purpose.


Questions relating to the conduct of study, feel free to contact me anytime at rocelyncardinal@gmail.com or mobile number 09480815849. I am looking forward to meet you and discuss further on this research.

Your consideration of my research study is greatly appreciated.

Sincerely,


Ms. Rocelyn C. Cardinal
Masterand

Noted by:


EDIFANIA V. MANATAD
SUPERVISOR

TRANSMITTAL LETTER

October 02, 2023

Asia Novo Boutique Hotel
Management
Ormoc, City

Greetings!


I am Rocelyn C. Cardinal, a candidate of Master of Science of Hotel and Restaurant Management from the graduate school of University Of Cebu. I am currently working at Western Leyte College Of Ormoc, Inc. as a Hospitality Management Instructor. I am very pleased to ask your permission to gather data for my research study entitled "*Safety and Security of Guests in Hotels*". Your hotel is one of the perfect hide-away for accommodation and relaxation within the City of Ormoc, wherein the study will be conducted. I need 20 registered guests to participate in my data collection.

The purpose of these studies is to assess the safety and security of hotel guests during their stay. Please be assured that the information I am going to collect will be kept confidential and is utilized only for this purpose.

Questions relating to the conduct of study, feel free to contact me anytime at rocelyncardinal@gmail.com or mobile number 09480815849. I am looking forward to meet you and discuss further on this research.

Your consideration of my research study is greatly appreciated. Thank you.

Sincerely,


Ms. Rocelyn C. Cardinal
Masterand

Noted by:


Supervisor

TRANSMITTAL LETTER

October 10, 2023

Cristobal's Inn
Management
Ormoc, City

Greetings!

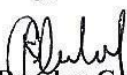
I am Rocelyn C. Cardinal, a candidate of Master of Science of Hotel and Restaurant Management from the graduate school of University Of Cebu. I am currently working at Western Leyte College Of Ormoc, Inc. as a Hospitality Management Instructor. I am very pleased to ask your permission to gather data for my research study entitled "*Safety and Security of Guests in Hotels*". Your hotel is one of the perfect hide-away for accommodation and relaxation within the City of Ormoc, wherein the study will be conducted. I need 20 registered guests to participate in my data collection.

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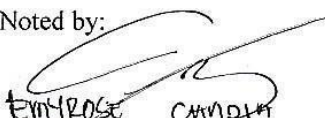
Questions relating to the conduct of study, feel free to contact me anytime at rocelyncardinal@gmail.com or mobile number 09480815849. I am looking forward to meet you and discuss further on this research.

Your consideration of my research study is greatly appreciated. Thank you.

Sincerely,


Ms. Rocelyn C. Cardinal
Masterand

Noted by:


Engr. Rose Candia
PROV. OFFICE MANAGER

**University of Cebu Academe
Research Ethics Committee****PROTOCOL APPROVAL TEMPLATE**

Form 2.7

November 6, 2023

Protocol Version Approved: One (1)

ICF Version Approved: One (1)

ROCELYN C. CARDINAL

University of Cebu

Main Campus

Re: GS(1)-2023-10-039**SAFETY AND SECURITY OF GUESTS IN HOTELS**

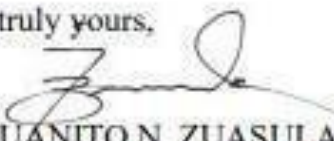
Dear Sir/Miss/Madam:

We wish to inform you that your study protocol under (expedited/full board review), is hereby granted approval for implementation by the UCAREC. This ethical clearance is valid for one year from November 6, 2023 until expiration date November 6, 2024.

Investigator Responsibilities after Approval:

- Submit document amendments for REC approval before implementing them
- Submit RNE's reports to the REC within 14 days
- Submit progress report every ____ months
- Submit final report after completion of protocol procedures at the study site
- Report protocol deviation/ violation
- Comply with all relevant international and national guidelines and regulations
- Abide by the principles of good clinical practice and ethical research
- Apply for continuing review if conduct of study will last more than 1 year.
- Be prepared for a site visit by members of the UCAREC.
- Submit Continuing Review before expiration of approval

Very truly yours,


DR. JUANITO N. ZUASULA, JR. MD
Chair, UCAREC

Appendix C

Cronbach's Alpha Reliability Test



CARDINAL, ROCELYN
Researcher
Survey Questionnaires



IBM SPSS 28 Cronbach's Alpha Reliability Test Results October 02, 2023

Case Processing Summary

		N	%
Cases	Valid	60	100.0
	Excluded ^a	0	.0
	Total	60	100.0

- a. Listwise deletion based on all variables in the procedure.

Cronbach's alpha	Internal consistency
$\alpha \geq 0.9$	Excellent
$0.9 > \alpha \geq 0.8$	Good
$0.8 > \alpha \geq 0.7$	Acceptable
$0.7 > \alpha \geq 0.6$	Questionable
$0.6 > \alpha \geq 0.5$	Poor
$0.5 > \alpha$	Unacceptable

Reliability Statistics

Cronbach's Alpha	N of Items
.908	6

- Questionnaires has **Excellent** Internal Consistency

Item Statistics

	Mean	Std. Deviation	N
Lobby	2.8500	.79883	60
Hallways	2.8167	.79173	60
Guestroom	3.1167	.55515	60
Dining Area	2.7833	.78312	60
Recreational	2.7500	.79458	60
Parking Area	2.2000	.40338	60

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
Lobby	13.6667	7.921	.822	.880
Hallways	13.7000	8.010	.807	.883
Guestroom	13.4000	9.363	.760	.893
DiningArea	13.7333	7.995	.823	.880
Rectreational	13.7667	8.080	.784	.887
Parking_Area	14.3167	10.627	.557	.919

■ NOTE:

With a *Cronbach's alpha* reliability value of *0.908*, which is higher than *0.70* and denotes an *EXCELLENT* dependability level, this research instrument has successfully *PASSED* the test.

Variable indicators noted in *red* may be *deleted* or, if necessary, *restated* into a clearer, more comprehensive concept to improve the consistency of the data gathered by the study instrument.



e-sign for Stat. Cardinal, Rocelyn 10.02.2023

DR. RICHARD T. ALCANTARA
Data Analyst

Appendix D

Actual Data SPSS 21 Calculations



CARDINAL, ROCELYN
IBM SPSS 21 / MS EXCEL CALCULATIONS
November 28, 2023



A. Profile

Statistics

		Age_Range	Civil_Status	Sex	Educ_A
N	Valid	80	80	80	80
	Missing	0	0	0	0

Age_Range

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 18-30 yo	40	50.0	50.0	50.0
31-40 yo	30	37.5	37.5	87.5
41-50 yo	9	11.3	11.3	98.8
51 & above	1	1.3	1.3	100.0
Total	80	100.0	100.0	

Civil_Status

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Single	48	60.0	60.0	60.0
Married	29	36.3	36.3	96.3
Widow	3	3.8	3.8	100.0
Total	80	100.0	100.0	

Sex

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	38	47.5	47.5	47.5
Female	42	52.5	52.5	100.0
Total	80	100.0	100.0	

Educ_A

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Doctoral	7	8.8	8.8	8.8
Masters	8	10.0	10.0	18.8

Crosstab

			Safety_Security_Level			Total
			Highly	Less	Moderate	
Civil_Status	Single	Count	40	0	8	48
		Expected Count	37.8	1.2	9.0	48.0
	Married	Count	20	2	7	29
		Expected Count	22.8	.7	5.4	29.0
	Widow	Count	3	0	0	3
		Expected Count	2.4	.1	.6	3.0
	Total	Count	63	2	15	80
		Expected Count	63.0	2.0	15.0	80.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.292 ^a	4	.259
Likelihood Ratio	6.363	4	.174
N of Valid Cases	80		

a. 5 cells (55.6%) have expected count less than 5. The minimum expected count is .08.

Crosstab

			Safety_Security_Level			Total
			Highly	Less	Moderate	
Sex	Male	Count	27	2	9	38
		Expected Count	29.9	1.0	7.1	38.0
	Female	Count	36	0	6	42
		Expected Count	33.1	1.1	7.9	42.0
	Total	Count	63	2	15	80
		Expected Count	63.0	2.0	15.0	80.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.695 ^a	2	.158
Likelihood Ratio	4.467	2	.107
N of Valid Cases	80		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is .95.

College Degree	53	66.3	66.3	85.0
SHS	10	12.5	12.5	97.5
ALS Passer	2	2.5	2.5	100.0
Total	80	100.0	100.0	

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Age Range *	80	100.0%	0	0.0%	80	100.0%
Safety Security Level						
Civil Status *	80	100.0%	0	0.0%	80	100.0%
Safety Security Level						
Sex * Safety Security Level	80	100.0%	0	0.0%	80	100.0%
Educ A *	80	100.0%	0	0.0%	80	100.0%
Safety Security Level						

Crosstab

			Safety Security Level			Total
			Highly	Less	Moderate	
Age_Range	18-30 yo	Count	34	0	6	40
		Expected Count	31.5	1.0	7.5	40.0
	31-40 yo	Count	22	2	6	30
		Expected Count	23.6	.8	5.6	30.0
	41-50 yo	Count	6	0	3	9
		Expected Count	7.1	.2	1.7	9.0
	51 & above	Count	1	0	0	1
		Expected Count	.8	.0	.2	1.0
	Total	Count	63	2	15	80
		Expected Count	63.0	2.0	15.0	80.0

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.401 ^a	6	.493
Likelihood Ratio	6.009	6	.422
N of Valid Cases	80		

a. 7 cells (58.3%) have expected count less than 5. The minimum expected count is .03.

Appendix E

Researcher-Made Questionnaire

Safety and Security of Guest in Hotels

I: Demographic profile of respondents

Name (Optional) _____ Email/Contact Details: _____

Please encircle your response:

1. Which category below includes your age?

- A. 18-30 years old
- B. 31-40 years old
- C. 41-50 years old
- D. 51 and above

2. Civil Status

- A. Single
- B. Married
- C. Widow
- D. Separated
- E. Annulled

3. What is your gender?

- A. Male
- B. Female

4. Highest educational attainment?

- A. Doctoral Degree
- B. Master's Degree
- C. College Degree
- D. Senior High School Graduate
- E. ALS passer
- F. Elementary Graduate

II. Hotel Implementation of Security and Safety Measures.

1. Listed below is a series of statements that represent feeling, experience and observations about the particular security and safety measures implemented at **Cristobal's Inn.**

Please indicate your level of assessment to hotel security and safety during your stay if highly secured moderately secured, less secured or non-secured by checking a number from 1 to 4 using the scale below.

4 –highly safe and secured

3 -moderately safe and secured 2 -less safe and secured

1 -not safe and secured

Are the respondents safe and secure in the following areas of hotel?	4	3	2	1
Lobby				
Hallways				
Guestrooms				
Dining area				
Recreational Area				
Parking Area				

2. What are the problems encountered of the respondents during their stay in terms of safety and security?

(please check your answer and indicate what areas)

Lost of items	
No parking attendant	
Less parking slots	
Poor facilities or amenities in the recreational area	
No security guards	
Others...	
Slippery floors	What areas? Lobby Hallways Stairways Comfort rooms Others
No CCTV	at areas? Lobby Hallways Stairways Elevator Parking area Other
Poor lighting	at areas? lobby hallways stairways parking area guestrooms elevator others

Thank you very much for participating in this study. God Bless.

Appendix F

Location Map



CURRICULUM VITAE



ROCELYN C. CARDINAL

Sitio Lutao Seguinon, Albura Leyte 09480815849/ rocelyncardinal@gmail.com

OBJECTIVE: To impart my knowledge and skills in the Industry I prefer to engage.

EDUCATIONAL ATTAINMENT

University Of Cebu	Master of Science in Hotel and Restaurant Management
Western Leyte College	B.S Hotel and Restaurant Management Graduated (2021) Bonifacio St. Ormoc City
The University of Manila	B.S Hotel and Restaurant Management (2001 – 2003) De Los Santos St. Sampaloc, Manila
Ramon Magsaysay (Cubao) High School	Cubao, Quezon City 1997-2001 Graduated
Sto. Niño Elementary School	Sto. Niño, Marikina City 1993 – 1997 Graduated

TRAININGS:

Trainers Methodology 1	Simeon Suan Vocational & Technical College Pag-asa, Bansud Oriental Mindoro
Housekeeping NC II Bread & Pastry NC II Food & Beverage Services Hilot-Wellness Massage Bartending NC II	Asiantouch International Training Inst. 14 Nicanor Roxas St. San Roque, Marikina City
Cookery NCII	Western Leyte College of Ormoc, Inc. Bonifacio St., Ormoc City
Front Office NC II	Asian Development Foundation College Sagkahan St., Tacloban City

WORKING EXPERIENCE'S

College Instructor	Hospitality Management January 15, 2021 – present Western Leyte College of Ormoc, Inc.
TESDA Trainer (Project-Based)	Western Leyte College of Ormoc, Inc. July 2016 - Present Bonifacio St. Ormoc City
TESDA Trainer (Project-Based)	Asiantouch International Inst. Phil-Best Entrepreneurs Inc. Asian Spirit August 2013 - September 2015 14 Nicanor Roxas St. San Roque, Marikina City
On call Food Attendant	Sutuwaki Restaurant July 2015-August 2017
On Call Housekeeper	3M Pension House May 2015 – November 2016
Assistant Cook / Food Server/Housekeeper	Top Chef's Creations Inc. September 10, 2010-October 30, 2014
Assistant Baker/Cashier	TeamBake Marketing Corporation October 26, 2007 – January 09, 2011
Cashier/Checker	Sta. Lucia East Dept. Store Cainta, Rizal 2007 SM Dept. Store Sta. Mesa Sta. Mesa Manila - 2005
Service Crew	Greenwich/ The French Baker 2002-2004 Tropical Hut Food Market Inc.

PERSONAL INFORMATION

BIRTHDATE	November 05, 1983
AGE	39
GENDER	Female
CITIZENSHIP	Filipino
CIVIL STATUS	Married

HEIGHT	5'3
WEIGHT	57 KLS
FATHERS NAME	Teodoro V. Casakit
MOTHERS NAME	Concepcion C. Casakit
ADDRESS	Sherwood Albuera, Leyte
CONTACT NO.	09480815849

CHARACTER REFERENCES

Adelaida V. Ranolas

TESDA focal/Administrator Western Leyte College of Ormoc, Inc. Mobile NO. 09177214911

Junjie C. Palacio, MBA-HRM

HM DEAN/Instructor

Western Leyte College of Ormoc, Inc. Mobile NO. 09484748933

Jenny A. Babor

HM Faculty/ Instructor

Western Leyte College of Ormoc, Inc. 09281835145

I hereby affix that the information mention above is true and correct to the best of my knowledge.



Rocelyn C. Cardinal

Researcher/Applicant