**Appendix B**

**DATA GATHERING INSTRUMENT**

1. **Interview Questionnaire Guide**

Interviewee: Mr. Reno Olmedo

Questions:

1. Background of the Company
   1. How the company was created and formulated through the years?
   2. How is the business going so far?
2. Problems encountered by the Company
   1. Has the company encountered problems regarding its drivers? Its routes?
   2. During peak seasons, do you do special trips? Or change routes especially when the demand is high for a specific route?
   3. Do you encounter financial problems? Shortage or the exact amount that comes in and out of the company?
3. Business Flow
   1. What are the processes that revolved around the system?
   2. In each process, who handles which process?
   3. How do you screen the drivers and the routes they take?
   4. Do you have fixed fare for each municipality in the area in which the van services travelled upon?
   5. How do you calculate the fares for each possible drop-off point?
   6. How are the drivers monitored?
4. **Interview Questionnaire Guide**

Interviewee: Drivers (14)

Questions:

1. Problems
   1. What are the problems you encounter on your trips daily?
   2. Would it bother you if an application will be implemented and needs you to use a smartphone during work?
   3. Do you have a smartphone? Is it android?
   4. Was there instance where the passenger asked for your information?
2. Route and vans
   1. Do you have a specific route every day?
   2. Do you use the same van every day for your trips?
   3. Do you clock in and out during work?
3. Fare
   1. Do you know the exact amount of fare for each drop-off point in the area where you travel?
   2. Do you have quotas and do you reach them?
4. **Survey Questionnaire**

Respondents: Passenger (30)

|  |  |  |
| --- | --- | --- |
| Questions | YES | NO |
| 1. Do you own a smartphone with internet connection? |  |  |
| 1. Is it hard for you to see the signage of each vans to their specific destination? |  |  |
| 1. Have you tried riding the wrong van? |  |  |
| 1. Do you feel secure with your ride to your destination? |  |  |
| 1. Are you aware of the driver’s personal information while you are travelling? |  |  |
| 1. Have you experienced an occasion where you missed your drop-off point? |  |  |
| 1. Do you know how much you usually pay for your ride to a specific destination? |  |  |
| 1. Do you still need to go to the nearest terminal to fetch a ride to your destination? |  |  |
| 1. Do you think it would ease your experience in travelling if you are aware of which vans are travelling to your destination? |  |  |
| 1. Are you a regular traveler? |  |  |

**Appendix C**

**DATA GATHERING RESULTS**

Respondent: Mr. Reno Olmedo

1. Background of the Company
   1. How the company was created and formulated through the years?

Was created through the vision of my grandfather and father that the city of Ozamiz needs more transportation to other parts of the region aside from buses.

* 1. How is the business going so far?

The business is still doing fine even though competitors has increased in number, but great thanks to our loyal customers who patronage our service line.

1. Problems encountered by the Company
   1. Has the company encountered problems regarding its drivers? Its routes?

Towards drivers, no, because each driver respects and understands their co-workers, and regarding on routes, our Oroquieta route failed due to the places like Tudela, Jimenez, and Panaon being far from our Oroquieta route makes our sales less because more people thrive on those areas.

* 1. During peak seasons, do you do special trips? Or change routes especially when the demand is high for a specific route?

We do special trips, but we do not change our routes because our business permit shows areas where our service line can travel to on a regular basis.

* 1. Do you encounter financial problems? Shortage or the exact amount that comes in and out of the company?

So far, we haven’t encountered such due to the workers respect to the helpful hearts of my grandfather and father.

1. Business Flow
   1. What are the processes that revolved around the system?

Recruitment of passengers, driving of the vans, collecting, calculating and keeping the money throughout the day.

* 1. In each processes, who handles which process?

Recruitment – Dispatchers

Driving – Drivers

Collecting, Calculating and keeping the money - Cashier

* 1. How do you screen the drivers and the routes they take?

We don’t screen them, if you have a license and is recommended by a current driver then we can take you if there is spot.

* 1. Do you have fixed fare for each municipality in the area in which the van services travelled upon?

Yes, we have.

* 1. How do you calculate the fares for each possible drop-off point?

We are still updating the current fare system. We will update you soon but we are following the current fare system of Mis Occ.

* 1. How are the drivers monitored?

Drivers are monitored by my uncle who goes to the terminal each day to watch over them and each month a certain meeting is held for the team.

* 1. How does the van pooling work, how much do you pay your drivers?

We hire the drivers and we they have a fixed daily rate of 250 plus 10% of the profit.

* 1. How many vans do you own?

28

Respondent: Drivers (14)

1. Problems
   1. What are the problems you encounter on your trips daily?

10 Lack of passengers

4 Haggling of fare

* 1. Would it bother you if an application will be implemented and you need to use a smartphone during work?

10 No, if it means the betterment of work

1 Yes

3 Neutral

* 1. Do you have a smartphone? Is it android?

10 Has android phones

4 Has phones but aren’t android

* 1. Was there instance where the passenger asked for your information?

7 Yes

3 No

4 Not sure

1. Route and vans
   1. Do you have a specific route every day?

14 Yes

* 1. Do you use the same van every day for your trips?

14 Yes

* 1. Do you clock in and out during work?

14 No

1. Fare
   1. Do you know the exact amount of fare for each drop-off point in the area where you travel?

14 Yes but sometimes the dispatcher takes care of them

* 1. Do you have quotas and do you reach them?

14 No we just get 10% of the profit

Respondents: Passenger (30)

|  |  |  |
| --- | --- | --- |
| Questions | YES | NO |
| 1. Do you own a smartphone with internet connection? | 24 | 6 |
| 1. Is it hard for you to see the signage of each vans to their specific destination? | 20 | 10 |
| 1. Have you tried riding the wrong van? | 8 | 22 |
| 1. Do you feel secure with your ride to your destination? | 23 | 7 |
| 1. Are you aware of the driver’s personal information while you are travelling? | 0 | 30 |
| 1. Have you experienced an occasion where you missed your drop-off point? | 11 | 19 |
| 1. Do you know how much you usually pay for your ride to a specific destination? | 6 | 24 |
| 1. Do you still need to go to the nearest terminal to fetch a ride to your destination? | 13 | 17 |
| 1. Do you think it would ease your experience in travelling if you are aware of which vans are travelling to your destination? | 28 | 2 |
| 1. Are you a regular traveler? | 8 | 22 |

**Appendix D**

**CURICCULUM VITAE**

**Personal Information**

Name: Chanel Rose Teng Baluyos

Birth Date: January 1, 1998

Gender: Female

Address: P-2 Kinuman Sur, Ozamiz City, Mis. Occ.

Email: chanelsuniverse@lsu.edu.ph

Mobile Number: 0975-458-0458

Father’s Name: Celso Pacong Baluyos

Occupation: NC2 Teacher

Mother’s Name: Rosalinda Teng Baluyos

Occupation: Manager

**Educational Attainment**

Primary

Misamis Union High School  
Lam-an, Ozamiz City  
2004 - 2010

Secondary

Misamis Union High School  
Lam-an, Ozamiz City  
2010 - 2014

Tertiary

La Salle University  
La Salle St, Ozamiz City  
2014 – present

**Personal Information**

Name: Tom Henry Arsenal Dalid

Birth Date: March 28, 1997

Gender: Male

Address: P-6 Malaubang, Ozamiz City, Mis. Occ.

Email: tom.dalid@lsu.edu.ph

Mobile Number: 0995-986-4779

Father’s Name: Agustin Kaamino Dalid

Occupation: Retired Banker

Mother’s Name: Iluminada Castro Arsenal

Occupation: Retired Banker

**Educational Attainment**

Primary

La Salle University – Integrated School  
La Salle St, Ozamiz City  
2004 - 2010

Secondary

La Salle University – Integrated School  
La Salle St, Ozamiz City  
2010 - 2014

Tertiary

La Salle University  
La Salle St, Ozamiz City  
2014 - present

**Personal Information**

Name: Vincel Darl Durante

Birth Date: December 15, 1997

Gender: Male

Address: 71-D Ledesma St., Aguada, Ozamiz City, Mis. Occ.

Email: vincel.durante@lsu.edu.ph

Mobile Number: 0977-637-1593

Father’s Name: N/A

Occupation: N/A

Mother’s Name: Dearly Precivic M. Durante

Occupation: OFW

**Educational Attainment**

Primary

Misamis Union High School  
Lam-an, Ozamiz City  
2004 - 2010

Secondary

Misamis Union High School  
Lam-an, Ozamiz City  
2010 - 2014

Tertiary

La Salle University  
La Salle St, Ozamiz City  
2014 – present

**Appendix E**

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