EXTENT OF JOB PERFORMANCE FROM VIRTUAL TRAINING AT BRIDGE

CULTURE INC., LOCATED IN GAGFA IT CENTER,

BRGY. KASAMBAGAN, CEBU CITY

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A Thesis Presented

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HUMAN RESOURCE MANAGEMENT

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APPROVAL SHEET

This research paper entitled **EXTENT OF EMPLOYEE PERFORMANCE FROM VIRTUAL TRAINING AT BRIDGE CULTURE INC., LOCATED UNDER GAGFA IT CENTER, BRGY. KASAMBAGAN, CEBU CITY**, prepared and submitted by **GERALD LUIS C. BENSI, COOLYN B. GABAS, MARIEZETH D. GONZAGA, ROQUELA MAE LABRADOR** in partial fulfillment of the requirements for the degree of Bachelor of Science in Business Administration Major in Human Resource Management has been examined and recommended for acceptance and approval for oral examination.

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ACKNOWLEDGMENT

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

CHAPTER I

THE PROBLEM AND ITS SCOPE

INTRODUCTION

RATIONALE OF THE STUDY

Job performance reflects many important aspects that depend on company's growth, expansion, and production. Job performance is a means to reach a goal or set of goals within a job, role, or organization.

Performance of workers is extremely crucial for any company as it ultimately leads to company's success (Shaughnessy, 2017). A workforce consisting of employees that are not well trained or not prepared may bring the business to crumble. On the other hand, a workforce consisting of healthy and well-trained employees fosters a steady production and brings the business to success. The strike of the pandemic and rising cases of COVID19, employees are compelled to stay at home and do their jobs virtually. If the training is done online, there are concerns about the employees' job performance. Businesses put money into this online training system in the expectation of a positive outcome. According to a survey (Brett et al., 2006), the majority of people believe that virtual communication is less effective than face-to-face contact, and half of the respondents believe that collaborative technology is confusing and overwhelming. In some parts of the world, online training set up is no longer foreign to them but in our country, we may consider it as unfamiliar, organizations strive to adapt to this kind of set up.

Management and trainer do not have a full supervision of what the employee may be doing during the production, which can result to an undesired outcome. Employees tend to be lax and not committed to what should be done

during the training, due to the fact, that working at home poses a lot of distraction. As individuals are allowed to work in the comfort of their own homes, they might take this literally, being too comfortable so as to mix work hours with leisure time since there is no hard supervision present.

Moreover, since training is done online, tools that administer the work is also a factor in affecting the job performance of the employee. Internet connection may not be always stable for other parts of the country and it would be a drag to the employee's growth on the training.

One of the companies affected is Birdge Culture Inc. During Covid19, there were numerous restrictions that limited the number of employees who could work while the company must continue to provide service. As a result, the Work from Home program was implemented. During the pandemic, the company's administrators must devise a method of training employees. The virtual setup was therefore present in the company.

This study was chosen to explain the firm's existing condition, how it affects employee job performance, and to propose a feasible solution that would benefit both the company and the employees.

Hence, the researchers aim to evaluate the effectiveness of virtual training in the productivity of the tutors as the basis for proposal for improvement.

Theoretical Background

This study is anchored mainly on the theory of Stephan J. Motowidlo & Harrison J. Kell (2012) on Job Performance, Job performance should be useful for the full range of strategies and interventions that the field of industrial and organizational (I/O) psychology might utilize to improve human performance in work organizations. Performance is one of the benchmarks used to determine whether a job is done well or not. Employee performance is the result of work related to success and failure in an organization (Sopia et al, 2020).

Performance is an important mechanism for management to explain the goals and performance standards, to motivate individual performance in the future for the sake of organizational sustainability (Shafini et al., 2016). Job performance is defined as an individual's total expected value to the organization of discrete behavioral episodes performed over a set period of time. This definition is a significantly altered version of a prior definition of performance offered in association with a hypothesis of individual differences in task and contextual performance (Motowidlo, Borman, &Schmit, 1997) It's becoming clear that the performance domain is made up of behavioral episodes of different organizational importance (e.g., Austin &Crespin, 2006). Many ways to conceiving and assessing job performance assume that the performance domain is behavioral and episodic.

There is a distinction between behavior, performance, and outcomes. People's actions referred to as behavior. The intended organizational value of what people do refer to as performance. Results are the states or conditions of people or things that are altered as result of what they accomplish, either positively or negatively impacting

organizational success.

As a result, results are the pathway via which an individual's behavior aids or hinders an organization's achievement of its goal, which is why emphasizing results while evaluating individual performance is appealing (Stephan Motowidlo&Kell, 2012).

Virtual training can be as effective as in-person, and sometimes even more so. (Punit, Renjen2015). E-learning is a sort of training offered on a computer that supports both learning and organizational objectives, according to (Chen, 2008). It combines technology with learning and is delivered through telecommunication and information technologies. In recent years, the advancement of information technologies has contributed to a significant increase in corporate e-learning (or e-training). This innovation allows employees to have a more personalized learning experience without having to go to a physical location. As businesses aim to improve their competitiveness by fostering a culture of continuous learning, online training is becoming more popular as businesses seek to better satisfy their current and long-term needs for a flexible, well-trained staff (Kosarzycki et al., 2002).

According to Stephan Motowidlo&Kell, (2012) Performance refers only to actions that can make a difference in achieving a company's goals. The performance domain contains behaviors that can have a positive and negative impact on the achievement of an organization's goals. Therefore, behavioral episodes in the performance area may have different expectations for a particular person's organization and are mild to very positive for behaviors that may contribute to the achievement of the company's goals. Mild to very negative about behavior, whichcan

hinder the achievement of the company's goals.

Eric Johnson (a Columbian University researcher) and Daniel Goldstein (a London Business School researcher) did a study that revealed how much your environment can affect your behavior. In his book, Atomic Habits, James Clear uses this study to discuss the idea of environment design. One should try to improve teammates' working environment to see an increase in team productivity. In an office setting, ensure that there are specific locations for deep and silent work, as well as areas where employees can accept phone calls and collaborate (for instance, on brainstorming sessions). If the team has recently decided to switch to remote work, double-check if everyone has the office tools and equipment they need to work from home.

According to Buffer's 2020 "State of Remote Work" report, 98 percent of workers who work remotely now want to do so at least part of the time for the rest of their careers. Reduced commuting, improved work-life balance, a larger applicant pool, reduced organizational costs, increased productivity, fewer sick and personal days, and lower employee churn are just a few of the benefits of remote work. Employee workload is a critical determinant of their productivity and turnover (Rajan, 2018), because if it is lower than the standard workload, it will elicit laziness and provide opportunities for them to be idle and engage in non-productive activities like group politics, which will negatively impact their performance.

The entire company benefits when employees have a good, healthy relationship with their Employer. Employees who have mutually respectful

relationships with their employers are more likely to be happy, loyal, and productive in the long run, according to studies. Unfortunately, building such a relationship is easier said than done.

Flow of Research

The research flowchart consists of the different steps on how the study was made. It showed a graphical symbolic presentation of the steps that consist of input, process and output.

The **input** is the first phase which distinguishes the job performance using virtual training programs this includes their working environment, productivity, workloads and working relationships of Bridge Culture Inc., under the Gagfa It Center, Brgy. Kasambagan, Cebu City**.**

The **process** where it focused on how researchers conduct their study to gather results. A descriptive survey method is use as a means of collecting data. Considering these factors, survey questionnaire is created and used as the primary tool for data collection, distribution, and retrieval. Afterwards, the data is tabulated, presented, analyzed, and interpreted.

The **output** involves the proposals to improve the used of virtual training in the performance of the workforce.

INPUT

PROCESS

OUTPUT

WORKING ENVIRONMENT

PRODUCTIVITY

EXTENTOF VIRTUAL TRAINING IN THE JOB PERFORMANCE

WORKLOADS

WORKING RELATIONSHIPS

DESCRIPTIVE SURVEY METHOD

QUESTIONNAIRE

-FORMULATION
-FINALIZATION
-ADMINISTRATION
-RETRIEVAL

DATA

-TABULATION
-PRESENTATION
-ANALYSIS
-INTERPRETATION

Proposals for Improvement
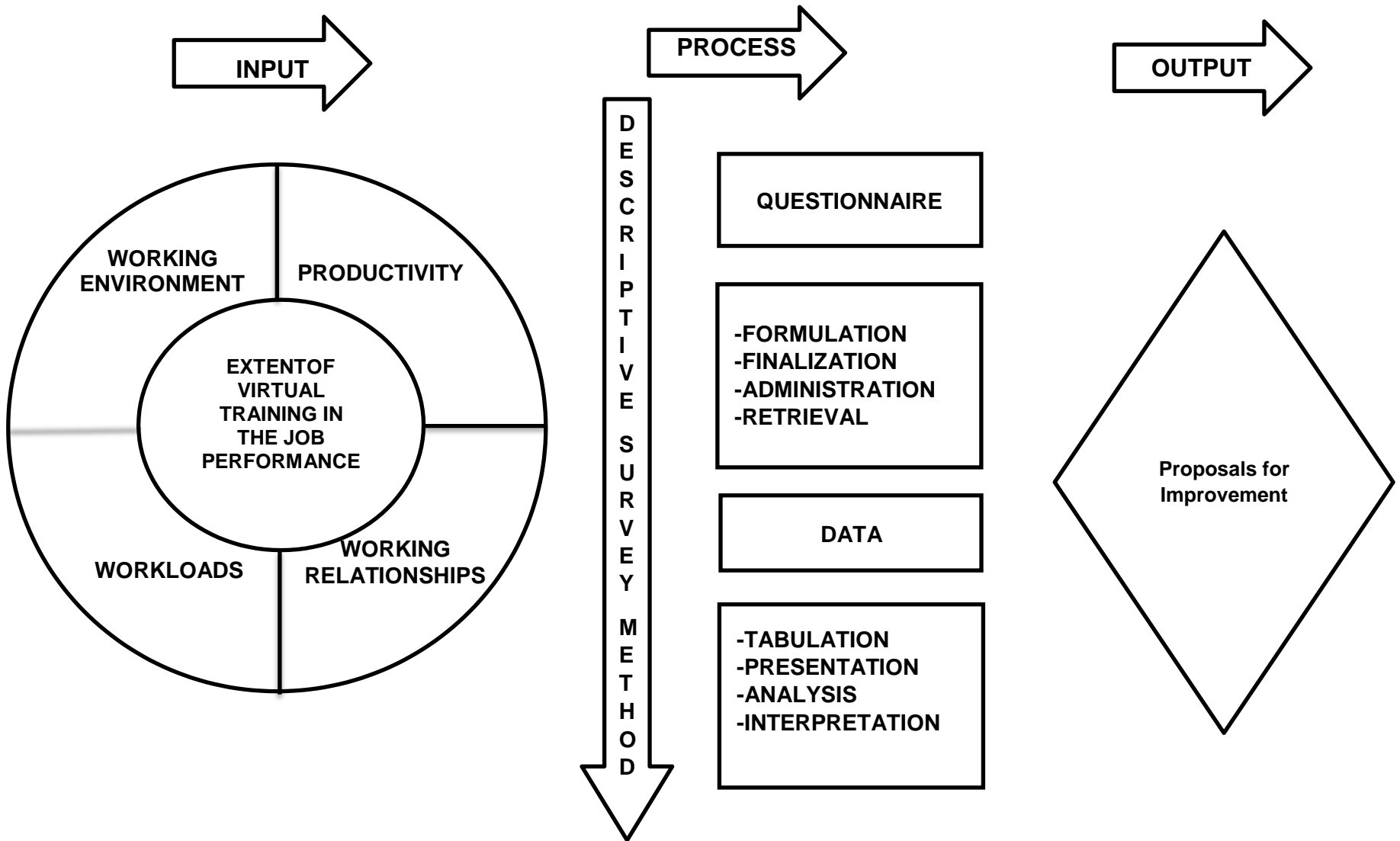
FIGURE 1
RESEARCH FLOW CHART

THE PROBLEM

Statement of the Problem

The purpose of this research aimed to determine the extent of job performance from the virtual training at Bridge Culture Inc, GAGFA IT Center, Kasambangan, Cebu City.

Specifically, it answers the following:

1. As assessed by the respondents, what is the extent to which employee's performance from the virtual training is manifested the areas of:

    1.1 Working Environment,

    1.2 Productivity,

    1.3 Workloads; and

    1.4 Working Relationships?

2. Based on the findings of the study, what recommendations can be proposed for further improvement.

SIGNIFICANCE OF THE STUDY

This study is beneficial to the company and its employees and those who seeks further studies about how effective virtual training in the productivity of employees. These are expounded below:

The Management. With this study, the management is guided in making steps towards effective solutions that will be foster in the best management practices in addressing the effectiveness of virtual training towards the employee's productivity.

The Respondents. This study helps the respondents express their thoughts and evaluate the company's management practices addressing the effectiveness of virtual training towards employee's performance.

The Researchers. The study enables the researchers a better understanding of the impact of virtual training on employee productivity. It also boosts the creativity of each member, which is crucial in the sector of human resources.

The Future Researchers. The findings of this study can help future researchers in conducting related studies on the effects of virtual training to the job performance serve as a guide to realize the desired outcome with their study. Future researchers are also encouraged to conduct a survey that complies with the requirement and applies what they have learned about employee performance.

RESEARCH DESIGN

This section introduces the research method, research environment, research respondents, and research instruments such as data gathering and statistical treatment of the study.

Research Method

The study used a descriptive survey method. A qualitative technique was used to measure the Extent of Virtual Training on the productivity of the English tutor's workforce at Bridge Culture Inc.

Research Environment

This study was very convenient for the researcher that is why the researchers chose Bridge Culture Inc. since one of the researchers is currently working on the said company. Bridge Culture Inc. is on the 16th floor of the GAGFA IT Center, F. Cabahug St. Kasambagan, Cebu City, Cebu, Philippines 6000. BRIDGE CULTURE INC. is an online language school establish in 2013, founded by Toshiyo Hayashi, owned by Japanese E-learning company. The company focuses on English classes catered to Japanese students, from elementary to high school, cram schools, universities and/or academy, as well as adults. Bridge Culture Inc. Is contributing to enhance Japanese young generation's English conversation skills. Its purpose is to be a stepping stone for those who want to study and work abroad for theirs and Japan's future.
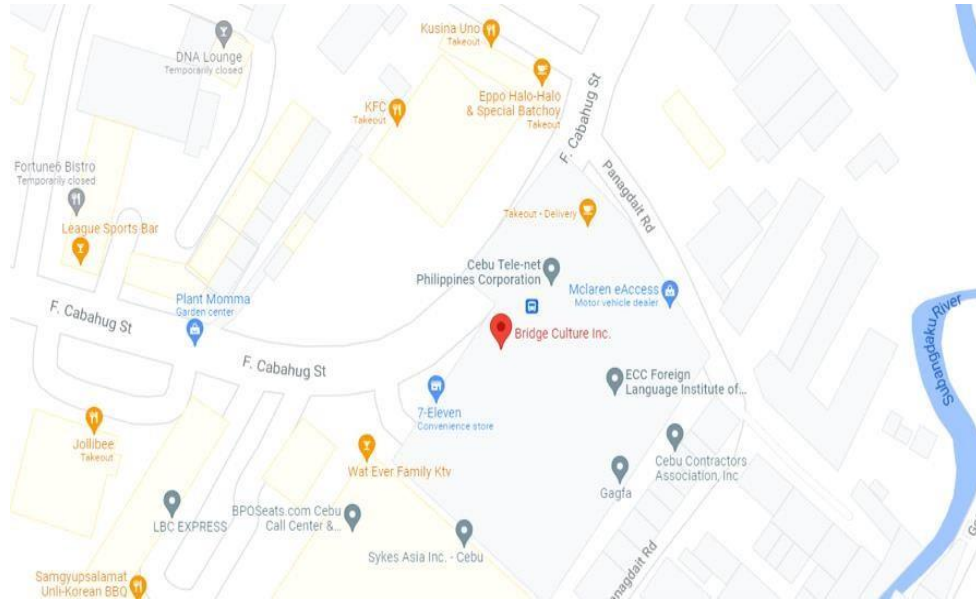
FIGURE 2

Location Map

Research Respondents

The respondents of this study were 86 English tutors at Bridge Culture Inc. who were hired from June to December of 2021 and received virtual training before starting work. The age ranges of the respondents were between 19 years old to 23 years old. The employee's job is tutoring Japanese customers in English.

Research Instrument

A survey questionnaire was used as the main tool in the data collection, which aimed to determine the extent of job performance from the virtual training at Bridge Culture Inc. (1) Working Environment (2) Productivity (3) Workloads (4) Working Relationship; The following criteria is use to include scales for measuring the extent of respondents' performance from the virtual training is utilize in the study.

Scale	Description	Interpretation
4	Great Extent (GE)	which means that the item is practiced **all the time.**
3	Moderate Extent (ME)	which means that the item is practiced **often time**.
2	Less Extent (LE)	which means that the item is practiced **sometimes.**
1	No Extent (NE)	which means that the item is **never** practiced.

Data Gathering Procedure

The researchers send a transmittal letter signed by the leader and addressed to Bridge Culture Inc.'s CEO, requesting permission to conduct a study as well as a questionnaire on the Extent of virtual training on the productivity of Bridge Culture Inc.'s English tutor workforce. The researchers distribute the instrument when the letter has been approved.

The researchers consulted the Human Resource Manager to gather accurate data from respondents and finalized the questionnaire. After that, each respondent's personal account received the questionnaire and the research summary. The study's confidentially is explained to the participants, who are informed that by completing the surveys, they are giving their full consent to participate.

Data Analysis and Statistical Treatment

To determine the central tendency of the responses, the obtained data are applied to the weighted average mean formula.

The formula was as follows:

$$\mu = \frac{\sum f x}{N}$$

Where: μ = weighted mean

∑ = summation

F = number of respondents under each scale

X = weight assigned to each scale

N = number of respondents

It will help the researchers to facilitate the analysis of the weighted mean; the following mean range and interpretation are utilized:

Mean Range	Description
3.26 – 4.00	Very Effective (VE)
2.51 – 3.25	Moderate Effective (ME)
1.76 – 2.50	Less Effective (LE)
1.00 – 1.75	Not Effective (NE)

DEFINITION OF TERMS

The following terms are contextually defined as follows:

E- Learning

This refers to a learning framework dependent on formalized educating however with the assistance of electronic assets.

Job Performance

This refers to the individual performance on how they act in their work obligations.

Job Satisfaction

This refers to an abstract assessment that the worker makes of her own job.

Motivation

This refers to the interaction that starts, directs, and keeps up with objective situated practices.

Organizational Sustainability

This refers to having the initiative, ability, worldwide bits of knowledge and change procedures important to ascend to the special difficulties confronting associations today.

Performance Standard

This refers to the administration endorsed articulation of the exhibition threshold(s), requirement(s), or expectation(s) that should be met to be evaluated at a specific degree of execution.

Productivity

This refers to the effectiveness of productive effort, especially in industry, as measured in terms of the rate of output per unit of input.

Project Management

This refers to the process of leading the work of a team to achieve all project goals within the given constraints.

Virtual Training

This refers to highly interactive, instructor-led training class, with defined learning objectives and participants who come together using a web-based classroom platform.

Workforce

This refers to the people engaged in or available for work, either in a country or area or in a particular company or industry.

Work from Home (WFH)

This refers to the set up the most companies opted due to the government implemented policy to control the spread of the virus in the workplace.

Working Environment

This refers to the setting, social features and physical conditions in which you perform your job. These elements can impact feelings of wellbeing, workplace relationships, collaboration, efficiency and employee health.

Workloads

This refers to the amount of work to be done by someone or something.

Working Relationship

This refers to the relationship with a colleague, boss or employee

CHAPTER II

PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA

This chapter contains the presentation, analysis, and interpretation of data gathered and presented in tabular form based on the information from the survey questionnaires given to eighty-six (86) respondents among the tutors at Bridge Culture Inc., under GAGFA IT Center, Brgy. Kasambagan, Cebu City, who undergo virtual training.

Table 1

Working Environment

n = 86

Items	μ	Description
1. The company practiced fair treatment for all employees.	3.20	Moderate Extent (ME)
2. The company provides a flexible working hour.	3.59	Great Extent (GE)
3. Management inspects the facility and equipment to ensure that they are working as efficiently and safely as feasible.	2.80	Moderate Extent (ME)
4. The company implements health precautions before entering the office.	3.60	Great Extent (GE)
5. The company offers a private space or working remotely from home.	1.77	Less Extent (LE)
Factor Average	**2.99**	**Moderate Extent (ME)**

Legend:

Mean Range	Description
3.26 – 4.00	Great Extent (GE)
2.51 – 3.25	Moderate Extent (ME)
1.76 – 2.50	Less Extent (LE)
1.00 – 1.75	No Extent (NE)

Table no. 1 represents the result on the survey conducted on the Extent of Job Performance in terms of working environment. The working environment in Bridge Culture Inc. has a moderate extent on their employee's job performance in acquiring their goal. Despite the fact that their relationship isn't strong as it may be, there are some disparities between them. Under table 1, the indicators 1.5 (Mean=1.77) received a less extent, 1.3 (Mean=2.80) and 1.1 (Mean=3.20) received a moderate extent. While 1.2 (Mean=3.59) and 1.4 (Mean=3.60) received a great extent. Moreover, the findings reveal that the working environment does significantly affect the job performance of the employees in Bridge Culture Inc. The table represents a moderate extent factor average of the study. This also indicates the highest mean of mean which has a range of 3.60 as the most practiced in the workplace. 3.20 and 2.80 as the company practiced fair treatment for all employees and the management inspects the facility and equipment to ensure that they are working as efficiently and safely as feasible. Lastly, 1.77 as the company offers a private space. The results also suggest that the company should provide remote work set up for the tutors, especially during this pandemic where people tend to stay at home where they feel comfortable or offer a place where they can stay and perform their job well such as hotels and apartments. According to Eric Johnson (a Columbia University researcher) and Daniel Goldstein (a London Business School researcher) did a study that revealed how much your environment can affect your behavior. In his book Atomic Habits, James Clear uses this study to discuss the idea of environment design. One should make an effort to improve teammates' working environment to see an increase in team

productivity. In an office setting, ensure that there are specific locations for deep and silent work, as well as areas where employees can accept phone calls and collaborate (for instance, on brainstorming sessions). If the team has recently decided to switch to remote work, double-check if everyone has the office tools and equipment they need to work from home.

Table 2

Productivity

n = 86

Items	μ	Description
1. The employee is productive when incentives are offered.	3.51	Great Extent (GE)
2. The company implements new business process especially in the teaching methods.	3.22	Moderate Extent (ME)
3. The company provides complete equipment; Computer set, earphone with microphone, and video camera.	3.59	Great Extent (GE)
4. The company is open for employee's ideas to increase output.	2.89	Moderate Extent (ME)
5. The company provides lesson plans (scripts) and training modules for teachers.	3.77	Great Extent (GE)
Factor Average	**3.39**	**Great Extent (GE)**

Table no. 2 represents the result on the survey conducted on the Extent of Job Performance in terms of productivity. The productivity in Bridge Culture Inc. has a great extent on their employee's job performance in acquiring their goal. Despite the fact that their relationship isn't strong as it may be, there are some disparities between them. Under table 2, the indicators 2.4 (Mean=2.89) and 2.2 (Mean=3.22) received a moderate extent. While 2.1 (Mean=3.51), 2.3 (Mean=3.59), and 2.5 (Mean=3.77) received a great extent. Moreover, the findings

reveal that the productivity does significantly affect the job performance of the employees in Bridge Culture Inc. The table represents a great extent factor average of the study. This also indicates the highest mean of mean which has a range of 3.77 as the company provides lesson plans (scripts) and training modules for the teachers. 3.59 as the company provides complete equipment; Computer set, earphone with microphone, and video camera. 3.51 as the employee is productive when incentives are offered. 3.22 as the company implements new business process especially in the teaching methods. Lastly, 2.89 as the company is open for employee's ideas to increase output. Moreover, the results also indicate that Bridge Culture Inc. needs to uphold and innovate its motivation and product growth factors. Highly motivated tutors are often more productive and better performers than their unmotivated colleagues. They tend to work harder and focus on completing their tasks to the best of their abilities, which results in better output for their organizations according to Skye Schooley.

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Table 3

Workloads

n = 86

Items	μ	Description
1. The company helps the employees feel in control of their work.	3.17	Moderate Extent (ME)
2. The company practices of assigning achievable tasks.	3.38	Great Extent (GE)
3. The company monitored employee's punctuality through working hours, break time and lunch time.	3.41	Great Extent (GE)
4. The company provides time to finish an important task.	3.30	Great Extent (GE)
5. The company was able to eliminate distractions like social media accounts.	3.25	Moderate Extent (ME)
Factor Average	**3.30**	**Great Extent (GE)**

Table no. 3 represents the result on the survey conducted on the Extent of Job Performance in terms of workloads. The workloads in Bridge Culture Inc. has a great extent on their employee's job performance in acquiring their goal. Majority of the indicator received a great extent. Under table 3, the indicators 3.1 (Mean=3.17) and 3.5 (Mean=3.25) received a moderate extent. While 3.4 (Mean=3.30), 3.2 (Mean=3.8), and 3.3 (Mean=3.41) received a great extent. Moreover, the findings reveal that the workloads do significantly affect the job performance of the employees in Bridge Culture Inc. The table represents a great extent factor average of the study. This also indicates the highest mean of mean which has a range of 3.41 as the company monitored employee's punctuality through working hours, break time and lunch time. 3.30 as the company provides

time to finish an important task. 3.25 company was able to eliminate distractions like social media accounts. Lastly, 3.17 company helps the employees feel in control of their work. The result suggests that work load of the tutors during the virtual training were taken into consideration. Moreover, Bridge Culture Inc. provides time for the tutors to prepare before entering into the next lesson which will help the tutors to prepared with on their task and are given a chance to improve on their job by allowing them to have a training about their skills and the employees can sort out their work loads and not going to be thrown into pressure. According to Stephan Motowidlo&Kell, (2012) Performance refers only to actions that can make a difference in achieving a company's goals. The performance domain contains behaviors that can have a positive and negative impact on the achievement of an organization's goals. Therefore, behavioral episodes in the performance area may have different expectations for a particular person's organization and are mild to incredibly positive for behaviors that may contribute to the achievement of the company's goals. Mild to very negative about behavior, which can hinder the achievement of the company's goals.

Table 4

Working Relationship

n = 86

Items	μ	Description
1. The company provides verbal warnings for disciplinary actions.	3.56	Great Extent (GE)
2. The company admin is open for any employee concern related to work.	3.26	Great Extent (GE)
3. The company encourages trainees for role plays to assess their confidence and skills.	3.37	Great Extent (GE)
4. The company encourages employees to learn and share with their coworkers.	3.38	Great Extent (GE)
5. Quality analysts are available for one-on-one tutoring at the organization.	3.33	Great Extent (GE)
Factor Average	**3.38**	**Great Extent (GE)**

Table no. 4 represents the result on the survey conducted on the Extent of Job Performance in terms of working relationship. The working relationship in Bridge Culture Inc. has a great extent on their employee's job performance in acquiring their goal. All of the indicators received a great extent. Under table 4, the indicators 4.2 (Mean=3.26), 4.5 (Mean=3.33), 4.3 (Mean=3.37), 4.4 (Mean=3.38), and 4.1 (Mean=3.56) received a great extent. Moreover, the findings reveal that the working relationship do significantly affect the job performance of the employees in Bridge Culture Inc. The table represents a great extent factor average of the study. This also indicates the highest mean of mean which has a range of 3.56 company provides verbal warnings for disciplinary actions. 3.38 as the company

encourages employees to learn and share with their coworkers. 3.37 as the company encourages trainees for role plays to assess their confidence and skills. 3.33 as there are quality analysts available for one-on-one tutoring at the organization. Lastly, 3.26 as the company admin is open to any employee concern related to work. Bridge Culture Inc. was able to implement an effective working relationship through administrative and recreational approach. Implementing a strict compliance during the virtual training made the tutors more aware of what they should be doing and with a touch of recreational activities the employee was able to connect with the administrators and its co-employees. Positive supervised treatment, on the other hand, promotes job satisfaction, employment relationship satisfaction, organizational trust as well as a host of other positive organizational outcomes (Guest, 2004; Tekleab & Taylor, 2003).

Table 5

Summary of Tables

n = 86

Items	µ	Description
1.Working Environment	2.99	Moderate Extent (ME)
2. Productivity	3.39	Great Extent (GE)
3. Work Loads	3.41	Great Extent (GE)
4. Working Relationship	3.38	Great Extent (GE)
Factor Average	**3.39**	**Great Extent (GE)**

Table no. 5 represents the summary of the table from survey conducted on the Extent of Job Performance. The Bridge Culture Inc. has a great extent on their

employee's job performance in acquiring their goal. Majority of the indicator received a great extent. Under table 5, the indicators 5.1 (Mean=2.99) is the only one received a moderate extent, while the rest 5,4 (Mean=3.38), 5.2 (Mean=3.39), and 5.3 (Mean=3.41) received a great extent. Moreover, the findings reveal that these indicators do significantly affect the job performance of the employees in Bridge Culture Inc. The table represents a great extent factor average of the study. This also indicates the highest mean of mean which has a range of 3.39 under productivity, 3.38 under working relationship, 3.30 workloads, and 2.99 under working environment. Among the 4 indicators on the Extent of Job Performance from the Virtual Training, working environment has the lowest rating out of the four indicators, with a rating of 2.99 and interpreted as moderate extent. The working environment can greatly influence how the employee feel, when one has a positive working environment, it can improve employee's happiness, increase productivity and motivate those people around them.

Moreover, a positive working environment is a workplace that promotes growth and goal attainment, these environments are most conducive to a successful workforce as they encourage employees to perform to their highest ability.

CHAPTER III

THE PROPOSALS

This chapter presents the developed proposals to address the survey's different results and analyze the data gathered.

The proposals respond to the problem identified as a conclusion of the study accomplished in the previous chapter an action plan was made to show the details of the scheme.

I. Proposal Title:

The EI Project (Employees Improvement)

II. Rationale

The respondents evaluate the extent of job performance in virtual training at Bridge Culture Inc., located in Gagfa IT Center Inc., through their working environment, productivity, workloads and working relationships. The researchers come up with the proposal to engage individuals benefit to practice the good connection of improving the employees support system as they go by with their performance, effective training, experience, skills, and proper understanding. One of the concepts presented is the virtual training, indulging in one affects the performance of the employees on how they look up to the company's growth, and standing. Virtual training is atop trend in learning and advancement patterns that carries many advantages through guaranteeing the employees and employer are trained to high standards in an affordable and highly convenient manner. Its impact gives opportunities for both employees and employer to get inspiration, responsibility, higher perceived value of the organization and investing knowledge

gained back into the organization. The researchers recommend the need to raise the standard in both the employees and the employers to make an improvement and strengthen the connection of both parties.

Proposal Design

This proposal will outline the overall objective of the extent of job performance from virtual training at Bridge Culture in Gagfa IT Center Inc. The remainder of the proposal will provide details regarding working environment, productivity, workloads, and working relationships.

The researchers come up with the "Adaptation of Remote Work" to expand availability of their work environment that caters great experiences of the employees with efficiency and can all more likely concentrates for broadened time frames which they could possibly finish their work faster and promotes better work-life balance. Promoting effective communication within the company will bring great exchanging of ideas that increases productivity within the workforce through the implementation of "Accepting Tutor's Suggestions for Quality Improvements". This will provide acknowledgement of the employee's thoughts and ideas regarding about the company's progress of productivity and help them feel comfortable and directly connected within the company's mission and goals. "Authorizing Tutor's Techniques" to authorize the employee to create and conducts the lesson on them own way and not just depending on the lesson plan that company provides to them. This is to increase employee's engagement within the company's standard of employment and help them interact, ask questions and receive feedback from their co-employees and the tutor as well. Lastly, "Addressing Tutor's Concern" to

address healthy relationship in the working place and avoid any form of conflicts that may lead to work distraction. Good communication brings harmonious relationship between the employer and employees which makes work more fun and productive.

Budget Scheme

The researchers planned cost-effective proposals to address the mentioned needs on the extent of job performance in virtual training. The budget for 1st, 2nd, 3rd and 4th proposals, once implemented, can be derived from the company's budget for developmental programs. The financial plan will come from this in view of the accessibility of the working environment, productivity, workloads, and working relationships are adverse in developing employees.

PART 1

PROPOSED ACTION PLAN

Proposal No.	Reference	Activity / Concern	Rating	Description	Proposed Corrective Action	Person Responsible	Time frame	Budget
1	Table 1 item 5	The company offers a private space or working remotely from home.	1.77	Less Extent	The Adaptation of Remote Work	HR Personnel/ Admin	June2022	-
2	Table 2 Item 4	The company is open for employee's ideas to increase output.	2.89	Moderate Extent	Accepting Tutor's Suggestion for Quality Improvements	HR Personnel/ Admin	June 2022	-
3	Table 3 Item 1	The company helps the employees feel in control of their work	3.17	Moderate Extent	Authorizing Tutor's Techniques	HR Personnel/ Admin	June 2022	-
4	Table 4 Item 2	The Company Admin is open for any employee concern related to work	3.26	Great Extent	Addressing Tutor's Concerns	HR Personnel/ Admin	June 2022	-

PART II

PROPOSAL DETAILS

Proposal No. 1: **Adaptation of Remote Works**

The proposal is improving the Work-from-home schedule and set-up. This proposal is about working outside of a traditional office and communicating with your employer digitally or over the phone. Although several institutions have introduced work from home setups, they differ from remote work in that "working from home" is a temporary condition, but remote working is a completely different way to getting things done. This Remote Work focuses mainly at home setup or any place that complies with the requirements when doing the work such as the background, noise, stable internet, and lesser distractions. Instead of coming to the office and interacting with employer and co-employees face to face, remote workers use digital tools to handle tasks, complete projects, and communicate with them. The purpose of this proposal is to increase the performance of an employee. It is convenient; add in the lack of a commute, and remote workers typically have more time and fewer distractions, which leads to increased productivity. When done right, remote work allows employees and companies to focus on what really matters. This proposal is really an advantage since employees are already familiar or has an experience or working at home during the pandemic. Some of these employees got used to this kind of set-up and would prefer Remote Work once implemented. With the approval of the head of the HR department, the Remote Work will formally be requested, via email, to have it discuss with all of the HR personnel and the CEO. Having these Remote Work will help increase the

performance and support system that Bridge Culture Inc. can provide to employees.

Proposal No. 2: **Accepting the Tutor's Suggestion for quality improvements**

The proposal is about improving the tutor's suggestion to have quality improvements. This proposal is about having an effective communication with the manager or team leader to cater the needs of the employees. Any individual suggestions regarding to the employee's ideas to increase their output. The purpose of this proposal is to acknowledge employees' personal concepts and suggestions that can encourage them to work efficiently in their perspective areas. This can be done by having a 1 hour meeting a day of open communication between managers and employees until they can discuss their personal ideas and suggestions to increase productivity in the workplace. Managers should be accessible to their employees and effectively communicate expectations and responsibilities. This business management approach helps with increasing employee productivity, as employees feel directly connected to the organization's mission and goals. Ultimately, implementing Accepting the Tutor's Suggestions can foster efficiency and increase job satisfaction. With the approval of the head of the HR department, the current 1 hour a everyday session will be formally requested, via email, to have these hours extended accordingly. This will be a face-to-face talk to those tutors who are assigned in the workplace and an online talk for those tutors who are assigned work from home set-up. Having these "Accepting Tutor's Suggestion" will help increase the support system that Bridge Culture Inc. can provide to employees.

Proposal No. 3: **To implementing Authorizing Tutor's Techniques**

The proposal is about improving Authorizing Tutor's Techniques in the Company. This proposal is about authorizing tutor to not just simply rely and oblige on the flow of the lesson but also to use their own techniques when handling a lesson. Any tutors have their own way of giving lesson especially when the unexpected circumstances happen during the lesson or simply it doesn't go on their way. The purpose of this proposal is to increase tutor and student engagement and effectively delivering lessons online. Authorizing Tutor's Techniques can be done by tutors encourage students to ask questions and receive feedback from their peers and course team (instructors and teaching assistants). Ask teaching assistants to introduce themselves and their backgrounds and ask a question to start discussion and provide interactive activities depending on the situation. This is very particular for tutors who have regular students that needed to be handling with extra patience and techniques to get their attentions and provide the needs that they want. With these, tutors don't have to worry that they didn't followed the lesson flow but they are just simply addressing to want the students wants. This will increase the level of confidence of an employee to be able to do their best. In return, this will benefit the organization because the efficiency of the employees will increase. This proposal is substantially relevant due to the positive effect that it can bring to the company. With the approval and of the head of the HR department, a formal request will be sent via email regarding this program to have it included in the next action to provide to the employees after the discussion with other admins.

Proposal No. 4: **To implement Addressing Tutor's Concern**

This proposal is about the implementation of Addressing Tutor's Concern. This aims to promote healthy relationship at workplace between the manager and employee regarding the concerns of employee towards the management. Any individual concerns regarding to employment, such as interpersonal conflicts, communication problems, discrimination, favoritism, salary, etc., will be entertained through an online platform or face-to-face talk. The purpose of this proposal is to have the course of action for all the issues and concerns regarding their employment that can encourage them to have a good relationship between the management and employees to make the job more enjoyable and efficient at the same time. The professional connections that the employee and the manager make will also help to further their career and makes the employee feel important of having them in the organization. This can be done by extending the current hours for accommodating employee concerns from 1 hour a day to 3 hours a day until the adjustment can be completed to the required hours for employees to reach out with their problems. It might be advantageous to the organization to be aware of the issues of employees that are preventing them from achieving great organizational and employee outcomes such as employee engagement. With the approval of the head HR department, the current 1 hour a day session will formally be requested, via email, to have these hours extended accordingly.

Post Evaluation Scheme

After a year, a descriptive survey questionnaire will be used to gather data to evaluate the success of the proposals on job performance from virtual training. Adaptation of Remote Works, Accepting the Tutor's Suggestion for quality improvements, to implement Authorizing Tutor's Techniques and to implement Addressing Tutor's Concern will all be evaluated. The positive impact of these recommendation will be seen in the improved performance of Bridge Culture Inc. employees.

CHAPTER IV

SUMMARY, FINDINGS, CONCLUSION, AND RECOMMENDATION

This chapter presents the summary, findings, conclusion, and recommendations from the results of the analysis.

SUMMARY

The purpose of this research aimed to determine the extent of job performance from the virtual training at Bridge Culture Inc, GAGFA IT Center, Kasambangan, Cebu City.

Specifically, it answers the following:

1. As assessed by the respondents, what is the extent to which employee's performance from the virtual training is manifested the areas of:

    1.1 Working Environment,

    1.2 Productivity,

    1.3 Workloads; and

    1.4 Working Relationships?

2. Based on the findings of the study, what recommendations can be proposed for further improvement.

The study used a descriptive survey method. A qualitative technique was used to measure the Extent of Virtual Training on the productivity of the English tutor's workforce at Bridge Culture Inc.

FINDINGS

Based on the data from the respondents, the following information was obtained:

1.1 Working environment was evaluated with the rating of 2.99 interpreted as Moderate Extent

1.2 Productivity was evaluated with the rating of 3.39 interpreted as Great Extent

1.3 Workloads was evaluated with the rating of 3.41, interpreted as Great Extent

1.4 Working Relationship was evaluated with the rating of 3.38, interpreted as Great Extent

CONCLUSION

In reference to the results of the conducted research, it is concluded by the researchers that the indicators: Working Environments, Productivity, Work Loads, Working Relationship have an impact on the extent of the job performance from virtual training.

The theory of Stephan J. Motowildlo & Harrison J. Kll (2012) on Job Performance is being affirmed by the results. Which implies that job performance should be useful for the full range of strategies and interventions that the field of industrial and organizational (I/O) psychology might utilize to improve human performance in work organizations.

Suppose the research is focused on the Working Environment, which has the lowest weighted mean. In that situation, it may be deduced that, of all the

variables studied, it has the greatest impact on employee performance in a virtual training. Because there are places on the Working Environment variable that Gagfa IT Center Inc. does not provide, it has an impact on employee performance. According to the researchers' idea, by adapting the Remote Work setup, employees will feel more comfortable working and their performance will improve.

RECOMMENDATIONS

Based on the conclusions made by the researchers, the following recommendations are proposed:

Primary recommendation

To implement the proposals in Chapter III of this research study.

Secondary recommendation

To further improve the study, it is recommended that the following researchers be conducted.

- The Benefits and Drawbacks of Virtual Training.

- Effectiveness of Work from Home Set up.

- Training and Development Needs in an Organization

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APPENDICES

Appendix A
Transmittal Letter

March 28, 2022

Mr. Shinobu Amatsuji
CEO
Bridge Culture Inc.
GAGFA IT Center, Brgy. Kasambagan, Cebu City, Cebu

Dear Mr. Amatsuji,

The third year Human Resource Management students from the University of San Jose -Recoletos. Would like to ask permission to conduct a business research in your company entitled Extent of Virtual Training in the Employees Productivity, survey questionnaires will be distribute through online.The data and result of this study will remain absolutely confidential and to be used for academic purpose only.

Attached here with are the sample questionnaires for your reference. You may contact me through this email: mariezethgonzaga06@gmail.com or mobile number 09955657146.

Your approval will be greatly appreciated.
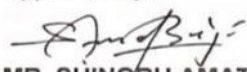
Thank you very much and God bless.

Respectfully yours,

MARIEZETH D. GONZAGA
Group Leader

Noted By:

DR. AVA-LOU PEREZ, LPT
Chairman, Marketing and HRM

Approved by:

MR. SHINOBU AMATSUJI
CEO

Appendix B

Survey Questionnaire

This questionnaire is designed for the purpose of writing a thesis proposal. This serves as the research instrument in data gathering entitled Effectiveness Extent Virtual Training in the Employees Productivity in Bridge Culture Inc., under the GAGFA IT Center, Brgy. Kasambagan, Cebu City. Your assistance will be highly appreciated.

Rest assured that all data gathered will be treated with utmost confidentiality. INSTRUCTION: Please answer the following questions by putting a check mark (√).

Scale	Description	Interpretation
4 -	Great Extent (GE)	which means that the item practiced **all the time.**
3 -	Moderate Extent (ME)	which means that the item practice **often time**.
2 -	Less Extent (LE)	which means that the item practiced **sometimes.**
1 -	No Extent (NE)	which means that the item **neve**r been practice.

Working Environment	4 GE	3 ME	2 LE	1 NE
1.The company practiced fair treatment for all employee.				
2.The company provides a flexible working hour.				
3.Management inspects the facility and equipment to ensure that they are working as efficiently and safely as feasible.				
4. The company implements health precautions before entering the office.				
5. The company offers a private space or working remotely from home.				
Productivity	4 GE	3 ME	2 LE	1 NE
1.The employee is productive when incentives are offered.				
2. The company implements new business process especially in the technique methods.				
3. The company provides complete equipment; Computer set, earphone with microphone, and video camera.				
4. The company is open for employee's ideas to increase output.				
5. The company provides lesson plans (scripts) and training modules for teachers.				

Work Loads	4 GE	3 ME	2 LE	1 NE
1.The company helps the employees feel in control of their work.				
2.The company practices of assigning achievable tasks.				
3.The company monitored employee's punctuality through working hours, break time and lunch time.				
4.The company provides time t finish an important task.				
5.The company was able to eliminates distractions like social media accounts.				
Working Relationship	**4 (GE)**	**3 (ME)**	**2 (LE)**	**1 (NE)**
1.The company provides verbal warnings for disciplinary actions.				
2.The company admin is open for any employee concern related work.		.		
3.The company encourage trainees for role pay assess their confidence and skills.				
4.The company encourages employees to learn and share with their co-workers.				
5.Quality analysts are available for one-on-one tutoring at the organization.				

CURICULLUM VITAE

I.   PERSONAL DATA

Name : Gerald Luis C. Bensi

Address   : Hangar Rd. LapuLapu City

Birth Date   : February 28, 2000

Gender   : Male

Civil Status   : Single

II.   EDUCATIONAL ATTAINMENT

College: Bachelor of Science in Business Management major in

Human Resource Management, University of San Jose – Recoletos

Magallanes St., Cebu City

2018 – Present

Senior High School: University of Cebu Lapu-LapuMandaue

A.C. Cortes Ave, Mandaue City

2016 – 2018

Junior High School: St. Augustine International School

BasakLapu-Lapu City

2012 – 2016

Grade School   :   St. Alphonsus Catholic School

G.Y. Dela Serna St, Poblacion, Lapu-Lapu City

2006 – 2012

I. PERSONAL DATA

Name   : Coolyn B. Gabas

Address   : Cadulang, Marigondon, Lapu- lapu city

Birth Date   : September 15, 2000

Gender   : Female

Civil Status : Single

II. EDUCATIONAL ATTAINMENT

College: Bachelor of Science in Business Management major in

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Recoletos   Magallanes St., Cebu City

           2018 – Present

Senior High School: Proverbs Ville Academy A. Tumulak St.,

                    Gun-ob, Lapu-lapu City,

                    2017 – 2019

Junior High School: Marigondon National High

                    School Marigondon, Lapu-lapu City

                    2013 – 2017

Grade School   :   Marigondon Elementary School

                    Marigondon, Lapu-lapu City

                     2005 – 2013

I.   PERSONAL DATA

Name   :Mariezeth D. Gonzaga

Address   :Subangdaku, Mandaue City

Birth Date   :February 06, 2000

Gender   :Female

Civil Status   :Single

II.   EDUCATIONAL ATTAINMENT

College Bachelor of Science in Business Management major in

Human Resource Management, University of San Jose – Recoletos

Magallanes St., Cebu City

2018 – Present

Senior High School   :Subangdaku Technical Vocational School

Subangdaku, Mandaue City

 2016 – 2018

Junior High School   :Subangdaku Technical Vocational School

Subangdaku, Mandaue City

2012 – 2016

Grade School   :Subangdaku Elementary School

Subangdaku, Mandaue City

 2006 – 2012

I.   PERSONAL DATA

Name   : Roquela Mae Labrador

Address   : Looc, Dumanjug Cebu:

Birth Date   : August 8, 1999

Gender   : Female

Civil Status   : Single

II.   EDUCATIONAL ATTAINMENT

College   : Bachelor of Science in Business Management major in

Human Resource Management, University of San Jose – Recoletos

Magallanes St., Cebu City

2018 – Present

Senior High School   **:** University of San Jose – Recoletos

Magallanes St., Cebu City

2017 – 2018

Junior High School   : Bitoon National Vocational High School,

Bitoon, Dumanjug Cebu

2012 – 2018

Grade School   : Dumanjug Central School,

Liong, Dumanjug Cebu

2006 – 2012