

**ASSESSMENT OF THE JOB PERFORMANCE IN THE HOUSEKEEPING  
DEPARTMENT AT SAVOY HOTEL**

**MACTAN NEWTOWN, LAPU-LAPU CITY, CEBU**

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A Thesis Presented

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In Partial Fulfillment

of the Requirements for the Degree

**BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION**

**MAJOR IN HUMAN RESOURCE MANAGEMENT**

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## **APPROVAL SHEET**

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## **CHAPTER I**

### **THE PROBLEM AND ITS SCOPE**

#### **INTRODUCTION**

##### **Rationale of the Study**

The company's workforce is considered as the resources of the organization that is difficult to manage. However, employees are the major contributors to the success of the organization and are therefore considered as the most valuable asset of an organization. Where the daily job performance of employees basically influences the success and even the failure of the business. The most important workforce of Savoy Hotel are the housekeeping employees where employees are engaged in the daily housekeeping activities. The housekeeping employees plays a vital role in maintaining the hotel's reputation among its competitors and allows the hotel to retain its customers, it basically is the front line of the hotel. After all, Housekeeping is not just about keeping the rooms clean for the customers, it also includes the maintenance of different areas from lobbies and hallways.

Savoy Hotel is one of the first hotels that the Local Government Unit (LGU) reached out to offer its services to the homecoming Overseas Filipino Worker (OFW). As one of the hotels that is in close proximity to the Airport, the LGU coordinated with Savoy Hotel management to accommodate the OFW's. The homecoming OFW's from the airport are dropped off to the hotel where they were offered services and act as the momentary place for them to stay before

their PCR tests results come out, which would allow them to travel to their hometown. And in which all of the services offered were covered by the LGU of Cebu City.

The employee's job performance is completely affected by the following; the job task, the job schedules and the job motivations. They are there to support the employees on a day to day basis and only then can they work, perform their duties, and at the same time control their behavior in the workplace. The study would assess the employee's job performance, whether the department was able to support the employees specifically more on employee training and empowerment and what areas are needed for improvement to make the housekeeping staff feel valued with fair job tasks and scheduling. Housekeeping has a significant impact on guest experiences and hotel performances and more time should be devoted or spent on them and that is taking care of the housekeeping employees. To figure out what needs improvement and provide information not only to the housekeeping department but also to the housekeeping service industry, expanding development opportunities overall.

## **Theoretical Background**

This study is anchored in the theory adapted by Ayaga 2014, (Employee Performance Theory).

This theory is defined as an employee's ability to do job-related tasks and the manner in which those tasks were completed. Performance ratings are based on a variety of factors, but Campbell et al. suggest that research findings look at the dimensions separately because they are related. When evaluating employee

performance, a general factor cannot possibly represent the best fit. Employee performance has been measured using a variety of methods. Though the measures differ in terms of how thoroughly and uniquely they are defined in terms of affective or cognitive work satisfaction, and so on. In order to achieve those aims, one of the most important goals of a business is to maximize employee performance (Butler & Rose 2011). In order to do so, the firm requires not only highly driven employees, but also satisfied and delighted customers. Employees that are mentally balanced are more productive and perform better in the workplace. In employee management literature and among human resource management practitioners, employee satisfaction, performance, and retention have long been major concerns.

Employee performance refers to an employee's productivity and production as a result of their growth. Employee performance has a direct impact on the efficiency of an organization. Employees are a company's most valuable resource (asset). The organization's success or failure is determined by on the performance of employees. As a result, businesses are spending a lot of money on employee development.

Task performance refers to behaviors that make up the technical core of a job (for example, teaching and research for university professors), whereas contextual performance refers to behaviors that support the technical core by improving the organizational, social, and psychological environment in which task performance takes place.

Job rotation is an organizational approach that involves the systematic and planned exchange of people between occupations depending on particular

criteria. The GS-Rot approach, which is based on Game Theory, is used in this study to construct job rotation schedules that take into account not just workers' job preferences, but also the abilities required for various occupations. Workers' direct engagement in the formulation of the rotation plan is encouraged using this method. It also allowed us to get around limitations in assigning individuals to job positions based on their disability (temporal or permanent). The GS-Rot method was implemented online and used in a case at a workplace where there was a high level of repetition of motions, which is a substantial risk factor for work-related musculoskeletal illnesses (WMSDs).

Employee motivation is an important topic in the field of management, both practically and theoretically. Organizational scholars consider motivation as a vital building block in the development of helpful theories of efficient management practice, while managers see it as an intrinsic part of the performance equation at all levels.

According to the two-factor theory (also known as Herzberg's motivation-hygiene theory), job satisfaction and discontent exist on separate observable behaviors, each with its own set of factors. This contradicts the traditional understanding of job satisfaction, which holds that job satisfaction and unhappiness are linked. At a time when organizations were inflexible and bureaucratic, Herzberg conducted his foundational motivation theory study. New theories of motivation, such as those based on behaviorism, emerged as businesses transitioned away from mass production and toward innovation (Bassett-Jones and Lloyd, 2005).

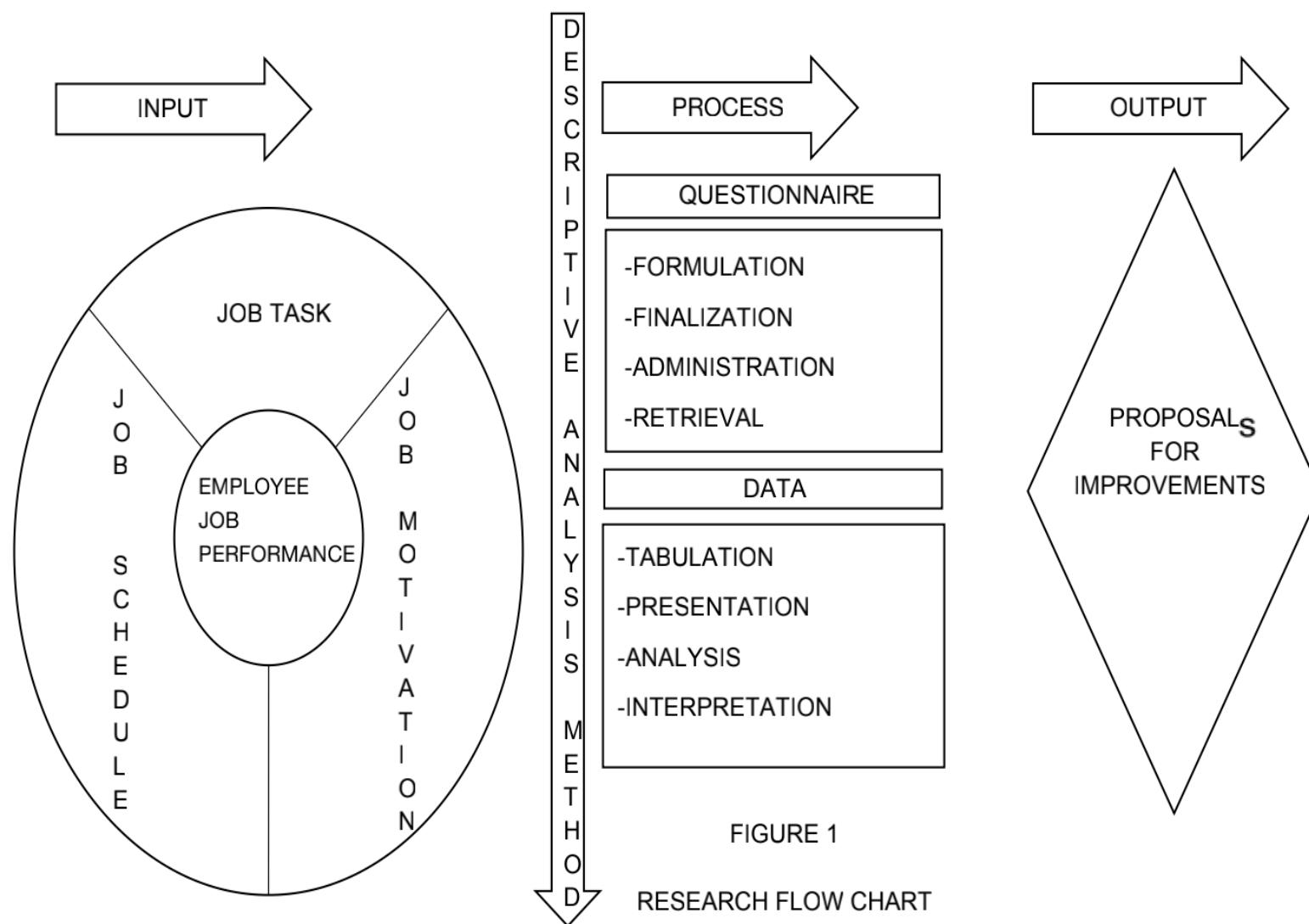
## Flow of Research Process

The Research Flow Chart showed the progress of the study step by step about the particular research. It presented a graphical representation of a process that included the input, process, and output.

The first step of the **input** was the assessment of housekeeping practices that assesses job performance and determining the significance of the department's practices and its impact on the employees.

The second step is the **process**. The formulation, finalization, distribution, and retrieval of survey questions formed the second phase of the flow. The data was then tabulated, analyzed, and interpreted to find the gaps in employee's job performance.

The third and last step is **output** which reflects what needs to be improved for that specific department. The output will include the proposals as suggestions for improvement and a basis for recommendations that will be forwarded to the company.



## THE PROBLEM

### Statement of the Problem

The study aimed to assess the job performance in the housekeeping department at Savoy Hotel Mactan Newtown, Lapu-Lapu City, Cebu.

It answers the following questions;

1. As assessed by the respondents, what are the housekeeping practices that impacts the employees job performance manifested in terms of;
  - 1.1. Job Task;
  - 1.2. Job Schedules; and
  - 1.3. Job Motivation.
2. Based on the findings of the study, what recommendations can be proposed for further improvement?

## SIGNIFICANCE OF THE STUDY

This study is valuable to the company, their stakeholders, and those seeking further research about assessment of job performance. These are expounded and explained below:

### **Hotel and Management Industry**

Provides insights about the management practices in the hospitality and management institutions that could help future studies in developing good management practices.

### **Housekeeping Department**

Provides data on practices and areas that need improvement to better serve guests, employees and the business.

### **Housekeeping Employees**

Collects valuable information first hand from the employees to assess their personal and professional wellbeing to better create programs in order to maintain good management practices.

### **The Researchers**

Provides data that can be used during “on-the-job training development” and provides additional insights to the researcher's knowledge.

### **The Future Researchers**

The data collected can be used for the future researchers in the management field.

## RESEARCH DESIGN

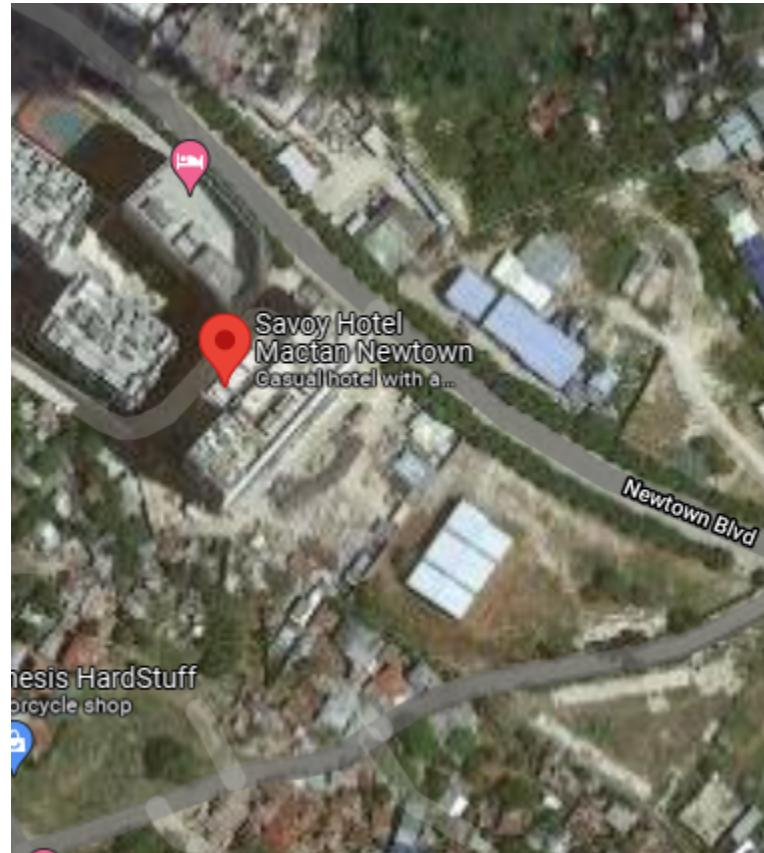
This section introduces the research method, research environment, research respondents, research instruments and the statistical treatment used in this study.

### **Research Method**

This research study utilized the descriptive survey method using the modified researcher-made questionnaire as the main tool that gathered the data and information. The survey questionnaires were distributed by the officer in charge. The data gathered was tabulated, analyzed and interpreted thoroughly to obtain accurate results and propose significant recommendations.

### **Research Environment**

The research environment of the study is Savoy Hotel, Mactan Newtown Lapu-Lapu City, Cebu, specifically the Housekeeping Department. Savoy Hotel is part of the Megaworld Corporation which entails the real estate arm of Alliance Global Group Inc. Developed by Megaworld International, Savoy is one of the prestigious hotels of Newport City that continues to give local and international travelers a remarkable experience. The Savoy Hotel is managed by Prestige Hotels and Resorts Inc. which is also owned by Megaworld. The Megaworld Corporation was incorporated on August 24 1989 that engages in real estate development, leasing and marketing. Savoy Hotel Mactan Newtown opened its doors on October 7 2019 as the third Savoy Hotel of Megaworld. Its sister hotels are located in Manila and Boracay.



**FIGURE 2**

**Location Map**

**Research Respondents**

The respondents of this study were the 23 employees of the Housekeeping Department which is the total number of the housekeeping employees that were involved in the day to day basis cleaning areas and other housekeeping duties in Savoy Hotel, Mactan Lapu-Lapu City, Cebu.

## **Research Instruments**

The research instruments that were used in this study were in the form of survey questionnaires, the job performances that were manifested in terms of: job tasks, job schedules, and job motivation. This includes the scales in measuring the degree of the job performances, with a corresponding numerical.

<b>Scale</b>	<b>Description</b>	<b>Interpretation</b>
4	Great Extent (GE)	which means the item is <b>practiced all the time</b>
3	Moderate Extent (ME)	which means the item is <b>practiced often times</b>
2	Less Extent (LE)	which means the item is <b>sometimes practiced</b>
1	No Extent (NE)	which means the item is <b>never practiced</b>

## **Data Gathering Technique**

The researchers sent the transmittal letter asking permission through the authorized company personnel to conduct the research study. The letter was then signed and approved by the authorized company personnel. After the letter was approved, the researchers distributed the survey questionnaire to the authorized company personnel. The authorized company personnel collected the answered survey questionnaire from the respondents after which the personnel forwarded it to the researchers. The researchers tabulated, analyzed by subjecting the results to the weighted average mean formula, interpreted the results and drew the findings and recommendations.

## **Data Analysis and Statistical Treatment**

The data gathered from the questionnaire were tabulated and subjected to the weighted average mean formula to determine the central tendency of the responses.

The formula is as follows:

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

Where:  $\mu$  = weighted mean

$\sum$  = summation

F = number of respondents under each scale

X = weight assigned to each scale

N = number of respondents

For the researcher to facilitate the analysis of the weighted mean, the following mean range and interpretation are utilized:

<b>Mean Range</b>		<b>Description</b>
3.26 – 4.00	GE	Great Extent
2.51 – 3.25	ME	Moderate Extent
1.76 – 2.50	LE	Less Extent
1.00 – 1.75	NE	No Extent

## **DEFINITION OF TERMS**

To understand further the context of the study the following important terms are defined.

### **Asset**

This refers to a resource of any sort that is owned by businesses and its purpose is to generate or produce benefits to the organization.

### **Building Block**

This refers to the foundations in creating management practices.

### **Delighted Customers**

This refers to the customers that experience joy and excitement due to the services or products exceeding their expectations.

### **Development**

This is defined as the progress of an employee based on his or her working performance.

### **Direct Engagement**

This refers to the ability to physically participate in any activity with direct supervision.

### **Housekeepers**

This refers to the employees that are responsible for ensuring rooms and other areas of a hotel are kept clean, safe, and organized every day.

### **Housekeeping Department**

This refers to the sector that ensures the cleanliness, maintenance, and aesthetic appeal of all rooms and public areas in the hotel.

## **Human Resource Management Practitioners**

This refers to the group of people that practices in the field of Human Resource.

### **Job motivation**

This describes the involvement of energizing employees to perform their best using different strategies and processes within the organization.

### **Job performance**

This refers to the contribution of an employee to the overall success of an organization.

### **Job scheduling**

This refers to the process of allocating different tasks to the employees in the organization.

### **Job tasks**

This refers to the duties and responsibilities that an employee performs on the job.

### **Performance Equation**

This refers to the action to find a solution in areas that have opportunities for improvement.

### **Organizational Scholars**

This refers to a group of people in the organization that attended an educational institution to gain knowledge and skills.

### **Technical Core**

This is defined as an expert on a specific subject that knows the basics up to the complex parts of the subject matter.

**Workforce**

This refers to the non-exchange entity of a company, such as employees, agents, officers etc.

**Work-Related Musculoskeletal Illnesses (WMSDs)**

This refers to the work environment condition that affects more specifically bones, joints, muscles and connective tissue.

## CHAPTER II

### DATA COLLECTION AND PRESENTATION

This chapter presents the analyzed, tabulated and interpreted data collected in the study. The data gathered pertains to the extent of the housekeeping practices that assess job performance in the housekeeping department in which all 23 employees of the said department were surveyed.

**TABLE 1**

**JOB TASK**

**N = 23**

<b>Indicators</b>	<b>Weighted Mean</b>	<b>Description</b>
1. The department provides fairly divided tasks.	3.78	Great Extent (GE)
2. The department set measurable tasks to meet the work obligations.	3.70	Great Extent (GE)
3. The department provides a checklist on work to be done.	3.65	Great Extent (GE)
4. The department checks the updated inventory of the housekeeping cleaning materials.	3.65	Great Extent (GE)
5. The department offers breaks during working hours.	3.26	Great Extent (GE)
<b>Factor Average</b>	<b>3.61</b>	<b>Great Extent (GE)</b>

Legend:      3.26 – 4.00    GE    Great Extent  
                2.51 – 3.25    ME    Moderate Extent  
                1.76 – 2.50    LE    Less Extent  
                1.00 – 1.75    NE    Not Extent

Table 1 indicates the extent of job task practices by the housekeeping department. The table shows that all items listed are interpreted as Great Extent, where item number 1 got the highest rating of 3.78 which means the department was able to provide fairly divided tasks among employees. While item number 5 got the lowest rating with 3.26 which indicates the few housekeeping employees seldom got offered or encouraged to take their breaks on time.

**TABLE 2**  
**JOB SCHEDULE**  
**N = 23**

<b>Indicators</b>	<b>Weighted Mean</b>	<b>Description</b>
1. The department sets work schedules to balance the work and life of employees.	3.52	Great Extent (GE)
2. The department arranges rotational schedules.	3.70	Great Extent (GE)
3. The department provides realistic goals promptly.	3.65	Great Extent (GE)
4. The department provides employees with a day off every week.	3.74	Great Extent (GE)
5. The department allows overtime when manpower is needed	3.78	Great Extent (GE)
<b>Factor Average</b>	<b>3.68</b>	<b>Great Extent (GE)</b>

Table 2 shows the job schedule practices provided to the employees in the housekeeping department. The table shows that all items listed are interpreted as Great Extent, where item number 5 got the highest rating of 3.78 which indicates that the department encourages and allows overtime when manpower

is needed. While item number 1 is the lowest with 3.52, which shows several employees are not satisfied with the company's work and life balance practices.

**TABLE 3**  
**JOB MOTIVATION**  
**N = 23**

Indicators	Weighted Mean	Description
1. The department recognizes top-performing employees.	3.48	Great Extent (GE)
2. The department conducts team-building activities to facilitate bonding outside of the workplace.	3.30	Great Extent (GE)
3. The department grants employees to suggest ways to improve the assigned job.	3.52	Great Extent (GE)
4. The department allows employees resourcefulness in the improvement of work.	3.48	Great Extent (GE)
5. The department head gives motivational praises to the employees.	3.39	Great Extent (GE)
<b>Factor Average</b>	<b>3.43</b>	<b>Great Extent (GE)</b>

Table 3 shows the tabulated and analyzed answers of employees on the extent of job motivation as one of the practices of the housekeeping department. This table shows the extent of job motivation in the housekeeping department and in which all items are in Great Extent. Among the five items listed, item number 3 is the highest with 3.52 which means that the department allows employees to suggest ways to improve the assigned job. While item 2 is projected as the lowest with 3.30, which indicates that few employees don't see

the department conducting team building activities that facilitate bonding outside of the workplace.

**TABLE 4**  
**SUMMARY TABLE**

<b>Table Nos.</b>	<b>Particulars</b>	<b>Weighted Mean</b>	<b>Description</b>
Table 1	Job Task	<b>3.61</b>	Great Extent (GE)
Table 2	Job Schedule	<b>3.68</b>	Great Extent (GE)
Table 3	Job Motivation	<b>3.43</b>	Great Extent (GE)
<b>Grand Mean</b>		<b>3.57</b>	<b>Great Extent (GE)</b>

Table 4 shows the summary of the tables on the Housekeeping practices that Assess Job Performance in the Housekeeping Department at Savoy Hotel Mactan Newtown, Lapu-Lapu City, Cebu. As indicated in the table, there is a Great Extent of the housekeeping practices that assess job performance. According to the tabulated data, the Job Schedule has the highest weighted mean of 3.61, which means that there is great extent on the job schedule practices of the housekeeping department. While table number 3 came in last with a weighted mean of 3.43 which indicates that among the 3 practices of the housekeeping department some of the employees are not satisfied with the extent of job motivation practices in the department.

## **CHAPTER III**

### **THE PROPOSALS**

This chapter presents an action plan to maintain and to better improve the existing housekeeping practices.

**Proposal Title:** Work Engagement to Increase Job Satisfaction and Performance of the Housekeeping Employees at Savoy Hotel Mactan.

#### **Rationale**

Every workplace has their own set of working schedules in order to maintain a more organized system. Based on the gathered data, employees are more productive when they are given enough breaktime from their work to regain additional strength. Setting an additional break schedule for the employees of the housekeeping department indicates that employees will have extended break time than before. Having enough short breaks between work can make employees more productive and focused. In line with this, is the importance of employee engagement between their peers. Being able to establish a healthy working environment among the group can improve the quality of work and services. It can also boost the delivery of their work and increase the level of productivity.

## **Proposal Design**

The researchers observe the need for improvement in terms of the work schedule of the employees as well as the relationship between their fellow workmates. In conducting the said proposal the researchers will coordinate with the manager of the housekeeping department to ask for permission in conducting this. There will be a formal letter that will be sent to the manager informing their office for consultation of the proposal action plan. The HR manager will be the one to assist the researchers in implementing the action plan. This proposed action plan will be conducted once a year and executed based on the agreement of the management

**PART I****Table 4****PROPOSED ACTION PLAN**

Proposal	Reference	Activity / Concern	Rating	Description	Proposed Corrective Action	Person Responsible	Timeframe	Budget
1	Table 1 Item No 5	-The department offers breaks during working hours	3.26	Great Extent	Work, Break Enhancement policy	HR Office / Department Head	To be implemented this July 01, 2022	

Proposal	Reference	Activity / Concern	Rating	Description	Proposed Corrective Action	Person Responsible	Timeframe	Budget
2	Table 2 Item no 1	-The department sets work schedules to balance the work and life of employees.	3.52	Great Extent	Implementation of Vacation Leave Schedules for Employees	HR Office / Department Head	To be implemented this July 01, 2022	
Proposal	Reference	Activity / Concern	Rating	Description	Proposed Corrective Action	Person Responsible	Timeframe	Budget
3	Table 3 Item no 2	The department will conduct a yearly team building for the employees.	3.30	Great Extent	Yearly Health and Wellness Team Building	HR Office / Department Head	To be implemented this August 19,2022	PHP 55,000

## PART II

### DETAILS OF THE PROPOSALS

#### **Proposal No. 1: Work Break Enhancement**

Taking a break is recharging. The company currently allocated an hour of break for every 8 hour shift. In line with this, the researchers are proposing scheduled breaks that provide employees “Rest break” for (15 minutes) and “Meal breaks” for (30 minutes). Setting breaks must be rotational to ensure the workforce is uninterrupted. The first short break will be taken after 2 hours of starting the shift, after 4 hours that’s when the meal break will be given for 30 minutes. Lastly, After 6 hours that’s the time for the last short break of 15 minutes. In total, the company is providing the employees a 1-hour break for an 8-hour shift.

Prioritizing the health of the employees is one of the things that management can administer. Providing breaks throughout the day for employees is necessary to promote health safety and reduce the stress of the workers. This proposal will aid the employees to have time to gain additional rest and regain energy for the entire duration of their work.

This proposal is beneficial for the organization because it boosts the level of productivity and quality of work of the employees. When employees have been given the right amount of rest then they will also deliver and perform the efficient work that the organization is aiming for.

## **Proposal No. 2: Implementation of Leave Schedules for Employees**

Employees are given Leave Credits annually and with that being said the employees are encouraged to use one Leave Credit per month for any date and reason. This is to ensure that employees can take time off for themselves. Also, this is to make sure that employees' unused Leave Credits won't be forfeited by the end of the year.

Paid day-offs are one of the benefits that an employee is entitled to. This is important because it provides the employee a one-day guaranteed scheduled leave per month. This helps with maintaining the work-life balance of the employees because they can plan anything for themselves for a one day scheduled leave

An Employee's personal life is as important as their position in the organization. Providing this policy would increase employees' job confidence and satisfaction. It gives the employees the satisfaction that despite their hectic work schedules they can still have time for themselves. Also, this will make the employees see themselves working longer in this company because they can balance work and their personal endeavors.

## **Proposal No. 3: Yearly Health and Wellness Team Building**

This proposal which is the yearly team building activity is about the team's wellness. Team building is defined as an organized activity to enhance the teamwork and skills of a person in a group. It consists of activities that will enable the employees to collaborate ideas and work within the team. Based on the data

gathered by the researchers, the management needs in terms of providing team building in their department. This is all about upholding the health and wellness of the employees. The industry has been hectic and to have this holistic approach helps employees to be grounded and more inclined within themselves and their peers. The team building activity will have Yoga with meditation activity and Physical activities to ensure the mind and body are balanced. The team building will be on August 19, 2022 and the proposed budget is PHP 55,000.00 that includes everything from: *Venue and Food - 1500 pax | Instructor - 10, 000 | Transportation - 6,000 | Miscellaneous - 4,500.* The breakdown mentioned are in Philippine peso.

It is essential for a company to uphold their employees health and wellness in order to have a more productive environment that is free from distress. This will help the employees to solidify their trust with one another and create a good connection. In a housekeeping department, it is vital to develop good relationships with one another to identify their strengths and weaknesses as a team.

This will be beneficial for the organization in the way that it gives their employees wellness training that ensures they are in great condition. Also it creates a bond between their employees that will increase the level of productivity and quality of work. It will also raise a good impression for the management because they value their employees as part of the companies' success. Through this team building, the level of productivity and motivation will increase and employees are more motivated to work within the group.

## **POST EVALUATION SCHEME**

An evaluation of employees in a form of survey method will be used a year after the implementation of the different proposals formulated for the housekeeping department. This is to allow the employees of the housekeeping department of Savoy Hotel, Mactan Newtown to evaluate the different proposals formulated for the housekeeping department, to collect data and further improve the proposals presented in this study.

## **CHAPTER IV**

### **SUMMARY, FINDINGS, CONCLUSION AND RECOMMENDATIONS**

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

#### **SUMMARY**

The study aimed to assess the job performance in the Housekeeping Department at Savoy Hotel Mactan Newtown, Lapu-Lapu City, Cebu.

It answers the following questions;

1. As assessed by the respondents, what are the housekeeping practices that impacts the employees job performance manifested in terms of;
  - 1.1 Job Task;
  - 1.2 Job Schedules; and
  - 1.3 Job Motivation
2. Based on the findings of the study, what recommendations can be proposed for further improvement?

This research study utilized the descriptive survey method using the modified researcher-made questionnaire as the main tool that gathered the data and information. The survey questionnaires were distributed by the officer in charge. The data gathered was tabulated, analyzed and interpreted thoroughly to obtain accurate results and propose significant recommendations.

## FINDINGS

Based on the data collected from the respondents, the following findings are derived from data analysis during the study:

1. The extent of Job Tasks practices with a factor average of 3.61 is interpreted as Great Extent
2. The extent of Job Scheduling practices with a factor average of 3.67 is interpreted as Great Extent
3. The extent of Job motivation practices with a factor average of 3.43 is rated as Great Extent
4. Overall, the study found the range of housekeeping practices implemented in the department were of great extent, with a factor average of 3.57.

## CONCLUSION

Based on the findings, the researchers concluded that the housekeeping practices of the management is effective and aids the job performance of their employees. The results of the study affirm the theory adapted by Ayaga 2014, (Employee Performance Theory).

## **RECOMMENDATIONS**

### **Primary Recommendation**

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

### **Secondary Recommendation**

1. Impacts of work life balance on employees' job performance.
2. Employees relationship and its impact to job motivation
3. Employees Satisfaction of Training and Development Programs of Savoy

Hotel

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## APPENDIX A

### Transmittal Letter

May 11, 2022

Ms. Hanna Kristina Tiongson  
Human Resource Supervisor  
Savoy Hotel Mactan Newtown, Lapu-Lapu City, Cebu

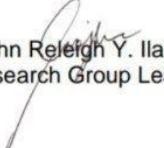
Dear Ms. Tiongson,

I am a third-year Human Resource Management student from the University of San Jose – Recoletos. I am writing on behalf of my team to request permission to conduct business research at Savoy Hotel Mactan Newtown, Lapu-Lapu City, Cebu.

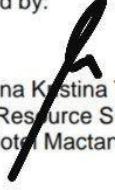
We decided to choose Savoy Hotel Mactan Newtown, Lapu-Lapu City, Cebu, as the subject of our study: Housekeeping Practices that Assess The Job Performance in The Housekeeping Department at Savoy Hotel Mactan Newtown, Lapu-Lapu City, Cebu. I am writing you this letter to ask consent from the management for us to distribute online questionnaires or surveys to the housekeeping employees.

With utmost respect, the data and the results of this study will remain confidential and will be for educational purposes only. If you have any other requests or questions, please feel free to let us know. I am looking forward to hearing from you. Thank you.

Respectfully yours,

  
Vojhn Raleigh Y. Ilaguison  
Research Group Leader

Approved by:

  
Ms. Hanna Kristina Tiongson  
Human Resource Supervisor  
Savoy Hotel Mactan Newtown, Lapu-Lapu City, Cebu

## APPENDIX B

### Survey Questionnaire

This questionnaire is designed for the purpose of writing research. This will serve as the research instrument in data gathering entitled Assessment of the Job Performance in the Housekeeping Department at Savoy Hotel Mactan Newtown, Lapu-Lapu City, Cebu

Rest assured that any information obtained in connection with this study will remain confidential. We highly appreciate your time in participating and answering the questions below.

**Instructions:** For each stated statement, please answer the following questions by typing an (✓) mark whether they are observed:

Scale	Description	Interpretation
4	Great Extent (GE)	which means the item is <b>practiced all the time</b>
3	Moderate Extent (ME)	which means the item is <b>practiced often times</b>
2	Less Extent (LE)	which means the item is <b>sometimes practiced</b>
1	No Extent (NE)	which means the item is <b>never practiced</b>

<b>JOB TASK</b>	<b>4 (GE)</b>	<b>3 (ME)</b>	<b>2 (LE)</b>	<b>1 (NE)</b>
1. The department provides fairly divided tasks.				
2. The department sets measurable tasks to meet work obligations.				
3. The department provides a checklist on work to be done.				
4. The department checks updated inventory of the housekeeping cleaning materials.				
5. The department gives importance to breaks during working hours.				
<b>JOB SCHEDULE</b>	<b>4 (GE)</b>	<b>3 (ME)</b>	<b>2 (LE)</b>	<b>1 (NE)</b>
1. The department sets work scheduling to balance work and life of employees.				
2. The department allows personalization of work schedules.				
3. The department set realistic goals in a timely manner.				
4. The department ensures employees in the housekeeping department gets enough day-off every week				
5. The department ensures service rendered beyond working hours are compensated.				
<b>JOB MOTIVATION</b>	<b>4 (GE)</b>	<b>3 (ME)</b>	<b>2 (LE)</b>	<b>1 (NE)</b>
1. The department recognizes top performing employees				
2. The department conducts team-building activities to facilitate bonding outside of the workspace.				
3. The department grants employees to suggest ways to improve assigned jobs.				
4. The department allows employees' resourcefulness in the improvement of one's work.				
5. The department head gives motivational praises to the employees.				

## **CURRICULUM VITAE**



### **I. PERSONAL DATA**

Name	:	Vojhn Releigh Y. Ilaguison
Address	:	Mactan, Lapu-Lapu City, cebu
Birth Date	:	August 01, 2000
Sex	:	Male
Civil Status	:	Single
Father's Name	:	John E. Ilaguison
Mother's Name	:	Liza Marie Y. Ilaguison

### **II. EDUCATIONAL ATTAINMENT**

College	:	Bachelor of Science in Business Management Major in Human Resource University of San Jose-Recoletos, Cebu City Undergrad
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Senior High School: Secondary Level

Colegio De La Inmaculada Concepcion

Mandaue City

2017-2019

Junior High School : Secondary Level

Regent Pacific College

Lapu-Lapu City

2012- 2016

Grade School : Elementary Level

Regent Pacific College

Lapu-Lapu City

2006-2012

### **III. WORK EXPERIENCE**

Quality Assurance Analysis – SITEL CEBU “SYKES ASIA, INC.” (August 2021-Present)

Customer Service Representative - SYKES ASIA, INC. (November 2020-August 2021)

### **IV. ORGANIZATION / AFFILIATION**

Sponsorship and Marketing Committee Head - Junior People Management Association of the Philippines Cebu Federation (October 2021 – Present)

Vice-President External - Junior People Management Association of the Philippines - USJR Chapter (S.Y. 2021- Present)

Public Information Officer – Creative Arts Ministry of Basilica Minore Del Sto.Nino, Cebu City (October 2018-Present)

## CURRICULUM VITAE



### I. PERSONAL DATA

Name : Avegiel C. Lovitos  
Address : Balud, San Fernando, Cebu  
Birth Date : November 19, 2000  
Sex : Female  
Civil Status : Single  
Father's Name : Tomas C. Lovitos  
Mother's Name : Marites C. Lovitos

### II. EDUCATIONAL ATTAINMENT

College : Bachelor of Science in Business  
Management Major in Human Resource  
University of San Jose-Recoletos,  
Cebu City  
Undergrad

Senior High School : Secondary Level

Notre Dame Academy

San Fernando, Cebu Inc.

2017-2019

Junior High School : Secondary Level

Notre Dame Academy

San Fernando, Cebu Inc.

2012- 2016

Grade School : Elementary Level  
: Balud, Elementary School  
: Balud, San Fernando, Cebu

### **III. ORGANIZATION / AFFILIATION**

#### **USJR JPMAP – Member**

University of San Jose Recoletos  
2019-2020  
Damers Correspondence School Newspaper's Staff  
Notre Dame Academy SFCI  
Former SSG President (Senior High)  
Notre Dame Academy SFCI

### **IV. AWARDS / RECOGNITIONS**

Dean's Lister ( College)  
University of San Jose Recoletos  
With High Honor ( Senior High)  
Notre Dame Academy SFCI

**CURRICULUM VITAE****I. PERSONAL DATA**

Name : Nino Rey M. Manago  
Address : 112 Rizal St. Centro Mandaue City  
Birth Date : December 24, 1999  
Sex : Male  
Civil Status : Single  
Father's Name : Noel Menguito  
Mother's Name : Rina Manago

**II. EDUCATIONAL ATTAINMENT**

College : Bachelor of Science in Business  
Management Major in Human Resource  
University of San Jose-Recoletos,  
Cebu City  
Undergrad

Senior High School: Secondary Level

Indiana Aerospace University

Lapu-Lapu City

2017-2018

Grade School : Elementary Level

Saint Louis College-Cebu

Cebu City 2006-2012

**III. ORGANIZATION / AFFILIATION****Battle of The Bands**

2014-2017

**IV. AWARDS / RECOGNITIONS**

Champion

Battle of The Bands

2016

Blue Card Awardee

2006-2009

## CURRICULUM VITAE



### I. PERSONAL DATA

Name : Margarita C. Silva  
 Address : Ramona Dumlog, Talisay City, Cebu  
 Birth Date : November 12, 2000  
 Sex : Female  
 Civil Status : Single  
 Father's Name : Diosdado V. Silva  
 Mother's Name : Ma. Jesusita E. Cane

### II. EDUCATIONAL ATTAINMENT

College: Bachelor of Science in Business  
 Management Major in Human Resource  
 University of San Jose-Recoletos,  
 Undergrad

Senior High School: Secondary Level  
 University of San Jose-Recoletos  
 2017-2019

Junior High School: Secondary Level  
 Talisay City National High School  
 2012-2016

Grade School: Elementary Level  
 Talisay City Central School  
 2006-2012

### III. ORGANIZATION / AFFILIATION

#### **USJR JPMAP – Member**

University of San Jose Recoletos  
 2019-2020

#### **USJR - Green Thumbs**

University of San Jose-Recoletos  
 2017-2019

#### IV. AWARDS / RECOGNITIONS

St. Ezekiel Moreno Awardee (Senior High School)

University of San Jose-Recoletos

With Honors (Junior High School)

Talisay City National High School