
SAFETY PRACTICES OF HOTEL ACCOMMODATION AMID THE PANDEMIC IN NAVAL, BILIRAN

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Abstract : This paper presents the safety practices of hotel accommodation amidst the pandemic in Naval, Biliran. The aim is to evaluate the safety practices of hotel establishments during the Covi-19 pandemic. This paper used a descriptive approach to assess the demographic profile of the respondents such as age, sex; civil status, and work status of the employee which includes the social measures they practice. The research design for this study is a quantitative research approach as it is the most appropriate approach to answer the research problem. The research study revealed that in Safety practices of hotel establishment and Basic protective measures of Hotel establishment majority of the respondents are oftentimes practicing in Reception & Check-in procedures, accommodation, employees, Physical distancing measures, hand cleaning, and respiratory hygiene and Ventilation and Air conditioning. Therefore, the study limits number of bookings and guests to ensure the spreading of COVID-19 in the area as the employee practices social distancing and applies social measures during working time.

Keywords: safety practices; hotel accommodation; Covid-19 pandemic; hospitality industry.

INTRODUCTION

Hotel industry is associated with various types of health and safety hazards and it has a major impact on profit. Therefore, there is an imperative need to identify the ways of improving control of health and safety hazards at work in the local context in order to pursue better health and safety performance.

Tourism and hospitality industry thrive on the patterns of visitations and a considerable effort are placed by decision makers to attract visitors to support the sector and enhance the multiplier effect from the industry. But due to the ongoing situation travel restrictions are being observed at national and international levels. These travel bans, border closures, events cancellations, quarantine requirements and fear of spread, have placed extreme challenges on tourism and hospitality sectors (Gössling et al., 2020).

According to current evidence, SARS-CoV-2, the virus that causes COVID-19, is primarily transmitted between people via respiratory droplets and person-to-person contact routes. Transmission may also occur by touching objects or materials carrying infection (fomites) in the immediate environment around the infected person. The most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other symptoms that are less common and may affect some persons with COVID-19 include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell or a rash on skin or discoloration of fingers or toes.

Some people become infected but only have mild symptoms and some people infected with SARS-CoV-2 have no symptoms at all. Detailed information on symptoms of COVID-19 can be found on the WHO website. Prevention measures include regular and thorough hand hygiene; physical distancing; avoiding touching eyes, nose, and mouth; good respiratory hygiene and the wearing of medical masks for at-risk individuals or fabric masks for the general public where there is community transmission and physical distancing cannot be maintained. Detailed advice on prevention can be found on the WHO website. Appropriate ventilation of buildings and indoor settings, and environmental cleaning and disinfection in particular of frequently touched objects and surfaces can help reduce the risk of infection.

Hotels and accommodation establishments are places where there is a high degree of interaction among guests and workers. It is these aspects the lodging of guests, the services this entails (food and beverage, cleaning, activity organization, etc.) and the interactions specific to these establishments (guest-guest, guest-staff, and staff-staff) that require specific attention. All staff of the accommodation establishment should comply with basic protective measures against COVID-19 including hand hygiene, physical distancing, avoiding touching eyes, nose and mouth, cough and sneezing etiquette (respiratory hygiene), use of medical or fabric masks, stay-at-home orders when indicated and seeking medical attention when symptoms consistent with COVID-19 are present.

According to Wong et al. (2007) health can be defined as the state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. Cooper and Phillips (2004) viewed safety as a snapshot of the prevailing state of safety in the organization at a discrete point in time and may change over time.

The hotels in Naval, Biliran like GV Hotel, AR Hotel, Fragoch and D'Mie operate and accept guest or customers that is only living within Biliran. The hotels are following safety protocols like wearing face masks and face shields, checking the temperatures, washing their hands before entering the hotel and disinfecting it using alcohol to avoid being infected with the virus. They ensure that the rooms are well sanitize before using by their customers. They are doing this to ensure the safety of their employees as well as their customers.

However, the paper focused its study lens on Naval. The Municipality of Naval composed of different Hotels that accommodate people in times of pandemic. They are GV Hotel, AR Hotel, Fragoch

and D'Mie who operate and accept guest or customers that is only living within Biliran. The hotel establishment is in fact the biggest sector in town relating to hospitality industry.

Nonetheless, on the concern of safety practices of hotel accommodation amidst pandemic, the paper saw a great deal in conducting a pioneering assessment in Naval's hotel establishment regarding their safety practices used in times of pandemic. This assessment helped spring-board more studies on safety practices used by the hotel industry during pandemic in the town and in the province at large.

The study aims to evaluate the safety practices of hotel establishment amidst the pandemic in Naval, Biliran

Specifically, sought to;

1. Determine the different areas of hotel and their safety practices used for the prevention of the spread of virus in the hotel accommodation in Naval, Biliran.
 - 1.1 Reception & C
 - 1.2
 - 1.3 check-In Procedure;
 - 1.4 Accommodation;
 - 1.5 Public Spaces;
 - 1.6 Restaurant And Bar;
 - 1.7 Fitness & Spa, And;
 - 1.8 Employees
2. Determine the basic protective measures use of Hotel accommodation.
3. Ascertain the importance of safety practices conducted by hotel accommodation during the pandemic in Naval, Biliran.
4. Framework of the Study

This section presents various theories lifted from different sources which provide strong bases and support in answer to the questions posed which the study intends to address. *3.1 Theoretical Framework.* This study is anchored on the theory propounded by different authorities: supported by some well-known authority. The study is anchored on the theory of Quality Management (Anderson et al., 1994, Anderson et al., 1995, Fisher et al., 2005, Grandzol and Greshon, 1998, Rungtusanatham et al., 1998, Rungtusanatham et al., 2003). Most of these studies proposed that the development of the Theory of Quality Management should be expanded to other areas of management (Anderson et al., 1994, Anderson et al., 1995, Rungtusanatham et al., 1998, Rungtusanatham et al., 2003).

Accordingly, this study adopts the developing theory of the management of quality to include safety management; that is, safety. The idea of linking the business practices of quality and safety is not new and was identified by Deming, who stated, "Safety, like quality, improves when we improve the system. The quality of work life will improve when management views safety as the results of their management system rather than treating accidents as a special occurrence outside their management system" (Rahimi, 1993). Also stated that quality and safety would be stronger values within an organization if their management was in harmony rather than disconnected. Accordingly, the purpose of this study is to find if the evolving theory of the management of quality (Fisher et al., 2011, Khan, 2010, Zu et al., 2008) could be generalized to other areas of management, including the management of safety.

3.2 Conceptual framework. The different variables were considered in conceptualization of this study. The dependent variables covered the safety practices of hotel establishment while the independent variable is the importance of safety practices used by the hotel establishment amidst pandemic. Figure 1. Shows the schema/diagram of the conceptual framework of the study.

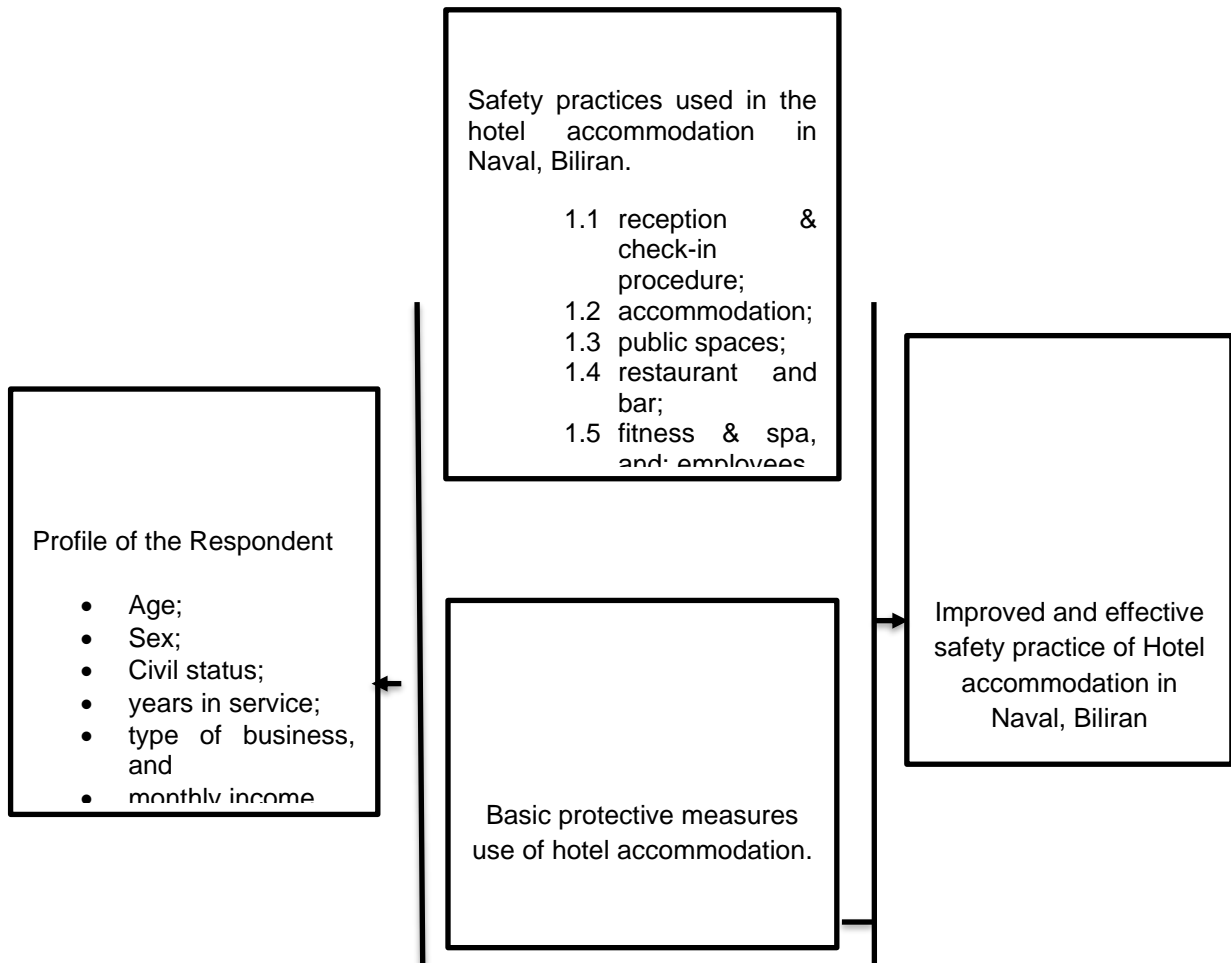


Figure 1. Conceptual Framework of the Study

5. Significance of the Study

The research will be of significant use to several groups of people and organizations, which could be used as input for policy formulation, catalyst for changes in laws, and, even as a reference for future studies. Specifically, though, the research will give benefits to the following:

Hotels in Naval, Biliran. The primary concern of this study is about the improvement of safety practices. *Hotel Managers.* The result of this study will help the managers about decision making related to safety in the hotel industry. *Hotel Staff/Personnel.* The outcomes of the study can help the staff understand the safety practices of the hotel industry for them to be aware. In addition, staffs can implement establishment activities that will solve the needs of the customer and eliciting important feedback for the improvement of the place that promotes the company’s development.

Guest. The results of this study will help to the guest of hotels and restaurants for them to gain information about safety. *Future Researchers.* Through this study, they will have an effective way of showing their case, what they have learned and come up with an output, in the form making a research study that be often benefit to others. This study will also serve as background and added information about hotels safety practice amidst pandemic. This research will serve as a reference to the future studies.

6. Scope and Delimitation of the Study

This study only covered on the safety practices of hotel establishment amidst pandemic in Naval, Biliran. This study conducted by the Hospitality Management students in School of Management and Entrepreneurship during the month to March 2021 to May 2021. Only those employees of the selected hotel employees were included in the population of the study. We will be handing out questionnaires to the employee personally or through email in order to attain following objectives of the study.

7. Review of Related Literature

The Covid-19 pandemic shook the hotel industry particularly hard, and turned many hotel businesses upside down. However, what Covid-19 did was remind those in the hotel business of fundamental business principle: listen to the customer “making the guests feel comfortable, no matter the situation is and always will be the aim of a hotel and its staff”. The study will help to enhance the understanding of safety measures and their effectiveness and also, the study will provide the customer a safer place which would be free and can prevent the spreading of virus.

According to Mill and Linn (2001), major causes of occupational health and safety failures are inadequate safety education, instruction, housekeeping and wilful transgression. In addition, improper equipment and working platform, wrong safety attitude, lack of monitoring and supervision, lack of proper procedure and guideline and time constraints are the causes of fall accidents (Wong et al., 2007).

According to Cooper (1998), some jobs require, for instance, a large degree of manual dexterity (e.g. electronic assembly work). Others require problem solving skills (e.g. a process control operator in a chemical factory). Some people are good at these tasks, others are not and therefore, inadequate training is also a factor that lead to cause health and safety hazards. A research (Hassanain, 2009) revealed that the main causes of hotel fires are arson, open flames or smoking and cooking equipment. Further, according to this research hotels can be considered as a high-risk type of facility regarding fire hazard due to several number of factors. These factors are high occupancy load present at the building, especially in banquet halls and conference centres, the high-fuel load present in hotel facilities, unfamiliarity with the building results in experiencing difficulty in finding the way out of the building in case of fire emergencies and the existence of high fire risk areas.

Study by Hassanain (2009) identified the sources of health and safety hazards arise in hotel building are as guest rooms, hotel kitchen, laundry and etc. Potential fire hazards in guest rooms include smoking, candles, covered lamps, ash trays, coffee machines, irons, defective television sets, defective radios, and defective refrigerators, overheated hairdryers, electric blankets, fixed and portable space heaters, overloaded circuits and short circuits.

A study by Wright (1998 cited Fuller, 1999, p.325) shows that non-controlling of health and safety hazards is often perceived as an area of operational management where costs exceed benefits. Further, poor health and safety performance has been reported to significant impact of organizations' profits (Davies and Teasdale, 1994). As Cooper and Phillips (2004) pointed out, safety behavior will result in dramatic improvements in safety performance in terms of reductions in accidents, workers compensation costs, and insurance premiums.

According to Ranasinghe (2009), health and safety hazards preventive methods are important for any industry as they would result in reduced risks and losses, reduced cost, reliable operations, systematic and efficient approach to health and safety at work, low turnover of people, positive company image, reputation and compliance to rates, legislation, company standards and practices

According to Mill and Linn (2001), controlling health and safety hazards by practicing of health and safety management systems is one of the main foundations that lead to the success of a Safety Practices of Hotel Accommodation Amid the Pandemic in Naval, Biliran

business. Hence, industries need occupational health and safety management systems that help them to prevent and mitigate accidents by identifying and selecting the most critical hazards and managing them while adopting preventive measures.

The International Labor Organization (2009) adopted a new convention on the prevention of major industrial hazards. This provides a framework for the establishment of a national major hazard system for the prevention of industrial hazards and to mitigate the consequences of such hazards. It requires the formulation, implementation and periodic review of a coherent national policy concerning the protection of employees, the community and environment, against risk from major hazards. According to the literature findings, using Personnel Protective Equipments (PPEs) (Lin, 2001; OSHA, 2000), applying fire protection methods (Hassanain, 2009), conducting health and safety programmes (Hinze, 1988 cited Mill and Linn 2001), risk assessment (Lind et al., 2008; Adebisi et al., 2007) and risk management (Cooper, 1998), forming a safety committee (Mill and Lin, 2001), adopting a health and World Construction Conference 2012.

Global Challenges in Construction Industry 28 – 30 June 2012, Colombo, Sri Lanka 297 safety management system (Lind et al., (2008), practising good housekeeping (OSHA, 2000), maintaining equipment on schedule (OSHA, 2000), evaluation of health and safety hazards (OSHA, 2000) hazard identification (Mignanelli, 2000) and emergency procedures (Navon et al., 2007) are the major health and safety preventive measures used in hotel industry

The hotels in Naval, Biliran like GV Hotel, AR Hotel, Fragoch, D'Mie operate and accept guests that is only living within Biliran. The hotels are following the safety protocols like wearing face masks and face shields, checking the temperature, washing the hands and disinfecting it using alcohol to avoid being infected with a virus. They are doing this to ensure the safety of the employees and also the customers.

MATERIALS AND METHODS

This chapter contains the methods used in conducting the study. It further discusses the research design, research locale, research respondents, research instrument, data gathering procedure, data scoring, and statistical treatment of data.

1. Research Design

This study is descriptive research. This paper used descriptive approach to assess the demographic profile of the respondents such as age, sex; civil status, and work status of the employee which includes the social measures they practice. This research was conducted to identify the safety practices used by the hotel accommodation services in Naval, Biliran. The research design for this study is a quantitative research approach as it is the most appropriate approach to answer the research problem. Quantitative research collects data to quantify and subject information for statistical analysis in order to support or counter alternate knowledge claims (Creswell, 2003 cited in Williams, 2007).

2. Research Locale

This study will be conducted in the different hotels in the municipality of Naval, Biliran. The municipality of naval consist of six (6) best hotels namely the Fragoch tourists Inn, GV Hotel, D'Mei Residence Inn, Marvin's Seaside Inn, Biliran Island Inn, D'Mei Residence in Wad Mall. And as observed, the hospitality industry in Naval, Biliran helps maintaining on its goal for economic development. Thus, the conduct of a study entitled "safety practice of hotel establishment amidst pandemic made Naval the appropriate research environment

3. Research Respondents

The research respondents will be the employees of the six (6) best hotels that accredited by the department of tourism in Naval, Biliran. We randomly select 5 employees of each

establishment that would come to a total of 40 respondents in our study. They will be the involved respondents in order to provide the necessary data to attain the objectives of this study.

4. Research Instrument

The researchers will utilize a questionnaire from WHO entitled “ COVID-19 Management in Hotels and other entities of the accommodation sector” hereby modified by the researcher to obtain necessary information that pertains to the SAFETY PRACTICES OF HOTEL ESTABLISHMENT AMIDST THE PANDEMIC IN NAVAL, BILIRAN. The said questionnaire is composed of three (3) parts. Part I contains the information of the respondent’s personal profile which includes the age, sex, civil status, length of employment, employment status; and educational background. Part II provides the data which involved in the safety practices and importance of safety practices in hotel establishment amidst pandemic.

5. Data Gathering Procedure

In gathering the data, the survey questionnaire will be subjected for approval from the Dean of the School of Management and Entrepreneurship and instructor of the subject. Then, the researchers seek permission by writing a letter request addressed to the owner of the different hotels specifically in the food and beverage department for them to administer the questionnaire to the respondents. Thereafter, the survey questionnaires will be distributed for them to answer.

After the retrieval of the instruments, the data will be tallied, collated, tabulated and analyzed.

6. Data Scoring

All data collected from the respondents were systematically tabulated, tallied, carefully described, explained and recorded in order to attain the accurate information needed from the respondents. The data gathered from then survey were scored as follows:

On the safety practices of hotel accommodation, the following categorization of 5-point rating scale will be utilized:

Range of Value	Quantitative Description	Qualitative Description
4.3 - 5.0	5	Always
3.5 – 4.2	4	Oftentimes
2.7 – 3.4	3	Sometimes
1.9 – 2.6	2	Rarely
1.0 – 1.8	1	Never

On the importance of safety practices, the following categorization of 5-point rating scale will be utilized:

Range of Value	Quantitative Description	Qualitative Description
4.3 - 5.0	5	Always
3.5 – 4.2	4	Oftentimes
2.7 – 3.4	3	Sometimes
1.9 – 2.6	2	Rarely
1.0 – 1.8	1	Never

7. Statistical Treatment

The data taken from the research tools will be classified according to the problem in this research. The results were tallied and tabulated. The researcher used statistical methods and

techniques in analyzing data. To determine the results of the study we use the mean and frequency percentage. Weighted mean was used for the analysis of the data.

$$\bar{x} = \frac{\sum xw}{\sum w}$$

In which,

$$\bar{x} = \text{weighted mean}$$

x = score

W = weighted factor

∑ = summation

Percentage: F

(P) % = $\frac{F}{N} \times 100$

N

Where: F = Frequency

N = Total number of the respondents

P = Percentage

8. Ethical Consideration

The ethical aspects of all respondents participating in the study's conduct, approval, integrity, and secrecy were the most common considerations in conducting this research. By doing so, the researcher ensured that the respondents' identities were secured by not releasing them to anyone. Prior to conducting the study, the respondent's consent and approval were examined. The researcher also explained the methodology and objective of the study to the respondents, ensuring that they agreed to engage voluntarily in the study.

RESULTS AND DISCUSSION

Respondent's Profile

This part shows the results of the respondent's profile specifically in the civil status and gender of the employees.

Table 1. Respondent's Profile

	f	%
<u>Age</u>		
60 years old and above	31	26.10
46 – 59 years old	60	50.40
22 – 45 years old	28	23.50
Total	119	100.00
<u>Sex</u>		
Male	50	42.00
Female	69	58.00
Total	119	100.00
<u>Civil Status</u>		
Single	14	11.80
Married	95	79.80
Separated	2	01.70
Widow/er	8	06.70

	Total	119	100.00
Highest Educational Attainment			
With Master's Units		6	05.00
Master's Degree Holder		58	48.70
With Doctoral Units		40	33.60
Doctoral Degree Holder		15	12.60
	Total	119	100.00
Length of Service			
11 years and above		58	48.70
9 – 10 years		36	30.30
7 – 8 years		16	13.40
5 – 6 years		8	06.70
3 – 4 years		1	00.80
	Total	119	100.00
Sex			
	f		%
Female	28		56
Male	22		44
Total	50		100%

Table 1 showed that 28 or 72.5% are the *female* while the 22 respondents equal to 27.5% are the *male*. All in the total percentage are 50 equals to 100% in the percentage.

Table 2. Civil Status of the Respondents

Civil Status	<i>f</i>	%
Single	34	68
Married	14	28
Widow	2	4
Total	50	100%

Table 2 result is presented that the *single* is equal to 34 or 68% while the *married* showed 14 or 28% the *widow* is equal to 2 or 4% for the total of 50 or 100%.

Safety practices of hotel establishment amidst Covid-19

This part shows the safety practices of hotel establishment amidst Covid-19 in Hotel establishment specially in the accommodation, reception & check-in procedure, restaurant, public spaces and employees.

Table 3. Reception & Check-in Procedure

Indicator	WM	Interpretation
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1. The reception area and hotel lobby are disinfected at least once an hour and regularly ventilated.	4.1	Oftentimes
2. Hand sanitizer, gloves and disposable pens are available at the reception.	3.8	Sometimes
3. Check-in takes place individually, with the number of people limited to two from one booking, with the maximum reduction of procedures.	4.4	Oftentimes
4. The reception desk, payment terminals and room keys are disinfected on a regular basis and must be disinfected after each check-in.	4.0	Oftentimes
5. Safe distances have been set for guests waiting in queue for reception. The maximum number of guests staying in the hotel lobby is limited to 8 people.	4.4	Oftentimes
6. The check-in procedure includes mandatory health declaration. Failure to express the statement may result in the inability to provide the hotel service	4.0	Oftentimes
7. Reception staff work in disposable gloves, and the registration procedure takes place through a protective glass or in face shields.	4.0	Oftentimes
8. Common rooms for employees - satanic, toilets and facilities are disinfected regularly, using all safety standards	4.2	Oftentimes
AWM	4.08	Oftentimes

The table above explains the Reception & Check-in Procedure of the Hotel accommodation in Naval, Biliran. We can observe that there 8 indicators and among of the eight indicators, the highest mean is in statement number 3 about “Check-in takes place individually, with the number of people limited to two from one booking, with the maximum reduction of procedures” who obtain the average of 4.4 while the lowest mean is in statement 2 about “ Hand sanitizer, gloves and disposable pens are available at the reception”. This would be implied that the reception and check-In procedure in hotel accommodation oftentimes practice safety during pandemic cause of COVID-19.

Table 4. Accommodation

Indicator	WM	Interpretation
1. The space of each room is compulsorily ozonated after checking-out, along with complete disinfection of furniture and equipment available in the room, in particular a telephone, mini bar and TV with remote control.	4.0	Oftentimes
2. The bedding is changed according to safety standards and using disinfectants such as Philippine standards.	4.2	Oftentimes
3. Detailed disinfection of bathroom rooms is carried out every day using single-use materials and disinfectants from the professional Ecolab line.	4.0	Oftentimes
4. Daily cleaning takes place only at the guest's request, taking all necessity precautions. The procedure is supplemented with thorough ventilation, each time disinfection of furniture and equipment available in the room.	4.1	Oftentimes
5. All rooms are equipped with hand sanitizers	4.5	Oftentimes

6. Cleaning staff work with gloves while maintaining a safe distance from guests.	4.4	Oftentimes
7. During cleaning works, the housekeeping carts are protected with a protective foil, the vacuum cleaners are each time disinfected and the cleaning materials are used to only one room.	4.0	Oftentimes
8. All rooms provide information on the applicable security policies and procedures.	4.5	Oftentimes
AWM	4.21	Oftentimes

The table above explains the accommodation of the Hotel in Naval, Biliran. We can observe that there 8 indicators and among of the eight indicators, the highest mean is in statement number 5 and 8 while the lowest mean is in statement 1, 3 and 6. This would be imply that the accommodation services are oftentimes equipped with hand sanitizers and rooms provide information on the applicable security policies and procedures in the safety practice during pandemic cause of COVID-19.

Table 5. Public Spaces

Indicator	WM	Interpretation
1. Door handles, handrails, light switches, doors leading to the corridors and staircases are disinfected several times a day.	4.1	Oftentimes
2. The corridors and hotel lobby are ventilated several times a day	4.0	Oftentimes
3. Entrance to the hotel lobby is equipped with shoe sanitizing mat.	4.4	Oftentimes
4. Regular disinfection of the hotel elevator takes place, at least once an hour, with the introduction of a limit on the number of people using it at the same time to max. 2 people.	4.2	Oftentimes
5. Hand sanitizer is available on:		
each floor of the facility		
entrances	4.6	Oftentimes
restaurant		
public toilets		
6. The children's corner available in the restaurant is closed indefinitely	4.1	Oftentimes
7. Only guests of the hotel and employees are allowed to stay on the premises	4.0	Oftentimes
AWM	4.2	Oftentimes

The table above explains the public spaces of the Hotel in Naval, Biliran. We can observe that there 8 indicators and among of the eight indicators, the highest mean is in statement number 5 about the availability of the following in the public spaces while the lowest mean is in statement 2 and 7. This would be imply that the public spaces oftentimes available in the following like restaurants, toilets, entrances and floor facility in the safety practice during pandemic cause of COVID-19.

Table 6. Restaurant and Bar

Indicator	WM	Interpretation
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1. The restaurant and bar are opened daily from 8:00 - 10:00, in the current sanitary regime	4.2	Oftentimes
2. Meals might be delivered to room upon guest's request, with respecting all safety rules.	4.4	Oftentimes
3. Room service trolleys and waiter trays are regularly disinfected. Cutlery, porcelain and glass are scalded each time in accordance with sanitary procedures.	4.1	Oftentimes
4. Room service is free of charge.	4.4	Oftentimes
5. Restaurant staff work in disposable gloves and masks / face shields, maintaining a safe social distance.	4.8	Oftentimes
6. Guests receive a moisturizing, disinfecting wipe for each covering.	4.4	Oftentimes
AWM	4.38	Oftentimes

The table above explains the restaurant and bar of Hotel in Naval, Biliran. We can observe that there 6 indicators and among of the six indicators, the highest mean is in statement number 5 about the Restaurant staff work in disposable gloves and masks / face shields, maintaining a safe social distance while the lowest mean is in statement 3 about Room service trolleys and waiter trays are regularly disinfected. Cutlery, porcelain and glass are scalded each time in accordance with sanitary procedures. This would be implied that the restaurants oftentimes have in in disposable gloves and masks / face shields, maintaining a safe social distance to their staff. The average weighted mean is 4.38 as describes oftentimes in all indicators.

Table 7. Employees

Indicator	WM	Interpretation
1. All employees are regularly trained in compliance with safety standards and procedures in accordance with the requirements of DOH.	3.8	Oftentimes
2. After coming to work, each employee undergoes a well-being checkup, in case of negative symptoms the employee is not allowed to work.	4.2	Oftentimes
3. Each employee performs his duties in disposable gloves and, in accordance with the requirements, in a mask or protective helmet, in parts of the facility where direct contact with the guest takes place.	4.4	Oftentimes
4. Employees have access to disinfectants wet wipes personal protective materials.	4.6	Oftentimes
5. A rotary work system is introduced in all departments.	4.1	Oftentimes
6. Common rooms for employees - satanic, toilets and facilities are disinfected regularly, using all safety standards	4.4	Oftentimes
AWM	4.25	Oftentimes

The table above explains the employees in Naval, Biliran. We can observe that there 6 indicators and among of the six indicators, the highest mean is in statement number 4 about the availability of the staff in cleaning materials while the lowest mean is in statement 1 about "All employees are

regularly trained in compliance with safety standards and procedures in accordance with the requirements of DOH". This would be imply that the employees oftentimes have in the wet wipes, disinfectant and personal protective materials. The average weighted mean is 4.25 as describes oftentimes in all indicators.

Basic protective measures of hotel establishment

This part elucidates the Basic protective measures of Hotel establishment in Naval, Biliran that includes Physical distancing measures, hand cleaning and respiratory hygiene, Ventilation and air conditioning.

Table 8. Physical distancing measures, hand cleaning and respiratory hygiene

Indicator	WM	Interpretation
1. Physical distancing involves maintaining a distance of at least 1 meter between guests and one another. Wherever possible, the establishment should provide physical barriers between staff and guests (for example a protective plexiglass board at reception and concierge desks).	4.8	Oftentimes
2. Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water.	4.8	Oftentimes
3. Hand hygiene is recommended after exchanging objects (money, credit cards) with guests.	4.4	Oftentimes
4. Employees practice the covering of mouth and nose with a bent elbow or tissue when coughing or sneezing.	4.8	Oftentimes
5. The used tissue is disposed immediately in a bin with a lid.	4.5	Oftentimes
6. The following is available at the reception desk <ul style="list-style-type: none"> • <i>Disinfectant</i> • <i>cloths or disinfectant wipes for surface cleaning</i> • <i>face shield</i> • <i>eye protection</i> • <i>Medical mask</i> • <i>Gloves (disposable)</i> • <i>Plastic apron (disposable)</i> • <i>Alcohol</i> • <i>Disposable waste bag</i> 	4.8	Oftentimes
AWM	4.68	Oftentimes

The table above explains the Physical distancing measures, hand cleaning and respiratory hygiene of hotel in Naval, Biliran. We can observe that there 6 indicators and among of the six indicators, the highest mean is in statement number 1, 4 and 6 while the lowest mean is in statement 3 about " Hand hygiene is recommended after exchanging objects (money, credit cards) with guests. This would be implied that the Physical distancing measures, hand cleaning and respiratory hygiene of employees oftentimes on the following indicators that the highest mean have. The average weighted mean is 4.68 as describes oftentimes in all indicators.

Table 9. Ventilation and Air conditioning

Indicator	WM	Interpretation
1. Consider using natural ventilation (i.e., opening windows if possible and if it is safe to do so) to increase dilution of indoor air by outdoor air when environmental conditions and building requirements allow.	3.8	Oftentimes
2. If HVAC systems are used, they should be regularly inspected, maintained, and cleaned.	3.8	Oftentimes
3. Airconditioning should increase the total airflow supply and the percentage of outdoor air, such as using economizer modes of HVAC operations (potentially as high as 100%).	4.1	Oftentimes
4. Disable demand-control ventilation (DCV) controls that reduce air supply based on temperature or occupancy	4.2	Oftentimes
5. Inspect filter housing and racks to ensure appropriate filter fit and check for ways to minimize filter bypass.	4.5	Oftentimes
6. Generate clean-to-less-clean air movements by reevaluating the positioning of supply and exhaust air diffusers and/or dampers and adjusting zone supply and exhaust flow rates to establish measurable pressure differentials.	4.1	Oftentimes
7. Ensure exhaust fans in restroom facilities are functional and operating at full capacity when the building is occupied.	4.4	Oftentimes
AWM	4.12	Oftentimes

The table above explains the Ventilation and Air conditioning of hotel in Naval, Biliran. We can observe that there 7 indicators and among of the seven indicators, the highest mean is in statement number 5 while the lowest mean is in statement 1 and 2. This would be imply that the Ventilation and Air conditioning oftentimes Inspect filter housing and racks to ensure appropriate filter fit and check for ways to minimize filter bypass. The average weighted mean is 4.12 as describes oftentimes in all indicators.

CONCLUSION

On the basis of the findings of the study, the following conclusions are drawn: 1) Majority of the respondents were 22 years old in which composed the 8.75% of the total number of respondents. It implies that the hotel establishment in Naval, Biliran was within the age bracket that they can decide by their own will. 2) The hotel establishment in Naval, Biliran limits number of bookings and guest to ensure spreading of COVID-19 in the area. 3) Most of the staff practice social distancing and applies social measures during working time. 4) Majority of the employees adapt social measures from DOF as a policy in the establishments.

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