



Work-Related Factors Affecting Resort Employees: Input for Consideration to Accreditation Criteria

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Abstract

This study aimed to assess the Organizational Citizenship Behavior among Resort Employees in the CALABARZON Region. Specifically, it aimed to assess the work-related factors affecting resort employees in terms of individual, organizational, and environmental. There are many factors affecting the organizational citizenship behavior of employees. A research found out that the structure of management has an effect to the discretionary behavior of the employees in the hospitality industry. The researcher utilized a Descriptive-Survey method. The respondents of the study included DOT accredited resorts in CALABARZON Region. Among the 46 DOT accredited resorts only 32 resorts agreed to participate in the survey, and the number of respondents per resort varied depending on the number of employees allowed by the management to participate. The respondents were limited to all regular employees from each resort at varying job positions. A total of 166 respondents agreed to answer the survey questionnaire. The respondents agreed that they are moderately affected by the individual, organizational and environmental factors towards work. It can be concluded that staff are less significantly affected than the managers specifically on the environmental factor. Meanwhile, the group of respondents belongs to 40 years old and above are less significantly affected of individual factors compared to 20-39 years old. Furthermore, males are more significantly affected of individual and environmental factors than females. Inputs to DOT Accreditation among resorts are proposed based on the result of the study. It is recommended for resort management may implement programs to increase the attachment of the employees to the organization. Resort management may improve the benefit package provided for the employees. Finally, Future researchers may conduct similar study applied to establishments outside the CALABARZON Region.

Keywords: *Citizenship Behavior, Environmental, Individual, Organizational, Resort Business*