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## **EMPLOYABILITY NEEDS OF FOOD CHAIN BUSINESSES IN BATANGAS CITY, PHILIPPINES**

**JEANNIE MARGARETH APRITADO\***

**RENATO ROSALES\*\***

**FESTIJO\*\*\***

**BILLY\*\*\*\***

\*College of International Tourism & Hospitality Management, Lyceum of the Philippines University, Philippines

\*\*College of International Tourism & Hospitality Management, Lyceum of the Philippines University, Philippines

\*\*\*College of International Tourism & Hospitality Management, Lyceum of the Philippines University, Philippines

\*\*\*\*College of International Tourism & Hospitality Management, Lyceum of the Philippines University, Philippines

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### **ABSTRACT**

The general objective of this study is to identify the current job requirements in different food chain businesses. Food chain businesses are highly patronized by the local people due to their fast service, exceptional quality of foods and facilities are well established. Food chain businesses in Batangas City highly value applicants have shown perceived personalities, experience in work and intelligence during job interviews. A plan of action was created to maintain the Hotel and Restaurant Administration Programs in meeting the job requirements of the Hospitality industries.

**KEYWORDS:** Employability, Job Requirement, Food Chain, Batangas City

### **INTRODUCTION**

One of the problems of every higher education is absorption of its graduates in local and international labor market. Colleges and universities have been criticized for turning out graduates who could land a job that is not aligned to their educational preparation and orientation. This is because there seemed to have a wide gap between number of graduates and absorption rates. And the usual cause, as claimed, is the apparent weak preparation of graduates with job requirements of the government and private organizations. Truth of matter is that jobs are available, but it seems that very few qualify for the available jobs.

Furthermore, one of the present problems of fresh graduate students in getting employed is meeting the job requirements that an organization requires of applicants for a job. However, job requirements vary from company to company. In private companies, personal or political interventions are not usually given attention or

consideration. Every company has its own sets of criteria in human resource procurement and development. It is not easy therefore to look for jobs especially for students who have not yet to acquire impressive credentials.

Underemployment is much a serious problem in the Philippines. While unemployment is largely confined to the young and unskilled/inexperienced segment of the labor force (usually the new entrants), underemployment cuts across all age barriers and is particularly prevalent in the rural agriculture and the informal sector of the economy. Moreover, the magnitude of underemployment is substantially higher than unemployment. An official of the Department of Labor and Employment (DOLE) said that some 3,000 jobs are available in the hotel and restaurant industry as he painted a bright picture for the country's domestic tourism (Philippine Star, 2009).

It's important to know exactly what employers look for when hiring full-time employees. In addition to relevant skills, employers seek employees who have the personal values, characteristics, and personality traits that spell success (Loretto, 2009). A good employee must always have a positive attitude and should always believe in "can do" for everything. If something goes wrong he should not be broken and should come back with the same attitude he had while doing the same work first time (Vijayarani, 2010). According to Pitts (2008), positive attitude are people who are happy to be working and demonstrate it outwardly. Often, these are the people with a ready and sincere smile. Employers do not want to hire people who require close scrutiny or who can't be trusted to represent the company in Public (Dykeman, 2007). According to Hansen (2011) professionalism, deals with acting in a responsible and fair manner in all his/her personal and work activities, which is seen as a sign of maturity and self-confidence; avoid being petty.

Importance of communication skills can never be ignored or neglected. These skills are the key to executing good management skills. With good management skills, a person can have a team of members, who together create an ambience of open communication; good communication involves a set of complex skills (Windle, 2008). According to Manalastas (2010), a person cannot comfortably work, grow, and deliver value to their employer if they know nothing about computer programs and Internet. It is mandatory that they had learned and updated about information technology.

Employers are looking for something in addition to a degree and have become more explicit about the skills they seek and more sophisticated in identifying them in their recruitment procedures (Roa et. al, 2010). It helps to evaluate a person's skills, capabilities and personality trait. Interviews provide tremendous insight into a candidate's confidence level and ability to handle a pressure situation. This is also the chance to communicate the Company's policies, beliefs, work culture and expectations from the prospective employee (Abaja et al., 2010). Some food chain businesses required training program first before hiring applicants. As stated by Brown et al. (2005), getting employees to do things right means taking the time to train them properly from the start so that they understand what needs to be done, how to do it and why it should be done that way.

The researchers conducted a study about job requirements to know the present requirements of different food chain businesses in Batangas City for their selection of applicants. The researchers had been familiar with the different criteria of the companies regarding the personality, attitude and skills that employers would like their applicant to possess. In addition to that, the researchers found out some techniques for the preparation to their job application which is beneficial to every applicants and future applicants.

### **OBJECTIVE OF THE STUDY**

The general objective of this study is to identify the current job requirements in different food chain businesses. Specifically, it aims to know the profile of Food chain businesses in Batangas City, to determine the Job Requirements in Food Chain in Batangas City and to propose a plan of action to sustain the Hotel and Restaurant administration program in meeting the Job Requirements of the Hospitality Industry.

### **MATERIALS AND METHOD**

In this study, the researchers probe on the employability needs of select Food Chain Businesses in Batangas City. The study is possible by interpreting the responses of company representatives on employment that the forms or companies expect of applicants to possess. Furthermore, the data that had been gathered serve as baseline information in developing the pre-employment interventions for Bachelor of Science in Hotel and Restaurant Management students of College of International

Tourism and Hospitality Management, Lyceum of the Philippines University, Batangas.

The researchers searched for questionnaires of previous studies in relation to their title and made some changes on the questionnaire to make it more suitable for the present study. The adapted questionnaire was validated by the Dean of the College of International Tourism and Hospitality Management. After the validation of questionnaire, the researchers distributed to managers/supervisors of different food chain businesses in Batangas City.

The questionnaire was divided into 3 parts. The first part tackles on the profile of food chain businesses in Batangas City. Second part is about usual requirements that food chain businesses consider in recruiting and selecting applicants while the third part is about the potentialities or specific skills requirements that food chain businesses would like their applicants to possess.

## RESULTS AND DISCUSSIONS

**Table 1**Employability Needs of Food Chain Businesses in terms of Demographic

Job Requirements	WM	VI	Rank
1. Age	3.50	Very Important	6
2. Marital Status	2.76	Important	12
3. Place of Residence	3.24	Important	10
4. Ethics/Regional/Origin	2.66	Important	13
5. School Graduated from	2.84	Important	11
6. Educational Attainment	3.28	Important	9
7. Religion	2.30	Less Important	14
8. Character References	3.38	Important	8
9. Personality Traits	3.74	Very Important	2
10. Work Experience	3.52	Very Important	5
11. Mental Ability Test Result	3.68	Very Important	3
12. Perceived Personalities	3.60	Very Important	4
13. Previous Employers	3.42	Important	7
14. Interview	3.84	Very Important	1
<b>Composite Mean</b>	<b>3.27</b>	<b>Important</b>	

As seen from the table, different food chain businesses needs specific requirement which are very important for them to accept applicant in their company. Those very important job requirements include interview, personality traits, mental ability test, perceived personalities, work experience and age. A good personality goes a long way. When applicants go for an interview, putting on their best face is of utmost importance. An employer wants to see someone who is upbeat and has a smile on their face. If an applicant wants to be serious about the job that they want, they must also show that they aren't a drab person. Interesting people will always win out.

Studies shows that employers highly value their interviews with applicants because these are one of the most important hiring tools available to employers, used extensively to judge how appropriate a prospective candidate to fill a role with an organization. It helps to evaluate a person's skills, capabilities and personality trait. Interviews provide tremendous insight into a candidate's confidence level and ability to handle a pressure situation.

**Table 2 Employability Skill Requirements of Food Chain Businesses**

<b>Employability Skills</b>	<b>WM</b>	<b>VI</b>
1. Communication Skills	2.80	Great Extent
2. Human Relations Skills	3.67	Very Great Extent
3. Interpersonal Skills	3.58	Very Great Extent
4. Analytical and Thinking Skills	3.61	Very Great Extent
5. Computer Skills	2.90	Great Extent
6. Other Skills	3.69	Very Great Extent

Table 2 represents the weighted mean distribution of employability skill requirements of food chain businesses. Other skills were verbally interpreted as Very Great Extent which obtained a weighted mean of 3.69 ranked as first among the employability skill requirements of food chain businesses. Human relations skills ranked as second with a weighted mean of 3.67. Analytical and thinking skill has a mean value of 3.61 and ranked third. Computer skill has a mean value of 2.90 while communication skills obtained a mean value of 2.80 described as Great Extent.

## CONCLUSIONS AND RECOMMENDATION

Food chain businesses are highly patronized by the local people due to their fast service, exceptional quality of foods and facilities are well established. Food chain businesses in Batangas City highly value applicants have shown perceived personalities, experience in work and intelligence during job interviews. A plan of action was created to maintain the Hotel and Restaurant Administration Programs in meeting the job requirements of the Hospitality industries.

Food chain businesses may include healthy food but with same quality. The College of International Tourism and Hospitality Management should provide training program on communication skills to be able to possess the said requirements. The proposed plan of actions may be tried and evaluated by the Dean of the College. This study may be applied for further researches using other variables.

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