Master's in International Hospitality Management (MIHM) Graduates Professional and Personal Productivity

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Abstract – *Productivity is the measure of efficiency in which a country combines capital and labor to produce more with the same level of factor inputs. This study aimed to determine the productivity of the graduates of MIHM from 2013 to 2017. Specifically, it described the graduates in terms of professional and personal productivity; determined the effects of the learning experience from the MIHM degree; presented job performance in terms of competence, commitment, credibility, and collaboration and tested the significant relationship between the effects of the learning experience from MIHM degree to present job performance and their attainment of learning outcomes. Based on the result, the majority of the respondents are faculty/teachers in known universities in Batangas and Laguna. MIHM graduates agreed that they became professionally and personally productive after taking the program. In terms of competence, the graduates very much observed that they are utilizing research in carrying out company innovations and projects while as to commitment, they were able to manifest service-oriented quality. As to collaboration and caring, they observed that they were able to accept diversity and demonstrate respect for differences and acceptance of cultures, ideas, opinions, and beliefs while in credibility they very much observed that they can practice their profession with strict compliance to professional ethics. It was also observed that there was a significant difference in professional productivity when grouped according to position.*

Keywords – *Personal and Professional Productivity, Hospitality Management*

INTRODUCTION

Productivity is the measure of efficiency in which a country combines capital and labor to produce more with the same level of factor inputs. Productivity is an important determinant of living standards – it quantifies how an economy uses its available resources, by relating the quantity of inputs to output. As the adage goes, productivity isn't everything, but in the long run, it's almost everything[1]. Access to technology and the skills of the labor force are determinants of productivity.

Through education and technological progress, labor productivity will enable students to pursue continuous lifelong learning for professional growth [2]. (Graduaté School Manual, 2018). The challenge now is for educational institutions to offer quality graduate school programs that college graduates and professionals may avail as part of their continuing professional development with the expectation that they will increase work productivity and thus be promoted to gain more personal and professional rewards and recognition [3].

It is then the present trend among new graduates to pursue higher levels of studies as taking master's and doctorate degrees. The goal of college student graduates, particularly those who are gainfully employed, is to pursue Graduate school studies to raise the level of their competencies and therefore enhance their productivity in the workplace. As provided for by PRC resolution no. 216-990, series of 2016, as to the requirement for continuing professional development program, may credit master's and doctorate units taken for professional development. Further, education needs new ways of thinking, new ways of doing, and new ways to evaluate and demonstrate impact[4].

Education has played a much greater role in the productivity of graduates as revealed by graduate tracer studies of the curricular program to respond to the industry needs. In connection with this, The Commission on Higher Education (CHED) has been continuously required to undertake tracer studies in assessing curricular programs that are being updated to suit the industry's needs. Lyceum of the Philippines University offers a graduate education program to develop the competencies of college degree graduates based on their chosen specialization. Graduate programs will provide advancement of the expertise they gained during college.

With this, it has identified the desired student outcomes and institutional learning outcomes anchored on the 4C's: Competence, Commitment, Credibility, and Collaboration [5].

MIHM started in 2010 and eventually produced graduates until the present. The program intends to achieve the following program educational objectives after 3 to 5 years. Students shall have 1) developed a higher level of competency in the four macro skills with high regard to societal needs and ethical responsibilities both nationally and globally; 2) have demonstrated professional and technological skills through empirical research enabling them to become responsible educators and leaders in their career and community; and 3) have pursued continuous lifelong learning for professional growth and 4) assess student outcomes.

Having a master's degree is an advantage is securing a job in a highly competitive global arena compared to other job seekers. Masters degree holders are more eligible for managerial positions. Based on the result of the tracer study of MIHM graduates from 2010-2015, 100% of the graduates are employed, and they strongly agreed on the skills they gained from the program such as independent working, handling customer complaints, problem-solving, strategic skills, personal teamwork, learning, leadership, decision making and communication skills. Graduates consider their opportunity to pursue Ph.D. in IHM to a great extent while providing career progress as an avenue for receiving more employers' incentives as a professional impact to a very great extent. Professional Courses, Core Courses, and elective courses are very relevant to their current job position [6].

In terms of professional development, preparing graduates for careers in government, business, and non-profit organizations makes master's degree programs increasingly becoming professionalized. Continuing learning is the new focus to become a hallmark of a learning profession. Programs are conducted using the existing standard for all master's programs and professional development because they are part of comprehensive professional growth. Professionals who pursue master's and the programs that convene it are all committed to achieving the common purpose of providing higher performance for themselves and their students [7].

As to personal development, having a master's degree deepens education and therefore can be of help to those who demand services in education. As a highly skilled master's degree recipient, a graduate will be able to fulfill those roles in education. Pursuing a master's degree takes initiative and commitment which will make one gain skills and knowledge to become a successful innovator after the degree is completed [8].

The graduate of MIHM becomes part of a chain of knowledge, and they can gain greater credibility and recognition together with other graduate degree holders who accomplished great things. Master's degree holders are considered to be dedicated to their chosen field and therefore provide a better impact on their resume.

The master's in international hospitality at Lyceum of the Philippines University was offered in 2010 and produced graduates from 2012 until 2017. The researcher's intent in undertaking this study among the MIHM is to find out if their productivity has risen to a higher level of the program's learning outcomes concerning competence, commitment, credibility, and collaboration. This also purports to measure the targeted student outcomes as specified in the program.

The results of the study will be the basis for a more thorough review and enhancement of the curriculum presently being implemented, hence the more functionality and relevance to the demands of the times. The findings of this study may find their significance for curriculum development, higher education policy development, higher education quality assurance, relevant competencies, skills, and values toward more productivity in the chosen field.

OBJECTIVES OF THE STUDY

This study aims to determine the productivity of the graduates of Master in International Hospitality Management (MIHM) from 2013 to 2017.

Specifically, it aims to describe the graduates of MIHM in terms of professional and personal productivity; to determine the effects of the learning experience from MIHM degree to present job performance in terms of competence, commitment, credibility, and collaboration; and determine the attainment of MIHM student outcomes; to test the significant relationship between the effects of the learning experience from MIHM degree to present job performance and their attainment of learning outcomes.

MATERIALS AND METHODS

Research Design

Descriptive research was utilized in this study to assess the personal and professional productivity of MIHM graduates from 2013 to 2017. Descriptive research is research used to "describe" a situation, subject, behavior, or phenomenon. It is used to answer

questions of who, what, when, where, and how associated with a particular research question or problem.

Participants of the study

Thirty-eight or one hundred percent of the population of MIHM graduates from 2013-2017 were respondents to the study.

Instrument

The instrument was based on the institutional format of assessing the productivity of graduates and the LPU MIHM curriculum provided the basis for the expected student outcomes. Other sources in the modification of instruments were taken from related literature.

Procedures

The researchers presented the proposal to the Research Council. Instruments were modified and validated based on the needs of the College. It was distributed to the target respondents and was retrieved accordingly. The result was interpreted and analyzed using SPSS.

Data Analysis

The data that was collected, encoded, classified, and tabulated for analysis. Frequency distribution and percentage were utilized to present the profile of the respondents. The use of a weighted mean and ranking system was employed to determine the productivity of the graduates. A T-test was used to test the significant relationship between the level of productivity and student outcomes.

Ethical Considerations

Ethics is an indispensable part of every research study. In this study, the researchers take into consideration that every respondent has read, understood the consent form, and agreed with the terms of the study before participating. Confidentiality of the participants' personal information was be given utmost importance.

RESULTS AND DISCUSSION

Table 1 presents the profile of the graduates in terms of ranking and position. As to ranking, the majority of the respondents are in supervisory rank with 32 or 84.90 percent and both managerial and rank and file positions with 3 respondents or 7.90 percent.

In terms of position, the majority of the graduates are

faculty members in various higher educational institutions with 25 or 65.80 percent followed by employee and Department Chair with 3 each or 7.90 percent. The least number of graduates is the position of Dean with only one or 2.60 percent.

Teaching in Higher Education Institutions (HEIs) presently requires a master's degree. It is the mandate of CHED to the HEIs that the minimum requirement for teaching college students is at least a master's degree. The faculty must be handling the degree higher than the level of what the student is studying.

Table 1
Percentage Distribution of the Respondent's Profile

Profile Variables	Frequency	Percentage (%)
Ranking		
Rank and File	3	7.90
Supervisory	32	84.20
Managerial	3	7.90
Position		
Faculty	25	65.80
Employee	3	7.90
Manager	2	5.30
Tourism Officer	2	5.30
Dept. Chair	3	7.90
Supervisor	2	5.30
Dean	1	2.60

Qualifications and competencies of the faculty are important to provide quality education. It is a vital role of faculty vital role to influence education outcomes, the Commission on Higher Education (CHED) requires that teachers at higher education levels must have at least a master's degree in the fields in which they teach. The Faculty Development Program (FDP) is a critical factor in building the strong foundation of an educational system to ensure quality education [9].

Table 2.1 presents the professional productivity of MIHM graduates with a composite mean of 3.28 and rated as agree.

Graduates were given higher responsibility (3.47) and ranked first followed by starting to practice the profession more effectively and efficiently (3.37) and being trusted to perform multitasking (3.32).

Since MIHM graduates were already masters of their craft the management was able to give them higher responsibility because they believed that with their knowledge and skills, they would be able to accomplish the task that will be assigned to them.

Table 2.1
Professional Productivity

Indicators	WM	VI	Rank
1. I had been given higher responsibility	3.47	A	1
2. I had been given the increase in salary and other benefits	3.16	A	5
3. I had been given a better job position /promotion	3.21	A	4
4. I had exceeded expected outputs within the desired time frame from minimal resources	3.13	A	6
5. had been trusted _to perform multitasking	3.32	A	3
6.	had started to practice my profession more effectively and efficiently	3.37	A	2
Composite Mean	**3.28**	**A**	

Legend: 3.50 – 4.00 = Strongly Agree(SA); .250 – 3.49 = Agree(A); .150 – 2.49 = Disagree(D); 1.00 – 1.49 = Strongly Disagree (SD)

A compromise between simply adding responsibility and giving a promotion is to offer a stretch assignment. The employee may be offered a promotion if he or she performs well on the assignment. These added responsibilities provide employees a 'safe space' in which to grow their skills, knowledge, and abilities without fear of negative consequences if things go wrong [10].

However, a better job position /promotion was given (3.21), an increase in salary and other benefits was given (3.16) ranked low and the lowest exceeding expected outputs within the desired time frame from minimal resources (3.13) but still, it was rated as agree.

Graduates were able to improve their work performance by exceeding their output using minimal resources and with the desired time. They were able to accomplish the task because of the additional knowledge they gained as graduates of MIHM.

It is important to aim high by setting realistic goals and deadlines. This will ensure that the desired output can be met at a smooth pace. Employees feel motivated when they feel confident in their ability to do a job. Finding the right balance of easy-to-do and challenging assignments will improve productivity [11].

Table 2.2 shows the personal productivity of MIHM graduates with a composite mean of 3.36 and rated as agree including all the indicators.

I had gained more confidence to work along my expertise (3.61) topped the rank followed by I had learned to set better goals and aspirations (3.55), both rated as strongly agree. I had done personal duties more

efficiently and effectively (3.29) ranked third and rated as agree.

Table 2.2
Personal Productivity

Indicators	WM	VI	Rank
1. I had developed a sense of fulfillment with my career and family	3.24	A	4.5
2. I had gained more confidence to work along my expertise	3.61	SA	1
3. I had applied better time management	3.21	A	6
4. I had made good personal decisions for myself	3.24	A	4.5
5. I had learned to set better goals and aspirations	3.55	SA	2
6. I had done personal duties more efficiently and effectively	3.29	A	3
Composite Mean	**3.36**	**A**	

Legend: 3.50 – 4.00 = Strongly Agree(SA); .250 – 3.49 = Agree(A); .150 – 2.49 = Disagree(D); 1.00 – 1.49 = Strongly Disagree (SD)

Graduates are already confident to work because they already improved their expertise through the additional knowledge they gained during their enrolment in master's programs.

Providing personal development opportunities is one of the important things to nurture and retain talent. This includes building a new skill or leadership training or simply pursuing a passion that can inspire an employee within and outside of the workplace [12].

However, making good personal decisions for myself (3.24), and developing a sense of fulfilment with my career and family (3.24) ranked low and the lowest applying better time management (3.21).

Although time management is the lowest among the indicators, graduates still agree that they were able to apply or use time management in their personal lives. Time management is very important to everyone. To accomplish every task, time management is necessary. Timetables and schedules are vital to use time management.

Time management is driven by effective goal setting. It is fundamental to those who have time management skills to use time in a manner that it will serve the goal, it is not about increasing the quantity of work completed but it is ensuring that the most important task is completed which enables to achieve goals quicker and with less stress [13].

Table 3.1 presents the competence of the graduate with the composite mean of 3.32 and verbally interpreted as observed.

Utilizing research in carrying out company innovations and projects (3.50) ranked first and rated as very much observed followed by applying creative and critical thinking, cognitive ability, and flexibility in the practice of a profession and in solving problems (3.42) and keeping orderly and up-to-date records/charts and submit ahead of time with accuracy, reliability, complete and presentable reports, and necessary document/papers (3.37).

Table 3.1
Competence

Indicators	WM	VI	Rank
It helps me...			
1. To demonstrate a higher level of competency in macro communication skills concerning societal needs and ethical responsibilities	3.32	O	4
2. Apply adequately the professional and technological skills in the practice of the chosen profession	3.26	O	5
3. Utilize more strategies to become more able and responsible educators and leaders in their workplace and the community	3.24	O	6.5
4. Manage the workplace with sound reasoning and professional judgment	3.24	O	6.5
5. demonstrate accountability and responsibility in the practice of the profession by recommending new ideas, and utilizing research in the improvement of workplace and customers	3.21	O	8
6. keep orderly and up-to-date records/charts and submit ahead of time with accuracy, reliability, complete and presentable reports, and necessary document/papers	3.37	O	3
7. apply creative and critical thinking, cognitive ability, and flexibility in the practice of the profession and in solving problems	3.42	O	2
8. utilize research in carrying out company innovations and projects	3.50	VMO	1
Composite Mean	**3.32**	**O**	

Legend: 3.50 – 4.00 = Very Much Observed (VMO); 2.50 – 3.49 = Observed (O); 1.50 – 2.49 = Less Observed (LO); 1.00 – 1.49 = Not Observed (NO)

Knowledge and use of research are very important to carry out company innovations and projects. Through research, they will be able to find many ways to innovate the product of the company and create new projects based on the ideas they gathered. They can search for new trends in tourism and hospitality that will make them used as the basis for innovation not only for the products but also for the services the company offers.

The challenge for development is to build the skills and expertise of research and innovation managers to ensure that the scarce research resources available are effectively deployed and managed. Those staff who provide essential institutional functions need to ensure that the management of research is conducted effectively [14].

However, utilizing more strategies to become more able and responsible educators and leaders in their workplace and the community (3.24) and managing the workplace with sound reasoning and professional judgment (3.24) ranked the lowest was demonstrating

accountability and responsibility in the practice of the profession by recommending new ideas, and utilizing research in the improvement of workplace and customers (3.21), all 3 indicators rated as observed by the graduates.

Graduates were able to demonstrate accountability and responsibility. They are knowledgeable enough to practice ability because they were also able to utilize research in workplace improvement and providing quality service to their customers.

Every individual is accountable for their actions. Moral responsibility assumes a capacity for making rational decisions, which in turn justifies holding moral agents accountable for their actions. Given that moral agency entails responsibility, in that autonomous rational agents are in principle capable of responding to moral reasons, accountability is a necessary feature of morality [15].

Table 3.2
Commitment

Indicators	WM	VI	Rank
It helps me...			
1. to accomplish tasks and goals with discipline, determination, and a sense of urgency	3.39	O	2
2. accept professional and leadership roles in various activities with an exceptional sense of duty and dependability.	3.37	O	3
3. provide the necessary support, service, and assistance for the welfare of the organization/workplace.	3.32	O	4
4. transcend personal needs when organizational concerns need to be attended to.	3.29	O	5
5. participate in making decisions and implement the activities based on strategic plans.	3.26	O	6
6. Manifest service-oriented qualities.	3.45	O	1
Composite Mean	**3.33**	**O**	

Table 3.2 presents the graduate's productivity in terms of commitment with a composite mean of 3.45 and rated as observed.

Having manifested service-oriented qualities (3.45) ranked first followed by accomplishing tasks and goals with discipline, determination, and a sense of urgency (3.39) and accepting professional and leadership roles in various activities with an exceptional sense of duty and dependability (3.37).

Hospitality practitioners must possess service-oriented qualities because these are the qualities needed to provide quality service to customers. These qualities are important for the customers to be satisfied with the services they experience from the service provider.

Training and selection for service professionals is important. Employees will be selected based on the findings that likely produce employees which better fit for service provision, resulting in more satisfied guests. Key areas like training employees will likely

produce an employee that will deliver excellent service to the guests and therefore contribute to the attainment of the goal of the organization [16].

However, providing necessary support, service, and assistance for the welfare of the organization/workplace (3.32) transcends personal needs when organizational concerns need to be attended to (3.29) and participating in making decisions and implementing the activities based on strategic plans(3.26) ranked the lowest but still rated observed.

Hospitality practitioners were able to participate in decision-making and implement activities to achieve the goal of the company which was taken from their strategic plan. They already can do these jobs not only because of their education but also because of the experience they have in the implementation of different activities for the welfare of the company and also the customers.

What will happen in the future is based on the decisions that we will make.

These decisions usually come in a series of connected decisions that encourage people to think about what will happen in the future. Decision-making skills are transferrable to any job, career, or vocation across all disciplines. A focus on these fundamental skills should be considered essential to any meaningful education [17].

Table 3.3
Collaboration and Caring

It helps me...	WM	VI	Rank
1. Fostering a sense of family in the workplace by helping co-employees with difficulty in accomplishing certain tasks	3.39	O	2
2. Identify and apply knowledge of personal and people management skills in specific tasks in resolving conflicts	3.29	O	3.5
3. Build relationships to support group effectiveness by being 4 open, cooperative, flexible, and respectful of others	3.26	O	5.5
4. Exhibit the qualities of a team player	3.29	O	3.5
5. Accept diversity and demonstrate respect for differences in acceptance of cultures, ideas, opinions, and beliefs	3.45	O	1
6. Participate actively in uplifting the welfare of the community, especially the less privileged sectors	3.26	O	5.5
Composite Mean	**3.32**	**O**	

Table 3.3 shows the learning outcomes in terms of caring and collaboration with a composite mean of 3.32 with all items rated as observed.

Among the indicators presented, accepting diversity, demonstrating respect for differences and acceptance of cultures, ideas, opinions, and beliefs (3.45) ranked the highest followed by fostering a sense of

family in the workplace by helping co-employees with difficulty in accomplishing certain tasks (3.39).

MIHM graduates are already trained to accept the diversity of the people in the workplace. A course like Human Behavior in Organization (HBO) is part of the curriculum. This tackles the culture, communication, and leadership in an organization with a diverse culture.

In managing cultural diversity managers can provide clear and tested strategies that will help employees improve their communication skills and therefore help them improve their productivity. There might be differences in education, career expectations, training, and communication styles in different countries around the world because it is part of cross-cultural concepts. Managing Cultural Diversity in Technical Professions demonstrates tactics that improve personal effectiveness and efficiency in multicultural teams and therefore break the communication barrier in the multicultural workplace [18].

However, building relationships to support group effectiveness by being flexible cooperative, and respectful of others (3.26) and participating actively in uplifting the welfare of the community, especially the less privileged sectors (3.26) tied for the lowest rank.

One of the trust of every organization in recent years is community extension which also includes individual participation of the employees. Every organization had and adopted a community wherein they were assisted for them to earn a living. Employees were given the chance to extend their hand to those in need through volunteerism.

Companies' values and norms can be manifested by the CSR activities that they have and it can also influence the identity of the company which is important to support in achieving the company's goals. CSR activities can also be a critical tool to engage frontline employees to achieve excellent performance have more meaning in their careers and attract better quality employees [19].

Table 3.4 presents the graduates' productivity in terms of credibility with a composite mean of 3.55 and rated as observed.

Practice the profession with strict compliance to professional ethics(3.66) followed by becoming a model of leadership who adheres to the policies, rules, and regulations of the organization (3.61) and Practicing honesty, fairness, and transparency in all my transactions with stakeholders(3.55).

Every profession has its professional ethics that need to be practiced and followed therefore all practitioners must be observed and be aware of their professional

ethics. These are principles that govern the behavior of a person or group in a business environment.

Table 3.4
Credibility

It helps me...	WM	VI	Rank
1. Exhibit the core values of the institution- God-centeredness, leadership, integrity, and nationalism	3.50	VMO	5
2. Practice the profession with strict compliance to professional ethics	3.66	VMO	1
3. Practice honesty, fairness and transparency in all my transactions with stakeholders	3.55	VMO	3
4. become a model of leadership who adheres to the policies, rules and regulations of the organization	3.61	VMO	2
5. identify and recognize personal, moral and spiritual values and beliefs	3.47	MO	6
6. set oneself as an example of moral and ethical behavior to all stakeholders	3.53	VMO	4
Composite Mean	**3.55**	**VMO**	

However, setting oneself as an example of moral and ethical behavior to all stakeholders(3.53), exhibiting the core values of the institution- God-centeredness, leadership, integrity, and nationalism (3.50) and the lowest, identifying and recognizing personal, moral, and spiritual values and beliefs (3.47), rated as observed only.

Practitioners need to identify and recognize the personal and moral spiritual values and beliefs of every individual in the workplace. Understanding these values can help in dealing with colleagues and managing their people.

Workplace spirituality has three dimensions which include a sense of community, meaning and purpose in work, and alignment with organizational values. These are positively related to organizational commitment. These supervisors' organizational commitment fully mediates the negative relationship of WPS. WPS can increase the commitment and retention of supervisors, who in turn positively impact front-line workers and customer service quality delivery [20].

Table 4 presents the student outcomes of MIHM graduates with a composite mean of 3.35, interpreted as agree.

Demonstrating professional and technical skills in managing Tourism and Hospitality enterprise (3.50), demonstrating an in-depth knowledge of different principles, theories, and standards of various sectors of the Tourism industry (3.50), and manifest self-confidence and good leadership in the performance of duties and responsibilities in the workplace (3.50), interpreted as strongly agree, triple tied on the first rank.

The member of the tourism industry needs to build a network. Networking involves reaching out to all people in all aspects of the industry and discussing industry happenings, current situations and trends. Meeting more people means more information can be accumulated which provides a sound understanding of the industry and will help the career to progress [21].

Table 4
MIHM Student Outcomes

It helps me...	WM	VI	Rank
1. Demonstrate professional and technical skills in managing Tourism and Hospitality enterprise	3.50	SA	2
2. Perform and adjust to technological advancement and services of international standards using the different General Distribution System (GDS) and Computer Reservation System (CRS)	2.50	A	9
3. Demonstrate an in-depth knowledge of different theories, principles, and standards of various sectors of the Tourism industry	3.50	SA	2
4. Demonstrate professionalism in handling challenges in the workplace with integrity and credibility	3.42	A	6.5
5. Manifest good leadership and self-confidence in performing duties and responsibilities in the workplace	3.50	SA	2
6. Assume a leadership position and become an active member of a prestigious organization.	3.47	A	4
7. Conceptualize products, ideas, and systems for efficiency and upgrade of service in the Tourism industry	3.45	A	5
8. Observe Tourism policies, international laws, and Code of ethics in the enterprise	3.39	A	8
9. Display respect and act as caretaker of natural resources and cultural heritage	3.42	A	6.5
Composite Mean	**3.35**	**A**	

Legend: 3.50 – 4.00 = Strongly Agree(SA); 2.50 – 3.49 = Agree(A); 1.50 – 2.49 = Disagree(DA); 1.00 – 1.49 = Strongly Disagree (SD)

However, observing tourism policies, international laws, and code of ethics in the enterprise(3.39) and performing and adjusting to technological advancement and services of international standards using the different General Distribution System (GDS) and Computer Reservation System (CRS)(2.50) ranked as the lowest but still rated as agree.

Performing technological advancement ranks the lowest because the majority of the graduates are faculty members, therefore they are not utilizing GDS and CRS in their daily activities. Only those faculty members teaching the subjects have a thorough knowledge of this and few of the graduates are industry practitioners. Other faculty members' knowledge of the system was gained from the theories, immersion, and seminar/workshop they attended.

The main tool used in the travel industry is the Global Distribution Systems or the computerized booking systems. The use of GDS is the key skill of Travel Industry employees. In the reservations of travel products use of GDS is very important., Amadeus and Sabre reservation systems are used daily by travel

agencies, airline, and tour company employees in Australia and New Zealand. Being competent in these skills will help graduates land their first job in travel [22].

Table 5
Difference of Responses on Productivity of Graduate When Grouped According to Profile

	F-value	p-value	VI	F-value	p-value	VI
Professional Productivity	4.080	0.026	S	2.010	0.094	NS
Personal Productivity	1.150	0.328	NS	1.596	0.182	NS
Competence	1.084	0.349	NS	0.696	0.655	NS
Commitment	0.261	0.772	NS	0.146	0.988	NS
Collaboration and Caring	0.124	0.884	NS	0.215	0.969	NS
Credibility	0.212	0.810	NS	0.468	0.826	NS
Student Outcomes	1.416	0.256	NS	1.650	0.167	NS

Legend: Significant at p-value < 0.05

Table 5 presents the comparison of the productivity of graduates when grouped according to profile. It was observed that there was a significant difference noticed in professional productivity when grouped according to ranking. This was observed since the obtained p-value of 0.026 was less than 0.05 alpha level. This means that the responses differ significantly and based on the post hoc test conducted, it was found that rank-and-file employees have greater productivity professionally.

Multi-tasking is common in every job in hospitality. Typically, hundreds of customers can be handled at a time, juggling several tasks while still trying to remain personable and organized. To be successful in this field, skills must be calibrated, and time management a priority. Employers want to know that an employee can handle the fast-paced nature of the industry while still retaining a high level of satisfaction among customers [23].

CONCLUSION AND RECOMMENDATION

Most of the respondents are faculty/teachers in the known universities in Batangas and Laguna. MIHM graduates agree on professional productivity such as they were given higher responsibility on their job and in personal productivity, they gained more confidence along with their expertise.

In terms of competence, the graduates very much observed that they are utilizing research in carrying out company innovations and projects while as to

commitment, they were able to manifest service-oriented quality. As to collaboration and caring, they observed that they were able to accept diversity and demonstrate respect for differences and acceptance of cultures, ideas, opinions, and beliefs while in credibility they very much observed that they can practice their profession with strict compliance to professional ethics.

As to the student outcomes, graduates were able to manifest good leadership and self-confidence in performing duties and responsibilities in the workplace.

It was observed that there was a significant difference in professional productivity when grouped according to position.

It is recommended that Graduate School include 4 C's in the course discussion to provide strong awareness of the student outcomes. The curriculum may be reviewed to include other courses that will provide mastery of the skills learned during their undergraduate degree and experience on their job. Future research may be conducted using another batch of graduates to further confirm the productivity of MIHM graduates.

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