

CHALLENGES ENCOUNTERED BY THE SLP BENEFICIARIES IN THE OPERATIONS OF THE MARINATED BONELESS MILKFISH BUSINESS

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ABSTRACT

This study examines the challenges faced by beneficiaries of the Sustainable Livelihood Program (SLP) in managing food waste, implementing policies, marketing their businesses, driving records, and handling the supply chain. The findings of this research will inform future training programs aimed at enhancing skills in these areas. Utilizing a qualitative approach with the case study method, the study was conducted in Candijay, Bohol. During the initial phase, exploratory interviews were conducted with selected officers from the Mauswagong Pundok sa Pantawid SLP Association to inform the development of a structured interview guide for the subsequent phase. The findings have highlighted the interplay of various factors that influence the success and sustainability of this venture, encompassing food waste management, policy implementation, business marketing, records management, and supply chain management. The challenges SLP beneficiaries encounter in the Marinated Boneless Milkfish business operations are multifaceted and interconnected. Addressing these challenges requires a collaborative effort from various stakeholders, including government agencies, non-governmental organizations, and the beneficiaries themselves. This research's theoretical contribution and originality lie in its holistic examination of the challenges encountered by beneficiaries of the Marinated Boneless Milkfish business, considering the intersection of various elements. This research uniquely integrates these factors into a comprehensive analysis. This approach allows for a more nuanced understanding of how these challenges are interrelated and how addressing them collectively can lead to a more sustainable and prosperous business model. The findings of this research have significant implications for practitioners and policymakers. Clear and supportive policies regarding environmental regulations, quality standards, and fisheries management are vital to creating a conducive business environment. For practitioners, there is an urgent need to address food waste management by exploring innovative sourcing and preservation techniques and partnering with organizations to reduce waste.

Keywords: Business Management, Challenges Encountered, Qualitative Research, Thematic Analysis

INTRODUCTION

Since 1986, the government has reduced its role as the major driving force of the economy through the economic liberalization entrenched in

the IMF pill of Structural Adjustment Programs. Therefore, the emphasis has shifted from large-scale to small and medium-scale industries, which have the potential for developing domestic

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linkages for rapid and sustainable industrial development. Attention was focused on the organized private sector to spearhead subsequent industrialization programs. The incentives given to encourage increased participation in these sectors were directed at solving and/or alleviating the problems encountered by industrialists in the country, thereby allowing them to increase their contribution to the Gross Domestic Product (GDP) (Babajide, 2011).

The contribution of Micro, Small, and medium Enterprises (MSMEs) to economic growth and sustainable development is globally acknowledged (CBN, 2004). There is increasing recognition of its pivotal role in employment generation, income redistribution, and wealth creation (Tumkella, 2003). Micro, small, and medium enterprises (MSMEs) represent about 87 percent of all firms operating in Nigeria (USAID, 2005). Non-farm micro, small, and medium enterprises account for over 25 percent of total employment and 20 percent of the GDP (SMEDAN, 2007) compared to the cases countries like Indonesia, Thailand, and India where Micro, Small, and Medium Enterprises (MSMEs) contribute almost 40 percent of the GDP (Rojas, 2012).

There is a consensus in the literature that a positive relationship exists between small-scale business and economic development (Brown & Mawson, 2016), but the incessant proliferation of small businesses in Nigeria has not translated into economic development in most developing countries. This has necessitated why governments of nations develop and implement programs that will stimulate the growth of small businesses. In the Philippines, the case is not somewhat different from other developing countries, small businesses in the Philippines are faced with so many obstacles within the first year of operations, and statistics show that only 15% of new businesses survive the first three years of operations in the Philippines.

Some of the obstacles include lack of capital, poor infrastructure, lack of necessary skills to navigate the challenges of small business, government laws and regulations, high cost of production, and lack of strategies for development and growth.

Many businesses do not have a growth strategy (SMEDAN, 2007).

This paper examines the challenges that small-scale organizations face in the Philippines during the startup and growth stage of their operations business and also explores the opportunities these businesses could derive from their immediate environment. More importantly, the objective of this research is to develop a framework for the way forward and also explore the various strategies that will enhance small business development in the Philippines. The research focuses more on what should be done by different stakeholders to help navigate these challenges. Some of the questions that helped generate this discussion include: What role should the Philippine government play in helping small-scale businesses navigate the challenges? What role should the entrepreneurs play to help navigate these challenges and also prepare them for success? What growth strategy should be put in place by small business operators to secure their future? What are the opportunities in the Philippine business environment for small business organizations?

Thus, a detailed study of the challenges encountered by government beneficiaries should be conducted. This paper seeks to measure the challenges encountered by the Sustainable Livelihood Program (SLP) beneficiaries in managing and improving the business after they have attended and participated in skills training on fish deboning organized by the DSWD in collaboration with the BISU-Candijay RDE team. As hospitality instructors of Bohol Island State University - Candijay Campus, the researchers desired to distinguish an effective solution to mitigate the challenges they encountered to improve their business. Correlated to this the researchers aspired to employ realistic applications to solve any identified problems and to get deeper insights about responding to training needs when it comes to managing and improving business processes. This is to look forward to more beneficial outcomes and to ensure better information that will eventually help SLP beneficiaries to plan for the future. Furthermore, the researchers strongly believe that providing

exceptional and effective business operation management is a great factor in achieving peak business growth.

OBJECTIVES OF THE STUDY

This study examines the challenges faced by beneficiaries of the Sustainable Livelihood Program (SLP) in various aspects of business operations, including food waste management, policy implementation, business marketing, records management, and supply chain logistics. The findings of this study will provide valuable insights that can serve as the foundation for developing and refining training programs aimed at enhancing the skills and capabilities of these beneficiaries.

METHODOLOGY

A qualitative study using the case study method was conducted in the municipality of Candijay, Bohol. Selected members of Mauswagong Pundok sa Pantawid SLP Association who were officers undergo an exploratory interview in the first phase as a basis for the structured interview guide for phase two interview. The researcher made transcription audio recordings. The researchers went through the entire data set from the interview and started taking notes, marking preliminary ideas for codes that could describe the content. The researcher wrote up a clear account of what had been done both when carrying out the research and the analysis. It became the basis for the final report when already had a description of the themes. The proponent explained the purpose of the study to the intended informants to be well aware of the study's objectives before they were asked to participate. Once the informants signed their permit to the participant, they were asked to sign the Informed Consent document. Thematic Analysis was used to determine the challenges encountered by the informants.

RESULTS AND DISCUSSION

1. Challenges Encountered by the SLP Beneficiaries in the Operations of the Marinated Boneless Milkfish Business

This section displays the participants' responses concerning the challenges they encountered in the marinated boneless milkfish business operations.

The question asked to the research participants was about the challenges they encountered in utilizing food waste in minimizing garbage disposal from deboning processes.

1.1. No Separate Garbage Bin for Fish Waste

The conventional practice of creating garbage bins for different waste streams, such as disrupt employees and general waste, has long been ingrained in waste management systems.

Informant 2 shared that they encountered problems with where to dispose of their garbage, as they did not have enough garbage bins intended only for fish waste. It was shared that:

Walay saktong labayanan sa mga basura sa tinae ug hasang ug uban pa. (There is no proper disposal of intestinal and gill waste etc.).

Informant 5 opined that there is only a limited number of garbage bins available to employees and surrounding place. It was also shared that:

Way saktong labayanan sa mga bukog ug tinae. (There is no proper disposal of bones and intestines).

Likewise, Informant 9 added that no available disposal area for the fish waste as it has a strong smell that can disturb other people as their workplace is located in a public area. The following statement was shared:

Walay igong kalabugan sa mga tinae ug hasang sa isda. (There is not enough disposal area in intestines and fish gills).

Having a separate garbage bin for fish waste or fish gills provides numerous benefits, including improved hygiene, reduced cross-contamination risks, efficient waste management, compliance with regulations, potential for alternative uses, and educational value. It supports responsible waste disposal practices and contributes to overall environmental sustainability (Das et al., 2023).

1.2. Fish Waste Unutilized

When fish waste is left unutilized in the workplace, it can lead to several issues one of which is odor and Sanitation. Fish waste can emit strong odors as it decomposes, which can create an unpleasant working environment. The smell can be disruptive to employees and may affect their productivity and overall comfort. Additionally, unmanaged fish waste can attract pests such as flies and rodents, posing sanitation and hygiene concerns.

Informant 1 did not consider the problem of having limited garbage bins in the workplace. However, the informant has an extra task to bring the garbage home, who said:

Wala mi kaayo problema sa mga food waste o mga garbage kay among dad-on ang tinae ug bukog sa bangus sa balay ug ang mga plastik among isulod sa basurahan. (We don't have much problem with food waste or garbage because we bring the intestines and bones of the bangus home and we put the plastics in the trash).

In addition, Informant 3 added that after working for a day, they still have the additional task of separating the intestines, backbone, meat, and gills before they leave the workplace instead of creating a new product out of it. It was shared that:

Amo pang e lain-lain ang tinae, back bone, unod nga naay bukog ug hasang sa bangus. Pangdad-on sa mga myembro. (We will still

separate the intestines, back bone, meat with bones, and gills of the fish and the members bring it all).

Informant 8 added that it is hard for them to decide whether to bring the fish intestine and gills at home or to dispose of them in secluded places. It was shared that:

Magduhaduha me sa pagda sa tinae ug hasang ug asa pud ilabog. (We are doubt to bring the intestine and gills and where to dispose it).

Food waste was thrown to far places to avoid smell disturbance to people. Workers have many burdens on fish waste disposal instead of utilizing it in a new product.

Ilabay pa namo sa layo kanang layo sa mga balay para walay maka simhot sa baho ug walay mangreklamo. (We will throw that far away from the houses so that no one can smell and no one will complain).

Converting fish waste into a new product is of great importance. First, Waste Reduction and Resource Conservation. Food waste is a significant global problem, contributing to environmental degradation and the inefficient use of resources. By converting food waste into a new product, we can significantly reduce the amount of waste in landfills, mitigating environmental impacts and conserving valuable resources—lastly, Circular Economy and Sustainability. Converting food waste into a new product aligns with the principles of the circular economy. It promotes closing the loop and keeping resources in use for as long as possible. Rather than treating food waste as a useless byproduct, it transforms it into a valuable resource, reducing the need for virgin materials and promoting a more sustainable approach to resource management (Wangkheirakpam, 2019).

2. Challenges Encountered by the SLP Beneficiaries in the Operations of the

Marinated Boneless Milkfish Business in Terms of Policy Implementation

The question asked to the research participants was about describing examples of real-life conflicts with your workmates in following business policy.

2.1. Chronic Tardiness

Various negative consequences emphasized the importance of addressing this issue. One of them is the Disruption of Workflow. When employees arrive late, it can disrupt the workflow and productivity of the entire team. Late employees may cause delays in meetings, projects, and collaborative efforts, affecting overall efficiency and the timely completion of tasks.

Informant 2 explained that there is more time spent waiting for others to come before they start working and it affects the efficiency of the work. It was revealed that:

Dugay moabot among mga kauban dili motuman sa saktong oras. (It takes a long time for our co-members not to comply on time).

Some workers were not focused on their assigned tasks due to gadget usage within working hours and some did not come on time and left the establishment early was the concern of Informant 3 who further added that:

Late sa pag abot sa area. Nag selpon samtang ga debone. Nagparok-parok samtang ga slice sa (panakot) lemonsito ug ahos. Usahay ang uban walay hairnet. Ang uban gusto mo patas ug magpili ug dagko ug sila ra poy mo angkon sa produkto. Manglakaw ug daghang pasumangil samtang nag debone, manguna ug pagpanguli. (Arrived late in the area. They were using mobile phone while working. They were sleepy while slicing lemons and garlic. Some don't have a

hairnet. Some of them want to choose a big fish and they will own the product. They will leave the area with many excuses even the working time is not yet done).

In addition, concern of Informant 4 was that the arrival of the workers was not on time and further added that:

Dili insakto sa oras ang pagtungha, magpasulti-sulti ug unsay buhaton. (My co-members will not come on time and others have no initiative).

Informant 6 also shared that she is against her colleagues who will not come on time in the workplace and said that:

Supak ko sa akong mga kauban nga ma late. (I am against my colleagues who are late).

Informant 7 further added that his/her colleagues also come to the workplace late and said that:

Dili moabot sa insaktong oras. (Doesn't arrive on time).

Not following the organization's rules, regulations, and duties was the concern of Informant 8 who further said that:

Dili magdungan ug abot sa saktong oras. Unja dili motuman sa mga tulumanon ug obligasyon sa pundok. (Does not arrive on time. Then they do not comply with the rules and obligations of the group).

Informant 9 was concerned about her colleagues who left early in the workplace and other workers who were doing additional tasks that their colleagues were not able to perform. It was shared that:

Kanang inig hapit na me mahuman ug debone unja moingun na among mga kauban nga mag-una2x na sila ug uli, looy ang nahibilin.

(There were times when they were about to finish deboning and then our colleagues said that they would go first, which is unfair to those who were left).

Chronic tardiness in the workplace can have several negative impacts on both the individual and the overall organization. When an employee arrives late to work consistently, it disrupts the flow of work and productivity. Other team members may need to wait for their arrival or spend time covering their responsibilities, leading to delays and inefficiencies (Merritt, 2019).

2.2. Lack of Focus at Work

Workers in this organization were distracted by their gadgets while working which may result in poor work productivity.

Informant 1 did not like the workmates who were not doing anything within the working time and had no initiative to do something and still waiting for a command from the leader. It was shared that:

Ang akong lang wala magustohe sa mga grupo kanang uban mag-estanding raman bisan daghang trabahoon maghulat man ug sugoon. (The only thing that I don't like in the groups is that others will just stand still even though there are many things to do and still waiting for a command).

Using gadgets while working is the concern of Informant 5 as it impairs concentration on the task and may decrease the quality of work, and further said that:

Pagamit ug cellphone deli mo tuman sa saktong oras. (They are using cell phone did not follow to be on time).

When employees struggle to maintain focus, their productivity levels decline. They may take longer to complete tasks, make more errors, and need help to meet deadlines. It can result in a

decrease in overall output and efficiency. Lack of focus often leads to a reduction in the quality of work. Mistakes, oversights, and incomplete tasks become more common, affecting the accuracy and thoroughness of deliverables. It can damage the reputation of individuals and the organization. (Wickramasinghe, 2020).

3. Challenges Encountered by the SLP Beneficiaries in the Operations of the Marinated Boneless Milkfish Business in Terms of Business Marketing

3.1. Delay Paying of Payment

Businesses need to strike a balance between maintaining good customer relationships and ensuring timely payment. Clear communication, effective credit management, and proactive follow-up can help minimize the impact of delayed payments and support a healthy financial position for the business.

Informant 1 shared their experience in selling the products to the customer and said that:

Kanang utangon unya dugay mo bayad. (They will pay the debt in a long time).

Informant 2 further added that their customer was not satisfied with the quantity and size of the products. It was shared that:

Ang uban customer moingun ug gagmay ag bangus. Utangon dugay mobayad. (Some customers say the product are small. Debt takes a long time to pay).

Informant 4 was confused and had an issue regarding the different product sizes and prices. It was shared that:

Dili magkapareho ang presyo usahay taas unja utangon ra sa mubo nga presyo. (The prices

were not the same, sometimes high then they will ask for credit with a small about of price).

Some customers did not pay in full on the agreed date was the concern of Informant 5 who further said that:

Dugay mamayad ang uban. (Others will take a long time to pay).

Informant 6 asserted that he/she did not agree with the practice in which the customers were allowed to take it as a credit which led them to pay an extensive duration. It was shared that:

Wala ko maka ayon sa mangutang nga dugay mubayad. (I can't agree with the borrower who takes a long time to pay).

Informant 7 struggled in dealing with a debtor who owes payment for the product and need multiple reminders. It was shared that:

Pabalik-balikon ug paningil sa pambayad sa nakautang sa boneless bangus. (Repetition of asking for the payment to the debtor of the product).

Dealing with a customer who consistently delays or avoids making payments are challenge encountered by Informant 8 who shares that:

Kanang pabalik-balikon ka ug tingil. (You will always be asking for the payment).

Informant 9 stated that when the customer makes the purchase, they will have an outstanding balance, and it may take them a considerable amount of time to complete the payment. It was shared that:

Kanang magbaligja ka unja utangon raman di.ay unja dugay pajud bayaran. (When you sell it, they will only owe it. And it will take a long time them to pay).

3.2. Hard-to-Sell Products

Selling hard-to-sell products requires creative thinking, persistence, and a willingness to adapt to changing circumstances. It's a valuable learning experience that can lead to improved business strategies and more successful product offerings in the future.

Informant 3 shared that a Lack of knowledge on how to sell and convince people to buy a product, coupled with a lack of confidence, can be a common challenge for individuals and businesses.

Kulang sa kahibalo unsaon pagpamaligya arun makumbinsing mopalit ang mga tawo. Maulaw mamaligya o magsuroy-suroy sa producto. (Lack of knowledge on how to sell and to convince people to buy. We have no confidence to sell or tour the product).

4. Challenges Encountered by the SLP Beneficiaries in the Operations of the Marinated Boneless Milkfish Business in Terms of Records Management

4.1. The Inventory Does Not Match the Finish Product

Conducting inventory that does not match the finished product, can lead to significant operational challenges, including overstock, stockouts, financial discrepancies, and customer dissatisfaction.

Informant 2 stated that when he/she conducts inventory, it does not match the product on hand and shared that:

Usahay dili magkatugma ang listahan. (Sometimes the list doesn't match).

There are discrepancies in the records related to packing, sales, and product listings, which lead

to operational challenges. As shared by informant 4 and shared that:

Dili tugma ang record sa packing nga nahimo ug sa nahalin. Usahay makalipitan ug lista ang packing nga gidala sa kauban aron ibaligya. Dili tugma sa ilang gisulti sa paglista nga ilang gidala. (The record of packing done and sold does not match. Sometimes they will forget to list and products brought by the colleagues to sell. What they told is not match on the list).

Informant 5 specified that they encountered unclear inventory and the products did not match on the records. It was shared that:

Walay klaro ang inventory dili parehas ang pag-ihap. (The inventory is not clear and the counting is not the same).

Informant 8 explained that inconsistent counts of finished products, with discrepancies between initial and subsequent counts, can be a significant concern for inventory management and further shared that:

Dili magkatugma ang samada kay sakto sa una nga pag ihap, pag ihap ug utro kuwang na ang pinutos. (The finish products do not match because on the first count it was correct, but the second time the counting is no longer correct and some were missing).

4.2. Not Clear in Purchase Receipt

If there are issues with clarity in preliminary discussions related to purchase receipts, it's essential to address these concerns to ensure effective communication and understanding among the parties involved.

Informant 4 elaborated that there is a lack of clarity regarding the purchase receipt and shared that:

Walay klaro sa resibo sa pag kumpra. (There is no clear about the purchase receipt).

5. Challenges Encountered by the SLP Beneficiaries in the Operations of the Marinated Boneless Milkfish Business in Terms of Supply Chain

5.1. No Sustainable Supplies of Milk Fish

The sustainability of milkfish (Chanos chanos) supplies is one of the major concerns of the business.

Informant 1 was challenged on the availability and cost of milkfish and shared the following:

Sa tinood lang lisod kaayo mangita ug bangus kay mahal kaayo ang ilang baligya, dunay medyo barato gamay man pod. (In fact, it is very difficult to find milkfish because their products are very expensive, there are some that are quite cheap but the size is small).

Dealing with a supplier who can only deliver milkfish (bangus) in small quantities at a high cost was challenging for the informant 2:

Ang among supplier tagsa ra maka deliver nihit kaayo ang bangus ug mahal pa kaayo. (Our supplier can only deliver bangus in small amount and very expensive).

Informant 3 shared that the size of the fish delivered to them is not consistent and some have an impairment. It was shared that:

Walay bangus available kanunay. Walay mga kaila nga mag fishpond ug bangus. Usahay ang sabot bag-ong harvest ug regular ang sige ang kadagkuan pero laing abot gagmay ug puwa na ang mata sa isda. (No milkfish is always available. We don't know someone who has a fishpond. Sometimes the catch is a new harvest

and the size is regular, but other times the catch is small and the eyes of the fish are already red).

Informant 6 struggling to find an alternative supplier who can provide them with a cheap price with a good size. It was shared that:

Lisod kayo ug pangita ug supply ug bangus kay mahal ug gagmay pa gayod. (It's hard for us to find supplies of fish because they are small and yet expensive).

Informant 9 encountered supply shortages during an immediate need and shared that:

Kanang wala nami stocks, gusto nami mag pa deliver ug bangus para magdebone nami unja walakay ikasupply ang supplier. (The moment that we don't have enough stocks and then we want the supplier to deliver us a supply because we want to work but unfortunately there is no supply).

5.2. Supplier does not Perform their Obligation

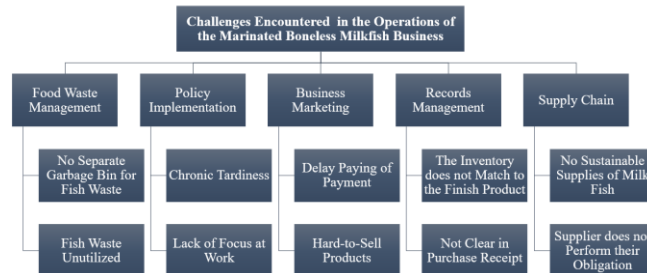
When a supplier fails to perform their obligations, it can disrupt the business operations and impact your ability to meet customer demand.

Informant 4 received small-sized milkfish when he/she expected larger ones is a challenge for their business. It was shared that:

Ang among kalisdanan nga nahatagaan me ug gagmay nga bangus. (Our problem is that we were given small milkfish).

Informant 5 was dissatisfied with the supplier due to occasional supply shortages and high costs as he/she stated:

Wala me kauyon sa among supplier kay usahay ra sila maka supply ug nihit na adaw kaayu ang mga isda run ug nagkamahal. (I'm not happy with our supplier because they can only supply occasionally and the fish are very scarce and expensive).



CONCLUSIONS

This study illuminates the complex challenges encountered by beneficiaries of the Marinated Boneless Milkfish business. The findings underscore the interconnected factors influencing the success and longevity of this enterprise, including food waste management, policy implementation, business marketing, records management, and supply chain logistics. The challenges SLP beneficiaries encounter in the Marinated Boneless Milkfish business operations are multifaceted and interconnected. Addressing these challenges requires a collaborative effort from various stakeholders, including government agencies, non-governmental organizations, and the beneficiaries themselves.

This business's future success and sustainability hinge on proactive measures to overcome these obstacles, focusing on improving food waste management, policy support, marketing strategies, records management, and supply chain optimization. By addressing these challenges comprehensively, we can work toward a more prosperous and sustainable future for the Marinated Boneless Milkfish industry, offering economic benefits while contributing to food waste reduction and responsible fisheries management.

RECOMMENDATIONS

Based on the challenges identified in the operations of the Marinated Boneless Milkfish business, several recommendations are essential for its growth and sustainability:

1. There is a pressing need for the formulation and implementation of clear and supportive policies by relevant authorities, aimed at addressing environmental regulations, quality standards, and fisheries management;
2. Beneficiaries should prioritize improving food waste management through innovative sourcing and preservation techniques. Converting fish waste into a new product presents a valuable opportunity to optimize resource utilization, minimize waste, and create additional revenue streams within the marinated boneless milkfish business;
3. Instituting user-friendly records management systems and providing training in their use is crucial for informed decision-making;
4. Streamlining the supply chain through collaboration and more efficient networks can significantly enhance the business's operations;
5. Reach out to the Mayor's Office for support and collaboration in allocating space for a new building in the market dedicated to SLP for their business operations, especially in enhancing food waste management; and
6. Government agencies may also provide them with a fish drying machine to streamline the drying process of the boneless milkfish. This would reduce the reliance on manual drying methods, which can be time-consuming and weather-dependent. The machine should be user-friendly and suitable for small-scale operations to ensure accessibility for the

SLP beneficiaries. Moreover, provide them a standard tools and equipment (i.e., stainless steel working tables, stainless cabinets, stainless steel mixing bowls, straight & curve forceps, water storage barrels, kitchen knives and scissors, cutting boards, etc.) for their daily production.

These recommendations, if pursued diligently, will not only support the Marinated Boneless Milkfish business but also contribute to broader goals of sustainable food production, economic development, and responsible resource management.

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and Mandaue Campus (UC-LM) in the year 2021. He has also successfully met the prescribed requirements for certification as established by the Institute of Tourism and Hospitality Professionals (ITHP) in co-certifying partnership with Global Professional Advancement (GPA) and awarded the professional designation of Certified Hospitality Professional (CHP®) in the same year. In 2023 he took and passed the Licensure Examination for Professional Teachers majoring in Social Studies. Moreover, he is currently the Program Chair of the Hospitality Management department at the College of Business and Management. Furthermore, Dr. Cano actively participated in research presentations both in local and international forums. He also published several articles in multidisciplinary, scientific, peer-reviewed, indexed, and cross-referenced journals. His research interests include environmental management in tourism and hospitality, service quality, destination marketing, community participation in tourism development, career development in hospitality, and events management.



Lezyl C. Macas, MBA-HRM, LPT, is currently connected to Bohol Island State University Candijay Campus as Instructor I of the Hospitality Management Department. She graduated with her undergraduate degree, Bachelor of Science in Industrial Technology majoring in Hotel and Restaurant Technology at Central Visayas State College of Agriculture, Forestry and Technology Tagbilaran Campus (CVSCAFT), now Bohol Island State University Main Campus. She graduated with her master’s degree at Southwestern University Cebu City, where she took a Master of Business Administration major in Hotel and Restaurant Management. A Licensed Professional Teacher in Technology and Livelihood Education. One of the authors of research published in JPAIR Multidisciplinary Research (2020) entitled “Developing a Pastry Product with Tropical Edible Seaweed (*Eucheuma Cottonii*)” and a journal published in GRACE Inc. volume 5 no.2 (June 2019) titled Training Needs Assessment of Candijay Barangay Officials on Computer Literacy and she submitted an invention application for a patent/utility model to IPOPHL. Furthermore, her technical skills are geared towards ASEAN integration

where her national competencies of TESDA are migrated such as Food and Beverage NCII, Front Office NCII, Tourism Promotion NCII, Housekeeping NCII, Bread and Pastry Production NCII, Cookery NCII, and Events Management NCIII. She is also a home-based pastry and cake maker.



Leo L. Simangca, MBA-HRM, CHP, is a Certified Hospitality Professional (CHP) and is currently connected to Bohol Island State University Candijay campus as an Instructor I of the Hospitality Department. He graduated with his undergraduate

degree- Bachelor in Hotel and Restaurant Service Technology at the same university. He graduated with his master's degree at the University of Cebu Main Campus, Cebu City where he took a Master of Business Administration major in Hotel and Restaurant Management. Because he wanted to broaden his background in his teaching career, he took his Certificate of Teaching Profession at Bohol Northern Star College, Ubay, Bohol. Furthermore, he is currently completing his Dissertation for the degree, Doctor of Philosophy in Technology Management at BISU Main Campus. His research interest led him to develop a novel food technology which is now under the substantive examination stage of the Intellectual Property Office of the Philippines. His technical skills are geared towards ASEAN integration where his national competencies of TESDA are migrated such as Food and Beverage NCII, Tourism Promotions NCII, Front Office Services NCII, Housekeeping Services NCII, and Events Management Services NCIII. Moreover, he is currently an NTTC holder of the Food and Beverage Services NCII qualification of TESDA. He is one of the authors of research published in JPAIR Multidisciplinary Research (March 2021) entitled, Tourists' Satisfaction and Its' Challenges on Natural Attractions in a Rural Area. In IOER International Multidisciplinary Research Journal, VOL. 3, NO. 3, SEPT., 2021, he published his research paper entitled, On-The-Job Training Performance of the Bachelor in Hotel and Restaurant Service Technology Students.



Geselle Ann A. Lobres is a committed instructor at Bohol Island State University Candijay Campus within the Bachelor of Science in Office Administration department,

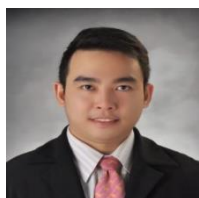
specializing in the instruction of major and business-related subjects. She is a versatile individual with a diverse background and a dedication to both education and industry. Having earned a Bachelor of Science in Office Administration from Bohol Island State University, Main Campus in 2017, she is presently pursuing a Master of Business Administration at Holy Name University, Tagbilaran City, Bohol. Alongside her academic contributions, she possesses practical industry expertise, having served as an Accounting Staff and Accounts Receivable In-charge at GTL Group of Companies in Tagbilaran City, Bohol. Her proficiency also encompasses research, demonstrated by her participation as one of the contributors to the published research study titled "Status on Records Management Practices of Selected Offices of Bohol Island State University Candijay Campus," published in the esteemed Asian Intellect Research and Education Journal (Volume 21, No. 2) highlighting a steadfast commitment to advancing knowledge in her respective field. This underscores her commitment to academic excellence, practical experience in the industry, and a noteworthy contribution to research in the field of records management.



Gary D. Torreon, CHP, earned his undergraduate degree, a Bachelor of Science in Hotel and Restaurant Management (BSHRM), from the University of Bohol (UB) in 2000. Currently pursuing his Master of

Science in Hotel and Restaurant Management (MSHRM) at the University of Cebu, Graduate School, Main Campus (UC-Main), he is immersed in his Thesis 2 Writing. In recognition of his extensive industry experience, Mr. Torreon has been granted grandfathering and has successfully met the prescribed requirements for certification by the Institute of Tourism and Hospitality Professionals (ITHP). This accomplishment qualifies him to join the ranks of Certified Hospitality Professionals (CHP®) in 2023. Presently serving as an Instructor of Hospitality Management at Bohol Island State University Candijay Campus, Mr. Torreon brings a wealth of knowledge cultivated over a 22-year career in the Food and Beverage and Retail Industry. His professional journey,

marked by local and international exposure, underscores his proficiency in driving business growth through strategic channel development, implementing customer service initiatives, and leading sales and brand promotion. Mr. Torreon has actively contributed to industry operations, demonstrating his skills as a manager practitioner. In addition to his academic and industry accomplishments, Mr. Torreon is affiliated with the Alliance of Hospitality and Tourism Movers of the Philippines (AHTOMP) as a Professional Member since 2021. His dedication to the field was recognized at the National General Assembly and Conference in 2023, where he received the Remarkable Professional Hospitality Educator and Proficient Trainer of the Year award. Preceding this accolade, he was honored as an Outstanding Educator and Trainer in the Field of Hospitality by the same organization. Mr. Torreon's multifaceted career showcases his commitment to academic excellence, industry proficiency, and ongoing contributions to the hospitality and tourism sector in the Philippines.



Dr. Kingie G. Micabalo, CMITAP, LPT is a licensed professional teacher. He graduated from the University of Cebu, Cebu City, Philippines, in 2014 with an undergraduate Bachelor of Science in Business Administration, majoring

in Management Accounting. He obtained his Master's in Business Administration (MBA) from the same Higher Education Institution. He finished the Doctor of Business Administration (DBA) degree in 2020 at the University of Cebu Graduate School. He completed the Certificate of Professional Education at the University of Cebu Lapu- Lapu and Mandaue and passed the Licensure Examination for Professional Teachers (LET) in 2023. He then endeavors to continue his professional development by pursuing a Doctor of Education Major in Educational Leadership and Management. Dr. Micabalo has participated in and submitted faculty research through the College of Business and Accountancy at the University of Cebu Lapu-Lapu and Mandaue. He published several papers in respective Journal Publications. He was also part of the University of Cebu International Research collaboration on Vietnam-Philippines Project on Flooding as one of the researchers. Moreover, Dr. Micabalo is a designated department research statistician and a content expert. He passed the examination and was certified in 2019

as a Capital Market Investment Teaching Accredited Professional (CMITAP) through the Capital Market Institute of the Philippines held at Dasmarinas, Cavite. He is a member of the following respective education and research organizations, namely: Philippine Association of Institutions for Research (PAIR), Association of Scholarly Editors (ASE), Association of Scholarly Peer Reviewers, Philippine Association of College Business and also a proud member of Council of Management Educators and Professionals in the Philippines, Inc. (COMEPP). Dr. Micabalo is a Junior People Management Association of the Philippines (JPMAP) adviser for the Human Resource Development and Management course. He is also the Student Internship Program in the Philippines (SIPP) Coordinator and formerly the Program Research Coordinator at the College of Business and Accountancy.

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