

Cross Cultural Training and Tours Requirements: Effects on the Performance of On-The-Job Trainees of State Universities and Colleges

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ABSTRACT

This study on cross cultural training and tour requirements of Bachelor of Science in Hotel and Restaurant Management On-The-Job Trainees of the selected State universities in Regions IV-A and IV-B is descriptive in research methodology. It involved 201 HRM trainees from CALABARZON in Region IV-A and 154 HRM trainees from MIMAROPA in Region IV-B from whom the data and information needed to answer the seven problem areas of investigation were obtained. Only one set of questionnaire checklist of the 5-Likert type was used for this purpose.

The multiple regression analysis was applied at 5 percent level of significance for acceptance and rejection of the null hypotheses advanced in this study.

From the procedure described above, the questions raised were answered. The salient findings of the study were presented.

Keywords

Culture, Training, Skills, Knowledge

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Introduction

The rapidly expanding global marketplace in the world today, makes nation and people becoming more and more interconnected and interdependent so as to liberate them from natural and manmade miseries. Countries depend on other countries for everything from high-tech gadgets to the increasing awareness and global concerns in borderless education. Despite the desire for connectivity among countries, today's youth become well informed global citizens and have a cultural experience that goes beyond the OJT training requirements. Graduates as they leave the gates of their respective universities have the competitive edge in their entry to global arena.

It is the policy of the Commission on Higher Education (CHED) to encourage and promote strong academic linkage with industries for a Cross-cultural training and skills enhancement to ensure attainment of knowledge, skills and desirable attitudes that will make Filipino students globally competitive. In the pursuit of this policy, CHED hereby establishes the international practicum training program (IPTP) to make possible the practicum training of undergraduate students in various companies, training institutions and organizations in various parts of the world. The learning that the students get from their practicum training will help develop new competencies and skills that will make them

internationally competitive for employment here or abroad.

In view of the foregoing study, the researcher focused on the international assignment that dealt much on the cross-cultural training requirements aspect. It was found that the common problem of the trainee was communication and interpersonal relationship especially in an establishment like hotel/restaurant. This occurs daily, where people from different cultures interact, perform and make decisions. Cross cultural training aims to develop awareness between people where a common culture framework does not exist to promote clear lines of communication and better relationships. Through cultural training, people are exposed to facts and information about their own cultures, preconceptions, mentalities, and world views that they may otherwise not have contemplated on.

Cross cultural training helps people learn more about themselves through learning from others. It promotes self-confidence in individuals and teams through empowering them with a sense of control over previously difficult challenges in the work place. It breaks down barriers such as prejudices and stereotypes that obstruct understanding of other people.

In the Philippines, it is noted that State Universities and Colleges and universities (SUCs) are the nation's implementing arm geared toward transnational education. Thus, linkages and

bilateral arrangements are forged between countries, institutions and peoples.

The curriculum offered by CHED in The College of Hospitality, Management and Tourism (CHMT) provides the best needed training. The students acquire and possess the skills after graduation. They become competitive, hence contributory to economic development of the municipality, in particular, and our country and as a whole.

However, quality education offered by the school is not all Quotients enough for the students to change. It is a matter of the trainees' Emotional that help student to adopt and deal with various situations, such as how they communicate properly and handle interpersonal relationships.

From the researcher's perception the indicator which crosses cultural training of BSHRM students seemed to have a significant effect on their performance. Hence this study, was conducted to determine and evaluate the effect of cross cultural training on the performance BSHRM student practicumers in Singapore and in other Asian countries.

Objectives of the Study

The study aimed to determine the effect of cross cultural training and tours requirements on the performance of Bachelor of Science in Hotel and Restaurant Management on-the-job trainees in State Universities and Colleges in CALABARZON (Region IV A) and MIMAROPA (Region IV B)

Specifically, the study sought to answer the following queries.

1. What is the trainees' profile in terms of:
 - 1.1 Age;
 - 1.2 Gender;
 - 1.3 Civil Status;
 - 1.4 Year Graduated;
 - 1.5 School Graduated From;
 - 1.6 Training Records?
2. How do the respondents perceive the cross cultural training and tours requirements for on-the job trainees in terms of:
 - 2.1 Skills;

2.2 Work Values (personality development);

2.3 Knowledge; and

2.4 Culture?

3. What is the mean perception of on-the-job trainees on the trainers' manner of handling trainees in participating companies as to;

3.1 Personnel Expertise;

3.2 Attitude with Trainee ?

4. What is the mean performance of on-the-job trainees in terms of evaluation by

4.1 Participating Company; and

4.2 OJT Coordinator?

5. Is there a significant difference between the respondents' perception of the trainer's manner of handling trainees and the mean level of performance of the on-the-job trainees by the;

5.1 Participating Company; and

5.2 Practicum (OJT) Coordinator?

6. Is there a significant relationship between the cross cultural training and tours requirements for Practicumers and the evaluation by:

6.1 participating company; and

6.2 practicum coordinator?

Methodology

3.1 Research Design

This study utilized the descriptive type of research to determine the effectiveness of academic programs as implemented by selected state universities in CALABARZON (Region IVA) and MIMAROPA (Region IVB). Questionnaire checklist served as major instrument in the gathering of pertinent data. Descriptive research was employed which is defined as a purposive process of gathering, analyzing, classifying and tabulating data about prevailing conditions, practices, beliefs, processes, trends and cause – effect relationships. (Calderon, et. al. 2008).

The descriptive method was used to help in portraying the probable relevance as it existed during the time of study. Descriptive survey was employed to determine the psychological aspects of a research by way of application or implementation of evidence to recognize between facts and influence (Good and Scates, 1972)

3.2 Population and Sampling Techniques

The respondents of this study were student trainees of the selected Universities in CALABARZON namely; Batangas State University, Southern Luzon University, University of Rizal System, Cavite State University, Laguna State Polytechnic University and in MIMAROPA; namely: Mindoro State University, Marinduque State University, Romblon State University and Palawan State university from A.Y. 2019-2020 with the degree of Bachelor of Science in Hotel and Restaurant Management. The respondents were able to experience an International and local exposure as far as OJT and Tours is concerned. Based on their college records 20 out of 100 BSHRM students were able to realize their on-the-job training outside the country.

This study also involved the Human Resource Department staff and officers of participating hotels/ Restaurant Company locally and internationally who helped in facilitating the Service on Line (SOL) and who served as the evaluators of the trainee's.

3.3 Research Procedure

Permission from the Presidents of the respondent - Universities were secured. Letters of consent were sent to the Offices of the Deans of the Graduate Studies and Applied Research Deans of the CHMT and Office of the Registrar both in Region of the selected State Universities in Region IV a & B and Dean's of the College of Hospitality Management and Tourism (HRM) as well as the Registrar's office that the researcher will conduct this study. Upon approval of the request for the conduct of the study, the researcher discussed the study's purpose, instruction and its significance to the respondents for clarification. The survey questionnaire were then distributed personally and by means of electronic mail considering some of the respondents are working abroad.

One hundred (100%) percent of the data were then retrieved three days after, collated, tallied and subjected to statistical treatment.

Since the record of the performance of the respondents was submitted in the Dean's Office of each respective university, the researcher was able to retrieve the data for evaluation.

The researcher also consistently followed up the survey by way of interview so as to ensure a valid result of the study. This interview served as the alternative for some loop holes. Thus, this procedure ensured the success of the study.

3.4 Research Instrument

The main instrument used in the gathering of data was a researcher-made questionnaire checklist reviewed and validated for content construct mainly to find out the effect of cross cultural training and tours requirements on the performance of the practicumers. The evaluation instrument was exclusively from the respondent schools and participating companies in Singapore and was utilized to evaluate the effect of cross cultural training and tours on the performance of BSHRM students from selected state universities in CALABARZON and MIMAROPA.

The study made use of the On- the- Job Trainees Performance Evaluation System of the respondent-universities. Questionnaire was administered and interviews were conducted by the researcher which served as the main tools in gathering the data. The respondents were given the sheets of questionnaire to determine their perception of the cross cultural training requirements, provided by the participating agency.

To validate the constructed questionnaire, a consultation was made by way of consulting the adviser. Suggestion & recommendations of experts were taken into consideration. Checklist was validated and distributed in the field. The gathered data were subjected for statistical treatment, analysis, and interpretation.

3.5 Statistical Treatment of Data

Mean was used to determine the level of cross cultural training and tours requirements and the manner of handling trainees of the participating company administrator and the mean level of performance of the practicumers.

The use of ANOVA on certain condition was met. The samples randomly selected from normal populations, and the populations had equal variances.

Results and Discussion

This chapter presents, analysis and interprets the data and information gathered from 201 HRM

practicumers from CALABARZON in Region IV-A and IVB HRM practicumers from MIMAROPA in Region IV-B by means of a locally – constructed questionnaire. The data and information are presented in tables according to frequency counts, equivalent percentages, weighted mean scores with 5 Likert scale of verbal interpretation and T-values as basis for empirical testing of the null hypotheses of five percent significant level. The tables appear in the order and sequence of the questions raised in the study.

The respondents are described in terms of age, gender, civil status, school location, year graduated and training records.

The age of the respondents representing practicumers as shown in Table I ranged from 17 to 26 years old and above of the total 201 on-the-job trainees from CALABARZON , 94 or 46.77 percent were at the age bracket of 20-22 years old; 47 or 30-52 percent declared that their age bracket was 23-25 years old, the youngest among them ranged from 17 to 19 years of age as claimed by 16 or 10.39 percent and the oldest was 26 years old and above as registered by 1 or .65 percent leaving behind their average age of 21.5 years old around the overall mean of 21.56 showing a greater variability of their age distribution as attested by the standard deviation of 1.98 as compared to practicumers of CALABARZON with the standard deviation of 1.892. The finding tends to point out that the former have a varied average age than the latter as attested by the above standard deviation value.

Table 1 Distribution of Respondents by Age

Age	CALABARZON REGION IV-A		MIMAROPA REGION IV-B	
	f	%	f	%
17 -19	52	25.87	16	10.39
20 -22	94	46.77	90	58.44
23- 25	54	26.87	47	30.52
26 above	1	0.50	1	0.65
Total	201	100.0	154	100
Overall Mean	21.11	SD =1.892	21.56	SD=1.98

As reported in Table 2, majority of the respondents from both regions were females. Of the 201 practicumers in CALABARZON who were consulted of this query, 112 or 55.7 percent were females as against the male counterpart with

89 or 44.3 percent who made disclosure of their gender. The foregoing findings tend to show that practicumers in CALABARZON in region IV-A were “women dominated” both on the middle age level among their rank and file.

Table 2 .Distribution of Respondents by Gender

Gender	CALABARZON REGION IV-A		MIMAROPA REGION IV-B	
	f	%	f	%
Male	89	44.3	59	38.3
Female	112	55.7	95	61.7
Total	201	100.0		100

As disclosed by 154 practicumers from MIMAROPA, 95 OR 61.7 percent were females as against 59 or 38.3 percent of their male counterpart.

There was also “women domination in Region IV-B where MIMAROPA respondents represented.

The civil status of the respondent representing CALABARZON and MIMAROPA practicumers is reflected in Table 3.

Among the 201 respondents from CALABARZON, 155 OR 77.11 percent were single.

As against 46 or 2.99 percent who claimed that they were married since they had families to help, maintain and support.

One- hundred 100 or 64.94 percent MIMAROPA on-the-job trainees disclosed that they were single, and 54 or 35.06 percent claimed of their marital status.

Table 3. Distribution of Respondents by Civil Status

Civil Status	CALABARZON REGION IV-A		MIMAROPA REGION IV-B	
	f	%	f	%
Single	155	77.11	100	100
Married	46	2.99	0	0
Total	201	100		100

From the foregoing findings, it is inferred from both regions were free mobile and single.

The schools where the respondents from regions IV-A and IV-B graduated from are presented in Table 4.

Among the 201 trainees, the provinces where their schools are located in CALABARZON in Region IV-A are distributed as follows:

Fifty-two (52) or 25.9 per cent graduated from state universities in Laguna. 48 or 23.9 percent confirmed that they graduated from a university in Cavite; 35 or 17.4 percent declared that they graduated from universities in Batangas and Quezon; and 31 or 17.4 percent reported that the university where they finished their studies was in the province of Rizal.

Table 4. Distribution of Respondents by School Graduated From

School	CALABARZON REGION IV-A		School	MIMAROPA REGION IV-B	
	f	%		f	%
Cavite	48	23.9	Mindoro	50	32.5
Laguna	52	25.9	Marinduque	25	16.2
Batangas	35	17.4	Romblon	29	18.8
Rizal	31	15.4	Palawan	50	32.5
Quezon	35	17.4			
Total	201	100		154	100

The findings tend to show that the greatest number of trainees graduated from universities in Laguna.

Among the 154 graduates of the universities in the provinces covered by MIMAROPA in Region IV-B, 50 or 32.5 percent confirmed that their universities were in the provinces of Mindoro and Palawan; 29 or 18.6 percent graduated from a university in Romblon and 25 or 16.2 percent revealed that their university was in Marinduque. Of the MIMAROPA trainees, majority came from the provinces of Mindoro and Palawan.

On-the-job trainees from both CALABARZON and MIMAROPA declared the school years they finished their Bachelor of Science in Hotel and Restaurant Management as gleaned from Table 5.

Among the 201 HRM trainees from CALABARZON in Region IV-A, 124 or 61.7 percent are graduating this school year 2011-2012. This is very significant due to the recency of their on-the-job training in business industries.

Table 5 Distribution of Respondents by School

School	CALABARZON REGION IV-A		MIMAROPA REGION IV-B	
	f	%	f	%
2008-2009	28	13.9	15	9.7
2009 -2010	10	5.0	6	3.9
2010 -2011	39	19.4	22	14.3
2011 -2012	124	61.7	111	72.1
Total	201	100	154	100

Thirty- nine (39) or 19.4 percent claimed that they graduated during the school year 2010-2011; 28 or 13.9 percent confirmed that they finished their HRM degrees during the school year 2008-2009; and 10 or 5 percent disclosed the that they finished their studies in school year 2009-2010..

Accessibility to random interview among graduating HRM trainees this school year was eminent for reason that they are still in their on-the-job training in major business industries in the said region.

Of the 154 HRM trainees representing the MIMAROPA in Region IV-B, 111 or 72.1 percent are graduating this school year 2011-2012. The findings connote that they are still on their on-the-job training in major business industries, the reason behind their being dominant in number.

Twenty-two (22) or 14.3 percent confirmed that they graduated last school year 2010-2011 while 15 or 9.7 percent disclosed that they were graduates of batch 2008-2009, and lesser in number among practicumers in MIMAROPA were graduates of school year 2009-2010 due to the fact that majority were employed in the other parts of the country or received employment opportunities abroad.

The training record of HRM practicumers from CALABARZON and MIMAROPA in Regions IV-A and IV-B respectively, is described in terms of local and international training, one nature, place and duration of trainees as shown in Tables 6, 7, 8, 9 and 10.

Trainees

Related Information/ Training Record

As reflected in table 6, of 201 respondents representing HRM trainees in CALABARZON, 172 or 85.6 percent are presently undertaking their training in the Philippines and 29 or 14.4 percent are trained abroad. The findings imply that

majority of trainees are trained locally due to proximity of business industries with the universities they are presently enrolled.

Table 6 Distribution of Respondents by Training Record (Present)

Training Record	CALABARZON REGION IV-A		MIMAROPA REGION IV-B	
	f	%	f	%
Philippines	172	85.6	149	96.8
Abroad	29	14.4	5	3.2
Total	201	100.0	154	100

The same table registers where the HRM practicumers from MIMAROPA are presently trained. Of the 154 who were consulted of this query, 149 or 96.8 percent are presently trained in

the Philippines and only 5 or 3.2 percent are undertaking their OJT abroad. Anchored on the foregoing findings, local HRM trainees are dominant in number that the foreign ones for simple reason of the proximity and accessibility of the universities where the on-the-job trainees are presently enrolled and the business industries they undertake their OJT.

Nature of Training

Table 7 presents the nature of training undergone by HRM trainees from both CALABARZON in Region IV-A and MIMAROPA in region IV-B. Of the 201 respondents representing CALABARZON,

Table 7. Distribution of Respondents by Nature of Training

Nature of Training	CALABARZON REGION IV-A				MIMAROPA REGION IV-B			
	Yes	%	No	%	Yes	%	No	%
OJT Training: <i>Hands-on Activities done within 600 hours</i>	172	85.6	29	14.4	154	100	0	0
Tour – <i>Familiarization of Practicum hands-on Activities taken for a short time</i>	48	23.9	153	76.1	3	1.9	151	98.1
Apprenticeship – <i>hands-on activities</i>	33	16.4	168	83.6	4	2.6	150	97.4

172 OR 85.6 confirmed positively of their OJT training requiring 600 hours of hands-on-activity; Tour for familiarization hand-on-activities for a short time as disclosed by 48 or 23.9 percent; and 33 or 16.4 percent declared their apprenticeship hands-on-training activities.

From the foregoing findings, OJT training requiring 600 hours of hands-on-activities is primarily intended to supplement the technical skills and the theoretical knowledge acquired by HRM trainees from the universities they had enrolled in Regions IV-A and IV-B.

Among 154 HRM on-the-job trainees from MIMAROPA, 100 percent of them were required to undergo OJT training hands-on- activities done within 600 hours, 4 or 2.6 percent made disclosure of their apprenticeship hand-on-activity; and 3 or 1.9 percent signified of their tour familiarization practicum.

Similarly, HRM MIMAROPA on-the-job trainees had undergone 600 hours of hands-on activities, as this OJT enabled them to undergo pre-employment experiences either in business industries or in government agencies before graduation, and somehow oriented them on the dynamics of employer-employee relationship, the do’s and don’ts of the industrial workers, opportunities and benefits derived from the job and job specification.

Place of Practice

When the respondents representing HRM practicumers from CALABARZON and MIMAROPA were asked of the place where they had undergone their OJT, table 8 registers the data.

Where (Practice/working):

Table 8. Distribution of Respondents by Place of Practice /Training

Place	CALABARZON REGION IV-A				MIMAROPA REGION IV-B			
	Yes	%	No	%	Yes	%	No	%
Hotel	167	83.1	34	16.9	132	85.7	22	14.3
Restaurant	54	26.9	147	73.1	90	58.4	64	41.6
Resort	85	42.3	116	57.7	75	8.7	79	51.3
Vessel	41	20.4	160	79.6	20	13.0	134	87.0

Among the 201 HRM trainees from CALABARZON, 167 or 83.1 percent had undergone their OJT at the hotel, 85 or 42.3 percent disclosed that it was in the resort.

54 or 26.9 percent revealed that their OJT was in the first class restaurant, and 41 or 20.4 percent revealed that their place of practice and training was in the interisland and overseas vessels.

The same revelation was made by HRM trainees from MIMAROPA in Region IV-B, wherein of the total of 154, 132 or 85.7 percent revealed that their OJT was in the hotel, 90 or 58.4 percent disclosed that it was in the first class restaurant, 75 or 48.7 percent replied that they were normally trained at the resort, and 25 or 13 percent reported that their OJT was in the interisland and overseas vessels.

From the foregoing findings, it is observed that majority of on-the-job trainees from CALABARZON and MIMAROPA had undergone their OJT in the hotel as the services of

the same are directly linked and with bearing with the HRM degrees pursued.

Nature of works

Table 9 yields the data on the nature of work of the respondents from CALABARZON and MIMAROPA in region IV-A and region IV-B respectively.

Among the 201 CALABARZON trainees, 108 or 53.7 percent confirmed that hotel work was the nature of their training combined with housekeeping and laundry operations as declared by 106 or 52.7 percent.

The said findings tend to point out that HRM courses are directly linked with hotel business underneath, the housekeeping and laundry operations wherein majority of CALABARZON trainees had made their OJT prior to their employment after graduation.

Table 9. Distribution of Respondents by Nature of Work

Place	CALABARZON REGION IV-A				MIMAROPA REGION IV-B			
	Yes	%	No	%	Yes	%	No	%
Clerical	18	9.0	183	91.0	3	1.9	151	98.1
Office	18	9.0	183	91.0	3	1.9	151	98.1
Food and Beverage	72	35.8	129	64.2	38	24.7	116	75.3
Operations : business	56	27.9	145	72.1	27	17.5	127	82.5
Hotel	108	53.7	93	46.3	101	65.6	53	34.4
Catering and Banquet/ Event Management	54	26.9	147	73.1	55	35.7	99	64.3
Front Office Operations	47	23.4	154	76.6	23	14.9	131	85.1
Housekeeping and Laundry Operations	106	52.7	95	47.3	64	41.6	90	58.4

Food and beverage were the focus of the training of 72 or 35.8 percent of the respondents from CALABARZON, and percentages of 27.9 and 26.9 disclosed that their OJT had bearing on business operations, catering and banquet as well as event management respectively. However, lesser percentages of 23.4 and 9 revealed that the nature of their work during their OJT in business industries of the urban metropolis had something to do with front office operations particularly, clerical and office procedures respectively.

Among the 154 respondents representing HRM on-the-job trainees of MIMAROPA in Region IV-A, 101 or 65.6 percent strongly pointed out that their OJT was given much weight on hotel

services and combined with housekeeping and laundry operations as attested by 64 or 41.6 percent. Such training as revealed by them during the random interviews conducted was just but normal for those who pursued HRM courses to undergo their OJT in the hotel industries.

Fifty-five or 35.7 percent of trainees from MIMAROPA had undergone their OJT on catering and banquet as well as event management as the same have ultimate bearing with their academic degrees in HRM.

Percentages of 24.7 or 17.5, 14.9 and 1.9 as replied by the MIMAROPA HRM trainees spelled out the nature of their work during their OJT at the major business industries in the urban

metropolis of the said provinces in region IV-B such as: food and beverage, business operations, front office operations as well as clerical and office works respectively.

Anchored on the above findings, hotel services, housekeeping and laundry operations were the major focus of the on-the-job training experienced by HRM trainees from MIMAROPA in region IV-B. This can not be denied for the sample reason that HRM degrees cover up the above mentioned services and operations otherwise mismatched between academic degrees and business industries will prevail resulting into mass unemployment of HRM graduates.

Duration

Table 10. Distribution of Respondents by Duration of Training

Duration	CALABARZON REGION IV-A				MIMAROPA REGION IV-B			
	Yes	%	No	%	Yes	%	No	%
432 hours	89	44.3	112	55.7	34	22.1	120	77.9
1296 hours	7	3.5	194	96.5	1	0.6	153	99.4
324 hours	92	45.8	109	54.2	132	85.7	22	14.3

Normally, 324 hours were the regular duration of on-the-job training required by the TESDA or CHED prior to granting of HRM degrees among candidates, the reason behind required among MIMAROPA HRM trainees as compared to their CALABARZON counterpart as the TESDA and CHED requirements with respect to OJT hour duration period are imposed uniformly on nationwide basis.

The duration of training among HRM on-the-job trainees from Region IV-A and IV-B representing provinces covered in CALABARZON and MIMAROPA respectively is reported in Table 10.

Of the 201 HRM trainees from CALABARZON in Region IV-A 92 or 45.8 percent responded positively that they had consummated 324 hours for their OJT; 89 or 44.3 percent claimed that the duration of their training at major business industries was 4320 hours, whereas 7 or 3.5 percent positively replied that they had undergone 12960 hours of OJT within or outside the country before they were granted diploma for their HRM degrees.

CROSS-CULTURAL TRAINING FOR TRAINEES.

Skills

In terms of skills the respondents “strongly agree” that their cross cultural training and tour requirements could by all means develop and enhance their skills

Table 11. Mean Perceived Cross Cultural Training for Trainees in terms of Skills

	CALABARZON REGION IV-A		MIMAROPA REGION IV-B	
	Mean	VI	Mean	VI
<i>As Trainee, I</i>				
1. worked effectively and efficiently with my co-trainees even if there's no common cultural framework existed.	4.38	SA	4.44	SA
2. increased my ability to cope with and work in a foreign environment needed to face socio cultural and psychological adjustment.	4.32	SA	4.34	SA
3. was flexible and did all kinds of jobs in the field and other related areas concern.	4.40	SA	4.47	SA
4. put theories and principles in HRM into practice.	4.45	SA	4.51	SA
5. explored the avenues in the field of HRM where I intend to specialize.	4.44	SA	4.44	SA
6. Showed high competitiveness and excellent skill to job performance	4.47	SA	4.47	SA
7. demonstrated professionalism in the performance of one's duties.	4.44	SA	4.45	SA

8. did my work accurately and with great speed.	4.39	SA	4.42	SA
9. worked with great care observing necessary safety measures	4.43	SA	4.43	SA
10.value the importance of good human relation by being a good follower and leader	4.50	SA	4.53	SA
Overall	4.422	SA	4.0460	SA

by giving value on the importance of good human relation by being a good follower in order to be a good leader,

Show high The perceptions of HM practicumers from regions IV-A and IV-B covering provinces in CALABARZON and MIMAROPA respectively, relative to their cross cultural training and tour requirements in terms of skills are gleaned from Table 11.

Among the CALABARZON HRM practicumers the mean values in the order of priorities such as 4.50, 4.47, 4.45, 4.44, 4.43, 4.40, 4.39 and 4.32 register that they strongly agreed that their cross cultural training and tour requirements could by all means develop and enhance their skills by giving value on the importance of good human relation by being a good follower in order to be a good leader, show high competitiveness and excellent skill to jib performance, put theories and principles in HRM into practice, explore the avenues in the filed of HRM where they intend to specialize, demonstrate professionalism in the performance of one’s duties, work with great care by observing necessary safety measures.

Flexibility by doing all kinds of jobs in the field and other related areas concerned, work accurately with great speed, for effectiveness and efficiency along with their co- practicumers even if there is no common cultural framework existed, and increase their ability to cope with and work in a foreign environment needed to face the socio-cultural and psychological adjustments respectively as sustained further by the overall mean of 4.42 verbally interpreted as “ strongly agree”.

As adjudged from above disclosure, the cross cultural training and tour requirements strongly develop and enhanced the skills of HRM practicumers in CALABARZON due to refinement of human relations, high competitiveness and excellent skill taken from the OJT, theories and principles in HRM, professionalism, safety measures, job flexibility,

accuracy and speed, effectiveness and efficiency and coping with foreign environment

Among the 154 HRM practicumers from MIMAROPA, the mean values of 4.53, 4.51,4.47,4.45,4.44,4.43,4.42 and 4.34 in the order of priorities strongly disclosed that their cross cultural training and tour requirements during their on-the-job training on the local and international scenarios very often enhanced their performance in HRM as they leave the gates of the university upon graduation for employment opportunities due to infusion of good human relation during their training, basic theories and principles in HRM applied to actual practice, flexibility in all kinds of jobs, high competitiveness and excellent skill in the job, professionalism working effectively and efficiently with co-practicumers, safety measures with great care, working accurately with great speed, and ability to cope with and work in a foreign environment respectively as evidenced further by the overall mean of 4.45 verbally interpreted as “ strongly agree”.

The above findings tend to disclose strongly of the agreement made by HRM on-the-job trainees made by HRM practicumers from MIMAROPA that the cross cultural training and tour requirements during their OJT had enhanced effectively their work skills as graduates of HRM in the respective major business industries they are presently employed on the local and global spheres.

Table 12. Mean Perceived Cross Cultural Training for Trainees in terms of Work Values

<i>As a trainee, I</i>	CALABARZON REGION IV-A		MIMAROPA REGION IV-B	
	<i>Mean</i>	<i>VI</i>	<i>Mean</i>	<i>VI</i>
1. nurtured harmonious relationship and respected the right and dignities of others.	4.54	SA	4.48	SA
2. created clearer lines of communication with my supervisors and co-practicumers by fostering trust, respect and understanding.	4.43	SA	4.47	SA
3. was loyal to my superior by being diligent and hardworking.	4.55	SA	4.49	SA
4. exuded qualities like integrity, liability and accountability as a part of the organization.	4.55	SA	4.53	SA
5. manifested trust on the decision made by others	4.45	SA	4.38	SA
6. showed commitment, sincerity, truthfulness and dedication on the assigned task.	4.48	SA	4.41	SA
7. demonstrated professionalism in the performance of duties and had strong feeling of likeness for any given job, unselfish devotion..	4.45	SA	4.37	SA
8. served as model in achieving exemplary job performance	4.47	SA	4.35	SA
9. come on time for work and submitting required report on time.	4.45	SA	4.47	SA
10. did the work by myself without bothering others.	4.44	SA	4.47	SA
Overall	4.48	SA	4.4416	SA

The enhancement of work values as affected by cross cultural training and tour requirements undertaken by HRM on-the-job trainees from CALABARZON in Region IV-A and MIMAROPA in Region IV-A and MIMAROPA in Region IV-B is presented in Table 12. requirements undertaken by HRM on-the-job trainees from CALABARZON in Region IV-A and MIMAROPA in Region IV-A and MIMAROPA in Region IV-B is presented in Table 12.

Among the 201 HRM on-the-job trainees from CALABARZON, they strongly agreed that their OJT in business industries on land and sea, local and international, had always enhanced their job performance when they were absorbed for employment opportunities as evidences by mean values of 4.55, 4.54, 4.48, 4.47, 4.45, 4.44 and 4.43 as they exuded qualities like integrity, liability.

And accountability, displayed loyalty to their superior being diligent and hardworking, nurtured harmonious relationship and respected the right and dignities of others, showed commitment, sincerity, truthfulness and dedication as the assigned task, served as model in achieving

exemplary job performance, manifested trust on the decision made by others, demonstrated professionalism in the performance of duties and had strong feeling of likeness for any given job as proven by unselfish devotion duties reported on time for work and submitted required report on time, doing work by themselves without bothering others, and ultimately created clearer lines of communication with their supervisors and co-practicumers by fostering trust, respect and understanding as sustained further by the overall mean of 4.48 interpreted as “strongly agree”.

The 154 HRM on-the-job trainees from MIMAROPA made their own declaration regarding the direct effect of cross-cultural training and tour requirements by means of OJT required of them by the university prior to graduation on their work values they carried when they were already absorbed in the job at business industries in the country and abroad, as evidenced by the means scores of 4.53, 4.49, 4.48, 4.47, 4.41, 4.38, 4.37 and 4.35 in descending order as the said training exuded qualities like integrity, liability, and accountability; loyalty to superior; harmonious relationship and respected the right and dignities of others; created clearer lines of communication with supervisors and co-trainees

by fostering trust, respect and understanding; coming to work and submitting the required report on time; working by themselves without bothering others; showed commitment, sincerity, truthfulness and dedication on the assigned task; manifested trust on the decision made by others; demonstrated professionalism in the performance of duties and had strong feeling of likeness for any given job and unselfish devotion; and ultimately served as model in achieving exemplary job performance as attested further by the overall mean of 4.44 verbally interpreted as “: strongly agree”.

Both trainees from CALABARZON IN Region IV-A and MIMAROPA in Region IV-B had strongly agreed tat the above training and tours so required in their HRM degrees had ultimately enhanced their work values at the present job they have occupied in business industries of the effectiveness of cross cultural training and tour requirements they had undergone in enhancing their service performance in the respective jobs. They have presently occupied as HRM graduates of the universities in Regions IV-A and IV-B in the provinces covered by CALABARZON and MIMAROPA.

Digging deeper into the effects of cross cultural training and tour requirements on the knowledge of HRM on-the-job trainees from CALABARZON and MIMAROPA, table 13 reflects the

Of the total of 201 HRM practitioners representing CALABARZON, the mean scores of 4.57, 4.49, 4.46, 4.45, 4.43, 4.42, 4.41, 4.38 and 4.37 in the order of priorities strongly agreed. That cross cultural training and tour requirements had effectuated their knowledge of service performance in the respecting jobs in business industries here and abroad for the simple reason of learning. The techniques and methods understanding their responsibility and duties so they can work effectively; knew very well the etiquettes and business practices of hotel and restaurant locally and internationally; highly motivated to learn strategies that would lighten their level of persistence, perseverance and tenacity to achieve their goals; possessed good communication skills while attending to guests; was prepared to appreciate intercultural work assignment deeply; negotiated well with local and foreign clients; adopted well and dealt with different situations in local and foreign settings; acquired the necessary leadership skills; developed awareness between people where a common cultural framework does not exist; learned to evaluate and constructively tackled the challenges of cross cultural differences could bring to the workplace; and demonstrated a high degree of expertise and mastery of job skills and knowledge respectively, as sustained further by the overall mean of 4.31 interpreted as “strongly agree”.

Table13.Mean Perceived Cross Cultural Training for Trainees in terms of Knowledge

	CALABARZON REGION IV-A		MIMAROPA REGION IV-B	
	Mean	VI	Mean	VI
<i>As a trainee, I . . .</i>				
1.learned the techniques and methods on how to understand my responsibilities and duties so that I can work effectively.	4.57	SA	4.47	SA
2. was highly motivated to learn strategies that would heighten my level of persistence, perseverance and tenacity to achieve goals.	4.46	SA	4.48	SA
3.knew very well the etiquettes and business practices of hotels and restaurants locally and abroad.	4.49	SA	4.38	SA
4. negotiated well with local and foreign clients.	4.42	SA	4.38	SA
5. adopted well and deal with different situations in local and foreign settings	4.41	SA	4.42	SA
6. acquired the necessary leadership skills.	4.38	SA	4.45	SA
7. possessed good communication skills while attending to guest.	4.45	SA	4.43	SA
demonstrated a high degree of expertise and mastery of job skills and knowledge	4.37	SA	4.37	SA

8. developed awareness between people where a common cultural framework does not exist.	4.38	SA	4.35	SA
9. learned to evaluate and constructively tackled the challenges cross cultural differences could bring to the workplace.	4.38	SA	4.38	SA
10. was prepared to appreciate intercultural work assignment deeply	4.43	SA	4.41	SA
Overall	4.31	SA	4.47	SA

Among the HRM on-the-job trainees from MIMAROPA, they strongly agreed that the above mentioned cross cultural training and tour requirements ultimately enhanced their knowledge in the deliverance of effective and efficient service as graduates of the said course as yielded by the mean scores of 4.48, 4.7, 4.45, 4.43, 4.42, 4.41, 4.38, 4.37 and 4.35 as the same had highly motivated them to learn strategies that would heighten their level of persistence, perseverance and tenacity to achieve their goals; learned the techniques and methods on how to understand their responsibilities and duties so that they can work effectively; acquired the necessary leadership and skills; possessed good communication skills while attending to guests; adopted well and dealt with different situations in local and foreign settings; prepared to appreciate intercultural work assignment deeply; knew very well the etiquettes and business practices of hotels and restaurants locally and abroad; negotiated well with local and foreign clients; learned to evaluate and constructively tackled the challenges of cross cultural differences could bring to the workplace; demonstrated a high degree of expertise and mastery of job skills and knowledge;

and developed awareness between people where a common cultural framework does not exist as discussed further by the overall mean of 4.47 verbally interpreted as “strongly agree”.

There is no disparity in the overall mean values between HRM on-the-job trainees from CALABARZON and MIMAROPA as the same had strongly agreed that their cross cultural training and tour requirements they had undergone during their OJT had enhanced their knowledge in their respective jobs at the business industries in the country and abroad. The said findings tend to point out of the similarity of perceptions made by both groups of respondents from CALABARZON and MIMAROPA regions regarding the above matter.

Culture

When trainees from CALABARZON in Region IV-A and MIMAROPA in Region IV-B were consulted on their perceived effects brought about by cross cultural training and tour requirements on culture affecting their job performance as HRM graduates in the respective industries, they are presently connected. Table 14 shows

Table 14. Mean Perceived Cross Cultural Training for Trainees in terms of Culture

<i>As a trainee, I</i>	CALABARZON REGION IV-A		MIMAROPA REGION IV-B	
	<i>Mean</i>	<i>VI</i>	<i>Mean</i>	<i>VI</i>
1. was highly motivated to learn strategies that would heighten my level of refinement and proper dining etiquette that are applicable to other culture.	4.43	SA	4.44	SA
2. exuded qualities through putting together various observation on value systems both of my country of origin and others.	4.50	SA	4.50	SA
3. manifested salient language of meanings conveyed by gestures, posture, facial expression, tones of voice and uses of time.	4.42	SA	4.49	SA
4. visualized words and abstract ideas like love, loyalty and freedom.	4.46	SA	4.40	SA
5. had strong feelings to preserve and transmit culture to establish an accumulated information beliefs or customs handed down from one generation to another.	4.46	SA	4.50	SA

6. learned and appreciate on how to understand my morals, customs, knowledge beliefs and arts so that I can work efficiently.	4.44	SA	4.49	SA
7. Treated people with respect.	4.42	SA	4.40	SA
8. observed proper decorum in dealing with everyone in the group.	4.35	SA	4.46	SA
9. accepted additional challenges and willingly assists others.	4.50	SA	4.39	SA
10 ability to listen and understand information in a clear and concise manner even though there is a language barrier.	4.42	SA	4.43	SA
11. used sound judgments in the performance of the assigned tasks in my field, department and specific area.	4.44	SA	4.45	SA
12. interacted effectively and maintains positive relationships with co-workers, and supervisors by observing proper decorum .	4.43	SA	4.44	SA
Overall	4.44	SA	4.50	SA

201 HRM on-the-job trainees in CALABARZON, the mean values of 4.50, 4.46, 4.44, 4.43, 4.42, and 4.35, strongly confirmed that cross cultural training and tour requirements significantly enhanced their work culture as such training and tours had exuded qualities through putting together various observation on value systems both countries of origin and destination; accepted additional challenges and willingness to assist others; visualized words and abstract ideas like love, loyalty and freedom, strong feeling to preserve and transmit culture to establish an accumulated information, beliefs on customs handed down from one generation to another; learned and appreciate on how to understand the morals and customs, knowledge, beliefs and arts so that they can work effectively; used sound judgments in the performance of the assigned tasks in their field department and specific work area; highly motivated to learn strategies that would heighten their level of refinement and proper dining etiquette applicable to other culture; interacted effectively and maintain positive relationship with co-workers and supervisors by observing proper decorum; manifested salient language of meanings conveyed by gestures, posture, facial expression, tones of voice and uses of time; treated people with respect; ability to understand information in a clean and concise manner even though there is a language barrier; and observed proper decorum in dealing with everyone in the group as supported further by the overall mean value of 4.44 described as “strongly agree”.

For this reason, the HRM practicumers from CALABARZON had given much weight on the first three significant effects of the said training and tours on their work culture along exuded qualities, acceptance of additional challenges and assistance extended to others, visualization and abstraction as well as preservation and cultural transmission for belief and customary accumulation.

Looking into the perceptive of 154 HRM trainees from MIMAROPA the mean values of 4.50, 4.49, 4.46, 4.45, 4.44, 4.40 and 4.39 revealed their strong agreement that cross cultural training and tour requirements significantly affected their work culture particularly on exuded qualities on the value system of both local and foreign countries, strong feeling of preservation and transmission of culture for belief and custom accumulation; manifestation of salient language to convey different meanings, understanding of morals, customs, beliefs and arts; observance of proper decorum; used of sound judgments in the performance of their assigned tasks; highly motivated to tighten the level of refinement and proper dining etiquette; maintenance of positive relationship with co-workers and supervisors; word visualization and abstraction; treating people with respect; and acceptance of additional challenges and willingness to assist others as disclosed extensively by the overall mean of 4.50 verbally interpreted as “strongly agree”.

A cursory analysis of the overall mean values of 4.44 and 4.50 for HRM trainees from CLABARZON and MIMAROPA respectively,

revealed a similarity of strong agreement on the effect of cross cultural training and tour requirements on work culture of the above respondents which by all means enhanced effectively their service delivery in their present employment at the business industries here and abroad.

PERCEPTION ON TRAINOR’S MANNER IN HANDLING TRAINEES

The perception of HRM trainees on the trainer’s manner of handling trainees in participating companies as to personnel expertise and attitude with trainee are reported in Tables 15 and 16.

Personal Expertise

Table 15 registers the data on the perceptions of HRM trainees representing CALABARZON and MIMAROPA regarding the manner in which the trainers handled them during their OJT at the participating companies.

Table 15. Mean Perceived Personal Expertise of Trainer’s in Handling Trainees

<i>The Hotel & Restaurant Officer or Manager</i>	CALABARZON REGION IV-A		MIMAROPA REGION IV-B	
	<i>VI</i>	<i>Mean</i>	<i>VI</i>	<i>Mean</i>
1. used intervention techniques that increased our knowledge and skills on our assigned tasks.	4.56	<i>Always</i>	4.47	<i>Always</i>
2. followed a definite procedure that guided us and increased our ability to perform our job well.	4.35	<i>Always</i>	4.47	<i>Always</i>
3. have high observation skills to detect cross cultural trainee’s needs and interests.	4.47	<i>Always</i>	4.45	<i>Always</i>
4. were able to nurture harmonious interpersonal relationships at the work place	4.37	<i>Always</i>	4.39	<i>Always</i>
5. always kept line of communication open to the practicumers	4.52	<i>Always</i>	4.47	<i>Always</i>
6. furnishes on decision making communication network reflecting the programs/activities objectives.	4.42	<i>Always</i>	4.46	<i>Always</i>
7. answers adequate attention for all phases of work that should be done.	4.54	<i>Always</i>	4.52	<i>Always</i>
8. allows a group member in a high degree of initiative.	4.41	<i>Always</i>	4.35	<i>Always</i>
9. applies standards of performance for trainees.	4.52	<i>Always</i>	4.37	<i>Always</i>
10. defines authority and responsibility of each trainees.	4.47	<i>Always</i>	4.34	<i>Always</i>
Overall	4.4632	<i>Always</i>	4.4299	<i>Always</i>

Among the practicumers from CALABARZON mean values of 4.56, 4.54, 5.52, 4.47, 4.42, 4.41, 4.37 and 4.35 attested that trainer’s always used intervention techniques that increased their knowledge and skills on assigned tasks; always answered with adequate attention to all phases of work that should be done; always employed high observation skills to detect cross cultural trainees needs and interests; always defined authority and responsibility of each trainee; always furnished decision making communication network reflecting the programs, activities and objectives; always allowed a group member with a degree of initiative in the workplace; always nurtured the trainees with harmonious interpersonal relationships and ultimately the trainer always

followed a definite procedure that guided the trainees to perform their job well respectively as attested further by the overall mean of 4.46 interpreted as “always”. At this point, HRM trainees from CALABARZON were the same in their perceptions regarding the degree in which the trainers were very much concern of their personnel expertise during their OJT at the participating companies.

The same table reveals the perceptions of HRM practicumers from MIMAROPA relative to the manner in which their trainer handled them to enhance their expertise during their OJT at the participating companies. The mean values of 4.52, 4.47, 4.45, 4.39, 4.37, 4.35 and 4.37 revealed that

trainers at the participating companies always answered adequate attention for all phases of work that should be done; always used intervention techniques that would increase their knowledge and skills on their assigned tasks including definite procedure which guided trainees to increase their ability to perform their job well and always kept line of communication open to the practicumers; always observed skills to detect cross cultural trainees needs and interests; always nurtured harmonious interpersonal relationship at the workplace by applying standards of performance; allowed a group member to develop a high degree of initiative; and their trainer’s always defined authority and responsibility among their trainees respectively with overall mean sustainability value of 4.43 interpreted as “always”.

Anchored on the above findings, the overall mean values of 4.46 and 4.43 for CALABARZON and MIMAROPA, HRM trainees perceptions verbally interpreted as “always” respectively, revealed the similarity of the degree effects on their expertise, developed by trainer’s when they had undergone their OJT at the participating companies local and foreign.

It is therefore inferred that the trainer’s handling trainees were practically similar in their methods

to develop personnel expertise during their OJT on the local and global spheres.

Attitude with Trainee

As gleaned from Table 16 of the 201 HRM CALABARZON trainees the mean values of 4.50, 4.49, 4.48, 4.44, 4.43, 4.42, 4.39 and 4.36 in the order of priorities declared that their trainer’s always see to it that the following should be done such as: constructively tackled with the trainees, the challenges that cross cultural differences can bring in the workplace; helped the trainees overcome difficult situations through highly experimental management; built trust and positive feeling in the workplace; understood and accepted the limitations of the industry; showed excellent skills and job performance that help motivates the trainees to perform well; had feeling of satisfaction in their stay under the trainer’s tutelage and direction; displayed smartness and sophistication; brought out among the on-the-job trainees the necessary values, business practice, etiquette and protocol by setting good example; was friendly and respected the different opinions of others; and understood the process of acculturation and extend time to know the diverse culture of the practicumers respectively; as sustained further by the overall mean of 4.45 verbally described as “always”.

Table 15. Mean Perceived Attitude of Trainer’s in Handling Trainees

<i>The Hotel & Restaurant Manager. . .</i>	CALABARZON REGION IV-A		MIMAROPA REGION IV-B	
	<i>Mean</i>	<i>VI</i>	<i>Mean</i>	<i>VI</i>
1.brought out of the practicumers the necessary values, business practices, etiquette and protocol by setting good example.	4.42	<i>Always</i>	4.45	<i>Always</i>
2. constructively tackled with the trainees, the challenges that cross cultural differences can bring in the workplace.	4.50	<i>Always</i>	4.50	<i>Always</i>
3. helped the practicumers overcome difficult situations through highly experiential management	4.50	<i>Always</i>	4.47	<i>Always</i>
4.understood the process of acculturation and extend time to know the diverse culture of the practicumers	4.36	<i>Always</i>	4.42	<i>Always</i>
5. built trust and positive feeling in the workplace.	4.49	<i>Always</i>	4.47	<i>Always</i>
6. was friendly and respected the different opinions of others.	4.39	<i>Always</i>	4.42	<i>Always</i>
7. understood and accepted the limitations of the industry	4.49	<i>Always</i>	4.44	<i>Always</i>
8. was smart and sophisticated.	4.43	<i>Always</i>	4.43	<i>Always</i>
9. showed excellent skills and job performance that help motivate the trainees to perform well.	4.48	<i>Always</i>	4.49	<i>Always</i>
10. had feeling of satisfaction in my stay in her/his tutelage/direction.	4.44	<i>Always</i>	4.45	<i>Always</i>
Overall	4.4502	<i>Always</i>	4.4539	<i>Always</i>

From the above findings, it is inferred that HRM on-the-job trainees from CALABARZON were the same in their disclosure regarding the manner in which their trainer’s handled them for attitudinal enhancement.

The same query was asked among HRM trainees from MIMAROPA in Region IV-B and their mean values from highest to lowest such as 4.50, 4.49, 4.47, 4.45, 4.44, 4.43 and 4.42 confirmed that their trainer’s always done the following constructively tackled with the trainees; the challenges that cross cultural differences can bring in the workplace; helped the trainees overcome difficult situations through highly experimental management; built trust and positive feeling in the workplace; brought out of the practicumers the necessary values, business practices, etiquette and protocol by setting good example, had feeling of satisfaction in their stay with their trainer’s tutelage and direction; understood and accepted the limitations of the industry; always displayed smartness and sophistication; understood the process of acculturation and extend time to know the diverse culture of the trainees; and ultimately their trainers always displayed friendly attitude with them and respected the different opinions of others in the workplace as disclosed further by the

overall mean of 4.45 verbally interpreted as “always”.

No significant difference can be observed in the attitudes displayed by the trainees as evidenced by the similarity of verbal interpretation of the overall mean values of 4.4502 and 4.4539 for the former and the latter described as “always” between HRM trainees from CALABARZON in Region IV-A and MIMAROPA in Region IV-B.

PERFORMANCE EVALUATION OF THE TRAINEES BY THE PARTICIPATING COMPANY AND THE PRACTICUM SUPERVISOR.

Practicum Evaluation by the Participating Company

Table 17 reflects the data on the performance evaluator of the trainees by participating companies. Among the 201 HRM trainees from CALABARZON, 115 or 57.2 percent of the trainees were good, 71 or 35.3 percent had an outstanding performance; 12 or 6 percent were rated satisfactory; and 3 or 1.5 percent received a marginal rating leaving behind their average performance rating of 4.26 interpreted as “good”.

Table 17. Performance Evaluation of the Trainees by Participating Company

Scale	Description	CALABARZON REGION IV-A			MIMAROPA REGION IV-B		
		f	%	VI	f	%	VI
5	Always	71	35.3	<i>Outstanding</i>	64	41.6	<i>Outstanding</i>
4	Almost Always	115	57.2	<i>Good</i>	78	50.6	<i>Good</i>
3	Often	12	6.0	<i>Satisfactory</i>	10	6.5	<i>Satisfactory</i>
2	Seldom	3	1.5	<i>Marginal</i>	2	1.3	<i>Marginal</i>
1	Never			<i>Dissatisfactory</i>			<i>Dissatisfactory</i>
	Total	201	100		154	100	
	Overall Mean =4.26				Mean= 4.32		SD= .656

Among the 154 HRM trainees from MIMAROPA, 78 or 50.6 percent were rated good; 64 or 41.6 percent were given an outstanding performance; 10 or 6.5 percent received a satisfactory performance; and only 2 or 1.3 were given marginal performance rating of 4.32 interpreted as “good”

Table 18. Test of Difference between Perceived Manners of Trainer's Handling of Trainees and Trainees' Performance Rating by the Participating Company

Trainer's Manner		Sum of Squares	df	Mean Square	F	Sig.
<i>Personal Expertise</i>	Between Groups	.338	3	.113	2.285	.079 NS
	Within Groups	17.298	351	.049		
	Total	17.636	354			
<i>Attitude with Trainee</i>	Between Groups	.353	3	.118	1.936	.123 NS
	Within Groups	21.325	351	.061		
	Total	21.678	354			

Test of Difference between Perception of the Trainees in the Trainers' Manner of Handling Practicum/Trainees and their Performance Ratings

Table 18 reveals the data with respect to the differences between perceived manner of trainers handling of trainees and trainees' performance rating by the Participating Company.

Personal expertise and attitude with trainees between and within groups showed no significant difference from one another as attested by the F-values of 2.285 and 1.94, respectively where no significance differences resulted between their perceptions when tested at .05 probability level.

The result may imply that the respondents' perceptions on the personal expertise and attitude of trainer's in handling trainees of the agencies where each one of them had the chance of conducting their on job training were on the same positive observation. This just shows that as the industry/ company like hotels, restaurants, resorts vessels, and others provides services in terms of comfort, leisure, and enjoyment, they follow the

same rules of thumbs in giving quality service to all clientele. Further, trainees who came from different colleges and universities with different culture and orientations received the same expectations and trainings from all these companies with varied culture and expectations. From the said findings, null hypothesis is accepted at 5 per cent level of significance.

Practicum Evaluation by the OJT Coordinator to the Trainee

Table 19 reports the performance evaluator of the trainees by their respective OJT coordinators.

Among the 201 HRM practicumers from CALABARZON in Region IV-A, 89 or 44.3 percent were given very satisfactory performance in practicum; 54 or 26.9 percent received a satisfactory rating; 49 or 24.4 percent had an excellent performance in practicum; 7 or 3.5 percent registered a fairly satisfactory rating, and only 2 or 1 percent were given a merely passing grade, leaving behind their average performance.

Table 19. Performance Evaluation of the Trainees by the OJT Coordinator

Scale	Description	CALABARZON REGION IV-A			MIMAROPA REGION IV-B		
		f	%	VI	f	%	VI
1.00 -1.25	(99-100) to (96-98)	49	24.4	<i>Excellent</i>	34	22.1	<i>Excellent</i>
1.50 -1.75	(93-95) to (90-92)	89	44.3	<i>Very Satisfactory</i>	64	41.6	<i>Very Satisfactory</i>
2.00 - 2.25	(87-89) to (84-86)	54	26.9	<i>Satisfactory</i>	3	27.9	<i>Satisfactory</i>
2.50 - 2.75	(81-83) to (78-80)	7	3.5	<i>Fairly Satisfactory</i>	10	6.5	<i>Fairly Satisfactory</i>
3.00	(75-77) to (70-74)	2	1.0	<i>Passed</i>	3	1.9	<i>Passed</i>
5.0 and below	(69)	0	0	<i>Failed</i>	0	0	<i>Failed</i>
Inc.	Incomplete	0	0	<i>Dropped</i>	0	0	<i>Dropped</i>
Total		201	100		154	100	
Overall Mean = 5.88					Mean= 5.75		SD=.938

Likewise there were 10 or 6.5 percent were rated fairly satisfactory; 3 or 27.9 percent received a satisfactory performance and a passing grade by the said coordinators during their OJT leaving behind their mean average performance of satisfactory rating.

Test of Difference between Perceived Manner of Trainer’s Handling of Trainees

and Trainees’ Performance Rating by the OJT Coordinator

Table 19 reveals the data with respect to the differences between perceived manner of trainers handling of trainees and trainees’ performance rating by the OJT coordinator. The perceptions of the respondents with regards to the personal

expertise and attitude of the OJT Coordinator with the trainees between and within groups showed no significant difference from one another as attested by the F-values of 0.801 and 1.573 respectively.

Self Evaluation of the Trainee to the OJT Cross Cultural Training and Tours Requirements

Table 20 registers the data on the self evaluator of the trainees regarding their cross cultural training and tour requirements. Among the 201 HRM CALABARZON practicumers, 111 or 55.2 percent rated themselves as competent; 77 or 38.3 percent claimed of their highly competent rating; 10 or 5 percent were moderately competent; and only 3 or 1.5 percent were declared less competent.

Table 20. Self-Evaluation of Trainees to the OJT Cross Cultural Training and Tours

Scale	Description	CALABARZON REGION IV-A			MIMAROPA REGION IV-B		
		f	%	VI	f	%	VI
5 (4.50-5.00)	Always	77	38.3	<i>Highly Competent</i>	79	51.3	<i>Highly Competent</i>
4 (3.50-4.49)	Almost Always	111	55.2	<i>Competent</i>	73	47.4	<i>Competent</i>
3 (2.50-3.49)	Often	10	5.0	<i>Moderately Competent</i>	1	0.6	<i>Moderately Competent</i>
2 (1.50-2.49)	Seldom	3	1.5	<i>Less Competent</i>	1	0.6	<i>Less Competent</i>
1(1.00-1.49)	Never	0	0	<i>Needs Improvement</i>	0	0	<i>Needs Improvement</i>
	<i>Overall =4.30</i>				4.49	.551	

On the part of 154 HRM practicumers from MIMAROPA, 79 or 51.3 percent declared themselves as highly competent, 73 or 47.4 percent disclosed of their competent performance

in OJT; and only one (1) was rated moderately competent and less competent in the said cross cultural training and tours.

Table 21. Test of Difference between Perceived Manner of Trainers’ Handling of Trainees and Trainees’ Performance Rating by the OJT Coordinator

Trainers’ Manner		Sum of Squares	df	Mean Square	F	Sig.
<i>Personal Expertise</i>	Between Groups	.160	4	.040	.801	.525 <i>NS</i>
	Within Groups	17.476	350	.050		
	Total	17.636	354			
<i>Attitude with Trainee</i>	Between Groups	.383	4	.096	1.573	.181 <i>NS</i>
	Within Groups	21.295	350	.061		
	Total	21.678	354			

From the said findings, null hypothesis is accepted at 5 per cent level of significance. The results may imply that, wherever the location of the respondents were, be it in the far-flung of MIMAROPA or in the urbanized CALABARZON area, respondents were

experiencing the same conditions and situations in which a trainees of the BSHRM program must have. The course and tour requirements are really part of the curriculum and are provided to all on-the- job training students among state colleges and universities in Regions IV A and B in the

Philippine archipelago. The theories, learning competencies and skills expected of them to master inside the classroom were manifested in

the nature of work or training in the actual OJT places.

REGRESSION ANALYSIS OF VARIABLES

Table 22. Regression of Cross Cultural training and Tour Requirements Related Factors and Evaluation Rating of Participating Company

Model	Beta	t	p-value	Remarks
(Constant)		22.661	.000	<i>Significant</i>
Duration of Training: 4320 hrs	.294	4.115	.000	<i>Significant</i>
324 hrs	.205	2.871	.004	<i>Significant</i>
12960 hrs	.037 ^e	.664	.507	<i>Not Significant</i>
168 hrs	-.138	-2.660	.008	<i>Significant</i>
Place of Training : Restaurant	.151	2.894	.004	<i>Significant</i>
Hotel	.045 ^e	.849	.397	<i>Not Significant</i>
Resort	.025 ^e	.432	.666	<i>Not Significant</i>
Vessel	-.024 ^e	-.441	.659	<i>Not Significant</i>
Training record	.133	2.560	.011	<i>Significant</i>
Nature of Training:				
OJT Training: Hands-on Activities	-.045 ^e	-.883	.378	<i>Not Significant</i>
Tour– Familiarization of Practicum	-.060 ^e	-1.126	.261	<i>Not Significant</i>
Apprenticeship– hands-on activities	-.056 ^e	-1.049	.295	<i>Not Significant</i>
Cross Cultural Training & Tours Requirements				
Skills	-.021 ^e	-.412	.680	<i>Not Significant</i>
Work Values	.014 ^e	.266	.790	<i>Not Significant</i>
Knowledge	.004 ^e	.077	.938	<i>Not Significant</i>
Culture	.089 ^e	1.742	.082	<i>Not Significant</i>
Trainers' Manner In Handling Trainees				
Personal expertise	.069 ^e	1.334	.183	<i>Not Significant</i>
Attitude with trainee	.014 ^e	.264	.792	<i>Not Significant</i>

Table 22 presents the test of relationship between the cross cultural training and tour requirements on trainees and evaluator ratings made by participating companies and OJT coordinators.

The combination between the Cross Cultural training and Tour Requirements Related Factors reveals significant relationship towards the Evaluation Rating of participating company. The number of training hours such as 432 hours, 324 hours, 168 training hours, restaurant as place of training, and training records account for 5.7% of the variance of practicumers' performance. The F-value of 6.356 is highly significant at .000 probability level which could attest to the dependability of this statistical finding.

The t-values of 4.115 and 2.871 register a significant difference between duration of training of 4320, 324 and 12960 hours and the evaluator made by the participating companies which by all means rejected the null hypothesis 2 at 5 percent level of significance.

Between place of training much as restaurant and evaluator rating of participating companies, significant and difference is observed as confirmed by the t-value of 2.894 which rejected null hypothesis 2 at 5 percent level; overseas hotels, resort and vessel, no significant difference existed between companies rating as attested by their t-values. However, the training record has established a significant difference as against the

evaluators made by the participating companies which by all means rejected the null hypothesis 2 at 5 percent significant level.

As to nature of training in terms of OJT, hands-on-activities, tour familiarization of practicum and apprenticeship-hands-on-activities, the t-values showed no significant difference as compared to the evaluation rating made by the participating companies on HRM on-the-job trainees from CALABARZON and MIMAROPA in Region IV-A and IV-B respectively which are interpreted as not significant at 5 percent significant level. The findings tend to show that the ratings made by the HRM practicumers from CALABARZON and MIMAROPA on their cross cultural training and tour requirements were practically the same with that of the evaluation ratings made by the participating companies during the OJT of the former.

Along the trainers manner in handling trainees with respect to personal expertise and attitude with trainees, the t-values of 1.334 and 0.264 respectively were not significantly different from the evaluator rating made by the participating companies and therefore the foregoing findings accepted the null hypothesis at 5 percent level of

significance at this point, HRM trainees for CALABARZON and MIMAROPA were practically the same with that companies when they had taken the OJT.

Regression of Cross Cultural training and Tour Requirements- Related Factors and Evaluation Rating of OJT Coordinator

Table 23 presents the data of the regression between the cross cultural training and tour requirements related factors and the evaluation rating given by the OJT coordinators.

The combination between the perceived Cross Cultural Training and Tour Requirements Related Factors revealed significant relationship towards Evaluation Rating of the OJT Coordinator to the respondents. The independent variables such as school where the student practicumers they are enrolled, the 1296 training hours, 168 training hours, the OJT Hands-on-Activities as a nature of training account for 4.3% of the variance of trainees performance. The F-value of 8.872 is highly significant at .000 probability level which could attest to the dependability of this statistical finding.

Table 23. Regression of Cross Cultural Training and Tour Requirements- Related Factors and Evaluation Rating of OJT Coordinator

Model	Beta	t	p-value	Remarks
(Constant)		8.447	.000	<i>Significant</i>
<i>School</i>	-.155	-2.910	.004	<i>Significant</i>
Duration of Training: 432 hrs	-.041 ^e	-.792	.429	<i>Not Significant</i>
<i>324 hrs</i>	.068 ^e	1.301	.194	<i>Not Significant</i>
<i>1296 hrs</i>	.024 ^e	.468	.640	<i>Not Significant</i>
<i>168 hrs</i>	-.142	-2.750	.006	<i>Significant</i>
Place of Training : Restaurant	.184	3.399	.001	<i>Significant</i>
<i>Hotel</i>	-.128	-2.455	.015	<i>Significant</i>
<i>Resort</i>	.042 ^e	.748	.455	<i>Not Significant</i>
<i>Vessel</i>	-.033 ^e	-.633	.527	<i>Not Significant</i>
<i>Training record</i>	.010 ^e	.191	.849	<i>Not Significant</i>
Nature of Training:				
<i>OJT Training: Hands-on Activities</i>	.205	4.002	.000	<i>Significant</i>
<i>Tour – Familiarization of Practicum</i>	-.025 ^e	-.448	.655	<i>Not Significant</i>
<i>Apprenticeship – hands-on activities</i>	.045 ^e	.861	.390	<i>Not Significant</i>

Cross Cultural Training & Tours Requirements				
<i>Skills</i>	-.020 ^e	-.397	.691	<i>Not Significant</i>
<i>Work Values</i>	.072 ^e	1.414	.158	<i>Not Significant</i>
<i>Knowledge</i>	-.045 ^e	-.883	.378	<i>Not Significant</i>
<i>Culture</i>	.007 ^e	.146	.884	<i>Not Significant</i>
Trainers' Manner In Handling Trainees				
<i>Personal expertise</i>	.007 ^e	.130	.897	<i>Not Significant</i>
<i>Attitude with trainee</i>	-.064 ^e	-1.238	.216	<i>Not Significant</i>

The t-values of 0.792, 1.301 and 0.468 showed no significant difference between duration of training of 432 hours, 324 hours and 12960 hours, respectively and the evaluator rating of OJT coordinator. The said findings accept null hypothesis at 5 per cent level of significance.

In terms of place of training, restaurant was significant as confirmed by the beta- value of .184, $p=.001$ while and hotel (beta= -.128) resort (beta= .042) and vessel (beta= -.033) were not significant at $p>.05$. At this juncture, training record of the respondents was not significant at 5 per cent level as attested by the beta -value of 0.010.

With reference to nature of training and evaluation rating mode by the OJT coordinators, OJT training and hands-on-activity was significant with beta -value of .205, $p=.000$. However, tour familiarization of practicum and apprentice-hands-on activities not significant as confirmed by the t-values of -0.448 are -0.861 respectively. The foregoing findings accept null hypothesis at 5 percent level of significance.

Speaking of the perceived cross cultural training and tour requirements related factors such as coordinator skills, work values, knowledge and culture reveal no significant relationship towards evaluation ratings of OJT. Their perceptions may not be significantly different from one another as compared to the said ratings of coordinators as reported by the t-values of 0.397, 1.414, -0.883 and 0.146, respectively, but, the said findings may not contribute to the performance of the performance rating of the student trainees.

As to trainers' manner in handling the trainees and evaluator ratings of OJT coordinators, the t-values of 1.30 and -1.238 reveal no significant difference at 5 percent level. At this point, null hypothesis is

accepted at the said level. This simply means that the trainers manner in handling trainees in terms of personal expertise and attitude with HRM trainees were similar on how the latter perceived among themselves.

Further, the results of the findings may imply that, the performance ratings of the trainees depend much on the orientation of the school where they had undergone learning the theories, the number of hours they were trained, place of training and the nature of on-the job training they underwent which is hands on activity. The more established the state college and university, the more comprehensive and high level accreditation of the curricular program would result to highly competent products of the course BSHRM.

Conclusion

Based on the foregoing findings, the following conclusions are reached:

The HRM trainees from CALABARZON and MIMAROPA in Regions IV-A and IV-B respectively are "women dominated" in their early adulthood age bracket of 20-22 years old, dominantly single, majority are graduates of state universities in Laguna, Mindoro and Palawan, school year 2019-2020 trained in the Philippines with maximal hours OJT at hotels and consummated a minimal training of 324 hours.

The cross cultural training and tour requirements significantly enhanced the skills, work value and culture during the OJT of HRM trainees from CALABARZON and MIMAROPA as the same are vital in the refinement of human relations, professionalism, loyalty, integrity, liability, accountability, methods, techniques and strategies by applying HRM theories into actual practice with highest degree of morals and arts geared

toward work effectiveness and efficiency on the local and global employment.

The HRM trainees from CALABARZON and MIMAROPA conceived highly that their trainers in the participating companies always handled them with favorable attitude in detecting their needs and interests for them to tackle constructively the cross cultural differences through experiential management snatched on high standard of work performance as their expertise in their chosen profession.

No significant differences in the perceptions of trainer's and trainees on the cross cultural training and tour requirements in terms of skills, work values, knowledge and culture as enhanced among HRM trainees from CALABARZON and MIMAROPA in Regions IV-A and IV-B respectively.

Both HRM practicumers from CALABARZON AND MIMA good by participating companies and given very satisfactory rating by the OJT coordinators.

No significant difference existed between the manner of trainers' handling trainees and trainees' performance rating by participating expertise and the attitude with HRM trainees from CALABARZON and MIMAROPA in both regions.

Duration and place of training are significantly related whereas nature of training, cross cultural training and tour requirements and trainers' manner in handling trainees are with no significant relations as evaluated by participating companies and OJT coordinators among HRM practicumers from CALABARZON in Region IV-A and MIMAROPA in Region IV-B.

Since, the test of differences between mean performance ratings of Trainees by participating company and perceived personal expertise and attitude with trainees between and within groups showed no significant difference when tested from one another, thus the null hypothesis is accepted.

Since the test of differences between mean performance ratings of Trainees by OJT Practicum Coordinator and perceived personal expertise and attitude with trainees between and within groups showed no significant difference

when tested from one another, thus the hypothesis is accepted.

Since the regression between the Cross Cultural training and Tour Requirement Related Factors and Evaluation Rating of participating company reveals there are significant relationships that exist in terms of the number of training hours, restaurant as place of training, and training records, thus, the hypothesis stating that there is no significant relationship between cross cultural training and tour requirements related factors and practicum evaluation by participating company is partially sustained.

Since the regression between the Cross Cultural training and Tour Requirements Related Factors and Evaluation Rating of OJT Coordinator reveals significant relationship in terms of the school where the practicum respondents were enrolled, 168 training hours, restaurant as place of training, hotel, OJT - Hands-on-Activities, thus, the hypothesis stating that there is no significant relationship between cross cultural training and tour requirements related factors and practicum evaluation by OJT Coordinator is partially sustained.

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