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Research Article

Risk Management Practices Among Accommodation Facilities in Ormoc City

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ABSTRACT

This study aims to ascertain the degree of impact and likelihood of the various risks, as well as the risk management method implementation among lodging facilities. In addition, the study took into account the link between the likelihood and impact of the various risks. To achieve this goal, a quantitative method engaging in a descriptive approach was with 128 respondents from 30 establishments who got involved in the study from the top management to rank and file through a self-completed survey. The level of the risk management process among the establishments showed a "slightly high level" of risk management implementation that signifies vulnerability to risks and could be detrimental to the establishment. To ensure impacts are regulated and the likelihood of happening will be controlled numerous risks based on the risk spectrum need to be addressed, treated, watched for, and reviewed. The results also revealed no significant relationships between the various types of risks, except people risks, which had a slight but favorable association between its impact and likelihood, which caused the null hypothesis to be rejected. According to the study's findings, firms should not take any risks lightly, regardless of how serious or likely they are as long as they present a threat. If risks are not properly handled, they can exacerbate or escalate their impact or likelihood. Moreover, a risk management plan based on ISO 31000-2009 needed to be proposed to have a more structured and systematic process.

Keywords: Risk Management, Risk Assessment, Accommodation, Ormoc City

Introduction

In many nations, the tourist industry is essential to the economy. In 2019, it accounted for 7% of global trade, making it the third-largest export category and one of the world's primary economic sectors based on the UNWTO report. According to this estimate, the tourist sector offers fresh business prospects and has

enormous potential to boost the economy and create jobs. As a result, it is regarded as an important economic industry participant. The hospitality sector, which would offer goods and services for tourists in the form of lodging, meals, and the like, has increasing opportunities while the tourism industry is at its peak. Businesses in the hospitality sector and the

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industry are neither immune to risk nor protected from it. Instead, due to the nature of business, it is extremely vulnerable to hazards.

The accommodation facilities are continuously exposed to dangers as a year-round business that operates around the clock to deliver the services expected by its customers. Since disasters could occur at any time, putting its fixed assets at risk, it is a vulnerable target for threats. Since it is a service-oriented sector of the economy, it requires a workforce to deliver and give the kind of service that may either make or break customer contentment. The challenge of distinguishing between guests, visitors, and persons who pose a threat makes it dangerous for businesses to maintain a welcoming atmosphere while also offering comfort, convenience, and privacy. The safety of the establishments, their employees, and their esteemed customers has been and continues to be, a difficulty due to the flow of people in and out. If the risk is not managed, it can have negative effects and, worse yet, it may lead to establishment disclosure.

Disasters, whether natural or man-made, have progressively increased over the past several decades as a result of significant climate change. These disasters are thought to be the primary source of major worldwide crises that, in the long run, might be extremely detrimental as well. The deadliest natural disasters of the 21st century on a global scale have included Hurricane Katrina, the Haitian earthquake in 2010, the Indian Ocean Tsunami in 2004, which claimed more than 230,000 lives, and the super typhoon Haiyan, to mention a few ("All That is Interesting," 2011). High-profile attacks that struck the accommodation facilities involved the MGM Mandalay mass murder that killed 59 people and wounded 452 last October 1, 2017, which shocked the hotel industry, incident in Radisson Blu Hotel in Mali that killed 20, wounded seven with 170 hostages and the attack in Grand-Bassam Beach in Ivory Coast that impacted six hotels (Anonymous, 2011). Last February 24, 2022, the Russia-Ukraine war sprouted that has affected the whole world, killed lives, and posed economic and trade implications where the tourism industry is highly affected. According to Neubauer, the crisis between the two countries has derailed the much-

anticipated recovery of tourism-dependent economies in Southeast Asia after the world was stopped by COVID-19. Relevant to COVID-19, the world did not expect the massive impact and effects it would cause. According to UNWTO, the pandemic's effects on the planet are unprecedented. On all continents, the pandemic has had an influence on the economies, way of life, public services, and job opportunities. The tourism industry, the hospitality industry, the food and beverage services industry, and all of its other segments have been impacted. As per UNWTO, a loss of US\$ 910 Billion to US\$ 1.2 Trillion in export from tourism international visitors' spending. This fall in the industry also has cut-off funding for biodiversity conservation.

Due to the recent tragic incidents that have affected the hospitality sector, stakeholders, managers, and academics are becoming more aware of how to assess, manage, and mitigate risks. Disasters can happen on a local, regional, or national level, but their effects are frequently felt over a much larger region than that in which the disaster occurred, and in some cases, they may even be felt on a global scale. This emphasizes how important it is for accommodation facilities to be able to prevent, alleviate, prepare for, act on, and recover from catastrophic situations. Nowadays, people emphasize the risks involved and emphasize the value of risk management. However, it still needs to be addressed as part of the establishment's management actions due to some factors. As a result, the majority of hospitality businesses continue to be extremely susceptible to harm and greater dangers.

As the Philippines is acknowledged to be highly prone to the hazards of tropical cyclones, accompanied by strong winds and intense rainfall and flooding, storm surges, flash floods, and droughts caused by El Nino because of the geographical location of the country across the world (Benson, 1997). Impacts of more frequent and severe climate-related occurrences provide an elevated danger. This is no longer a foreign concept to the nation. Also, the country is situated along a highly seismic area along the Pacific Ring of Fire and on two major tectonic plates where 90 percent of earthquakes and volcanic eruptions occur

(PHIVOLCS, 1991). There are 22 out of 220 potentially active volcanoes in the Philippines (Rantucci, 1994). Geographically speaking, the country is situated in the typhoon belt, and on average, it experiences 20 typhoons, where six to nine make landfall in the region and five are destructive (ADRC, n.d.). There are also insurgent factions in the nation, which raises safety and security concerns. Based on PAGASA, Yolanda hit Leyte the hardest that, caused 95.5 billion costs of damage and taking 6,300 lives, the earthquake that shook Bohol, which is considered the strongest in the Philippines in the last 25 years (Pagkatotohan, n.d.), and Mt. Pinatubo's eruption which is the second-largest volcanic eruption in the 20th century (Diggles, 2015) and several typhoons over the last 21st century. In addition, the deadly and disastrous year of 2020 has ravaged the Philippines with a major volcanic eruption, massive flooding in several regions, and surging COVID-19 cases, making Filipino's lives miserable and affecting them physically and economically (Platino, 2020). In 2021, another typhoon havocced the country leaving P3 billion damage in Cebu hotels and resorts (Dagooc, 2021). The Philippines is regarded as the third riskiest country regarding disasters ("The Philippines the third riskiest," 2018). Aside from these natural disasters, some manufactured disasters hit the hotel industry or terroristic acts that include the kidnapping of foreign guests to the resorts in Mindanao that cause other countries to issue bans to the Philippines to their citizens as one of the travel destinations, the Resort's World attack from an active-arsonist-robber that killed 37 and injured 70 persons (Moore, 2018) and the clash between government troops and the Maute group in the Marawi Siege (Nicolas, 2017).

On a smaller scale, Ormoc City is one of the cities in Eastern Visayas. Ormoc City is a first-class and premier, independent component city in the province of Leyte ("Discover Ormoc City," n.d.). The province's second-most-populous city is Western Leyte's cultural, commercial, and transportation hub ("Ormoc City," n.d.). Also, it serves as an economic hub where business prospects are plentiful, particularly in the hospitality sector, which attracts new investors. Geographically speaking, due to its

fault lines, Ormoc is located in a typhoon zone and an earthquake-prone region. As was already noted, there are many more prospects for economic growth, but on the downside, this attracts those who want to prosper in the city for bad reasons, which puts the city's safety and security at risk. If pre-emptive measures are taken, risk can be avoided, diminished, or even eliminated. Looking back, the city has been impacted by some of the biggest natural disasters, including the typhoons Yolanda and Uring as well as the earthquake in July 2017 that caused damage to over 700 homes and businesses.

With this, there is a need to empower all the sectors, particularly the lodging establishments, as their ability to manage risks to avoid unfavorable incidents and give a positive impression and guarantee of safety and security to their visitors during their stay depends on their ability to do so. Given that the researcher lives nearby and has personally seen these unfortunate occurrences, Ormoc City needs to be equipped with a top-notch risk management system if it is to realize its potential for growth in the tourism and hospitality sectors. It will improve and enable the city's accommodation industry to take preventative actions against dangers so that the effects are lessened. Additionally, it will undermine consumer confidence, which will result in a decline in tourism to the city.

Research Objectives

The study has assessed the management of risks by the accommodation facilities in Ormoc City to develop a risk management plan that will lessen its susceptibility to wide-ranging risks.

Specifically, this study answered the following questions:

1. To determine the level of risk management process implementation among the accommodation facilities in terms of:
 - 1.1. Understanding risks;
 - 1.2. Identifying risks;
 - 1.3. Analyzing risks;
 - 1.4. Evaluating risks;
 - 1.5. Treating risks; and
 - 1.6. Monitoring and controlling risks.
2. To determine the likelihood and severity of the effects of the lodging facilities being

exposed to property, people, operational, and commercial risks.

3. To explore the relationship between impact and likelihood of risks.
4. To endorse a risk management plan to lessen the risks' vulnerability.

Methods

The assessment study utilized a quantitative method engaging in descriptive-correlational research design. Quantitative research is a methodology that entails comprehensive stages that a researcher uses throughout the entire study project (Williams, 2007). Because it makes an effort to put a number on the issues, it is decisive in its intent. It also recognizes its dominance by looking for findings that can be projected for a sizable population. To quantify the information gathered and subject it to statistical analysis to predict, analyze, explain, and corroborate knowledge from the research, the study dealt with data gathering through survey questionnaires.

The study was conducted in Ormoc City, which is in the province of Leyte. Many tertiary local economies, including banking and tourism, are currently present in the city. While the city continues to profit from its status as the province's convention hub, several lodging facilities are thriving. It has been designated as the country's hub for renewable energy and is home to the second-largest geothermal plant in the world as well as a sizable solar farm.

The top management down to the rank and file of the 30 samples out of the 34-population size of the lodging facilities in Ormoc City were the research respondents for this study. Purposive sampling was used in the study, and the 30 establishments may have represented the entire population. Survey questions about risk assessment and risk management procedures were distributed to the establishments.

As previously mentioned, the assessment study used a survey questionnaire to collect the information needed to answer the research questions. There are two sections to the survey questionnaire. There were two components to the first part. Adapting from the paper Risk Management in Banks: Determination of Practices and Relationship with Performance, part II-A contained 34 statements that determined and evaluated the crucial elements of the risk management process, such as risk understanding, risk identification, risk assessment and analysis, risk evaluation, and risk monitoring and controlling (Ishtiaq, 2015). A seven-point Likert scale measures each item, i.e. (strongly disagree = 1 to strongly agree = 7). The relevance of each item to the establishment's currently used and recognized risk management process had to be chosen by respondents. The Likert scale was used with the following numerical assignments to determine the respondent's responses.

Table 1. Scoring Procedure in determining the Level of Risk Management Process Implementation

Scale	Scale Range	Interpretation
7	6.16-7.0	Very High Level of Implementation
6	5.30-6.15	High Level of Implementation
5	4.44-5.29	Slightly High Level of Implementation
4	3.58-4.43	Fair Level of Implementation
3	2.72-3.57	Relatively Low Level of Implementation
2	1.86-2.71	Slightly Low Level of Implementation
1	1.0-1.85	Very Low Level of Implementation

On the other hand, the respondent's responses in part II-B of the survey questionnaire were computed using the seven-point Likert scale as well. By weighing the categories of chance or possibility against the categories of

impact or consequences, the scale determined the level of risk. For each risk, respondents had to highlight the number of their responses that were appropriate. Part II was scaled using the following numerical assignments:

Table 2. Scoring Procedure in discovering the Probability and degree of Impact of the Accommodation Facilities

Scale	Scale Range	Interpretation	
7	6.16-7.0	Very High Impact	Very Likely to Happen
6	5.30-6.15	Moderately High Impact	Moderately Likely to Happen
5	4.44-5.29	Slightly High Impact	Slightly Likely to Happen
4	3.58-4.43	Fair Impact	Fairly Likely to Happen
3	2.72-3.57	Slightly Low Impact	Slightly Unlikely to Happen
2	1.86-2.71	Moderately Low Impact	Moderately Unlikely to Happen
1	1.0-1.85	Very Low Impact	Very Unlikely to Happen

This study also conducted a pilot study to assess the validity of the instrument before data collection (questionnaire). The constancy of a metric or notion is referred to as reliability. Its goal is to lessen the likelihood of skewed results. Cronbach's Alpha, one of the most used internal consistency statistical techniques, links the responses to the instrument's questions with one another. The reliability of the tool employed in this study was evaluated using Cronbach's Alpha, and the results are interpreted in Table 3. The Baybay City accommodations that were chosen for this test were the respondents. For section II-A, the accepted interpretation yields a Cronbach's Alpha of 0.776025. Nonetheless, section II-effect B's score is 0.843, which is considered strong, and its likelihood score is 0.73237, which is adequate. As a result, the questionnaire is suitable and may be utilized for the research. As soon as the research proposal was approved, the data collection process began. Following the established process, consent and approval from the respondents were obtained before the data were collected. To tell the Department of Tourism office in Ormoc City about the study and its justification, a courtesy visit was made to the office. The researchers were then directed to the head of the Ormoc Hotels and Restaurant Association for coordination. A guide was provided by the city's official booklet, which included a list of all the city's accommodation options along with their addresses and phone numbers. Following that, the OHRA president assisted in contacting the various accommodation facilities and informing them of the study. A personal visit was conducted to each establishment to explain the study's goals, hand out

letters, and get each respondent's permission to participate. Data collection then started, using a self-collection and delivery technique that gave top management more trust by enticingly conveying that the researcher would carefully respect the privacy and confidentiality of the obtained data. By providing them with potential dates for the collection with their consent, all participants were requested to complete the surveys at their own pace and comfort level. This has given the participants more time to reflect and consider their responses, which has improved the objectivity of their responses and, ultimately, the dependability of their responses. Some of the survey participants self-completed the questionnaire, while others participated in a structured interview that was conducted by an interviewer and provided a chance for supplementary visual data.

The research aims were displayed through the data that was gathered. Using statistical software for statistical analysis, such as frequency counts, percentages, charts, weighted means, and correlation, the obtained data were entered into Microsoft Excel for various descriptive statistical treatments.

Part I-A was designed to assess the key variables such as risk understanding, risk identification, risk assessment and analysis, risk evaluation, risk treatment, and risk monitoring and controlling. This part had thirty-four statements. A seven-point Likert scale measures each item, i.e. (strongly disagree = 1 to strongly agree = 7). Respondents were required to select the relevance of the specific item with their establishment's risk management policies that are currently being practiced. A brief description of each scale is described in Table 4.

Part I-B was designed to evaluate the various risks, such as those involving people, property, operations, and business among lodging facilities, as well as their potential effects on the establishment and possibility of occurrence. The impact and likelihood of the various dangers were also evaluated using a seven-point Likert scale. Tables 5 & 6 provide a succinct summary of each scale. It was additionally calculated using the risk matrix. By weighing the categories of probability or likelihood against the categories of impact or consequences to match the risks for authorized and non-accredited facilities, this risk matrix was used to define the scope of risk.

Results and Discussion

This section will discuss the establishments' level of risk management process implementation as well as the risks that are there and evaluate their seriousness and likelihood of occurring.

The Level of Risk Management Process Implementation among the Accommodation Facilities in Ormoc City

The survey findings are shown and arranged per the various stages of the risk management process. It covers the comprehension, identification, analysis, evaluation, and treatment of risks as well as their monitoring and control.

Table 3. Summary Result of the Level of Risk Management Process Implementation among the Accommodation Facilities in Ormoc City

Key Variables	Overall Weighted Mean	Interpretation
Risk Understanding	4.54	Slightly Level of Implementation on Risk Understanding
Risk Identification	4.27	Fair Level of Implementation on Risk Identification
Risk Assessment and Analysis	4.31	Fair Level of Implementation on Risk Assessment and Analysis
Risk Evaluation	4.64	Slightly High Level of Implementation
Risk Treatment	4.50	Slightly High Level of Implementation of Risk Treatment
Risk Monitoring and Controlling	4.86	Slightly High Level of Implementation of Risk Monitoring and Control
Grand Mean	4.52	Slightly High Level of Implementation of Risk Management Process

According to Table 3, the respondents' level of risk understanding for the first phase of the risk management process is 4.54, which is considered to be a "slightly high level of implementation on risk understanding. This connotes that the respondents in this parameter need to gain more knowledge of understanding risks in their respective establishments. It very vital that the establishment should understand the nature of risks as it will guide them toward the rest of the steps. A wrong perception can destroy the whole process. Another crucial step in the process that goes together with risk understanding is risk identification, where potential dangers are known. The risk identification establishments in Ormoc City averaged 4.27, with

a "fair level of implementation." This is because most of the establishment still needs to undergo risk management training. Once risks are identified, risk assessment and analysis then follow. In this phase, risks are examined on the severity of impact it can cause and the likelihood of it happening. In this parameter, as shown in Table 3, accommodation facilities' level of implementation on risk assessment and analysis is reasonable (4.31). This shows that establishments need to work on the systems and procedures in assessing and analyzing risks to mitigate and manage risks or even eliminate them. The fourth step in the risk management process is Risk Evaluation, which determines risk management priorities by

establishing a qualitative and quantitative relationship between the benefits. According to the respondents, Ormoc City's accommodation facilities' implementation of risk evaluation received a rating of 4.64, which is interpreted as "a slightly high level of implementation on risk evaluation that reflects they have a way of evaluating risks accordingly usually based on the top management's perception of risks and how it would likely affect them. Through the structured interview, some of the respondents (top management) highlighted that risks are dealt with as it takes place.

As to Risk treatment, the establishments had an average in this parameter of 4.50 which is interpreted as a "slightly high level of implementation. This denotes that respondents have differing views on the implementation establishment regarding treating risk. The last step of the risk management process is Risk Monitoring and Controlling, which needs to be addressed. Overall, as presented in Table 3, this parameter based on the responses of the respondents is 4.86, interpreted as a "slightly high level of implementation. This means establishment should be particular in this step as,

most likely, this phase is taken for granted. Establishing consistent monitoring and control practices can prevent risk from occurring again. As with consistency, risks can be detected, and new risks can be revealed, and it can be an avenue to check the efficiency and effectiveness and gauge of the risk response plans. The key here is constancy and diligence.

With the growing number of risks in the accommodation facilities, from a slippery surface to risks to health – risk management is a way of thinking that must permeate the whole organization from the top down to its staff – including it as a part of the decision-making process (Total Food Service, 2015). The findings have shown that not all accommodation facilities in Ormoc City have established plans and procedures to address the risks, accordingly, making it a volatile subject. Noting that the hospitality business is a fast-paced sector juggling from food and beverage management, guest satisfaction, guestroom cleaning and maintenance to its general operations – a high level of implementation of risk management is essential to keeping the business running smoothly (Ward, n.d)

Table 4. Summary Result of the Risk Assessment for Impact and Likelihood of Happening of the Different Types of Risks

Type of Risk	Overall Weighted Mean	Interpretation of Impact	Overall Weighted Mean	Interpretation of Likelihood
Property Risk	5.04	Slightly High Impact	3.94	Fairly Likely to Happen
People Risk	4.82	Slightly High Impact	3.57	Slightly Unlikely to Happen
Operational Risk	4.55	Slightly High Impact	3.46	Slightly Unlikely to Happen
Commercial Risk	4.41	Fair Impact	3.25	Slightly Unlikely to Happen
Grand Mean	4.71	Slightly High Impact	3.55	Slightly Unlikely to Happen

To fully comprehend the risks and quantify their impact, the respondents were asked to evaluate the degree of impact and likelihood that accommodation facilities in the city will be exposed to each risk. There are four types of risks under the risk spectrum: property, people, operational, and commercial risks.

For property risks, as shown in Table 4 in terms of the impact, it has an interpretation of "slightly high impact" while the likelihood is 3.94 (reasonably likely to happen). This risk has a slightly high impact as the establishment's buildings must be built with a strong foundation and a good source of flammable items. It is interpreted as likely to happen due

to its geographical situation where natural disasters are not new.

The results for people's risks are reflected in Table 4. In this parameter, the impact of the people risks is "slightly high impact" and is unlikely to happen. These results can be interpreted that when people are mishandled and poorly cared for, it can hamper and affect the establishments' operation.

According to the table below, operational risks have an average impact rating of 4.55 and a likelihood rating of 3.46. Findings indicate that even while it could seriously harm the establishment, the likelihood of it happening is only somewhat likely given how important the factors that make up this sort of risk are to establishments.

Commercial risks' overall impact average is 4.41, interpreted as "fair impact," and its probability of happening is 3.25 (slightly unlikely to happen).

Risk assessment is a way of identifying potential hazards that can negatively impact the organization's capacity to conduct its operations and providing measures, processes, and control to lessen the impact of the risks on the business (Cole, n.d). In this phase, appropriate risks must be assessed correctly to eliminate the possible impact on the assets. Property risks scored highest in impact as natural hazards are unavoidable, and if it takes place, they will occur. It can be meteorological and hydrological hazards or geohazards, or biological (Cigala, 2020).

Relationship of Impact and Likelihood of Risks of Ormoc City's Accommodation

The purpose of this study was to investigate the hypothesis that there is a correlation between risk likelihood and impact, specifically between risk to property, the risk to people, danger to operations, and risk to business among the lodging facilities in Ormoc City.

		I-PROPERTY RISKS	I-PEOPLE RISKS	I-OPERATIONAL RISKS	I-COMMERCIALS RISKS	L-PROPERTY RISKS	L-PEOPLE RISKS	L-OPERATIONAL RISKS	L-COMMERCIALS RISKS
I-PROPERTY RISKS	Pearson r	1	.441**	.400**	.452**	.000	-.145	-.173	-.147
	p-value		.000	.000	.000	.998	.102	.050	.098
I-PEOPLE RISKS	Pearson r	.441**	1	.534**	.408**	.148	.240**	.145	.096
	p-value	.000		.000	.000	.095	.006	.103	.280
I-OPERATIONAL RISKS	Pearson r	.400**	.534**	1	.622**	-.048	-.020	.144	-.007
	p-value	.000	.000		.000	.593	.822	.104	.936
I-COMMERCIALS RISKS	Pearson r	.452**	.408**	.622**	1	-.011	-.071	.098	.062
	p-value	.000	.000	.000		.901	.426	.270	.487
L-PROPERTY RISKS	Pearson r	.000	.148	-.048	-.011	1	.629**	.595**	.671**
	p-value	.998	.095	.593	.901		.000	.000	.000
L-PEOPLE RISKS	Pearson r	-.145	.240**	-.020	-.071	.629**	1	.757**	.652**
	p-value	.102	.006	.822	.426	.000		.000	.000
L-OPERATIONAL RISKS	Pearson r	-.173	.145	.144	.098	.595**	.757**	1	.739**
	p-value	.050	.103	.104	.270	.000	.000		.000
L-COMMERCIALS RISKS	Pearson r	-.147	.096	-.007	.062	.671**	.652**	.739**	1
	p-value	.098	.280	.936	.487	.000	.000	.000	

The correlation matrix for risks' impact and likelihood is shown in Table 5 and is divided into categories for risks to property, people, operations, and business. The sole effect on people's risks is associated with the likelihood of those hazards, according to the data gathered from the study participants. The data showed a weak but significant correlation ($r = 0.22$, $p =$

0.006) between people's impact risks and likelihood risks. The p-value is significant at the .01 level, which implies that if the survey is conducted again, the same results will be obtained. As a result, the null hypotheses on the various risks influencing the accommodation industry in Ormoc City were rejected. It involves the debunking of the null hypothesis for property

risks, according to which there is no meaningful connection between the impact of the risks and the possibility that they will materialize in the various accommodations in the city. Second, the null hypothesis on the influence and likelihood for risks to arise in the various accommodations in the city is also rejected. Third, the null hypothesis for business risks on their influence and propensity to occur in the city is likewise rejected. The rejection of the null hypothesis for human hazards also reveals that there is no correlation between the impact and propensity for risks in the various Ormoc City accommodation establishments.

Every owner of a business establishment, especially one that provides accommodation or a hotel, is required by law to ensure that all of its workers, customers, and other persons, such as the general public and visitors, have a safe place to work. The Work Health and Safety Act of 2011 mandates this, and employers who fail to comply with their obligations under the Act face severe fines and penalties. Every company should create an easy-to-implement, straightforward plan to manage work health and safety in their organizations. Properly managing health and safety at work is excellent for business as well because doing so can cut expenses, boost output, and enhance a company's reputation.

Conclusion

In a nutshell, the respondents' perceptions of the various lodging facilities' risk management processes offer insight into the status of their actual execution. If the establishments decide to stay in the current state, a "slightly high level" of risk management implementation will still be harmful to the stakeholders, its operation, employees, and especially the guests. This is because the main goal of the risk management process is to increase opportunities and decrease possibilities for threats or consequences of risks to happen. Also, since risk management is a process, accommodation establishments should focus on all the processes rather than picking one or two to emphasize. That needs to be from the beginning to the end. The majority of respondents could have performed some steps or segments better.

The researchers also came to the second conclusion, which led to the rejection of the null hypothesis that there is no significant relationship between people's risk and the likelihood of risks occurring in the various facilities in Ormoc City, that there is no significant relationship between the various risks, except for people risks, which have a small but positive relationship both on its impact and likelihood. Each risk that poses a threat to an enterprise should be taken seriously, regardless of its severity or possibility, as risks can worsen or increase their impact or likelihood if improperly managed.

Also, owners must guarantee and create a secure working environment for all of their staff members and visitors. Doing so could boost productivity and enhance the reputation of the business in the travel and hospitality sectors.

Recommendations

After analyzing the findings, a risk management strategy is a great precaution to avoid potential hazards that could harm the Ormoc City lodging facilities and jeopardize the guarantee of visitors' safety and security access to the necessary services during their stay. A risk management strategy examines the identified risks and provides mitigation measures, according to its definition (Risk management plan, n.d.). It is continuously reviewed, updated, and enlarged to serve as a guide for the establishments. The ISO 31000-2009 standard will serve as the foundation for the risk management plan for the accommodation facilities in Ormoc City. In the risk management process, context is established, potential risks are identified, they are assessed, they are evaluated for potential actions to be taken, they are treated (a risk management plan is created), they are put into action, and they are monitored and reviewed to see if the plan is working. The methodology, budget, work breakdown structure, risks register, roles and duties, reporting structure, and risk classifications are all included in the risk management plan.

In addition to the risk management plan that will be created, it is advised that the local tourism office encourage and mandate that all

accommodation facilities apply for accreditation and become members of the Ormoc Hotel and Restaurant Association to further the development of the city's tourism industry, particularly to gain the trust of visitors. The establishment might also provide frequent training sessions and seminars to increase the knowledge and abilities of all workers, particularly those on the front lines, and to cultivate a core group of people who will take action when threats arise. Employees will be enabled in this way to manage risks using the risk management procedure. Another is evaluation and monitoring to determine whether any changes or alterations are required to the current training and procedures to reasonably protect the safety, security, and privacy of the guests. In addition to the toiletries already given, the institution could set aside money to upgrade its facilities and amenities, which could include a first aid pack, safe cards or signs, and hotlines in the guest rooms.

It is advised to include and solicit feedback from the local government as well as the patrons on their perception of the established risk management practices based on their experience with the establishment's services for further study to elicit and verify information and details that will help develop an effective risk management plan to implement. For comparative purposes, similar studies may also be carried out across the province, the area, and other cities across the nation.

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