

# EVALUATING THE EFFECTIVENESS OF ON-THE-JOB TRAINING (OJT) FOR BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT (BSHM) STUDENTS AT ASTORIA HOTEL: A.Y. 2024-2025

## ABSTRACT

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This study evaluated the effectiveness of the On-the-Job Training (OJT) program for Bachelor of Science in Hospitality Management (BSHM) students at Bestlink College of the Philippines, with a focus on its implementation at Astoria Hotel. It examines how the OJT experience supports students in applying theoretical knowledge, developing industry-relevant skills, and preparing for future careers in the hospitality sector. The study also identifies key challenges, including the absence of standardized evaluation tools, potential mentor biases, and gaps in coordination between the academic institution and the host establishment. Based on these findings, the study recommends enhancing assessment methods, strengthening school-industry partnerships, and broadening students' exposure to various hotel departments to ensure that the program is better aligned with current hospitality industry standards and expectations. This study employed a descriptive quantitative research design to assess the effectiveness of the On-the-Job Training (OJT) program for Bachelor of Science in Hospitality Management (BSHM) students assigned to Astoria Hotel. Data were gathered through a validated structured survey, which measured students' skill development, overall satisfaction, and perceived career preparedness. A total of 200 fourth-year BSHM students from Bestlink College of the Philippines were randomly selected as respondents. The collected data were analyzed using appropriate statistical tools and presented in tabular form to facilitate interpretation and discussion of the findings. During their On-the-Job Training (OJT) at Astoria Hotel, many students faced notable challenges, particularly due to insufficient resources and materials, as well as irregular work schedules. These issues often disrupted the learning process and limited their ability to fully engage in practical training. In contrast, students who experienced well-organized training programs with adequate resources reported a more productive and positive learning environment. Moreover, when mentors were actively involved and provided consistent, meaningful guidance, students felt more supported and gained valuable industry insights. Despite these strengths, the persistent concerns regarding resource availability and scheduling impacted the overall effectiveness of the OJT experience for some students. This study examined the effectiveness of the On-the-Job Training (OJT) program for Bachelor of Science in Hospitality Management (BSHM) students at Astoria Hotel. Findings revealed that the majority of students were able to apply theoretical knowledge in a practical setting, improve their communication and teamwork skills, and develop greater confidence in their readiness for employment in the hospitality industry. In response to the challenges and learning gaps identified, the researchers proposed a structured training guide designed to enhance students' competencies, professional behavior, and industry preparedness, ensuring a more seamless transition from academic learning to real-world application.

## RECOMMENDED CITATION

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