

ASSESSMENT OF THE DIVERSE TRAINING AREAS ON EMPLOYEE COMPETENCY IN SELECTED BRANCHES OF PARES RETIRO IN QUEZON CITY

ABSTRACT

AUTHORS

Glen Erick Binondo
Mark Clarenz Calumarde
John Mark Rivera
Janessa Den Salcedo
May Halen Valladores

RESEARCH ADVISER

Roland Rambo B. Jayoma,
CHP, MBA

AFFILIATION

Bestlink College of the
Philippines

DISCIPLINE

Hospitality Management

KEYWORDS

training programs; employee satisfaction; job performance; skill development; workplace cohesion; continuous learning

ARTICLE ID

AASGBCPJMRA-B19652

This study highlights the crucial role of employee competency in helping organizations remain competitive in an ever-evolving business environment. It emphasizes the need for targeted training initiatives to enhance workforce performance. Specifically, The research aimed to assess key training areas that can improve employee competency at Pares Retiro on Visayas Avenue. By identifying existing skill gaps and training needs, The study sought to develop a strategic framework for creating tailored training programs that support organizational growth and operational efficiency. Participants were selected using purposive sampling to ensure that only individuals with relevant characteristics aligned with the research objectives were included. Data collection was conducted through a structured questionnaire consisting of three parts: demographic information, evaluation of training program effectiveness, and assessment of training's impact on employee competency. Responses were measured using a Likert scale. The data gathering process involved preparing the questionnaire, obtaining approval from management, distributing it to the employees, and personally collecting all completed questionnaires to achieve a full response rate. The collected data were then analyzed to inform the study's recommendations and conclusions. The workforce is composed of 56% men and 44% women, with service crew forming the largest group at 48%, followed by helpers (20%), chefs (12%), and managers representing 6%. Nearly half of the employees (46%) have one to two years of service, while 30% have been with the organization for over five years. More than half of the workforce (52%) holds at least an undergraduate degree. The assessment of training programs shows general agreement regarding their effectiveness in improving employee skills, communication, and professional growth, with average weighted scores ranging from 3.10 to 3.24. Training has been particularly successful in developing technical and leadership skills, with a strong appreciation noted for soft skills training. Effective training programs contribute to increased employee satisfaction and skill development, though the adjustment to new responsibilities may initially impact job performance. The positive responses reflect the role of these programs in building a unified and supportive workplace culture, emphasizing the need for ongoing learning opportunities. To enhance training effectiveness and employee outcomes, it is recommended to improve gender diversity through focused recruitment, bolster onboarding and mentorship initiatives, customize training based on participant feedback, and resolve scheduling conflicts to ensure greater participation and productivity.

RECOMMENDED CITATION

Binondo, G. E., Calumarde, M. C., Rivera, J. M., Salcedo, J. D., & Valladores, M. H. (2025). Assessment of the Diverse Training Areas on Employee Competency in Selected Branches of Pares Retiro in Quezon City. *Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts*, 7(6), 69.