

INSTITUTIONAL SUPPORT TO THE FACULTY MEMBERS OF COLLEGE OF HOSPITALITY, TOURISM, BUSINESS ACCOUNTANCY AND MANAGEMENT IN BESTLINK COLLEGE OF THE PHILIPPINES

ABSTRACT

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The purpose of this study was to assess the institutional support provided to faculty members at the College of Hospitality, Tourism, Business, Accountancy, and Management (CHTBAM) at Bestlink College of the Philippines. Quality institutional support is crucial for enhancing faculty performance, retention, and overall educational standards. This research aimed to examine faculty demographics, evaluate their perceptions of support mechanisms (including compensation and benefits, training and development, employee well-being, and recognition), and identify existing challenges to inform targeted improvements. A descriptive quantitative methodology was employed, using purposive sampling of 117 CHTBAM faculty members. Data were collected through a validated survey that covered demographics, perceptions of institutional support (measured using Likert scales), and perceived challenges. Statistical analyses included frequency, percentage, and weighted mean to assess levels of support, as well as the Mann–Whitney U test and Kruskal–Wallis H test to determine significant differences based on demographic variables such as age, gender, educational attainment, salary range, and length of service. This study assessed faculty support at Bestlink College of the Philippines. The faculty members—predominantly young and moderately compensated—expressed general satisfaction with recognition and training opportunities. However, concerns were raised regarding low compensation, lack of insurance coverage, and limited opportunities for career advancement. Among the demographic variables, only age showed a significant influence on perceptions of recognition; other factors such as gender, educational attainment, salary range, and length of service did not yield statistically significant differences. Based on these findings, the study recommends implementing a comprehensive Faculty Development Program focused on enhancing benefits, providing adequate resources, and improving overall faculty satisfaction. The researchers recommend implementing a targeted Faculty Development Program to address identified gaps in resource access, employee benefits, and career advancement opportunities. Although institutional support is generally appreciated, challenges persist—particularly in the area of recognition across different age groups. To enhance faculty satisfaction and performance, the proposed initiatives include the establishment of a Faculty Insurance Program (FIP), the creation of a Faculty Resource Hub (FRH), and the enhancement of the Faculty Satisfaction and Engagement Survey (FSSES) as a continuous feedback mechanism.

RECOMMENDED CITATION

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