

EMPLOYMENT EXPERIENCES AND CHALLENGES OF BSHM GRADUATES: A TRACER STUDY

ABSTRACT

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This tracer study examined the employment experiences of Bachelor of Science in Hospitality Management graduates and the alignment between their expectations and actual conditions in the hospitality industry. It considered the nature of work, workplace environment, compensation, economic conditions, job stability, work-life balance, subject knowledge, skills, personal qualities, and metacognitive abilities. The study surveyed 100 employed BSHM alumni of Bestlink College of the Philippines from academic years 2023–2024 and 2024–2025. Respondents worked in hotels, restaurants, cruise lines, and other hospitality departments and were recruited through snowball sampling. Data were collected through structured questionnaires administered using Google Forms and analyzed using frequency distribution, percentage, ranking, and weighted mean. Most graduates were generally satisfied with their employment experiences and the availability of workplace tools and resources. Reported challenges included excessive workload, unclear job descriptions, insufficient training, limited management support, compensation concerns, career-development needs, adaptation difficulties, and work-life imbalance. Although graduates were described as technically prepared for hospitality employment, these concerns affected their transition from academic study to industry work. A practical guide was developed to help graduating students transition from school to the hospitality industry. The guide emphasizes flexibility, initiative, work scheduling, continuous self-development, perseverance, and professional awareness. It is intended to reduce expectation–reality gaps and provide realistic coping strategies for workplace demands.

RECOMMENDED CITATION

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