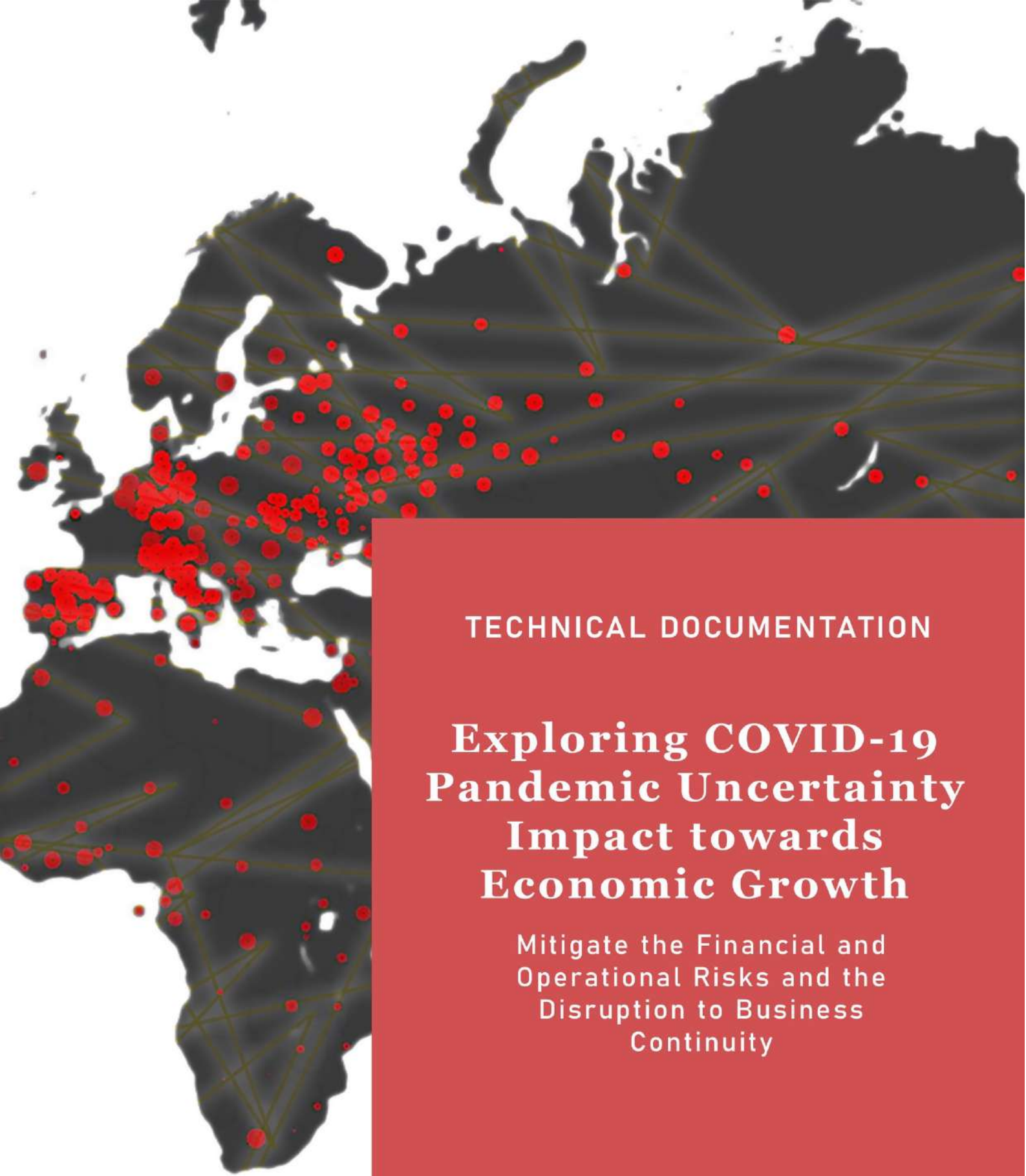




TECHNICAL DOCUMENTATION

Exploring COVID-19 Pandemic Uncertainty Impact towards Economic Growth

Mitigate the Financial and
Operational Risks and the
Disruption to Business
Continuity

5th International Research Colloquium
January 23, 2021



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ACRONYMS

AIS	Accounting Information System
AIT	Asian Institute of Technology
BDRMP	Barangay Disaster Risk and Management Plan
BIR	Bureau of Internal Revenue
CCA	Climate Change Adaptation
CDP	Comprehensive Development Plan
COVID-19	Coronavirus disease
DILG	Department of Interior and Local Government
DLSMC	De Los Santos Medical Center
DOH	Department of Health
DPOS	Department of Public Order and Safety
DRR	Disaster Risk Reduction
DRRMO	Disaster Risk Reduction and Management Office
EDMPS	Electronic Document Management and Processing System
EFPS	Electronic Filing and Payment System
EOC	Emergency Operations Center
GDP	Gross Domestic Product
IMT	Incident Management Team
ISF	Informal Settler Families
ISO/IEC	International Organization for Standardization and the International Electrotechnical Commission
LDIP	Local Development and Investment Program
LGU	Local Government Unit
LIAC	Local Inter-Agency Committee
PHS	Public Health System
PLANADES	Planning and Development Research Foundation, Inc.
PPE	Personal Protective Equipment
PSBA	Philippine School of Business Administration
QC	Quezon City
QCG	Quezon City Government
RA	Republic Act
RMTU	Ramon Magsaysay Technological University
RWHS	Rainwater Harvesting System
SK	Sangguniang Kabataan
SME	Small and Medium Enterprises
UNDRR	United Nations Disaster Risk Reduction
UP SURP	University of the Philippines - School of Urban and Regional Planning
WHO	World Health Organizations

1.0 INTRODUCTION

1.1 Rationale

The World Health Organization (WHO) declared the Corona Virus (COVID-19) outbreak a public health emergency of international concern in January 2020 and a pandemic in March 2020. First identified in December 2019 in Wuhan, China, the virus has infected around 1.699595 million people globally and caused death of more than 106,138 persons four months later (WHO, 2020).

This pandemic has led to a dramatic loss of human life worldwide and presents an unprecedented challenge to public health, food systems and the world of work. The economic and social disruption caused by the pandemic is devastating: tens of millions of people are at risk of falling into extreme poverty, and millions of enterprises face an existential threat¹. Gartner's recent Business Continuity Survey shows only about 12 percent of organizations are highly prepared for the impact of coronavirus. Indeed, this pandemic has led to a period of enormous uncertainty for businesses around the world. Global Business Services (GBS) organisations face unprecedented challenges and are working hard to mitigate the financial and operational risks and the disruption to business continuity².

This disaster demonstrates that which the United Nations Office for Disaster Risk Reduction (UNDRR) outlined in the Global Assessment on Risk 2019: **risk is systemic**, and **crises are cascading**. Disasters are rapidly producing further disaster to become more complex and deadly. Thus, the only solution is prevention. Prevention saves lives³. It is thus of utmost importance to break down the silos in disaster prevention and management.

1.2 Objectives

Shutting down the global economy in the age of COVID-19 was tough. Reopening will be even harder. How should organizations continue operating in this new normal?⁴

¹ WHO, 2020. "Impact of COVID-19 on people's livelihoods, their health and our food system". Accessed from <https://www.who.int/news/item/13-10-2020-impact-of-covid-19-on-people%27s-livelihoods-their-health-and-our-food-systems>.

² Deloitte, 2020. Accessed from <https://www2.deloitte.com/cn/en/pages/strategyoperations/articles/leading-gbs-through-a-time-of-uncertainty.html>. Retrieved on January 6, 2021.

³ UNDRR, 2020. "Prevention saves lives". Accessed from <https://www.undrr.org/drr-and-covid-19>.

⁴ UNDRR, 2020. "UNDRR GETI and WHO Webinar: Lessons from the COVID-19 pandemic: Business continuity in the era of Covid-19: how businesses could prepare for reopening?". Accessed from <https://www.preventionweb.net/events/view/71594?id=71594>

The theme of the Fifth International Research Colloquium on Mitigating the Financial and Operational Risks and the Disruption to Business Continuity was “**Exploring COVID-19 Pandemic Uncertainty Impact towards Economic Growth**”. It showcased the best research papers done by the PSBA and partner Schools and Universities’ students, faculty members and Adjunct Professors. The featured papers presented the impacts of COVID-19 pandemic on various businesses and service sectors and the corresponding solutions toward business continuity for disaster.

1.3 Event

5th International Research Colloquium of the Philippines School of Business Administration, Graduate School of Business, Academic Year 2020-2021

Title: Mitigate the Financial and Operational Risks and the Disruption to Business Continuity

Theme: Exploring COVID-19 Pandemic Uncertainty Impact towards Economic Growth

January 23, 2021 (Remote Learning via Zoom), 1:00 PM to 6:00 PM, PST

1.4 Organizing and Supporting Partners



Philippine School of Business Administration, Manila (PSBA)



Asian Institute of Technology (AIT)



University of the Philippines – School of Urban and Regional Planning (UP SURP)



Quezon City Government (QCG)



Quezon City Disaster Risk Reduction and Management Office (QC-DRRMO)



Planning and Development Research Foundation, Inc. (PLANADES)

1.5 Participants

Participants included students and faculty members and staff from PSBA-Manila, Graduate School and Undergraduate Schools; Asian Institute of Technology (AIT), Thailand; School of Urban and Regional Planning, University of the Philippines (UP-SURP); Planning and Development Research Foundation Inc. (PLANADES); Quezon City Government (QCG) Scholars and Employees; and other international and local students, researchers and delegates.

2.0 PRELIMINARIES

2.1 Message from Dr. Jose F. Peralta, PSBA President

Dr. Peralta expressed his gratitude to the guests of honor and speakers, namely: Hon. Mayor Joy Belmonte-Alimurung, Dr. Fidel Nemenzo, Dr. Hussein Lidasan, Dr. Indrajit Pal, Atty. Manuel B. Quintal, Esq. Then he welcomed everyone to the 5th International Research Colloquium of the Philippine School of Business Administration, Manila.

He then informed all attendees that this webinar showcased the best research papers done by the PSBA and partner schools and universities' students, faculty members and adjunct professors on the impacts of COVID-19 pandemic on various businesses and service sectors and the corresponding solutions toward business continuity for disaster.

Lastly, he congratulated Dr. Tabassam Raza and his team for having successfully organized the webinar.

2.2 Message from Mayor Joy Belmonte-Alimurung, Quezon City

Mayor Belmonte congratulated all participants for having continuously strived for academic excellence even in the midst of COVID-19 pandemic. She stressed the crucial role of conferences and webinars such as this activity in deepening one's understanding and insights on the topic of interest.

The good Mayor shared that the pandemic has cost the City LGU about PhP 34.5 Billion for the year ended 2020 to sustain quarantine facilities, purchase medical equipment, hire additional health workers, and feed over 3 million people. It has also provided assistance to micro and small enterprises thru its economic recovery response such as wage relief, placing business processes and engagements online, condoning late payments of taxes, and other economic stimulus measures. The City LGU likewise invested in relevant projects such as the establishment of bicycle lanes and urban farming to build back better.

Mayor Belmonte hoped that the findings and ideas from the research materials could be translated into mechanisms and programs that could be adopted by the City to further mitigate the negative effects of COVID-19 on the local economy.

2.3 Impact of COVID-19 on Functions of the University of Philippine, Diliman

Dr. Nemenzo shared that the UP Diliman Community, having a total land area at 493 hectares is the largest constituent university of UP with the highest number of degree-granting units, faculty and student population and houses numerous research centers and laboratories. As initial response to

the COVID-19 pandemic, classes were suspended, the campus was quickly closed to non-residents and non-employees, implemented work-from-home arrangements and skeletal work force for employees, designated some school facilities into isolation facilities, converted classrooms into accommodations for health care workers, and launched fund raising activities to augment fund requirements of the University Health Service. But as the situation progressed, the administration needed to design a COVID-19 Response Framework for a short-term to mid-term period that is scalable to provide long-term response moving towards a “Better Normal”. The objectives of the response framework were to a) ensure good health and safety, b) ensure adequate and continuous flow of UPD services, c) support academic and research functions, and d) promote effective communication to minimize socio-economic impact of COVID-19.

As of the first week of October 2020, UPD has invested about PhP 100 Million to address the needs of the UP community brought about by the COVID-19 pandemic.

He concluded that the UPD COVID-19 Response Framework helped identify the key areas that needed to be addressed. As such, it can be adapted to both a general or more specific type of crisis situation.

3.0 SESSION 1: COVID-19 Knowledge Dissemination Through Experts' Opinion

Topic 1: The Concept of Humanitarian Logistics and Supply Chain Management towards Post COVID-19 Risk Sensitive Planning

Speaker: **Prof. Dr. Hussein Sinsuat Lidasan** - Dean, School of Urban and Regional Planning

Dr. Lidasan started his topic saying that the outbreak of COVID-19 led to the need to balance supply chain and intermodal logistics network systems during normal, pandemic and 'new' normal times. He said that in normal situations, concerns revolved around the processes of maximizing the level of service of the intermodal logistics network systems by reducing the seam/ impedance while meeting needs of supply chain systems and minimizing climate change impacts and disasters (natural or man-made) and immediate return to economic normalcy. Pandemic situation, however, changes the concern. He posed the question, "what will be the 'new' normal supply chain and intermodal logistics network system?" as a segue to his discussion on the theories and processes of logistics systems, supply chain management, and transportation policy framework.

He concluded that a development framework must be designed to balance the supply chain and intermodal logistics network systems during normal, pandemic and 'new' normal times. Among the considerations in designing the framework are a) ensuring resilient critical infrastructure supported by an efficient and sustainable information, communication and technology, b) establishment of logistics hubs at critical locations nationwide, c) support 4th party logistics, and d) encourage public-private partnership.

Topic 2: Development of Quezon City Inclusive Unified Response, Recovery, and Rehabilitation Framework for COVID-19 Pandemic

Speaker: **Prof. Karl Michael E. Marasigan**, Head, Disaster Risk Reduction Management Office (DRRMO) Quezon City Government and Adjunct Professor, PSBA

Prof. Marasigan shared that the Quezon City Inclusive Unified Response, Recovery, and Rehabilitation Framework for COVID-19 Pandemic (DRMF-COVID-19-P) was developed based on the following guiding principles: 1) The COVID-19 does not discriminate but its impact does; 2) DRR embraces chronic and acute stresses; 3) Risk perception knowledge dissemination regarding pandemic disaster; 4) Threat to one of us is threat to all; 5) The nature of risk systemic and crises are cascading; 6) Cities must embrace "systems of systems"; 7) Disaster Risk Reduction (DRR) is a process with multiple timescale; 8) We must learn what is working; 9) Social restrictions implemented during epidemics must strike a balance between cost and benefit 10) Include health emergencies as top priority alongside other natural and manmade disaster; 11) Inclusive, people and community-centered approach; 12) Humanitarian Logistics and Supply Chain Management; 13) Addressing Pandemic through Urban Planning; and 14) DRR and resilience planning should be incorporated in Public Health System (PHS) application and planning.

The framework consists of six phases where each phase comprises of interrelated activities that need to be performed by the personnel assigned to conduct the local resilience assessment. The knowledge regarding localized risk, vulnerability and response during previous disaster is prerequisite in applying the DRMF-COVID-19-P.

Topic 3: COVID-19 Pandemic Impact on Daily function in Asian Institute of Technology (AIT), Thailand

Speaker: **Prof. Dr. Indrajit Pal**, Chair Disaster Preparedness, Mitigation and Management (DPMM), Asian Institute of Technology, Thailand and Adjunct Professor, PSBA

As an overview, Dr. Pal discussed the impacted arena for education amid COVID-19 pandemic in Thailand. In the context of AIT, these are education and research continuity; the challenge in crafting mitigation measures that are aligned with the directions of the national government; handling the affairs of incoming and outgoing international students; campus safety for students and staff; establishment of on-campus quarantine centers; and the crisis in business continuity.

In view of the Sustainable Development Goal No. 4 where education is crucial for reducing the social inequality, Dr. Pal discussed the COVID-19 impacts on education in Thailand. The government regulated a lockdown situation affecting schools, thus, changing to e-learning platform. He said that the underprivileged students, however, could not cope with e-learning due to lack of equipment and digital literacy. Also, teachers were untrained for remote learning and they lack the necessary equipment.

Thus, the pandemic has brought differentiated challenges to students, faculty and staff. Dr. Pal shared that the students have to put more effort and attention to focus with the study in the midst of home disturbances, difficulty in accessing school resources due to the closure of educational facilities and poor internet connection, among others. The faculty and school staff were challenged to device ways to impart knowledge and communicate with the students, respectively, in view of the restricted physical interaction. Opportunities, however, emerged for the shops since their customers increased as more students opted to stay in the campus.

Dr. Pal ended his topic with a message of hope on the impending rollout of the COVID-19 vaccine across many countries.

Topic 4: The Outlook of the New York Real Estate Industry during COVID 2019, USA

Speaker: **Prof. Atty. Manuel B. Quintal, Esq.** Law Offices of Manuel B. Quintal, P.C. 291 Broadway, Suite 1501 New York, NY 10007 and Adjunct Professor, PSBA

As an opening, Atty. Quintal invited those who are planning to buy real estate in New York City to do it now because the COVID-19 pandemic has made the real estate market a buyer's market. Meaning, there is roughly more active home for sale than there are buyers. The supply for housing is outpacing the demand. Thus, home buyers hold more leverage in price negotiations. He then introduced the political subdivision of NY to contextualize his discussion.

Accordingly, the pandemic changed the way renters and buyers view on real estate. Different surveys during the period consistently show a decline in rents and sales prices. In NY City, about 20% of the tenants did not pay rents and more tenants would have been at risk of eviction if not for the moratorium on evictions. Rents and sale prices were forecasted to continue to drop in 2021 not only citywide, but in the neighboring suburbs as well. Regarding public or affordable housing, funding suffered a deep cut when the current administration of NY City agreed to the decrease in capital funding by 40% over two years. This expected to delay or derail a number of housing projects.

He concluded saying that many brokers are optimistic about 2021, noting low interest rates, increased demand, and the availability of corona virus vaccines. New York will eventually bounce back as it always does, citing the eventual rebounds after the Great Depression, 9/11, and the fiscal crisis of the 1970s.

Open Forum

Moderator: **Mr. William Obcemea**

On the distinction between a condominium sale and co-op sale, Atty. Quintal explained that the latter is where the buyer purchases shares of stocks in a cooperation. Whereas in the former case, the buyer is literally buying a condominium unit. He elaborated that the owners of the coop stocks require approval from the cooperation before they can sell their shares as opposed to selling a condominium unit. In both cases, the owners of the shares of stocks and condominium unit pays maintenance due which amount is determined by the board of the cooperation or the management. Further, he explained that the management of a condominium has the right of first refusal, which means that it has the contractual right to buy the unit for sale before anyone else can.

Dr. Ong shared that there is no co-op sale in the Philippines. It has only condominium, project and subdivision selling. In relation to the decline of the real estate prices in New York City, he explained that in contrast, the prices of properties in the country's metropolitan areas such as Metro Manila, Cebu and Davao remained dormant, or are still the same before and during the pandemic. The developers or the owners of properties, however, are giving big discounts to buyers while



condominium sellers are giving freebies. But like in New York City, the real estate developers in the country are also optimistic that the industry will slowly bounce back this year due to the emergence of COVID-19 vaccine.

Atty. Quintal added that New York City has a real estate transaction called closing, a requirement of a title report. In the Philippines, Dr. Ong shared that there is no closing, or any fees for closing transactions. It is the responsibility of the realtor or the broker to have the sale of property be registered in the Registry of Deeds and other government agencies. Once all taxes have been paid, the title of the property is transferred to the owner.

4.0 SESSION 2: COVID-19 Pandemic Impacted Businesses

Topic 1: Realignment of Community-Level/ Barangay Disaster Risk Reduction and Management Plan Towards COVID-19 Pandemic

Presenter: **Mr. Chester Ace Silvestre**

Members: Janice Marlleon Peco, Cherry Blessing Menguito, Michellyn Marasigan, Shahid Iqbal

Mr. Silvestre started by defining Barangay Disaster Risk Reduction and Management Plan (BDRMP), which is an annual plan that aims to build the disaster resilience of communities and to institutionalize arrangements and measures for reducing disaster risks including projected climate change risks and enhancing disaster preparedness and response capabilities at the community level. The funding for the implementation of the BDRMP are sourced from the BDRM Fund that is not less than 5% of the total annual income of the barangay. This plan is subject to approval by the City DRRMO. As BDRMPs for 2020 have been approved before the pandemic, the DILG issued Memorandum 2020-142 authorizing the Barangay Captains to utilize barangay funds including BDRM Funds in procuring goods and services in response to the COVID-19 pandemic.

The objectives of the research paper were to know the amendments made by the barangays in their BDRMPs in response to COVID-19 pandemic and determine the impact of the realigned BDRMPs in the increase/ decrease of number of COVID-19 cases in the study areas.

The results of the study informed that most of the amendments made by the barangays (i.e., Unang Sigaw, Bagumbayan and Milagrosa) were for the procurement of COVID-19 preventive supplies and materials and other essential goods for the residents. It was determined that these amendments effectively lessened and controlled the number of COVID-19 cases in the study areas.

The team recommended for the barangays to maintain the proper implementation of realigned plans towards COVID-19 until its spread has been fully controlled and/or the number of cases in their area are zeroed out and to incorporate projects, programs, and activities in the BDRMPs that will capacitate barangay residents to adapt to the “new normal” especially the vulnerable groups.

Topic 2: Accounting Information Systems' Problem Diagnosis Analysis of Selected Hospitals in Metro Manila: Development of an Operational System Design

Presenter: **Prof. Tessie C. Cua**

Ms. Cua introduced her topic stating that hospitals have been switching from traditional paper-based systems to focusing on designing new methods that reduce errors using information technology (IT) to catalyze the reengineering process. Accordingly, IT plays a fundamental role in improving the quality of healthcare service while increasing its efficiency.

The objective of her study was to investigate the complex issues of the accounting profession relative to the a) manner of capturing and recording new business transactions and events, b) development of value-added business and information processes, c) creation of new value-chain and supply-chain opportunities, d) dissemination of useful knowledge to a wide array of information consumers, and e) the provision of assurance services across the entire spectrum of economic activities and presenting scientific results in a clear and understandable fashion to practicing accountants.

She then presented her conceptual framework, which was based on the Information Systems Success Model developed by Delone and McLean in 2003. Her study identified six independent variables, namely: system quality, information quality, service quality, systems use, user satisfaction, and perceived user benefits; and five moderator variables such as type of hospital, hospital level, years of experience, period of time working with accounting information system (AIS), and type of AIS used to determine the severity of AIS problems.

The research design of her study will be a quantitative correlation, which calls for the gathering of primary data through a survey. A four-point Likert scale will be used in the questionnaire to allow the respondents to express their perceptions on the level of severity of the problems associated with the AIS. The results of her study will determine whether an operational system design can be developed to assist in alleviating the diagnosed problems.

Topic 3: Small and Medium Enterprises (SMEs) Compliance towards Electronic Filing and Payment System of the Bureau of Internal Revenue in Pasay City: A Discussion and Analysis

Presenter: Mr. Richard Tolio

As an introduction, Mr. Tolio presented that in order to give a service excellence to taxpayers, the Bureau of Internal Revenue (BIR) developed a system that is built with advance technology and made possible using the internet. The development of the electronic commerce increases the need of the Bureau to make a system that will require all mandated taxpayers to file and pay their tax obligations online.

The purpose of his study was to determine, analyze and discuss the level of compliance of Small and Medium Enterprises (SMEs) towards the Electronic Filing and Payment System (EFPS) implemented by the BIR, and to come up with an action plan on how the Bureau could fully implement and/ or improve the system by resolving the problems the users may have encountered in using it.

A descriptive research approach will be used in his study thru survey, key informant interviews and gathering of secondary data from the BIR. A total of 150 respondents will be randomly selected from the SMEs in Pasay City. Data gathered will be analyzed and interpreted using frequency count, percentage, weighted mean, and ANOVA.

Topic 4: Enforcement of Health Protocols towards COVID-19 Pandemic: An Assessment of Quezon City Government Department of Public Order and Safety

Presenter: Ms. Evangeline Socorro

Ms. Socorro stated that the COVID-19 pandemic is the defining global health and humanitarian crisis and the greatest challenge people have ever faced. In response, the Philippine government declared a state of public health emergency and thus activated various systems that enable the local government units (LGUs) to immediately act to mitigate its negative impact and ultimately prevent the loss of life. On March 13, 2020, the Quezon City Council declared the city under the state of calamity and on March 16, 2020, the President put the entire Luzon Island under lockdown.

The study will focus on the enforcement of health protocols in view of the COVID-19 pandemic by the Department of Public Order and Safety (DPOS) in selected barangays in Quezon City. The survey will include health anxiety inventory and open-ended questions regarding the feelings, thoughts and reactions of the respondents during the pandemic. The quantitative and qualitative data will be analyzed and interpreted interactively to determine the importance of health protocols in preventing or mitigating the spread of COVID-19.

5.0 SESSION 3: Disaster Risk Management Strategies

Topic 1: The Role of Youth Participation in Disaster Risk Reduction Management: A Case of Quezon City

Presenter: **Ms. Anna Mae Andam**

Ms. Andam presented the abstract of her study saying that the state recognizes the vital role of the youth in nation-building, and that they can play an important role in disaster risk reduction and management (DRRM). This is manifested in Section 14 of the Republic Act 10121 where it states that the participation of the youth shall be encouraged in DRRM activities, such as organizing quick response groups, particularly in identified disaster-prone areas, as well as the inclusion of disaster risk reduction and management programs as part of the SK programs and projects. Studies, however, show that there is a discrepancy between the ideal scenario based on policies and actual youth participation in DRR practice (Fernandez and Shaw, 2010).

The purpose of her qualitative research is to determine the awareness of the youth regarding DRRM policies and programs, their level of participation in DRRM and their initiated activities to address DRRM concerns. The target respondents are 150 members of the Sangguniang Kabataan and youth leaders in Quezon City.

Topic 2: DRR and CCA Policies towards SD and Resilient Communities in Quezon City: A Fire Prevention Action Plan

Presenter: **Mr. Edwin Brandon Gener**

Members: Joem Macaspac III, Jojit Santiago, Kent Bryan Cagasan

To start off, Mr. Gener discussed the brief profile of Quezon City, particularly its population census, annual Gross Domestic Product (GDP), land area, urban land use trend, informal settlement, and fire incidents. Accordingly, the City recorded a total of 5,499 fire incidents (average of 3 fires a day) in the past four years of which majority (more than 50%) occurred in areas with informal settlers.

His group concluded, among others that a) households do not have proper solid waste disposal system where garbage containing highly flammable materials are left in alleys and street gutters awaiting collection; b) residents continue to use light flammable construction materials for their houses; c) cooking practices remain crude and thus dangerous if fuels are not properly stored, and d) the Quezon City government lacks fire hydrants and related equipment, and has no policy relating to the safety housing design of the informal settlers.

Topic 3: Development of a Policy for Rainwater Harvesting Facility: Water Conservation, Community-Based Sustainability Towards Resiliency, in relation to Urban Flooding Events caused by Severe Weather Conditions

Presenter: Mr. Lester Morfe

Members: April Joy T. Damaso, Evangeline D.G. Socorro, Vanessa Macapagal, Ana Liza Bautista

According to Mr. Morfe, the Philippines is known as one of the disaster-prone countries in the world. Studies show that provinces in the Central Luzon such as Bulacan, Tarlac, Zambales and Pampanga are the most severely flooded areas in the country. This is due to its physical attributes (e.g., presence of major waterways, river basins, floodplains) and geographic location. Whereas in the case of Metro Manila, flooding is caused by improper or unplanned urban development and poor implementation of disaster risk and land use plans in the past 50 years that eventually impede the natural flow of rainwaters along its waterways such as the Marikina-San Mateo River, San Juan River, Tullahan River, among others.

The primary purpose of the study is to determine the effectiveness and sustainability of Rainwater Harvesting System (RWHS) as alternative water sources for highly urbanized areas. The study area of the group will be some barangays in Quezon City. Among the group's methodologies is to analyze the existing policies regarding RWHS and their implementation in the City.

The group recommends for the strengthening of the associations that will be involved in the RWHS project, proper maintenance, repair, and climate-proofing of structural facilities, and protection and management of watershed through the adoption of appropriate soil and water conservation measures.

Topic 4: Disaster Risk Management Solutions in Changing Climate: A Community Resilience and Sustainable Development Model Piloting Quezon City

Presenter: Mr. Erick Oinde

According to the abstract of Mr. Oinde, climate change is a reality being faced by many countries across the globe. Whether it is heat waves in Europe, hurricanes in the Caribbean, droughts in Africa, or flooding in Asia, weather-related disasters are exerting an increasing toll on developing and developed countries, destroying lives and livelihoods and hampering development processes. This is a clear indication for an urgent need for international cooperation among different countries to prevent natural hazards from translating into catastrophic disasters. It is a fight that cannot be won by a single entity and therefore all countries must actively participate and work together in curbing climate-related challenges.

Failure to act swiftly exacerbates the situation leading to further extension of these challenges. As a result, the profiles of natural hazards will be changed, altering the underlying environmental risks

and giving rise to new threats. This is a major problem whose threats are already known to most of us. The awareness of the problem creates an opportunity for us to act towards reducing the present and the future vulnerabilities to climate risks by building on and expanding the existing disaster risk management efforts.

The research will extensively discuss the synergies and similarities between disaster risk management (DRR) and climate change adaptation (CCA) as well as outline the opportunities and barriers for collaboration among the different actors at the local, national, regional and international level. For a robust and successful action towards reducing the challenges related to climate change, the interlinkages between disaster risk management and climate change adaptation must be explored and comprehended by the different DRR and CCA actors.

In his conceptual framework, Mr. Oinde presented that linking DRR and CCA would require a) involvement from vulnerable sectors (i.e., health, businesses, infrastructure, housing, agriculture, water system, etc.) and integration of DRR and CCA through sectoral policies particularly in the fields of agriculture, water resources, health, land use, finance and planning; b) participation of multi-sectoral and multi-stakeholders such as international organizations, non-government organizations, experts, business community and local people; c) integration of DRR approaches and policies into national and local DRR and CCA planning with the aim of development and poverty reduction; d) institutional capacity building including community-based organizations; e) development of education and awareness programs; f) effective fund allocation and disbursement; g) political and institutional will; and h) synergies among sectors, stakeholders, institutions, and experts and practitioners.

Topic 5: Relocation Program for Informal Settler Families Occupying Along the Quezon City Waterways

Presenter: Mr. Noel Antonio R. Muncal

Members: Rhea L. Roque, Rowena B. Remoto, Narciso M. Alvarado

Mr. Muncal first presented the objectives of the research which is to analyze the existing system of relocation of the Quezon City government, identify gaps within the system, and provide recommendations for the Quezon City to have a well-planned system of relocation with the end view of transforming the living condition of informal settlers living in hazard prone areas.

These hazard prone areas where informal settlers dwell refer to waterways, rivers, creeks, esteros, flood plains, dumpsites, landslide prone areas, under the bridge, road lot/road right of way, transmission lines, and other public places such as sidewalks, roads, parks, and playgrounds where the lives of informal settlers are at risk, magnified by climate-related hazards.

As of 2019, about 113,000 informal settler families (ISF) are living in hazard prone areas which need to be resettled in safer relocation sites. The City government has planned to relocate about 6,000 families by 2025.

The study found that the government has insufficient relocation sites and the existing sites lack basic services and facilities. There is a lengthy process of relocation and varying demands of the receiving LGUs especially during the pandemic. There is also a lack of support and/or interference from other stakeholders. Most ISF demand for in-city relocation to be in proximity to their livelihood. Lastly, high costs of land and development hampered the City from delivering affordable in-city housing.

Mr. Nuncal and his group recommends for the following courses of actions:

1. For the National Housing Authority to:
 - Ensure equitable allocation of relocation funds;
 - Revisit and simplify relocation procedures;
 - Provide basic services and facilities, access to employment, scholarship and livelihood opportunities to relocatees;
 - Promote inclusion of sustainable/green building components;
2. Involve the receiving LGU in the later stage of pre-relocation;
3. Require the Local Inter-Agency Committee (LIAC) members to visit resettlement sites;
4. Secure commitment from the DPWH to assist in the completion of housing projects;
5. Construction of more rental housing in addition to the permanent and temporary City housing projects to accommodate more ISF;
6. Exercise strong political will to direct Barangay officials in controlling the sprawl of illegal settlement; and
7. Impose appropriate sanctions to erring officials that violated Section 30 of the RA 7279.

6.0 SESSION 4: Technology and Communication Thrust in Business Continuity

Topic 1: Seamless, Integrated, and End to End Quezon City Operation Center

Presenter: **Prof. Marie Hope Capicenio**

Members: Prof. Ma. Cinderella Garcia, Prof. Edward Jr. Castillo, Prof. Erwin Carlos Valdez, Prof. Karl Michael E. Marasigan

Prof. Capicenio started by stating that the Quezon City Disaster Risk Reduction and Management Office (QCDRRMO) was created pursuant to RA 10121. The functions of the Office as stated in the law is to operate a multi-hazards early warning system, provide accurate and timely advice to national and local emergency response operations and the general public. The Emergency Operations Center (EOC), on the other hand, is the designated facility that is tasked to undertake multi-stakeholders coordination, manage information, and mobilize resources in anticipation of and/ or to support incident operations.

The paper aims to showcase the importance of the EOC in untimely events which need emergency assistance to provide integrated, seamless, and end-to-end operations throughout Quezon City. All actions of the EOC is based on the Manual which was developed to provide guidance and reference on the tasks and responsibilities of every member of the QCDRRMC and Operations Center staff.

The Quezon City EOC is activated depending on the nature and scope of the incident or event. The City has four activation levels. Normal operations are tagged as white alert. Other alerts include yellow (i.e., any disaster/ emergency that is likely to occur within the LGU capabilities), orange (i.e., any disaster/ emergency that is likely to require the assistance of several member agencies of the QCDRRMC) and red (any disaster/ emergency that requires large scale, citywide and possibly government assistance in recovery). The efficiency of the EOC was proven when Typhoon Ulysses hit the country and Quezon City recorded zero casualty despite the strong winds and heavy rains.

Through the application of the EOC Manual, the decision making down to the action plan roll out is standardized. Certain triggers shall be met before escalating to another level. Currently, the EOC Manual has triggers for earthquake, hydrometeorological hazards, high density population gatherings, and biological hazards. The organizational structure at the Operations Center is adjusted depending on the level of activation and the complexity of the incident or event.

The framework of study uses the Input-Process-Output Model. Inputs include Operations Center Manual, actual operations experience, interoperability of QCDRRMC and feedback of operations from QC constituents. While process involves actualization of QC operations center manual based on learned experiences, QCG interoperability and feedback. The output is a seamless, integrated, and end-to-end operations of the Operations Center.

From the collection of information, dissemination of public warnings, development of the common operating picture, and resetting of the response for early recovery priorities, the Quezon City EOC integrates the overall response operations from strategic operational and tactical aspects. The QC EOC cross paths different functions to support the IMT working on the ground, support another agency or organization, or support another DRRMC. It is therefore recommended that regular feedback of every operation should be adhered to. Trainings also shall be reinforced down to the grassroots level to capacitate and empower each and every QC citizen.

The study concluded that quality service can be achieved through operationalization of the Operations Center Manual, shared experiences, interoperability in between and across the QC DRRMC and the citizenry.

Topic 2: MEDS2GO: Standardizing Medicine Delivery System in Quezon City

Presenter: Mr. Ferdinand Nuñez

Members: Geraldine Buela, Pia Louise Reyes, Jose III Macaspac

According to Mr. Nuñez, the on-demand economy ignited even before the COVID-19 pandemic. The shift from conventional on-premises to ordering online is growing. Thus, the medicine e-commerce platform has become a necessity in the healthcare industry. Medicines, after all, are an essential need of everyone. A quick, convenient and affordable medicine shopping application provides a lot of benefits.

Meds2Go will be an on-demand platform available within Quezon City that provides customers specially the senior citizens and those with debilitating ailments to have an easy access to medicines from drugstores online. It will also enable drugstores to reach more customers. Through Meds2Go, customers could select the nearest branch of their preferred pharmacy and the delivery application of their choice, and they will have quick and continuous access to detailed drug information. The application could provide an efficient online medicine shopping service where users can easily buy medicines and other healthcare products at the comfort of their homes or offices. Pharmacies, on the other hand, could benefit from this by improving the speed of the process of their selling. The application would also increase the availability of jobs for the delivery riders. Meds2Go will serve as a bridge that connects people and pharmacies thru the support of the delivery application to make the buying of medicine easier, safer and beneficial for everyone.

The on-demand service will be launched in Quezon City that has approximately 2.9 Million population. The revenues will come from the service charge collected based on the total price using Meds2Go platform and dispensing fee thru partnership with the drugstores such as Mercury, Watsons, the Generics Pharmacy, Southstar Drug, and Generika. Customers will have the options for online payment using debit or credit cards, GCash or PayMaya.

As a future growth plan for the business, the Meds2Go platform will be upgraded and introduced having its own riders servicing not only Quezon City but also the nearby cities and even the Greater Metropolitan areas as well.

Topic 3: Health Workers' Perception Towards the Challenges in De Los Santos Medical Center during COVID 19 Pandemic: A Phenomenological Approach

Presenter: Prof. Francis S. Castil, MBA

Members: Prof. Maricris M. Blyth, MBA, Prof. Benita Gamboa, MBA

Mr. Castil introduced De Los Santos Medical Center (DLSMC) as a 150-bed, Level 3 private tertiary hospital in Quezon City with over 350 active and visiting multi-specialist physicians. The medical institution is the 7th member hospital of Metro Pacific Hospital Holdings, Inc. (MPHHI), under the MVP Group of Companies headed by businessman Manuel V. Pangilinan.

He stated that the novel coronavirus (COVID-19) is responsible for more fatalities than the SARS coronavirus, despite being in the initial stage of a global pandemic. The virus that started in Wuhan, China quickly spread to the different parts of the globe. The first suspected case in the Philippines was reported and detected from San Lazaro Hospital in Manila on January 22, 2020.

Accordingly, DLSMC adheres to the guidelines set by the Department of Health (DOH) and World health Organization (WHO) in ensuring the safety and welfare of its health care workers. The organization is currently holding around 800-900 hospital staff who are constantly at risk of the virus. Due to their high exposure to health risks, healthcare workers such as doctors, nurses, allied medical staff and even back office support demand for more work benefits to remain serving the community.

The pandemic hits a global impact on the economy that shakes up the financial stability of the private sectors including the providers of healthcare services. But it was the government's actions that made healthcare workers leave private hospitals. The government's growing demand for healthcare workers made them offer higher compensation package that the private hospitals could not match. On December 2020, the government lifted the ban for nurses to work abroad that caused significant decrease in the number of healthcare workers in the Philippines. The postponement of the Nurses Licensure Examination by the Professional Regulation Commission (PRC) exacerbated the situation. Once again, the actions of the government towards the vaccination will determine the life of the Filipinos for the next 3-5 years.

Mr. Castil then presented a diagram showing various demands of the medical and healthcare workers including back office support staff. The demands include PPE, hazard pay, transportation allowance, safe workplace, hospitalization benefits and vaccination, vitamins or food supplements, life

insurance. When the demands were unmet, the medical and healthcare workers either work abroad or changed career. Some, however, stay in the company.

Topic 4: Electronic Department Management and Processing System of Ramon Magsaysay Technological University

Presenter: Prof. Maricris Blyth and Prof. Michelle G. Acuavera

Member: Prof. Jonelyn Yap

The study was conducted to evaluate the Electronic Document Management and Processing System (EDMPS) of Ramon Magsaysay Technological University (RMTU). The system is an online repository and management solution that ensures and provides smooth and firm exchange and flow of documents within the different offices of the university. Particularly, the system was assessed through the ISO/IEC 25010 as to its software quality, the level of acceptability of the users and the level of readiness of the university upon implementation.

Descriptive method of research was employed and a total of 188 respondents using purposive sampling had taken part in the study that includes head officials and staff of RMTU. Through them, the system was evaluated and pretested. To interpret the data effectively, the researcher had made use of Frequency and Percentage Distribution, Weighted Mean and T-test.

The conceptual framework of the study uses the Input-Process-Output Model where input is the developed EDMPS of RMTU. The process involved evaluation by the head officials and staff of RMTU using the software quality of ISO/IEC 25010 matrix with the following variables: functional suitability, performance efficiency, compatibility, usability, reliability, security, maintainability, and portability. The output is the improved EDMPS through the analyzation and interpretation of the results obtained for the new ideas.

Topic 5: QC Unified Database System towards Physical and Development Planning

Presenter: Mr. Rainheardth N. Laureta

Members: John Anthony Z. Rosales, Nathalie April C. Dela Cruz, Edwin Brandon Gener, Sheila Johana G. Simbulan

Mr. Laureta defined the composition of a socio-economic profile. It is a comprehensive collection of information on the geophysical, demographic, social development, economic, environmental management, institutional, and development risk with maps such as the zoning, risk, and population. The City Planning and Development Office is in-charged with the collection of data from the different departments and offices of the City government to formulate the socio-economic profile.

The IT proposal will serve as the main database for the crafting of the Comprehensive Development Plan (CDP), Local Development Investment Plan (LDIP), QC Disaster Risk Reduction and Management



Plan, and others, which are major undertakings of the current administration. This will be used in planning and policy making. Graduate students can also use the said profile in identifying areas for in-depth investigations towards the production of thesis or dissertations.

The project would require a software (i.e., operating systems, python software and Kaspersky), hardware (i.e., cloud server, desktop computer, monitor, LAN cable, and internet connection), and manpower particularly Senior Developer. Overall, the project will require a total budget amounting to PhP 1 Million.

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11. Prof. Karl Michael E. Marasigan
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55. Ms. Nathalie April C. Dela Cruz
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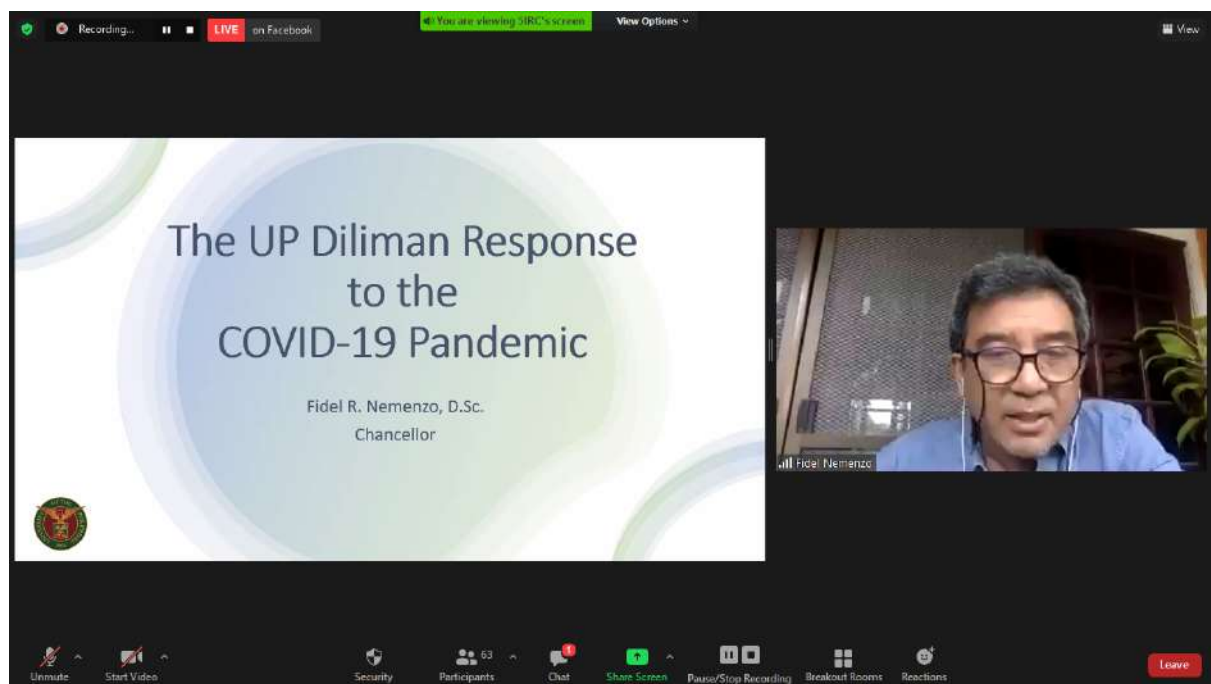
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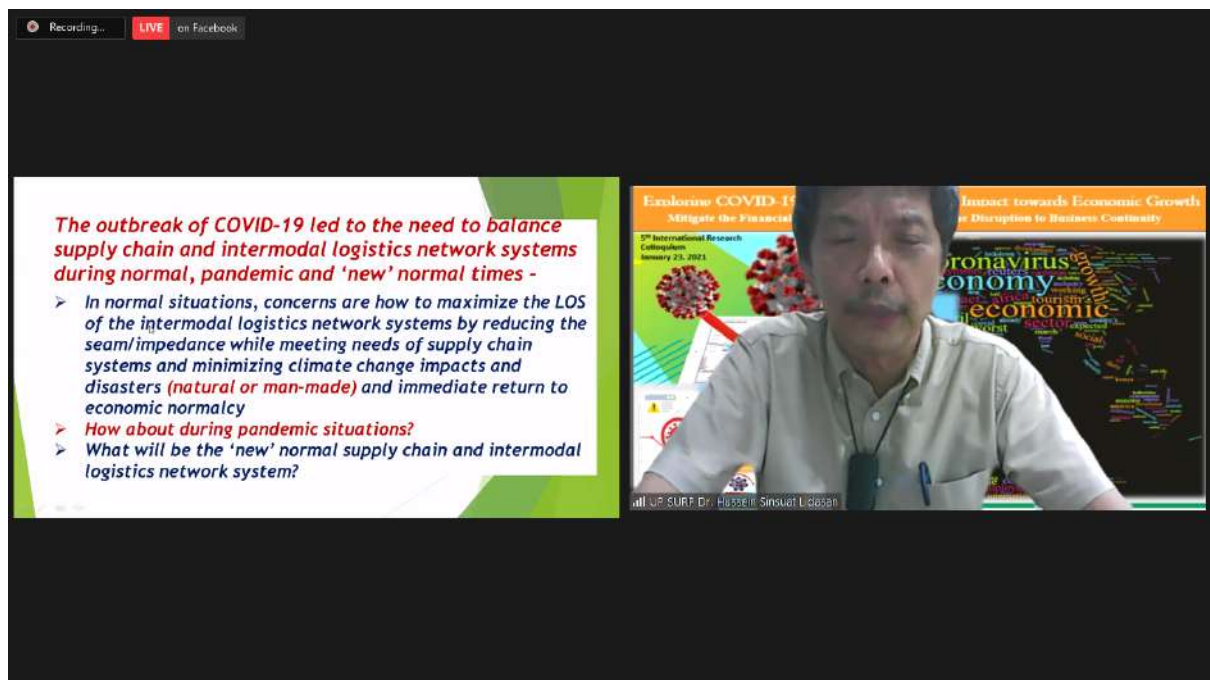
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Dr. Fidel R. Nemenzo, Chancellor of the University of the Philippines - Diliman



Dr. Hussein Sinsuat Lidasan, Dean of UP School of Urban and Regional Planning

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Resource Speaker:
Prof. Karl Michael E. Marasigan

Prof. Karl Michael E. Marasigan, Head of QCRRMO is an enthusiastic and dedicated professional with extensive experience across all areas of service and operation management, especially in Disaster Risk Management in Changing Climate. He is an exceptional leader who has developed and motivated others to achieve set targets and demonstrated strong ability to manage projects from conception through to successful completion. A proactive individual with a logical approach to challenges, he performs effectively even in a highly pressured working environment. He has been supervising Disaster Preparedness and Mitigation Trainings and Seminars for Government and Non-Government Organizations to include the inspection of disaster vulnerable areas and lead the Quezon City Rescue in providing the highest standards towards medical care to victims of disaster within the city. Mr. Marasigan graduated with a B.S. in Respiratory Therapy from Emilio Aguinaldo College and Master's degree in Public Administration from the Lyceum of the Philippines. He has been a resource person for Local and International forums, conferences, seminars, workshops and symposiums. He has attended a substantial number of local and international meetings, conferences and events representing the Quezon City government. He has been an advocate of partnership building on Disaster Risk Reduction and Climate Change Adaptation.

Participants: Jose Teodorico..., Tabassam Raza, Grace Enriquez..., Noel Antonio M..., UP SURP Dr. Hu..., Pia Reyes, Evangeline S..., Myke Marasi...

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Exploring COVID-19 Pandemic Uncertainty Impact towards Economic Growth: Mitigate the Financial and Operational Risks and the Disruption to Business Continuity

DEVELOPMENT OF QUEZON CITY INCLUSIVE UNIFIED RESPONSE, RECOVERY, AND REHABILITATION FRAMEWORK FOR COVID-19 PANDEMIC

Prof. Karl Michael E. Marasigan

Participants: Jose Teodorico..., Tabassam Raza, Grace Enriquez..., Evangeline S..., PQA Louie, Fidel Nemanzo, cindyalfonsogar..., Antonio Valdez, Chester Ace..., Richard Tolo, Mary Ann Esporas, rhea roquelop, Rowena Remoto

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Prof. Karl Michael E. Marasigan, Head of Quezon City DRRMO

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Resource Speaker:
Prof. Dr. Indrajit Pal

Prof. Dr. Indrajit Pal, presently working as Assistant Professor and Chair of Disaster Preparedness, Mitigation and Management program at Asian Institute of Technology, Thailand. Prior to joining at AIT, Dr. Pal served as faculty member at Centre for Disaster Management at Lal Bahadur Shastri National Academy of Administration, Mussoorie, India (Premier National Institute for training Indian Administrative Services Officers) for more than eight years. He has done extensive work on capacity development of decision makers, risk assessment, disaster governance and case documentation from field situations. Dr. Pal has engaged extensively with disaster risk reduction preparedness and response management through Incident Command System (ICS) within developing country contexts, and also supervising and committee member for several current doctoral and masters projects in disaster management, mitigation and preparedness. He has also closely engaged with various international organizations like USAID, UNDP, UNISDR and UNESCAP on capacity development, response management and recovery planning in Asian disaster risk reduction context. Dr. Pal having about thirteen years of experience on research and training activity primarily focused on the teaching, training, research and capacity development on Disaster Risk Management and Governance.

Participants: Erwin Valdez, Tabassam Raza, Dr. Indrajit Pal, SIRC, Ferdinand N., Nareso M. A., Rowena Remoto, Maricor Dayand..., Noel Antonio M., Ana liza Iba..., Geraldine Bueta, Anna Mae A., Ria S. Rivera

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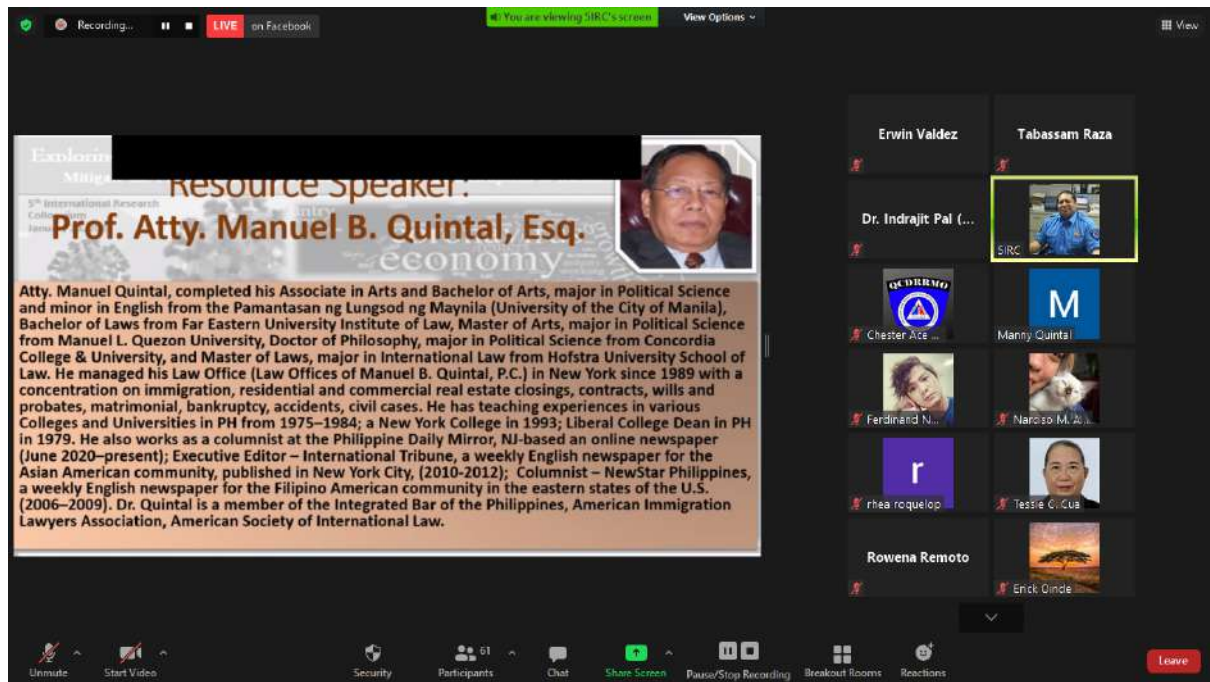
Title: Mitigate the Financial and Operational Risks and the Disruption to Business Continuity
Theme: Exploring COVID-19 Pandemic Uncertainty Impact towards Economic Growth
Philippine School of Business Administration, Manila, Philippines

"COVID-19 Pandemic Impact on daily function in Asian Institute of Technology (AIT) Thailand"

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The Featured Speakers and Participants

