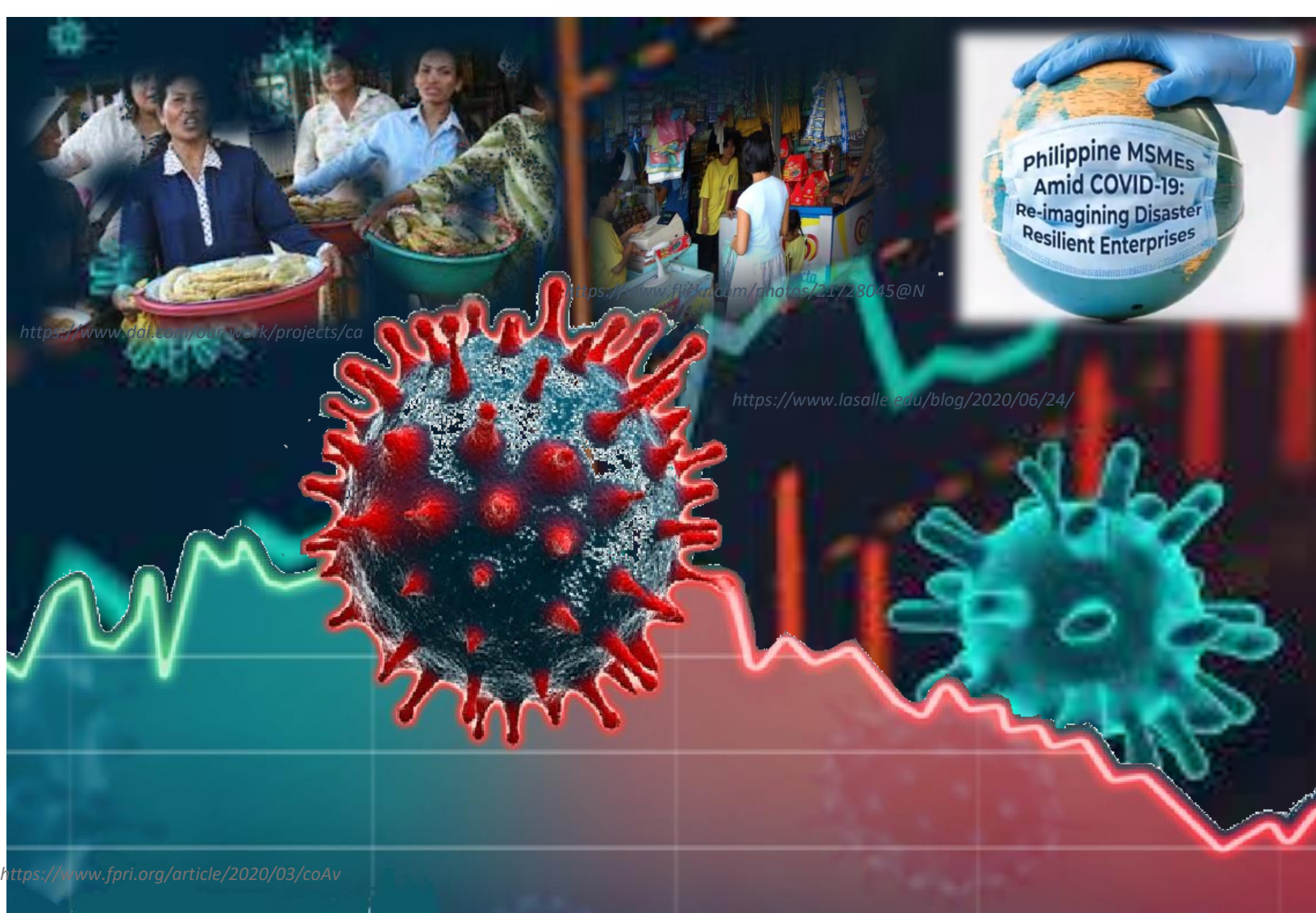




Challenges and Opportunities for Micro, Small, and Medium-Sized Enterprises during the COVID-19 Pandemic

Business Continuity Models and Disaster Risk Management Trends in the New Normal

REPORT OF THE 5TH INTERNATIONAL RESEARCH SYMPOSIUM

JULY 3, 2021



PSBA

Manila

5IRS Report

Volume V

July 2021

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ACRONYMS

5 th IRS	Fifth International Research Symposium
ADB	Asian Development Bank
AIT	Asian Institute of Technology-Thailand
BDRRMF	Barangay Disaster Risk Reduction and Management Fund
BDRRMP	Barangay Disaster Risk Reduction and Management Plan
BFP	Bureau of Fire Protection
BSBA	Bachelor of Science in Business Administration
BSP	Bangko Sentral ng Pilipinas
CSR	Corporate Social Responsibility
CSR	Corporate Social Responsibility
DCRP	Department of City and Regional Planning
DILG	Department of the Interior and Local Government
DM	Disaster Management
DRM-Unit	Disaster Risk Management Unit
DRRM	Disaster Risk Reduction and Management
DTI	Department of Trade and Industry
EOCs	Emergency Operations Centers
ERM	Environmental Resources Management
FEM	Fire Extinguisher Manufacturers
GDP	Gross Domestic Product
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
HEIs	Higher Educational Institutions
INGOs	International non-governmental organization
LCWU	Lahore College for Women University



LDRRMO Local Disaster Risk Reduction and Management Office

LGUs	Local Government Units
LSCM	Logistics and Supply Chain Management
M.Sc.	Master of Science
MERS	Middle East Respiratory Syndrome
MoU	Memorandum of Understanding
MSMEs	Micro, Small, and Medium-sized Enterprises
NCR	National Capital Region
NDMA	National Disaster Management Authority
NGOs	Non-governmental Organizations
NIDM	National Institute of Disaster Management
OFWs	Overseas Filipino Workers
PDMA	Provincial Disaster Management Authority
Ph.D.	Doctor of Philosophy
PLANADES	Planning and Development Research Foundation Inc.
PLOs	Programme Learning Outcomes
PS	Philippine Standards
QC	Quezon City
QCDRRMO	Quezon City Disaster Risk Reduction and Management Office
QCG	Quezon City Government
RA	Republic Act
SARS	Severe Acute Respiratory Syndrome
SBCorp	Small Business Corporation
SFVC	Sendai Framework Voluntary Commitment
TU Dortmund	Technical University of Dortmund
UCPB	United Coconut Planters Bank



UET	University of Engineering and Technology
ULFC	UCPB Leasing and Finance Corporation
UN	United Nations
UNDP	United Nations Development Program
UNDRR	United Nations Disaster Risk Reduction
UNIDO	United Nations Industrial Development Organization
UP-SURP	University of the Philippines School of Urban and Regional Planning
VAX	Vaccination
WHO	World Health Organization



Philippine School of Business Administration

Graduate School of Business

826, R. Papa Street Sampaloc Manila

**Title: Business Continuity Models and Disaster Risk
Management Trends in the New Normal**

**Theme: Challenges and Opportunities for Micro,
Small, and Medium-Sized Enterprises During the
COVID-19 Pandemic: A New Normal**

5th International Research Symposium

Academic Year 2020-2021

To be held on July 03, 2021

12:45:00 AM to 7:30 PM Singapore Time



**Virtually/online
(Webinar through Zoom App)**

CONCEPT NOTE

BACKGROUND AND RATIONALE

The Fifth International Research Symposium of the Philippines School of Business Administration – Manila (PSBA-Manila) continues its mission from the School’s prior Symposia and Colloquia where the school’s Research Fellowship, students and experts from the local and international institutions, its local and international partner schools, and its local and international public and private organizations and partners, have contributed their knowledge in this unique platform particularly disseminated with focus on micro, small, and medium-sized enterprises’ challenges and opportunities. The theme of this year’s International Research Symposium is “**Challenges and Opportunities for Micro, Small, and Medium-Sized Enterprises during the COVID-19 Pandemic: A New Normal**”. The World Health Organization (WHO) (2020) identified coronavirus disease or also known as COVID-19 as newly discovered strain of infectious disease that has now infected over 16 million people worldwide. Specifically, coronavirus pertains to a large family of viruses that can cause illness in humans or animals. As of today, there are several coronaviruses that have been discovered among humans such as the Middle East Respiratory Syndrome (MERS) and the Severe Acute Respiratory Syndrome (SARS) which is known to cause respiratory infections that range from having common colds or flu-like symptoms to more severe diseases like MERS and SARS.¹ With the continuous threat that is being caused by the pandemic, it is evident that it has also caused major changes in people’s lives and also the way in which industries and markets are functioning across the globe, and most especially in the Philippines. According to Sanchez (2020) the economic sector is considered to be the main fuel for the development and growth of the Philippines and without the presence and proper and efficient functioning and contribution of different industries in the country, it cannot be expected for it to also contribute in improving the quality of life of the people and also provide them with job opportunities that can help them to better provide for their families.² From a global perspective, the average annual Micro, Small, and Medium-sized Enterprises (MSME) growth rate stands at 3% in terms of MSMEs, they represent 90% of businesses and more than 50% of employment

¹ World Health Organization. (2020). Novel coronavirus (2019-nCoV) situation report – 1 21 January 2020. WHO. Retrieved from https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200121-sitrep-1-2019-ncov.pdf?sfvrsn=20a99c10_4. Retrieved on June 10, 2021.

² Sanchez, Martha Jean. (2020). Economic impact of coronavirus covid-19 Philippines 2020. Statista. Retrieved from <https://www.statista.com/statistics/1103540/philippines-economic-impact-coronavirus-covid-19/>. Retrieved on June 10, 2021.



worldwide (June 2020). Additionally, formal MSMEs contribute to 40% of GDP in developing countries, and the number is significantly higher when informal ones are considered.³ Moreover, the World Bank noted that the impact of COVID-19 to businesses of all sizes are severe in multiple dimensions; however, firm size matters for the intensity of the different channels of transmission and firms' responses. For the Small and medium enterprise, sales dropped by more and their cash drains faster than large firms in the same sector and country.

The prolonged containment of COVID-19 increases the risk of business failure and bankruptcy. While big conglomerates may survive the current economic crush, MSMEs are at greater risk due to tightened financial conditions.⁴ Every country provides different actions to help MSMEs ease their burden during the pandemic. Cambodia established a new public bank for MSMEs. Malaysia established a COVID-19 special relief facility for working capital financing for MSMEs. Myanmar created a COVID-19 fund to finance affected MSMEs and sectors such as tourism with concessional interest rates of 1%. Thailand and Vietnam launched soft loan packages for MSMEs with lower interest rates. Japan provided largely zero interest rate loans and full credit guarantees to MSMEs facing a sharp decrease in sales. Malaysia and the Republic of Korea also offered special credit guarantees to affect MSMEs.⁵

The Covid-19 has greatly affected people's lives and country's economic activities. Many enterprises, especially those that are included in the MSMEs industry, have been greatly affected. Some have been forced to downsize, or worse, temporarily close. Covid-19 has caused a domino effect on supply chain. As much as business owners want to continuously operate for constant cash flows, they are also obliged to follow mandated protocols to control the spread of the virus. Prolonged community quarantine increases the risk of temporary closure and bankruptcy. MSMEs are continuously facing the difficulties and challenges that have been caused by the pandemic.⁶ Much of today's transactions are carried out through electronic networks, and MSMEs have to adapt and maximize the online platforms to maintain sustainability. In most cases, the Internet is at present the main driver to get and receive essential products and services. This is true because consumer markets have changed their buying behavior and consumption patterns. This pandemic outbreak has affected aspects of consumers' lives, wherein MSMEs are being challenged on how to adapt their current business practices or market offerings with the market's new normal lifestyle

³ World Bank. (n.d.). World Bank SME Finance. SMALL AND MEDIUM ENTERPRISES (SMES) FINANCE. <https://www.worldbank.org/en/topic/sme/finance>. Retrieved on June 10, 2021.

⁴ Shinozaki, Shigehiro and Rao, Lakshman N. (2021). Covid-19 impact on micro, small, and medium-sized enterprises under the lockdown: evidence from a rapid survey in the Philippines. Asian Development Bank (ADB). Retrieved from <https://www.adb.org/sites/default/files/publication/677321/adbi-wp1216.pdf>. Retrieved on June 10, 2021

⁵ Ibid

⁶ Shinozaki, Shigehiro and Rao, Lakshman N. (2021). Covid-19 impact on micro, small, and medium-sized enterprises under the lockdown: evidence from a rapid survey in the Philippines. Asian Development Bank (ADB). Retrieved from <https://www.adb.org/sites/default/files/publication/677321/adbi-wp1216.pdf>. Retrieved on June 10, 2021.



and personal values. The embracement of digital technology and new normal set-up has impacted consumers' impulse buying habits.⁷

The theme for this year's International Research Colloquium indeed aligns itself with the findings and recommendations of the United Nations Industrial Development Organization (UNIDO), in collaboration with the Department of Trade and Industry and other representatives of the government, private sector, academia and other development partners, as indicated in its report entitled "Assessment of the Socio-economic Effects of COVID-19 and Containment Measures on Philippine Enterprises". According to United Nations Development Program (UNDP), in 2020 the COVID-19 pandemic greatly affected the business sector in the Philippines. MSMEs comprise 99.5% of business establishments in the Philippines and employ about 63% of the country's workforce. The Officer-in-Charge United Nations Development Programme Enrico Gaveglia acknowledges that MSMEs play a crucial role in the Philippines' efforts to recover from the crisis brought about by this pandemic. UNDP will continue supporting the Government and its development partners to facilitate their sector representation in policy dialogues and program planning so as to capitalize on available solutions that could prevent further closures of MSMEs.⁸

In the Philippines, Republic Act 11469 also known as "Bayanihan to Heal as One Act" was enacted on March 23, 2020, which among others gives grace period to multiple loans of individual and entities, with principal and/or interest falling due within the ECQ Period. Likewise RA 11494 also known as Bayanihan to Recover as One was enacted on July 27, 2020, which among others directs Small Business Corporation (SBCorp) to expand its existing loan programs for MSMEs, cooperatives, hospitalism and tourism, etc., affected by the COVID-19 and other socioeconomic reversals, through combination of increasing available loanable funds, reducing documentary requirements, increasing maximum loan amounts per borrower, reducing interest rates, extending loan terms, and others in order to adjust business processes for resiliency.⁹ The Bangko Sentral ng Pilipinas (BSP) also allowed new loans to MSMEs to be counted towards banks' compliance with reserve requirements in order to encourage banks to continue lending to smaller businesses through the Memorandum No. M-2020-068. However, despite of the efforts of the Government and

⁷ Organisation for Economic Co-operation and Development (OECD). (2020, July). OECD Policy Responses to Coronavirus (COVID-19) Coronavirus (COVID-19): SME policy responses. OECD. <https://www.oecd.org/coronavirus/policy-responses/coronavirus-covid-19-sme-policy-responses-04440101/>. Retrieved on June 10, 2021.

⁸ UNDP. (2020, October 2). MSME Sector is key to COVID-19 inclusive recovery for PH in Philippines. United Nations. <https://philippines.un.org/index.php/en/93680-msme-sector-key-covid-19-inclusive-recovery-ph>. Retrieved on June 10, 2021.

⁹ BSP. (2020). Memorandum No. M-2020-068: Implementation of Section 4(uu) of the R.A. 11494 on the "Bayanihan to Recover as One Act". BSP. <https://www.jpmorgan.com/content/dam/jpm/international/documents/philippine/bayanihan-to-recover-as-one-cct-m068.pdf>. Retrieved on June 10, 2021.



financial institutions to help MSME's, the impact of COVID-19 is still a big challenge.¹⁰ The main objective of this year's International Research Symposium is to contribute to business continuity and resiliency planning by providing a stage in inclusive investments and disaster risk transfer knowledge. It also aims to educate people and promote awareness and eventually see counter measure to combat adverse effect of the pandemic especially to small and medium size businesses and share knowledge on the importance of MSMEs; explore solutions for business continuity and steps on how to address the negative impacts of the COVID-19 pandemic. The Symposium also provides an avenue to share thoughts and exchange of ideas on how business organizations and its members can contribute more meaningfully to resolve disaster-related challenges faced and opportunities gained by MSMEs and local communities not just in the Philippines, but also all around the world. It is the intention of this Symposium to encourage businesses to adopt sustainable Inclusive Business Models by integrating the poor at the core of their business operations.

OBJECTIVES

Following are the objectives of the 5th International Research Symposium:

1. Determine the impacts of COVID-19 containment measures and the responses of Philippine enterprises.
2. Identify gaps and areas of improvement that can guide and inform the design of technical assistance, stimulus packages and other financing opportunities for SME recovery beyond addressing the usual cashflow bottlenecks, but also to build better and increased resilience against possible future social or economic shocks.
3. Improve customer relationship management systems and promote safe interactions with customers to provide real-time customer assistance.
4. Understanding how to utilize government support and opportunities to come up with new policies and to rebuild MSME segment.
5. To identify the MSMEs business opportunities, ideas, and concept to start during pandemic and post pandemic.
Promote digitization among financial institutions and enhance the capacity of the micro, small, and medium-sized enterprises to adopt relevant digital technologies.
6. Identify current strategies being adopted by MSMEs in tackling the current situation.
7. Determine alternative businesses MSMEs can venture in amidst the current COVID-19 crisis.

¹⁰ Augustine, Michael. (2021). Concept note for an International Research Symposium, Management Policy Class Assignment 1 under Prof. Dr. Tabassam Raza, Graduate School of Business, Philippine School of Business Administration, Manila



8. Assessment of damages and the funds needed by MSMEs to re-plan and innovate their businesses.
9. Identify investment opportunities for MSMEs to respond and recover from their incurred losses during the pandemic.
10. Consolidate all the presentations and inputs of the 5th IRS in terms of proceedings as one of the deliverables for Sendai Framework Voluntary Commitment (SFVC) online platform that was developed in line with the overall United Nations Disaster Risk Reduction (UNDRR) Partnership and Stakeholder Engagement Strategy.¹¹

For this year's Symposium, we have invited distinguished speakers and top-notch resource persons to help us get a better sense of the developments happening not only in business sector, but also on the economy at large.

EVENT

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

Title: Business Continuity Models and Disaster Risk Management Trends in the New Normal

Theme: Challenges and Opportunities for Micro, Small, and Medium-Sized Enterprises During the COVID-19 Pandemic; New Normal

July 03, 2021 (Remote Learning via Zoom) 12:45PM to 7:50PM, PST

¹¹ United Nation Office for Disaster Risk Reduction (UNDRR) Sendai Framework Voluntary Commitment (SFVC) for Disaster Risk Reduction 2015-2030, 2019. Sendai Framework Voluntary Commitment Guideline for Submission, version 1.1, <https://sendaicommitments.unisdr.org>



ORGANIZING AND SUPPORTING PARTNERS



Philippines School of Business Administration (PSBA), Manila, Philippines



PSBA Disaster Risk Management Unit (DRM-Unit)



Quezon City Government (QCG)



Planning and Development Research Foundation Inc. (PLANADES)



Asian Institute of Technology (AIT), Thailand



U.P. School of Urban and Regional Planning (UP-SURP)



Lahore College for Women University (LCWU), Lahore, Pakistan



University of Engineering and Technology (UET), Lahore, Pakistan



United Nations Disaster Risk Reduction Sendai Framework Voluntary Commitments



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.





5TH INTERNATIONAL RESEARCH SYMPOSIUM



PRESIDENT PERALTA

President, Philippine School of Business Administration Manila

5TH IRS COMMITTEE



PROF. DR. TABASSAM RAZA

Chair - 5th IRS Committee
Dean (External Education) GSB and Director
DRM Unit, PSBA



PROF. DR. INDRAJIT PAL

Co-Chair - 5th IRS Committee
Dean (External Education) GSB and Director
DRM Unit, PSBA



PROF. DR. EDUARDO G. ONG

Member 5th IRS Committee
GSB Professor, Philippine School of Business Administration



DR GRACE E ENRIQUEZ

Member 5th IRS Committee
GSB Professor, Philippine School of Business Administration



ENGR. ERNIE LOPEZ

Member 5th IRS Committee
GSB Professor, Philippine School of Business Administration



5th IRS- July 03, 2021

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PRELIMINARIES

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 Symposium 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.



MESSAGE FROM MAYOR JOY BELMONTE-ALIMURUNG, QUEZON CITY



Hon. Mayor Belmonte started by greeting Dr. Jose F Peralta, PSBA President, Prof. Dr. Tabassam Raza, Dean (External Education) GSB and Director DRM Unit, PSBA, and chair of the 5th IRS, all professors, students, and researchers who were part of symposium. She noted that the year 2020 will be remembered as the year COVID-19 turned our world upside down. The pandemic has greatly affected all of us as we were not ready for the pandemic nor did we anticipate the extent of this caused us. The pandemic revealed our weaknesses, disrupted our systems, and introduced new developments. It affected MSMEs leading to loss of customers due to enforced quarantines leading to their eventual closure as they could no longer continue to operate given the financial difficulties caused by the pandemic. But still at the end of every tunnel comes the light. Businesses adopted different strategies such as going online in order to survive. Also, in the Local Government Unit's (LGU) recently published books, over 100 businesses that were based in Quezon City were featured. These small enterprises were also included in the caravan that were staged in and out of the city to give them promotional boost and showcase the creativity and ingenuity of Quezon City's craftsmanship. The LGU also supported entrepreneurs by providing them wage subsidies assistance whereby qualified businesses were given the minimum wage salaries of their employees for a couple of months. This helped many businesses sustain their operations and employees were able to provide for their families. There is also livelihood program for marginalized communities to support them in times of such crisis.



The Mayor also 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. Finally, she thanked the organizing parties for inviting her to be part of the symposium.

MESSAGE AND WELCOME REMARKS FROM THE HON. CHANCELLOR OF UNIVERSITY OF THE PHILIPPINES, DILIMAN, QUEZON CITY



**Prof. Dr. Fidel R. Nemenzo,
Chancellor, University of the
Philippines, Diliman, Quezon City**

**Keynote Speaker: Message and Welcome
Remarks from the Hon. Chancellor of University
of the Philippines, Diliman, Quezon City**

The Hon. Chancellor started by greeting the organizers and participants of the 5th International Research Symposium of the Philippine School of Business Administration-Manila. He went on “Much as I would have loved to join you and listen to the paper presentations, I need to be elsewhere to give a talk. Last January I shared at the earlier symposium our university's response to the covid-19 pandemic.

It has been most challenging to realign and adopt our academic and community programs to the health crisis situation. Today's symposium focuses on the impact of the pandemic on a most vital and important sector of our economy - the MSMEs (micro small medium enterprises) which constitute more than 90% of businesses in the country. It is just right that we discuss MSMEs and how universities can help them survive the pandemic and thrive in the new normal. I congratulate the organizers of this symposium for drawing attention to this sector. I wish all of you a most fruitful symposium.”





5TH INTERNATIONAL RESEARCH SYMPOSIUM

SESSION 1: Knowledge Dissemination on Business Continuity during COVID-19 Pandemic (1:35PM - 3:10PM)



SESSION CHAIR: PROF. DR. JOSE TEODORICO V. MOLINA
GSB Professor, Philippine School of Business Administration Manila



SESSION CO-CHAIR: DR. PAULO NOEL A. MAZO
GSB Professor, Philippine School of Business Administration Manila

1:35PM - 3:10PM



RESOURCE SPEAKER: PROF. DR. HUSSEIN SINSUAT LIDASAN
Concept of Applied Humanitarian Logistics amidst COVID-19 Pandemic
Dean, School of Urban and Regional Planning, University of the Philippines



RESOURCE SPEAKER: DR. JOSE REGUNAY
COVID-19 Pandemic Impact on the Delivery Mechanism of Capacity Development and Training Programs
President and Executive Director, Planning Development and Research Foundation Inc. (PLANADES)

1:45PM - 2:00PM



RESOURCE SPEAKER: PROF. KARL MICHAEL E. MARASIGAN
Role of Quezon City DRRMO in Quezon City Business Community Vaccination



RESOURCE SPEAKER: PROF. DR. INDRAJIT PAL
Business Continuity Planning for Response Recovery and Rehabilitation Planning of Asian Institute of Technology during COVID-19 Pandemic

2:15PM - 2:30PM



RESOURCE SPEAKER: DR. SHAKER MAHMOOD MAYO
Significance of Launching Master and PhD Programs under City and Regional Planning Department



2:45PM - 3:00PM





Topic 1: Concept of Applied Humanitarian Logistics amidst COVID-19 Pandemic

Speaker: **Prof. Dr. Hussein Sinsuat Lidasan**, Dean, School of Urban and Regional Planning, University of the Philippines, Diliman, Quezon City



**Prof. Dr. Hussein Sinsuat Lidasan,
Dean, School of Urban and Regional
Planning, University of the
Philippines, Diliman, Quezon City**

**Resource Speaker: Concept of Applied
Humanitarian Logistics amidst COVID-19
Pandemic**

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 manmade) 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: COVID-19 Pandemic Impact on the Delivery Mechanism of Capacity Development and Training Programs

Speaker: **Dr. Jose Regunay**, President and Executive Director, Planning Development and Research Foundation Inc. (PLANADES)



Dr. Regunay's presentation was on capacity building amidst COVID-19 pandemic. The pandemic has greatly impacted the delivery mechanism of capacity development and training programs in many ways. Dr. Regunay introduced their organization, the Planning Development and Research Foundation Inc. (PLANADES) as well as the UP School of Urban and Regional Planning. The pandemic has caused a shift in the provision of PLANADES and UP-SURP's training activities. The pandemic brought in challenges to the organization as well as opportunities confronting the delivery of training programs. There are implications that come hand in hand with the delivery of these programs during the pandemic. First, PLANADES is the foundation arm of the UP-SURP. Through PLANADES, UP-SURP faculty and staff are engaged in public or privately funded research, consultancy, and extension services, at the local and international levels.

The tandem of UP-SURP–PLANADES is actively involved in the provision of technical assistance and capacity-building to national and local government offices in the formulation of master development plans, land use plans, and other thematic and area plans to support the sustainable socio-economic growth of communities within the planning areas. As the only graduate school of planning in the Philippines, the U.P. School of Urban and Regional Planning (UP SURP), supplements its graduate education program with extension programs in research, consultancy,



and training. As one of its four-fold functions, the UP-SURP, through its Office of the Training and Extension Services, is mandated to provide capability- building/training in areas related to urban and regional planning.

Before the pandemic, all the training activities for both private and government agencies were conducted face to face. However, after the pandemic struck us, we had to shift from face to face to online mode of conducting our training sessions. Following the outbreak of the pandemic, our training activities reduced primarily because most of our potential trainees were very busy addressing the challenges brought by the pandemic. The number of training programs has reduced from 8 in the year 2018 to only 4 in the year 2020. However, while the number of trainings were reduced, the number of people who got trained increased from 300 in the year 2018 to 645 in the year 2020. The number of training hours were also drastically reduced.

Comparative assessment of the pre-pandemic and during pandemic/new normal was conducted. There were more participants during the pandemic when the training programs were all offered online unlike when they were conducted face to face. It became difficult to check the attendance of trainees in the during the pandemic, and thus the need to devise attendance checking scheme. Lesser cost both for the training providers and trainees was noted during the new normal. During the pandemic, unlike the pre-pandemic times, training materials were only provided in e-copies and trainers had limited control on the distribution of materials.

There are both challenges and opportunities that came along with the new normal. Some of the challenges are; (i) Most trainees experience fatigue or information overload if they stay in front of their computers for a long period of time, (ii) Training programs may need longer time to complete if conducted in shorter periods (half-days only), and (iii) Internet connection issues affect the delivery/reception of the program especially in remote areas. The opportunities include; (i) A number of training programs may be conducted through a combination of synchronous and asynchronous sessions, (ii) Conduct of simultaneous sessions can accommodate more participants.

Some of the trainings conducted in the new normal include; (i) Child-Responsive Urban Planning in the Philippines Webinar Series 1, (ii) Child-Responsive Urban Planning in the Philippines Webinar Series 2, (iii) Special Course on Urban Transport Planning and Management for the Asian Development Bank (SCOUT for ADB), (iv) NEDA Region III capacity building program on urban and regional planning: emerging approaches and challenges, and (v) Online Special Course on Urban and Regional Planning.

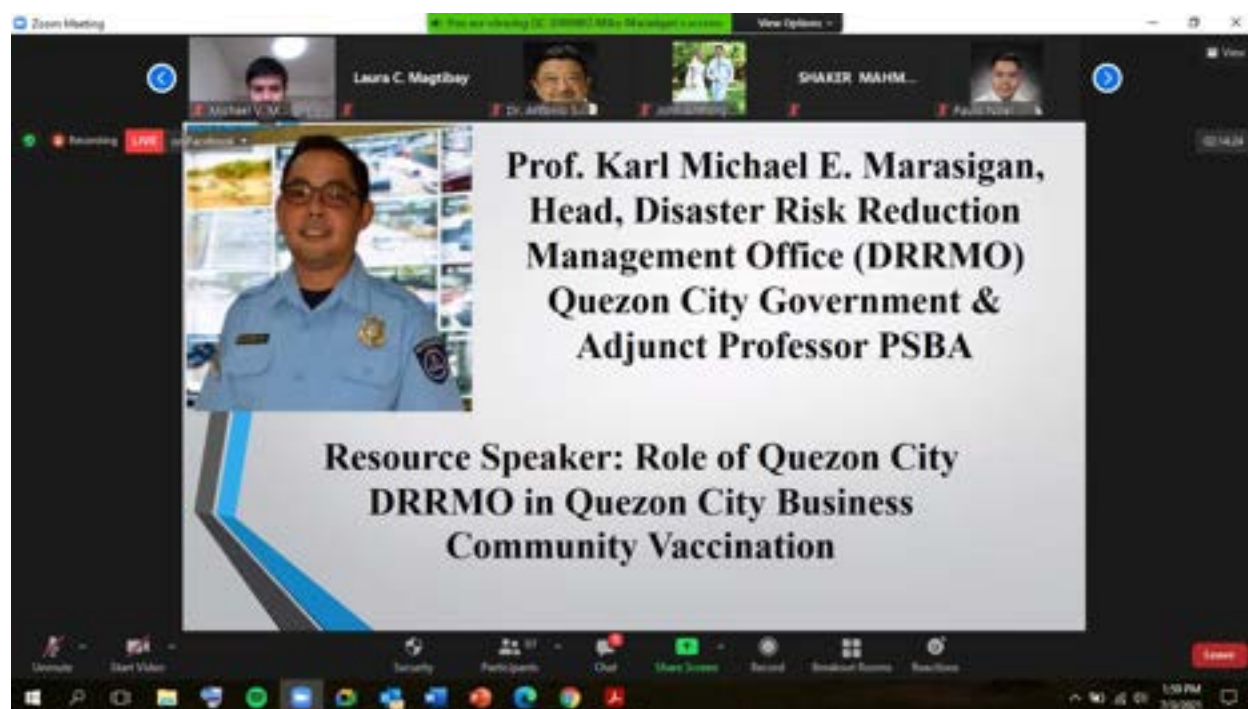
There are also implications of the shift to new normal. Participants can attend to online training programs regardless of their location; hence easier to invite participants. Training providers can run a number of online training programs simultaneously without the limitations on venue capacity, food provision, and other logistical concerns. Training programs have a wider reach in the new normal. This would be beneficial for capacity-building programs designed for information



dissemination. Recordings of the training programs may be collated for future use or reference.

Topic 3: Role of Quezon City DRRMO in Quezon City Business Community Vaccination

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



Prof. Karl reported to the participants that as of June 29, 2021, the Local Government of Quezon City had administered 572,853 of the preliminary first doses or roughly 33.70% out of the 1.7 million target population to achieve population protection. As of the same date 223,972 of the secondary doses or roughly 13.17% out of the 1.7 million target population were also administered by the LGU. A combined total of 796,825 doses of both second and first dose of vaccines were administered as of June 29, 2021. QC's strategy in vaccination is to jab as many as possible across all parts of the city. This is done by establishing multiple VAX sites, particularly 1 per district.

Aside from the previous sites located at the QC General Hospital, St. Luke's Medical Center and Diosdado Macapagal Elementary School, the establishment of new vaccination sites in the following areas were also established by the local government:

1. Esteban Abada Elementary School
2. Pinyahan Elementary School
3. Don Alejandro Roces Sr. Science and Technology High School and
4. Araneta Coliseum Vaccination Site



The use of digital solutions in the management and streamlining of online vaccination booking for A1, A2, A3, and A4 priority groups are also implemented by Quezon City through the use of QC VAX EASY. Residents can also schedule their vaccination through barangay-assisted booking. Because of the combined efforts of our frontliners and healthcare professionals, hundreds of Quezon City Workers who are under the A4 Priority group were administered vaccines during the first run of “BAKUNA NIGHTS”. According to Mayor Joy Belmonte, “BAKUNA NIGHTS” was started in order to cater to those busy workers who have only free time during the nights. The conduct of “BAKUNA NIGHTS” are still ongoing and operational at the Quezon City Hall Open Grounds for individuals belonging to the A4 Priority Group.

In the city’s efforts to respond against the threat of COVID-19 and to prevent further transmission of the virus especially in the time of vaccination rollouts, the Quezon City Disaster Risk Reduction and Management Office (QCDRRMO) takes part by playing to our strengths and working with the City Health Department to accomplish our goal. COVID-19 is said to be mainly transmitted through respiratory droplets. This prompted QC to adopt an evidence-based protocol to clean and disinfect the environment and critical infrastructures which includes Vaccination Sites. Among the measures undertaken by the QCDRRMO to prevent community spread of COVID-19 is establishing a protocol for disinfection and cleaning operations used by frontliners, health care providers, and decontamination teams. As June 2021, hundreds of disinfection operations have been conducted by the QCDRRMO alongside its partners from the volunteer firefighter groups and the Bureau of Fire Protection. When done correctly and thoroughly, cleaning and disinfection helps prevent and minimize the transmission of COVID-19 in communities and in vaccination sites. The COVID 19 pandemic also brings forth new challenges to disaster risk reduction and management, especially with regards to logistical interventions for preparing facilities dedicated for COVID-19. Maintaining minimum health standards to protect the general public from COVID 19 adds a new layer of standard to the preparedness of the city. Among the roles taken up by the QCDRRMO is to anticipate logistical requirements of all COVID-facilities, including Vaccination sites.

Since March 2020, the QCDRRMO has led in the provision of supplies, logistics, and other resources in the community care facilities of the city as well as the vaccination sites. The experience of DRRMO in resource management for large incidents proved significant in supporting the Task Force VAX to Normal in setting up and maintenance of each Vax Site, no matter where it is across the city. In addition to logistical support, the QCDRRMO also converted its command bus as a mobile vaccination facility to support the city’s efforts to vaccinate its residents. The city's new "QC ProtekTodo Bus” was launched in an effort to give vaccine shots against COVID-19 to Quezon City residents in hard-to-reach areas.

The QCDRRMO also acts as standby emergency medical service provider to vaccination sites. As hundreds of people lineup to be vaccinate, it is the city government’s goal to prevent and prepare



for untoward incidents. Quezon City is easily the largest city in Metro Manila, comprising one-fourth alone the expanse of the National Capital Region. The immensity of the City Government's duty in monitoring, coordinating, and ensuring admission or treatment for COVID-19 patients is therefore incomparable with any other city in the country responding to the pandemic. The City government believes that a coherent, coordinated, and community-based response operations is essential to the detection and containment of the virus in communities. For this reason, the city established Disaster Risk Reduction and Management (DRRM) Satellite Offices in all six (6) districts of the city.

The DRRM Satellite Offices administers to calls related to COVID-19 and also serve as cold Emergency Operations Centers (EOCs) for the city. As Cold EOCs, the district offices may be on a day-to-day basis used as workplace for the DRRMO district officers, but they may be activated when necessary, according to alert-level protocols. Even in a normal day, the district offices serve as information hubs for the district, gathering information and building situational awareness for the city's overall COVID-response, including vaccination progress. By decentralizing operations and prepositioning resources strategically across the city, the Quezon City Government, through the QCDDRRMO, is more responsive to the needs of the people they serve by reducing the response time of the City and facilitating the coordination among different response agencies for COVID-19 and the vaccination rollout.

Also, as part of disaster preparedness in the new normal, the vaccination teams are provided by the QCDDRRMO with daily advisories on weather forecasts and other bulletins. This enables site managers to anticipate inclement weather and prepare as necessary to protect the public and the gains from the vaccination program. In the new normal, efforts are now geared towards the vaccination program of each LGU. The Local Disaster Risk Reduction and Management Office (LDRRMO) is a significant stakeholder in fulfilling the mandates of both the Philippine DRRM Act of 2010 (RA 10121) and the Universal Health Care Act (UHC law) (RA 11223) that guarantees universal health and resilience for communities. As we work towards achieving herd immunity, we must help one another to make sure that our health needs are addressed, we have robust surveillance systems, and ensure financial support for health care services.

To close his presentation, Prof. Karl shared with the participants a message from Mr. Volkan Bozkir, President of the UN General Assembly, pertaining to the recovery of the world from COVID-19. He said, "During this pandemic, the most vulnerable have been the hardest hit ...we must increase our resilience. We must work together and take an integrated approach... no one is safe from COVID-19 until everyone is safe."

No matter where we are in the world, we need teamwork to end the pandemic. By trusting the science behind each strategy and supporting one another, we will make sure that everyone is safe until every last individual.



Topic 4: Business Continuity Planning for Response Recovery and Rehabilitation Planning of Asian Institute of Technology during COVID-19 Pandemic

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



Dr. Pal started his presentation by greeting and thanking everyone present during the symposium. He shared some of the things they have done in AIT to improve resilience in education system. He also acknowledged the long-time partnership between AIT and PSBA-Manila whereby students from PSBA have visited AIT, Thailand for summer classes. Face to face summer school in AIT will resume as soon as the pandemic comes to an end and travel ban is lifted. Dr. Pal is currently handling a number of resilience projects in Thailand of which one of them is developing resilience in education system in the region.

Dr. Pal shared the outline of his presentation which encompassed the world impact of the pandemic and AIT's initiative and the challenges they are facing amidst COVID-19 pandemic and how they are handling them. The initiatives adopted are aimed at ensuring the smooth running of the education system of AIT. We have already faced a couple of pandemics in the past, but the COVID-19 pandemic has affected the many people across the globe. Many sectors such as education, tourism and health have been impacted by this pandemic in different measures. Education is one of the most impacted areas and also tourism for example in the Philippines where GDP largely depends on tourism activities. To a large extent Thailand's GDP also relies on tourism and this has been seriously impacted by the pandemic, thereby affecting the economy. Education nowadays is not restricted to the local level and so the international domain of education has also



been affected. A large number of students, especially international students have been affected as they cannot travel back to their institutions due to closure of schools and travel bans in host countries.

The fact is that education is not closed but schools are closed as physical interactions and in person meetings are discouraged in order to control the spread of the virus. With the impact of the pandemic everyone has shifted to the digital version of education. Shifting to the digital education might look very simple but the fact is that about 50% of the population does not have access to proper internet facilities. Among the 50% who have access to proper internet facilities there are those who are not digitally literate to handle all the different kinds of gadgets, software and packages, and applications. There are also various issues in terms of schools and policies. For example, local institutions have different closure policies that might not accommodate international students. There are many psychological issues that have emerged as people are stuck in their houses engaged in the digital world. Therefore, while we are talking of business continuity, we should also pay attention to physical and mental health during the pandemic. Schools apart from education, serve other purposes such as providing food specially to impoverished children. Many people have also been impacted financially due to job loss and business closures resulting to nonpayment of tuition fees.

AIT has tried to address some of the challenges caused by the pandemic. In the residential campus facilities such as cafeterias, gymnasium, sports complexes, and libraries remain open and operational to cater for the students' needs. AIT is a sort of self-contained campus that caters for all the needs of its students and staff. AIT task force has been formed to address the challenges associated with this pandemic. There has been also the formation of institute level quarantine centers for students as hotels used as ordinary quarantine centers are very expensive. This is the first quarantine center at institute level established in Thailand with the support of Thai Government. AIT has also launched a flexible master's and doctoral degree programs to cater for students who cannot travel and those who are working and cannot leave their jobs immediately. Students are not required to attend all the number of units offered in a particular semester. The regular courses can also be attended online since they are all recorded and are available to registered students. Remote access is also provided through specific links to the AIT library, database as well as YouTube channel for the students and faculty. Many of the books and theses are available online. There are about 20 smart/hybrid classes digitally conducted especially through zoom. Examinations are also taken online and within the schedule. Fast internet services have been installed inside laboratories, classrooms, dorms, and houses within the campus. We can conduct virtual workshops, largescale conferences, meetings, and symposiums.



Topic 5: Significance of Launching Master and PhD Programs under City and Regional Planning Department

Speaker: **Dr. Shaker Mahmood Mayo**, Professor/Chair, City & Regional Planning Department, University of Engineering & Technology, Lahore-Pakistan



Dr. Shaker stated that the Department of City and Regional Planning (DCRP) is contributing to nation building through human resources development since 1962. DCRP has vision to contribute towards enhancing the quality of life by making human settlements more sustainable through participatory and equitable development to meet the present and future needs of diverse conditions found in Pakistan. The department offers various postgraduate programmes which include M.Sc. City and Regional Planning (1962), Ph.D. City and Regional Planning (2002), M.Sc. Community Development and Environmental Management (2017) and M.Sc. Disaster Management (2018).

Disaster frequency is on rise and urbanization is fueling vulnerability levels due to higher growth rate of cities. Urban planning is important in dealing with natural and human induced hazards. Therefore, imparting knowledge of disaster management is equally important. Pakistan has witnessed two disastrous incidents i.e., 2005 Kashmir Earthquake and 2010 flood and these incidents changed the paradigm of disaster management. Since the country already experienced disastrous events and there was dire need to produce professional in the field of disaster management to assume duties at Provincial and National Disaster Management Authorities and at district level as well. Therefore, DCRP took initiative in 2018, as qualified faculty was also



available with PhDs in Disaster Management (DM) related fields.

As post-covid developments, the department has;

- Established Video Conferencing facility—enabling it to be global partner in launching online degree and certificate courses (2021).
- Inked MoU with Punjab Emergency Services Department—Rescue 1122 (2020).
- Inked MoU with International Emergency Team UK—working in ERM within South Asian Countries.
- Inked MoU with Northumbria University UK—joint research, thesis supervision, and research examiners links are operational already (2020).
- Inked MoU with TU Dortmund, Germany—joint research projects, students exchange, joint seminars are operational already (2021).
- Established collaboration with PDMA Punjab, NDMA, NIDM, GIZ, and many other disaster related organizations, NGOs, and INGOs.

The predominant Aim of the program was to produce human resource in the field of Disaster Management for preparedness, mitigation, rehabilitation, and reconstruction of the impact of natural hazards. The program design on the following guidelines:

- To understand the complicated and compound nature of all disasters.
- To enable the students to phase out disaster's consequences and its management.
- To develop skills of preparedness, mitigation, response, rehabilitation, and reconstruction before and after the impact of natural and man-made hazards.

The Programme Learning Outcomes (PLOs) include the following:

- To enable the graduates to describe, analyze and evaluate the environmental, social, cultural, economic, legal, and organizational aspects influencing vulnerabilities and capacities to face disasters while learning from national and international practices.
- To develop the capacity to work theoretically and practically in the processes of disaster management (disaster risk reduction, response, and recovery) and relate their interconnections.
- To develop capacity to contrast the roles and responsibilities of the individuals and agencies in an emergency and disaster incident.
- To analyze factors and coping strategies involved in disasters management.
- To develop Capacity to design and perform research on the different aspects of the emergencies and disaster events.



5TH INTERNATIONAL RESEARCH SYMPOSIUM

SESSION 2: Impact of COVID-19 Pandemic and Business Continuity (3:10PM - 4:10PM)

3:10PM - 4:10PM

SESSION CHAIR: PROF. CARMELITA LIWAG R.E.U
Asst. Professor, UP School of Urban and Regional Planning



3:10PM - 4:10PM

SESSION CO-CHAIR: DR. ELIAS SAMPA
Director, Australian International School



3:10PM - 3:25PM

RESOURCE SPEAKER: DR. KRISTOFFER BERSE
COVID-19 and MSMEs in the Philippines: Perspectives from Managers and Workers



3:25PM - 3:40PM

RESOURCE SPEAKER: DR. BAHAR ALI KAZMI
Corporate Social Responsibility in the Amidst of COVID19 Pandemic: Theoretical Overview



3:40PM - 3:55PM

RESOURCE SPEAKER: PROF. ATTY. MANUEL B. QUINTAL, ESQ.
Real Estate Management Post-COVID-19 Pandemic





Topic 1: COVID-19 and MSMEs in the Philippines: Perspectives from Managers and Workers

Speaker: **Dr. Kristoffer Berse**, Associate Professor, University of the Philippines, National College of Public Administration and Governance



Dr. Kristoffer presented his work on the impact of COVID-19 pandemic to MSMEs. He shared the results of a survey conducted by the Asian Development Bank (ADB 2021) whereby 1,804 MSMEs across the Philippines were surveyed. Around 73.1% of MSMEs were forced to shut down their businesses few weeks after COVID-19 outbreak and implementation of lockdown measures. 59.9% of microenterprises were most affected with NO SALES in March 2020. Further, 61.7% of microenterprises had NO REVENUE in March 2020. As a result, MSMEs began laying off their employees at an early stage to survive, especially those engaged in the manufacturing and services. Large portion of MSMEs could no longer pay wages after lockdown and therefore suspending wage payments. Most of them were not able to reopen and go back to business after the lockdown.

Some of the challenges encountered by MSMEs included the following: limited government support (through subsidies and financial assistance), loss of customers and slow turnover of goods resulting in lower sales, difficulty in payment of employees' wages and debt from financiers. According to the MSMEs managers, the common types of support needed are free supply of vaccines, tax subsidies and support from government (local and national) to boost sales (e.g., marketing help from LGUs).

Workers from these MSMEs were also surveyed and upon being asked if they received any



support, they stated that they received unemployment insurance system, unemployment subsidies, wage support due to workplace closure, flat payment from the government, benefits from company, benefits from union, and SME wage subsidy from the government.

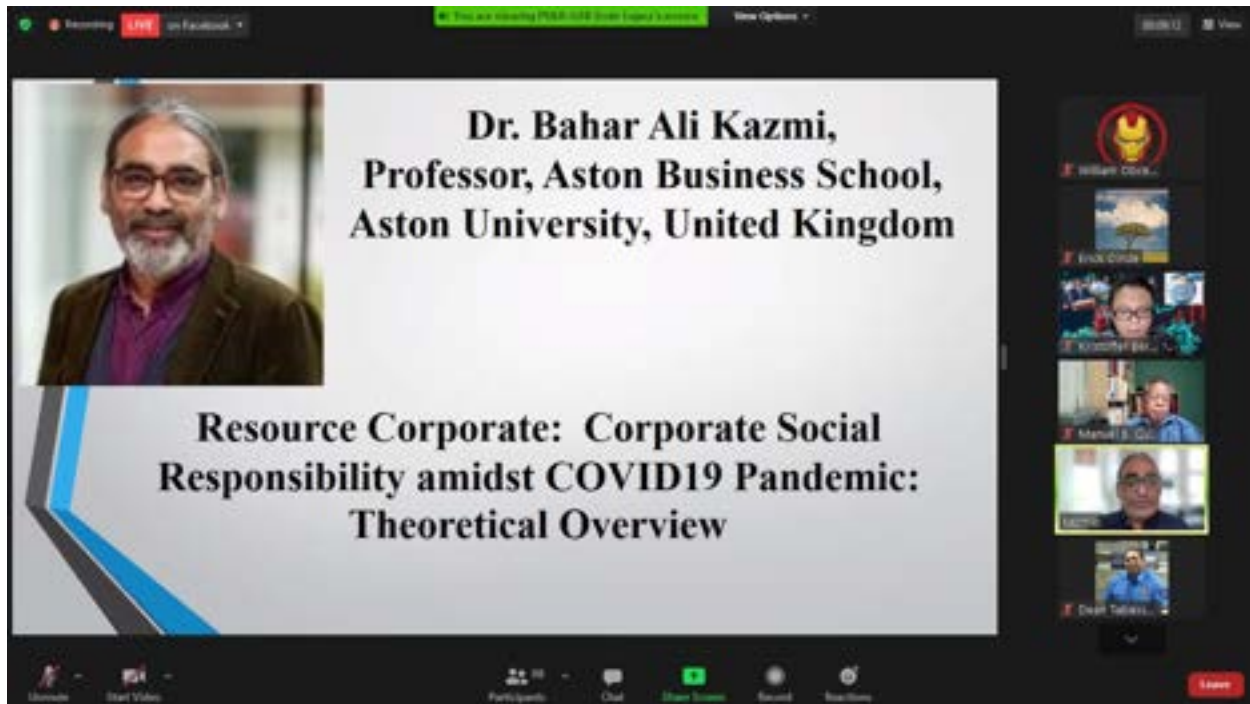
The key findings revealed that there were limited stimuli to ensure survival of MSMEs during and after the pandemic. The findings also revealed that SME workers relied on additional revenue stream to compensate shortage of wage payments. Many cited online selling as a way to augment income. Both SME managers and workers cited the need for free/cheap vaccines as primary type of support, as they struggle during the pandemic.

Following the above key findings, it was recommended to establish a unified monitoring system that MSMEs (management and workers) from all sectors, most especially the vulnerable ones (tourism, non-essential manufacturing, and retail, etc.), are aware and able to access the measures taken by the government (in the form of subsidies, tax reductions, etc.). Promoting Business Continuity Planning for MSMEs, considering disruptions throughout the whole supply chain. It was also recommended to tap LGUs to raise awareness and actively promote recovery programs and opportunities to support MSMEs. Even before COVID-19, the uptake of Department of Trade and Industry (DTI) programs for MSMEs was already low (cf. Daño-Luna and Francisco, 2018).



Topic 2: Corporate Social Responsibility in the Amidst of COVID19 Pandemic: Theoretical Overview

Speaker: **Dr. Bahar Ali Kazmi**, Professor, Aston Business School, Aston University, United Kingdom



Dr. Bahar started by outlining the plan his plan during the session. To present his reflections on the dominant theoretical approaches to Corporate Social Responsibility (CSR) – stakeholder and political CSR- and the manner they can be utilized to understand and strategize in the context of the international health crisis such as the COVID-19 pandemic. CSR involves accommodation of corporate behaviour to society's norms and expectations through the acceptance of specific responsibilities (Crane & Matten 2010).

On one hand, in a Stakeholder Approach, companies are responsible to all stakeholders who can affect or are affected by the corporate activities. On the other hand, in Political CSR, companies are responsible to protect human rights as they are increasingly performing state-like roles. CSR helps a company be socially accountable—to itself, its stakeholders, and the public. By practicing corporate social responsibility, companies can be conscious of the kind of impact they are having on all aspects of society, including economic, social, and environmental. To engage in CSR means that, in the ordinary course of business, a company is operating in ways that enhance society and the environment, instead of contributing negatively to them (Fernando 2021). Large corporations should implement CSR as a strategy to set standards of ethical behavior for other small businesses, and industries. In this regard, corporations should take lead in safeguarding and protecting micro, small, and medium size businesses amidst the pandemic.



Topic 3: Real Estate Management Post-COVID-19 Pandemic

Speaker: **Prof. Atty. Manuel B Quintal**, Adjunct Professor, and Law Offices of Manuel B. Quintal



Prof. Atty. Manuel Spoke on how the real estate business will be conducted during the post-COVID-19 pandemic. Many countries are suffering because of the pandemic. To be able to address the topic “Real Estate Management Post-COVID-19 Pandemic”, we have to look at how the real estate business at least cursorily was managed before, during the pandemic and how it will be managed post-pandemic. He limits the meaning of “management” to what rules or practices were observed in real estate transactions, including showing of properties, closings (in New York City), terms of contracts of sales and leases.

It is expected, however, that because of a more relaxed atmosphere, with lesser restrictions, the conduct of real estate business will return to the way it was before the pandemic. But some changes in the management and conduct of real estate business caused by the pandemic may remain. People who before pandemic had desire to move out of the suburbs may remain in the suburbs. Establishments that could continue their businesses remotely could prefer to occupy small offices in Manhattan. Evictions of tenants for nonpayment of rents will resume. Most of the pre-pandemic practices or ways of managing the real estate business will return. Prices of real estate in New York City will rise once again. Long term contracts will become the norm again. It may take time before the effects and problems caused by the pandemic can be remedied. How fast and significant real estate management post-COVID-19 pandemic will ultimately take shape will depend on how fast people will adapt to the new realities caused by the pandemic.



5TH INTERNATIONAL RESEARCH SYMPOSIUM

SESSION 3: COVID-19 Pandemic and Business in the New Normal (4:10PM - 5:10PM)

SESSION CHAIR: DR. LEONARDO MEDINA
GSB Professor, Philippine School of Business Administration Manila



SESSION CO-CHAIR: MR. NADEEM LATIF
Principal Manager, Department of Transport and Main Roads, Queensland Government, Brisbane, Australia



PHILIPPINE TIME (PM)	TITLE	PERSON IN-CHARGE/SPEAKER
4:10 – 4:20	Implementing EZvax for safe Vaccine Distribution and Administration: Automating the COVID 19 Vaccination Process in Quezon City	Marasigan, Michellyn; Joem Macaspac; Silvestre, Chester Ace; Peco, Janice Marlleon B.; Socorro, Evangeline, D.G.; Damaso, April Joy T.; Iqbal, Shahid; and Babaran Ana Liza B; and Gutierrez, Cherry M. <i>(DRM-I Class Group 1)</i>
4:20– 4:30	Impact of COVID-19 Pandemic on the Remittances of Overseas Filipino Workers from Tokyo, Japan	Michael V. Magdasoc <i>(Research Methodology Class)</i> <i>MBA/MBA-DRM Program</i>
4:30 – 4:40	Assessing the Home Arrangement Based Work Performance and Productivity of UCPB Leasing and Finance Corporation Employees in COVID-19 Pandemic; New Normal in Metro Manila	Bryan Harold R. Suguitan <i>(Research Methodology Class)</i> <i>MBA/MBA-DRM Program</i>
4:40 – 4:50	International Travel Restrictions on Tourism and Travel Industry Due to COVID 19 Pandemic: Assessing the Impact in the Philippines	Ana Liza B. Babaran <i>(Research Methodology Class)</i> <i>MBA/MBA-DRM Program</i>
4:50 – 5:00	Integration of Indigenous knowledge in Resilient Livelihood	Mr. Ganesh Dhunganam, Doctoral Research Scholar, DPMM, AIT, Thailand



Topic 1: Implementing EZvax for safe Vaccine Distribution and Administration: Automating the COVID 19 Vaccination Process in Quezon City

Presenter: Ms. Michellyn Marasigan

Members: Joem Macaspac, Chester Ace Silvestre, Janice Marlleon Peco, Evangeline Socorro, April Joy Damaso, Shahid Iqbal, Ana Liza Babaran, and Cherry Gutierrez

IMPLEMENTING EZVAX FOR SAFE VACCINE DISTRIBUTION AND ADMINISTRATION: AUTOMATING THE COVID 19 VACCINATION PROCESS IN QUEZON CITY

(DRM-1 Class Group 1)

Marasigan, Michellyn; Joem Macaspac; Silvestre, Chester Ace; Peco, Janice Marlleon B.; Socorro, Evangeline, D.G.; Damaso, April Joy T.; Iqbal, Shahid; and Babaran Ana Liza B; and Gutierrez, Cherry M.

According to Ms. Michellyn, the paper seeks to investigate the ways by which technology accelerates the secure, safe, and equitable distribution and administration of COVID-19 vaccines to immunize residents of Quezon City. EZVAX, the automated vaccination system tapped by the city for the purpose, was designed to centralize the pre-screening and scheduling of vaccination up to the second dose. Much expectation has been put on the system's reliability, with city officials hoping that it could hasten the city's quest toward attaining herd immunity from the virus. Yet, there is a dearth in research regarding the effectiveness and acceptability of such a technologically driven system. Hence this study. The data for this paper is collected mainly through archival research as well as a three-part guided interview focused on the implementation of the automated vaccination system, how it optimized the vaccines allocation and how the recipients responded to their vaccination experience. The study provides insights that enable government officials to make informed logistical decisions concerning the vaccine.



Topic 2: Impact of COVID-19 Pandemic on the Remittances of Overseas Filipino Workers from Tokyo, Japan

Presenter: **Mr. Michael Magdasoc**



The COVID-19 pandemic has re-shaped the migration cycle. It has an enormous impact on the mobility of migrant workers particularly due to the imposition of border restrictions and travel limitations all over the world. This has also impacted economic activities which resulted to company bankruptcies, temporary or permanent closure of businesses, retrenchment, non-renewal of workers' contracts, and freezing of overseas hiring plan, among others.

In Japan, to prevent the spread of novel corona virus, the government announced border enforcement measures to national from 73 countries including Philippines, which was expanded to 152 countries, effective 3 April 2020. The measure includes compulsory quarantine, suspension of visa validity and suspension of visa exemption.

And on 07 April 2020, the government declared a state of emergency in relation to the novel coronavirus disease to seven (7) prefectures namely: Saitama, Chiba, Tokyo, Kanagawa, Osaka, Hyogo, and Fukuoka. From 16 April, it has also decided that areas subject to measures under the state of emergency are extended to all prefectures. The government lifted the state of emergency on 25 May 2020. As the fourth wave of COVID-19 spreads beyond Japan's largest cities, Prime Minister Yoshihide Suga announced the state of emergency from April 11, 2021, to the end of May 2021.



These policies have tremendous ripple effect on the deployment of Overseas Filipino Workers (OFWs) in Japan and on the employment prospects of those who are in country. OFWs who are scheduled to be deployed have to cancel and reschedule their flights indefinitely. OFWs who are in Japan are coping with the pandemic both health and psychological well-being and some from the temporary closure of the companies or performance venues. Thus, this is affecting their remittances flow on their families depending on them to survive. After considering whether the pandemic has an impact, this study hopes to help the OFWs with their job and what the Philippine government through the Philippine Embassy in Japan and Philippine Overseas Labor Office in Tokyo, Japan can implement to assist them. This study will also let us know how the pandemic is affecting them with their remittances. The result of the study will be based on the survey questions that we will administer to 50 OFWs from Tokyo, Japan that we will select through random sampling. The research will use a quantitative approach and analysis will be carried out statistically through the use of R Package.

Topic 3: Assessing the Home Arrangement Based Work Performance and Productivity of UCPB Leasing and Finance Corporation Employees in COVID-19 Pandemic; New Normal in Metro Manila

Presenter: **Mr. Bryan Harold Suguitan**



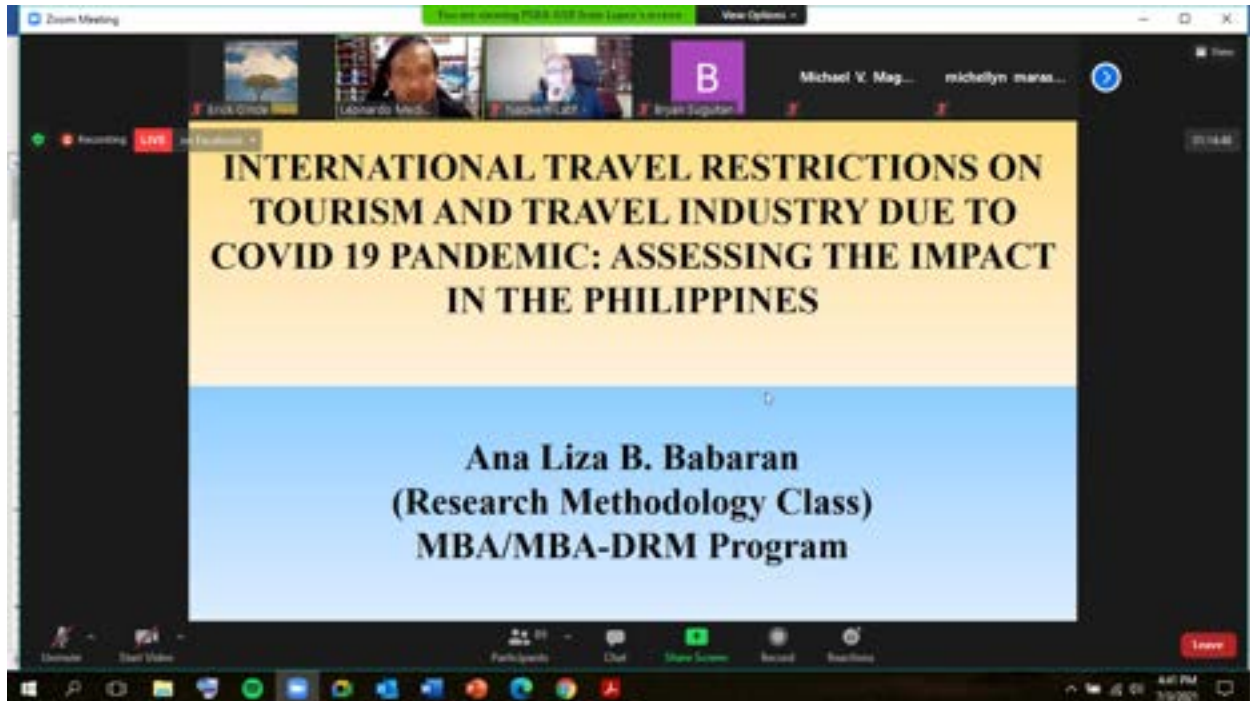
Mr. Brayan commenced his presentation by noting that COVID-19 pandemic is the stimulus for enforcing the concept of Home Arrangement Based Work. Home Arrangement Based Work is



new to majority of the employees, as the COVID-19 pandemic has forced almost all the employees of all the sectors around the world to work at home for the first time. In the Philippines, Home Arrangement Based Work was implemented since the implementation of community quarantine. This paper will assess how the UCPB Leasing and Finance Corporation (ULFC) employees affected by Home Based Arrangement Work in terms of productivity and performance during the COVID-19 pandemic, New normal in Metro Manila. It will determine the level of productivity and performance through a set of survey questionnaire. The researcher will use the descriptive survey type of a research method in this study to describe what exist in the current condition. As a result, the respondents will perform better and be more productive when provided with technical equipment and does have a good home environment. However, respondents don't perform and produce as expected when they have difficulty in technical equipment and doesn't have a good home environment. The more equipped, surrounded with supportive and good environment; the better performance and more productive the output is. As a recommendation, the company must formulate and implement an improvement plan.

Topic 4: International Travel Restrictions on Tourism and Travel Industry Due to COVID 19 Pandemic: Assessing the Impact in the Philippines

Presenter: **Ms. Ana Liza Babaran**



The Philippines has a 7,100 island, many of these islands are tourist hotspots by local and foreign tourist are visitor. The travel and tourism industry are one of the biggest and fastest-growing



industries in the world. We are still witnessing the continued interest of many people preferring to spend their spare time on travel. This has given an enormous opportunity for travel and tourism-related business-like travel agencies and tour operators to cater to the needs of this emerging demand. When the covid-19 pandemic emerges and the government imposed a strict lockdown on March 15, 2020 and issued a 72 hours to all foreign national that they may travel or leave the country and may return to their home country, so they may not stock here. But many foreign national still stock here up to now because they did not get a flight or some other reason.

Because of international travel restriction on tourism industry, there are some Travel Agency and Hotel are force to close their business and file a bankruptcy. Other are still operating but they need to cut their employee to sustain their business, the impact of this matter is the increase of unemployment in the country and the economy growth is become slow. Now, with the global halt of tourism due to the further spread of COVID-19 and to the measures that governments have taken in response, there is little doubt that the impact will be much larger and more lasting. Millions of workers with previously stable incomes are hence at risk of sliding into poverty, which is why the situation requires urgent attention.

Although the Covid-19 pandemic had a negative effect on the sector and the economy in 2020, policymakers and stakeholders are looking to adapt the sector's offering and prioritizes domestic tourism to support the national recovery. Enhanced health and safety measures have been implemented to align hotels, tourism sites and other services with the demands of the new normal. Meanwhile, a shift towards digitalization and the use of technology to up skill the workforce is readying the sector for the future.



Topic 5: Integration of Indigenous knowledge in Resilient Livelihood

Presenter: **Mr. Ganesh Dhungana**



Indigenous knowledge refers expertise of societies developed through long interaction in their natural surroundings; it informs indigenous people about fundamental aspects of daily life. Indigenous knowledge can be taken as one of the important components of human civilization and as a tool for sustainable measures to solve the problems faced by the community. This ethnographic study endorses indigenous knowledge for sustainable approaches to disaster management, as it has some practical grounding and is culturally positioned. The study supplements stakeholders to adopt the knowledge, capacities, and indigenous institutional practices while designing a program for the indigenous community. The study discussed the resilience attitude of the semi-nomadic Chepang community of Nepal by observing their social pattern and analyzing cultural phenomena. The study finds that the Chepang community has been practicing disaster mitigation and preparedness activities within their context by adopting the knowledge transferred from their previous generation. The traditional engineering practice to construct houses and traditional bioengineering practice in agriculture is supporting as a structural measure to mitigate natural hazards in their communities for ages. Those applied skills can be documented as traditional innovation and technology. Their knowledge of mitigation is practiced as a mandatory cultural and traditional practice. Skilled taught by their ancestors is still effectively working to enhance their capacity for disaster response, and recovery too. Though the Chepang possesses adequate knowledge in disaster mitigation, most of them are undocumented and are malfunctioning due to illiteracy, poverty, cultural transformation, rising political interest, and migration factors.



5TH INTERNATIONAL RESEARCH SYMPOSIUM

SESSION 4: COVID-Pandemic and knowledge Dissemination

5:10PM - 6:10PM

SESSION CHAIR: PROF. DR. INDRAJIT PAL

Chair, DPMM, Asian Institute of Technology, Thailand





5:10PM - 6:10PM

SESSION CO-CHAIR: AR. YASMEEN ABID MAAN

Head of Architecture Department, Lahore College of Womens University, Lahore, Pakistan

PHILIPPINE TIME (PM)	TITLE	PERSON IN-CHARGE /SPEAKER
5:10 – 5:20	Assessing the Impact of Distance Learning on the Quality of Selected Higher Education Institutions in Metro Manila	Michael Agustin <i>(Research Methodology Class)</i> MBA/MBA-DRM Program
5:20 – 5:30	COVID-19 Pandemic as New Normal and Challenges for Reviewees of Certified Public Licensure Examination: An Assessment	Gritchelle D. Geronimo <i>(Research Methodology Class)</i> MBA/MBA-DRM Program
5:30 – 5:40	Assessing Barangay Bagumbayan Projects and Activities in Decreasing COVID-19 cases in their locality: A Strategy towards Preventive, Recovery and Rehabilitation	Muncal, Noel Antonio; Gupit, Marianora L.; Silvestre, Chester Ace R.; Balaoro, Gil G.; Avila, Charlie P.; Cerbito, Sandy L.; Gulla, Sarah L.; and Fajardo, Rose N. <i>(Crisis Management Class Group 3, MBA-DRM Program)</i>
5:40 – 5:50	Continuous Potable Water Supply and Electricity to Informal Settlers During COVID-19 Pandemic: A Strategy for Replication	Alvarado, Narciso <i>(Research Methodology Class)</i> MBA/MBA-DRM Program
5:50 – 6:00	Pitfalls of Sexual Harassment on Job Performance at Workplace: A Strategic Inclusive Approach	Cherry May P. Avellano <i>(Research Methodology Class)</i> MBA/MBA-DRM Program



Topic 1: Assessing the Impact of Distance Learning on the Quality of Selected Higher Education Institutions in Metro Manila

Presenter: **Mr. Michael Agustin**



COVID-19 has become a global health crisis. As of this April 2021, almost 143.5 million people have been infected and over 3.5 million have died. In the Philippines, this translates into almost 1,000,000 infected and 16,000 deaths. To curb the spread of COVID-19, most governments have opted to employ quarantine protocols and temporarily shut down their educational institutions. Here in Metro Manila weekly assessment to see the curve and implement proper protocol as counter measure to slow down further increase of infection considering the effect on economy. As a consequence, to measure the overall effect, over 28 million Filipino learners across academic levels who have to stay at home and comply with the Philippine government's quarantine measures.

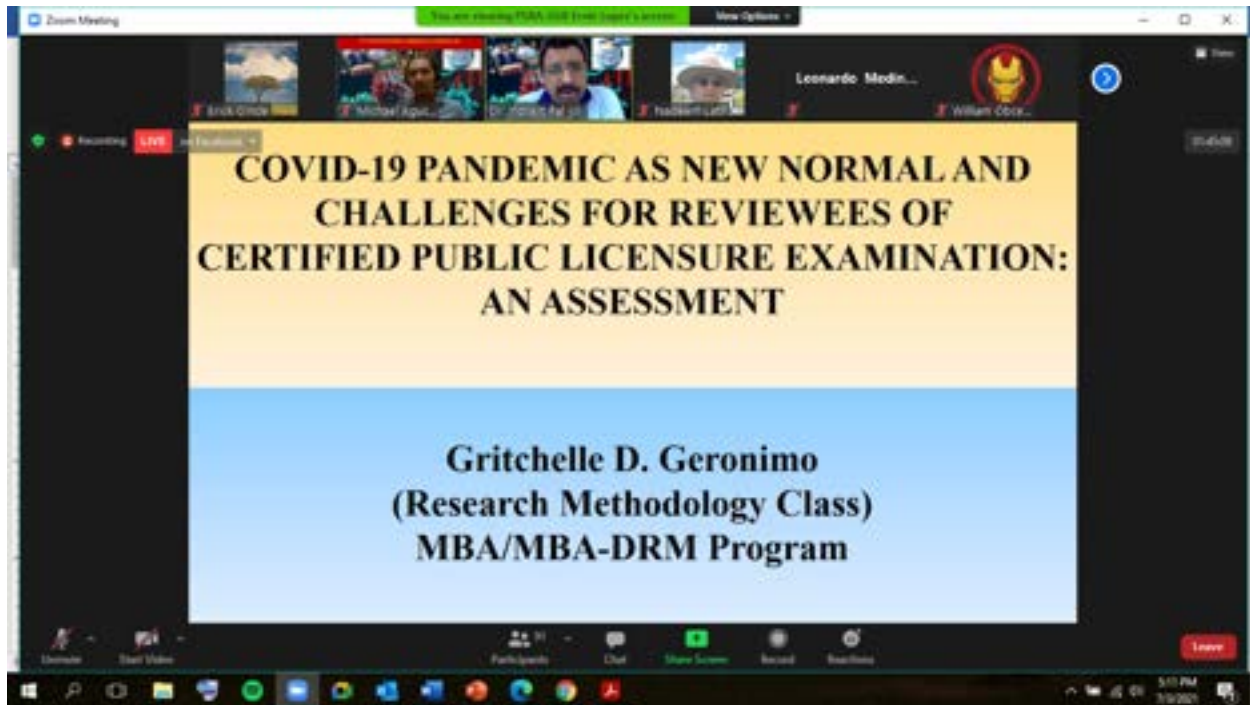
To respond to the needs of learners, especially of the 3.5 million tertiary-level students enrolled in approximately 2,400 Higher Educational Institutions (HEIs), of that number about 300 are in Metro Manila, certain HEIs in the country have implemented proactive policies for the continuance of education despite the closure and limitations. These policies include modified forms of online learning that aim to facilitate student learning activities. Online learning might be in terms of synchronous, real-time lectures and time-based outcomes assessments, or asynchronous, delayed-time activities, like pre-recorded video lectures and time-independent assessments.



The main objective of this study is to find out the status of the implementation of selected HEIs and responses of the student and educator. Arguably, the HEIs' pivot to modified forms of online learning attempts to concretize the government's stance to continue learning despite the pandemic.

Topic 2: COVID-19 Pandemic as New Normal and Challenges for Reviewees of Certified Public Licensure Examination: An Assessment

Presenter: Ms. Gritchelle Geronimo



During her presentation Ms. Gritchelle Geronimo noted that the COVID-19 pandemic has driven home the importance of online/distanced learning to the educational institutions including those review providers to the aspirants of Certified Public Accountant (CPA) title throughout the country. This study aims to assess the challenges brought about by COVID-19 as new normal to the reviewees of Certified Public Licensure Examination.

The methodology used in this research is the descriptive method of collecting data or the descriptive research design wherein respondents from different review centers in Manila and those that are having a self-review program preparing for the Certified Public Accountant Licensure Examination were asked to answer a survey questionnaire that the researcher has developed to gather and collect data to be analyzed and interpreted in order to understand the challenges they are going through during the preparation for the Certified Public Accountant Licensure Examination amidst COVID-19 pandemic.



Topic 3: Assessing Barangay Bagumbayan Projects and Activities in Decreasing COVID-19 cases in their locality: A Strategy towards Preventive, Recovery and Rehabilitation

Presenter: Mr. Noel Antonio Muncal

Members: Marianora Gupit, Chester Ace Silvestre, Gil Balaoro, Charlie Avila, Sandy Cerbito, Sarah Gulla, and Rose Fajardo



No one in the world, even the richest and strongest countries in the world, foresaw the global effect of COVID-19. The world still struggles to cope up with the COVID-19 pandemic for more than a year since the first infection occurred as all sectors in the society felt the gravity of the impact of the disease. The Philippines, like a third-world country, was affected greatly socio-economically. The real impacts on the economy can be seen at the level of families or households. Impacts on businesses are felt in the households as job losses, dramatic declines in incomes, restrictions in movements, which lead to reduced consumption of basic goods and services such as food and health care.

All barangays in the country have been regularly accomplishing their Barangay Disaster Risk Reduction and Management Plan (BDRRMP) annually. The BDRRMPs are disaster risk reduction and management-related plans, programs, and activities of a barangay that will be implemented for a fiscal year which is funded by the Barangay Disaster Risk Reduction and Management Fund (BDRRMF) which is the five (5) percent of the whole income of Quezon City. The majority of the Quezon City barangays already submitted their BDRRMPs and the Head of the QCDDRRMO signed them even before the first COVID-19 case in the Philippines. Amending or changing a



signed BDRRMP is not allowed by the law before the pandemic. To address this issue, and to allow the amendment of the plans to be realigned with the pandemic so that the BDRRMF will be used for COVID-19 related PPAs, the Department of the Interior and Local Government (DILG) of Quezon City passed the Memorandum Circular No. 2020-142, Date 23 October 2020 entitled “**Guidelines on LGU Budgeting, Procurement, and Fund Utilization for COVID-19 Response and Recovery Interventions According to “Bayanihan to Recover as One Act”**” which permits a barangay to amend their BDRRMPs for the response to COVID-19 pandemic. The paper will discuss how a barangay realigned their BDRRMP and the effectiveness of their amended programs, projects, and activities.

Topic 4: Continuous Potable Water Supply and Electricity to Informal Settlers During COVID-19 Pandemic: A Strategy for Replication

Presenter: **Mr. Alvarado, Narciso**



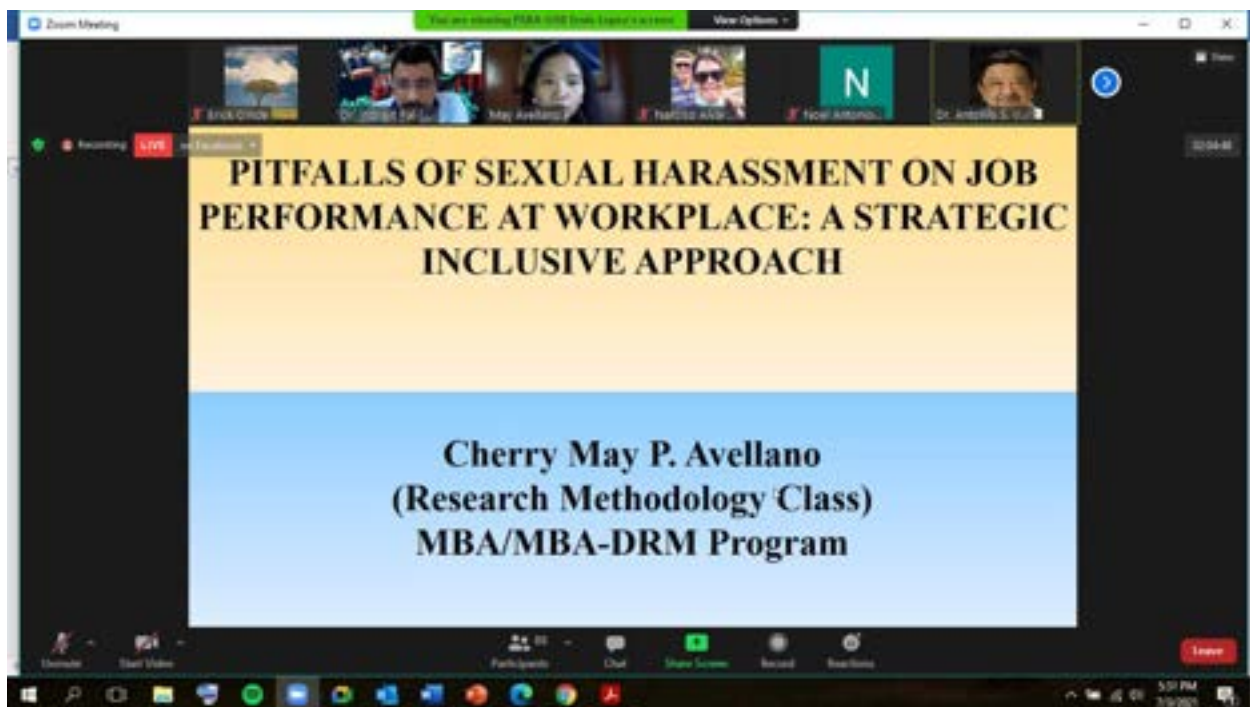
Mr. Alvarado stated that COVID- 19 pandemic has brought the economy of the Philippines to a halt when the administration declared a lockdown. The people had been staying in their houses for months when it happened. According to Ben O. de Vera (2020), about 4.5 million Filipinos have lost their jobs this year, with the unemployment rate at 10.4 per cent - the highest in 15 years, the government reported, due to the Covid-19 pandemic and the lockdown shuttering thousands of businesses. This affected low-income families, daily wage earners, and informal settlers that are working either through an employer or their own small business. That being said, most of the daily wage earners are informal settlers. Since they had no chance to earn since lockdown, they also had a hard time paying their utility bills. Even though the implementation of Republic Act No. 11469,



otherwise known as Bayanihan to Heal as One Act, was a success, the majority of the informal settlers weren't able to pay the fees because of unemployment. Quezon City with a vast tract of land has the greatest number of informal settlers in the metropolis. Quezon City has an estimated 250 thousand informal settlers. Most of them struggled with finances that resulted in disconnection.

Topic 5: Pitfalls of Sexual Harassment on Job Performance at Workplace: A Strategic Inclusive Approach

Presenter: Ms. Cherry May P. Avellano



Ms. Cherry May P. Avellano started her presentation by stating that harassment is a manifestation of societal discrimination such as sexism, homophobia, classism, racism and whenever else an oppressor and an abuse of power exists. Therefore harassment, particularly sexual harassment, is usually a form of power play. Considering that it is a form of power play, sexual harassment is one of the prevalent problems around the world. Different countries have taken measures to deal with the consequences of the problem. Sexual harassment at work is not new in our era, the age-old problem is prevalent also in the Philippines. It happens to workers in public and private sectors, in small and big companies, in services and in shops. It happens everywhere, it also happens to uneducated and educated workers at all levels of the job hierarchy. Over the past years, initiatives against sexual harassment have been initiated, in the Philippines, RA 7877: ANTI SEXUAL HARASSMENT OF 1995 and RA 11313: SAFE SPACES ACT were enacted to put an end or to prevent sexual harassment in workplace, however, these laws are not enough to eradicate if not to



lessen sexual harassment in workplace if the employers will not take steps against it.

Acts of sexual harassment may seem trivial or minor to others, but these are the very things that give permission to graver crimes against dignity, or humanity for that matter. A sexual harassment victim who takes the courage to speak up or to fight back regains power over her abuser, she becomes a survivor.

The focus of this research is to determine the effect/s of sexual harassment on job performance. This research explores sexual harassment in the workplace within the selected number of women working in company or organization. Questionnaire will be developed and circulated for that purpose to workers particularly women in professional careers. The data will enable to have a comprehensive and reliable information which will aid the development and improvement policies in an organization or company.



5TH INTERNATIONAL RESEARCH SYMPOSIUM

SESSION 5: Corporate Social Responsibility amidst COVID-19 Pandemic

6:10PM - 7:15PM

SESSION CHAIR: DR. ANTONIO VALDEZ

Philippine School of Business Administration



6:10PM - 7:15PM

SESSION CO-CHAIR: PROF. DR. INDRAJIT PAL

Chair, DPMM, Asian Institute of Technology, Thailand



6:10PM - 6:25PM

RESOURCE PERSON: AR. YASMEEN ABID MAAN

Impact of COVID-19 Pandemic on the Functions of Lahore College for Women University, Lahore Pakistan

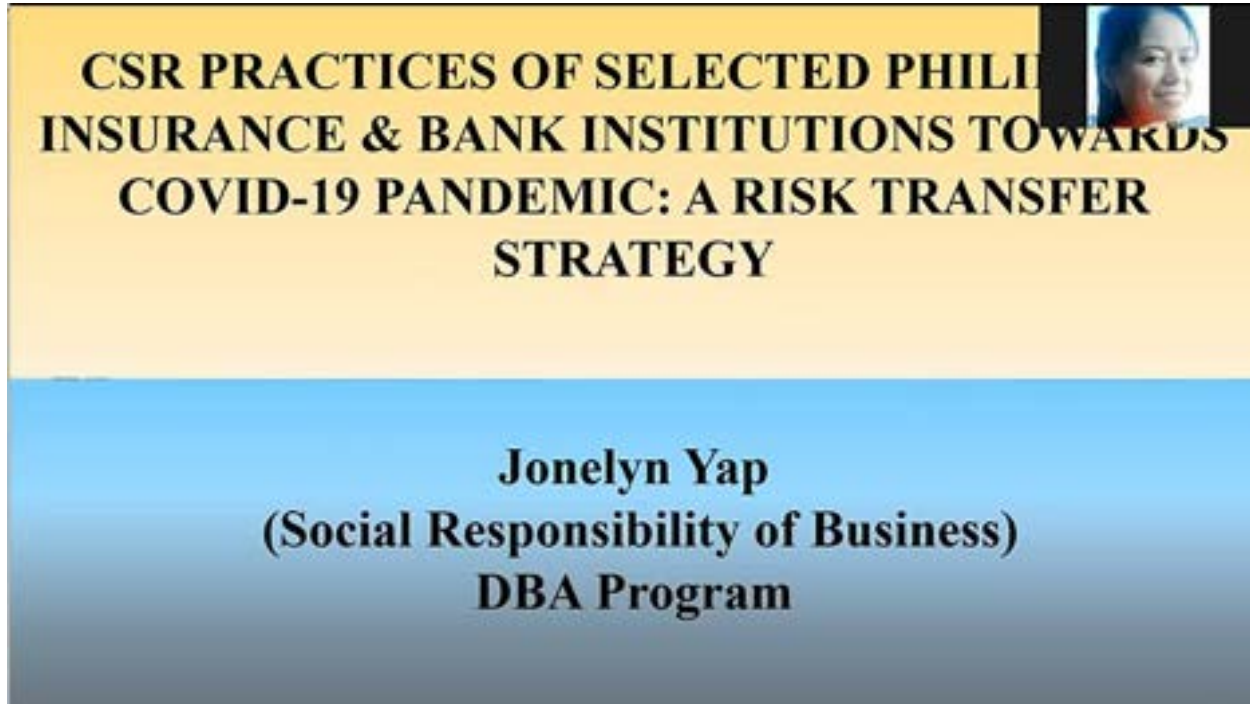


PHILIPPINE TIME (PM)	TITLE	PERSON IN-CHARGE / SPEAKER
6:25 – 6:35	CSR Practices of Selected Philippine Insurance & Bank Institutions towards COVID-19 Pandemic: A Risk Transfer Strategy	Jonelyn Yap <i>(Social Responsibility of Business DBA Program)</i>
6:35 – 6:45	Impact of COVID-19 Pandemic on Logistics and Supply Chain Management in the Quezon City Government	Cinderella Garcia <i>(Social Responsibility of Business DBA Program)</i>
6:45 – 6:55	Preventing and Rehabilitating Rodriguez Provincial Sanitary Landfill from Exceeding its Capacity: A Crisis Management Action Plan	Magtibay, Laura C; Almadin, Apolonio B. Jr.; Ancheta, Leilani A.; Delarmente, Kristine Mae E.; Escalo, Mark Owen H.; Labradoe, Jeck D.; Molina, Gilbert A.; Monreal, Norman G.; Quisel, Arnel Jay A.; and Villanueva, Hiren I. (Crisis Management Class Group 5, MBA-DRM Program)
6:55 – 7:05	COVID-19 Pandemic Resistance Business Strategies: A Perspective Towards Food and Beverage E-Commerce Industry	Lourdmes Joane Musico; Cherry May Avellano, Tiffany Joy Bacus; Shahid Iqbal; Janice Marlleon Peco (Management Policies Class) MBA/MBA-DRM Program



Topic 1: CSR Practices of Selected Philippine Insurance & Bank Institutions towards COVID-19 Pandemic: A Risk Transfer Strategy

Presenter: Ms. Jonelyn Yap



In her abstract, Ms. Jonelyn Yap stated that exposures to risk due to covid-19 pandemic new normal are part of all businesses including MSMEs, bank and insurance has been one of the important risk transfer mechanisms to deal with these issues. All business organizations are mandated to consider the interest of society by taking responsibility for the impact of their activities on customers, employees, shareholders communities and environment. In return, businesses which shall comply with the mandate of this proposed measure shall be entitled to full deductions of the expenses incurred in connection thereto.

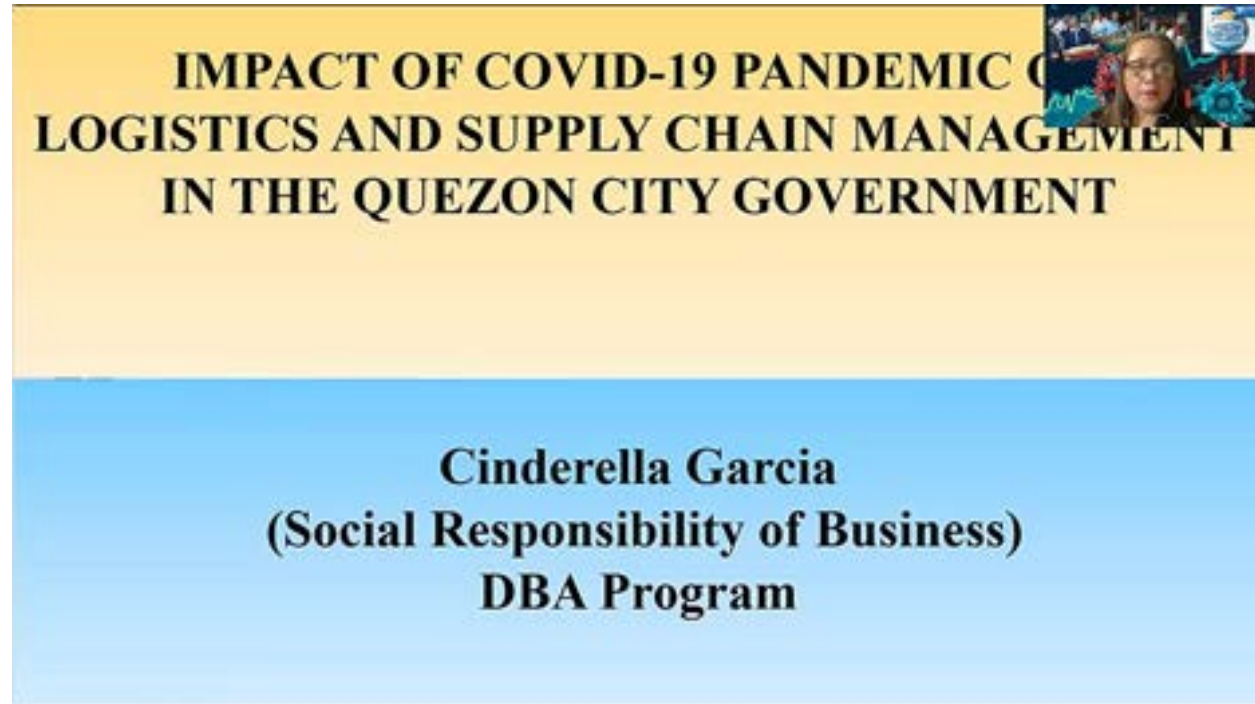
Corporate Social Responsibility is an economic responsibility and not about charity or hand out to the society. It is responsibility-sharing where companies involve the consumers to solve social problems that help create a sustainable society that in turn increases business and profits ethically. With the COVID-19 pandemic, losses to MSMEs ranging from loss of assets and financial resources to loss of operation in the government restriction that impede business operations. The insurance activity entails the transfer of certain risks by the insured to the insurer or to the company, which makes the insurer the one that undertakes to pay an economic benefit to that insured if a risk occurs. The methods of providing financing solutions through risk transfers are known as risk transfer mechanisms. Risk transfer for assets such as property insurance or business insurance and risk transfer for budget management like risk pooling, cat bonds/swaps through market-based instruments characterize with high frequency and severity. It helps distribute



risk and burden of recovery between public and private sectors. However, every activity that is undertaken by the business entity requires a budgetary requirement that has an impact on the profitability of the business enterprise.

Topic 2: Impact of COVID-19 Pandemic on Logistics and Supply Chain Management in the Quezon City Government

Presenter: Ms. Cinderella Garcia



In her presentation, Ms. Garcia stated that the modern supply chain is an intricate spiderweb with threads spanning the globe, and COVID-19 arrived like a storm to punch significant holes throughout it. While globalization has created resiliency in the supply chain, mitigating many localized disasters, it has also set us up for systemic issues when the threat is large enough. The coronavirus pandemic has caused supply chain professionals to face the reality of something we've been aware of but rarely felt the impact: All supply chains are linked and global. Black swan events are going to impact every business, for good or bad. Healthcare supply chain management is a dynamic process that integrates manufacturing resources and vendors and delivers goods and services to providers and patients. The study seeks to meet the following objectives:

- To identify, collect, and compile the published Logistics and Supply Chain Management (LSCM) operations literature closely related to “epidemics or pandemics”.
- To classify the compiled literature based on a framework.
- To analyze the classified literature by identifying various logistical characteristics like attributes, objectives, constraints, problem formulations, and the optimization solutions.



To enhance the understanding of the LSCM operations during epidemics/pandemics by developing its robust definition and providing a way forward for decision-makers and other stakeholders. This could be beneficial for tackling future epidemics/pandemics if there may be. As far as the services of Logistics Supply and Chain Management are concerned, it is valuable in the following ways:

- Identifying and assessing potential bottlenecks or shortages that impeded the delivery of essential commodities to the local population.
- Evaluating the prioritization that would have been adhered to minimize the detrimental effects.
- Identifying the trends in patients needing medication adjustment or alternate care regimes.
- Development of performance metrics related to LSCM operations.
- Evaluation of teamwork problems among the stakeholders including public cooperation that was raised during the containment operations.
- Establishing the rehabilitation (vaccination) programs (if needed).

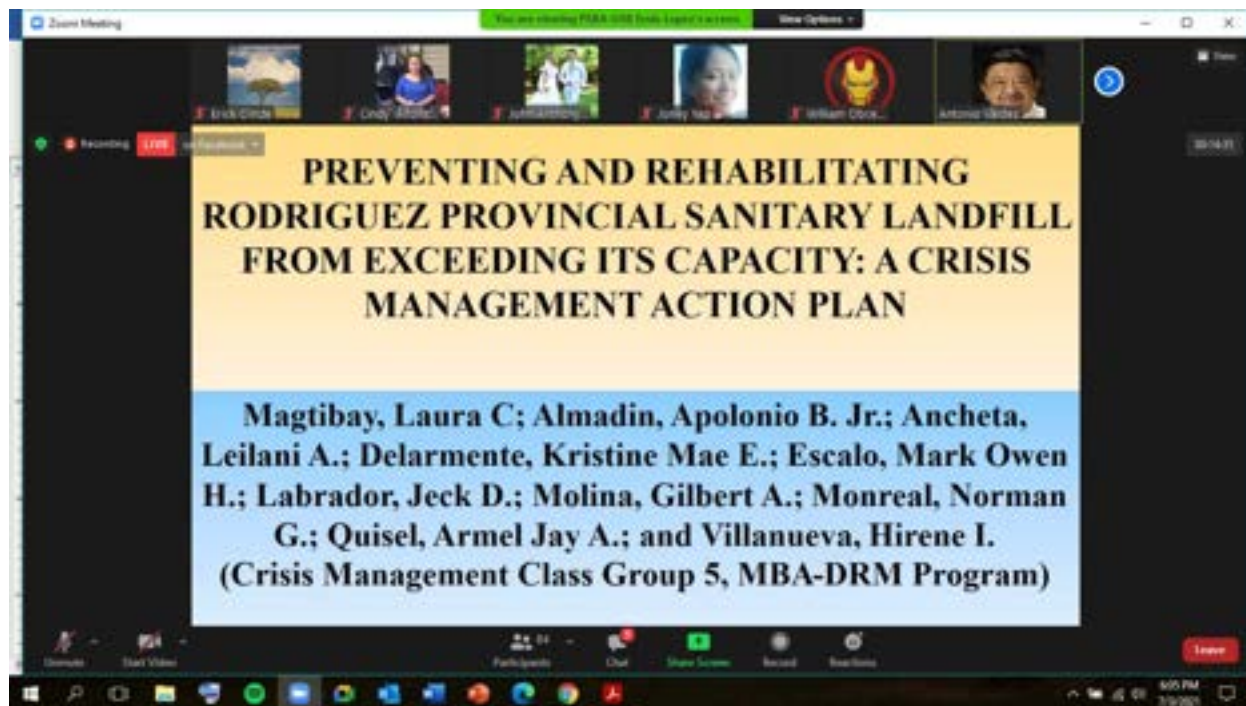
To channelize the epidemic/pandemic containment efforts, an inventory covering all the logistical operations in a number of stages, arranged sequentially are required. There is no doubt the pandemic outbreak poses a high risk for the population at local, national as well as global levels. Since the other activities might be forced to a halt during the containment stages of pandemics like COVID-19, Logistics Supply and Chain Management has a vital role to play. The efficiency of Logistics Supply and Chain Management operations improves the transportation and distribution of essential commodities including the medical supplies during the containment period. Similarly, after the containment period, the major role of Logistics Supply and Chain Management is to reach out to a mass population so that people get vaccinated.



Topic 3: Preventing and Rehabilitating Rodriguez Provincial Sanitary Landfill from Exceeding its Capacity: A Crisis Management Action Plan

Presenter: Ms. Laura Magtibay

Members: Apolinario Almadin, Leilani Ancheta, Kristine Mae Delarmente, Mark Owen Escalo, Jeck Labrador, Gilbert Molina, Norman Monreal, Arnel Jay Quisel, and Hirene Villanueva



According to Ms. Laura, the paper aims to provide a crisis management plan to adhere to the current condition of Rodriguez Provincial Sanitary Landfill. Moreover, it will appraise the underlying factors that influence the process of formulation of crisis management plan aim to be provided. Challenges and consequence associated with failure to adhere to the appalling conditions are also presented. Failure to provide an upfront response to limitations of sanitary landfill would result to force closure of existing ones and switching to less organize method of waste disposal. The present regulatory frameworks and laws provides safety and efficient operation for the existing landfills, yet it was still hard for most localities to development their own sanitary landfill since it can be costly and somewhat complicated. Therefore, research provides advanced and improved crisis management plan in order to improve the existing situation.



Topic 4: COVID-19 Pandemic Resistance Business Strategies: A Perspective towards Food and Beverage Ecommerce Industry

Presenter: **Ms. Tiffany Joy Bacus**

Members: Cherry Avellano, Lourdes Joanne Musico, Iqbal Shahid, Janice Peco



On behalf of her group, Ms. Lourdes Joanne Musico presented an abstract on COVID-19 pandemic. The COVID-19 pandemic has severely affected almost every country. Along with its impact on public health, the pandemic has also impacted the operations of the food service industry. We have already seen a considerable shift in how consumers are getting their food, and how local restaurants and foodservice providers are responding. Customers are provided a great choice of meal options as well as the ability to order from the best eateries or restaurants, all done in the convenience of their home or office. With the rising demand of online food services due largely to health and safety concerns related to COVID-19, it is not surprising to see more digital marketplace platforms jumping onto the trend. Although the service has opened a large gateway of opportunities for the business owners, the online food delivery market has a competitive landscape. Therefore, there are a number of measures that must be taken care of before stepping into the competing business market, it requires business owners to leverage the potential of digital transformation to gain competitive advantage over its competitors.

This paper seeks to examine the different types of e-commerce platforms that the food and beverage industry can use to adapt in the COVID-19 era. During the research, we determined the business strategies for each type of e-commerce platform, and we have noticed their effectiveness in achieving competitive advantage and customer satisfaction in this time of COVID-19 pandemic.



5TH INTERNATIONAL RESEARCH SYMPOSIUM

Continuation of above Session: Selection of Four Proposal for Thesis writing Scholarship under MBA-DRM Program
(7:15PM - 8:05PM)

PANEL JUDGE MEMBER: DR. ANTONIO VALDEZ
GSB Professor, Philippine School of Business Administration

PANEL JUDGE MEMBER: PROF. DR. INDRAJIT PAL
Chair, DPMM, Asian Institute of Technology, Thailand

PANEL JUDGE MEMBER: PROF. DR. TABASSAM RAZA
GSB Dean, Philippine School of Business Administration

DR. RODRIGO CABRERA
ASSOCIATE DIRECTOR, DRM Unit, PSBA MANILA

DR. FEDERICO FIGUEROA JR.
RESEARCH FELLOWSHIP PROGRAM DIRECTOR, DRM UNIT, PSBA MANILA



5TH INTERNATIONAL RESEARCH SYMPOSIUM

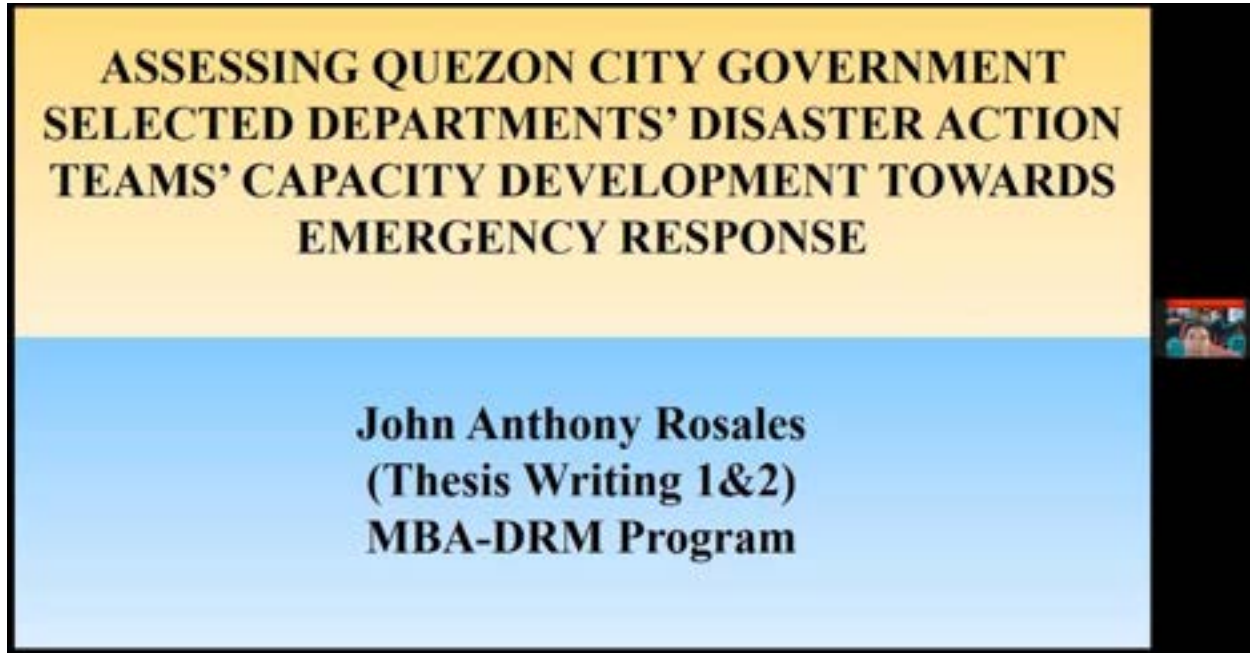
Continuation of above Session: Selection of Four
Proposal for Thesis writing Scholarship under MBA-
DRM Program
(7:05PM - 7:35PM)

PHILIPPINE TIME (PM)	TITLE	PERSON IN CHARGE /SPEAKER
7:05 – 7:10	Assessing Quezon City Government Selected Departments' Disaster Action Teams' Capacity Development towards Emergency Response	John Anthony Rosales: Thesis Writing 1&2, MBA-DRM Program
7:10 – 7:15	Analysing the Inclusiveness of Quezon City Disaster Risk Reduction and Management Plan 2021-2027 towards COVID-19 Pandemic	Rechelle Oandasan: Thesis Writing 1&2, MBA-DRM Program
7:15 – 7:20	Assessing the Online Learning of BSBA Program offered by Five Selected Higher Education Institutions during COVID-19 Pandemic in the Quezon City: A Perspective of Senior College Students	Sheila Johana Simbulan: Thesis Writing 1&2, MBA-DRM Program
7:20 – 7:25	Analyzing the Suitability of Public Schools from Five Selected Barangays to become Evacuation Centers and Aid Distribution Hubs in the Quezon City: Solution for Emergency Situation	Rainheardth Laureta: Thesis Writing 1&2, MBA-DRM Program
7:25 – 7:30	Assessing the Need of a Community-Based Primary Psychosocial Support Center for Children in the Top Five Most Vulnerable Barangays of Quezon City	Nathalie April C. Dela Cruz: Thesis Writing 1&2, MBA-DRM Program
7:30 – 7:35	Fire Extinguisher Manufacturers' Business Continuity amidst the COVID-19 Pandemic in the National Capital Region	Jaclyn Vanessa S. Macapagal: Thesis Writing 1&2, MBA-DRM Program



Topic 1: Assessing Quezon City Government Selected Departments' Disaster Action Teams' Capacity Development towards Emergency Response

Presenter: Mr. John Anthony Rosales

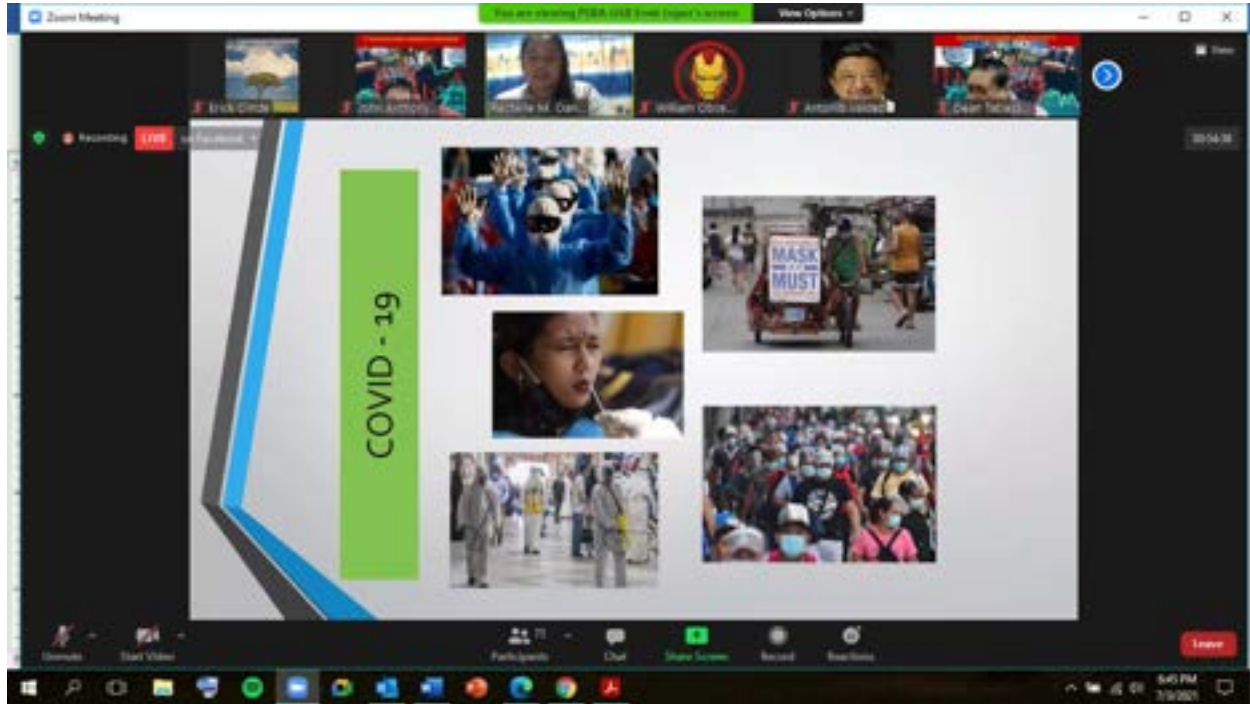


The Philippines is one of the most high-risk countries in the world for experiencing natural disasters. Also is considered to be one of the most storm-exposed countries on Earth on average of 18 to 20 tropical storms enter Philippine waters each year. Quezon City is a highly urbanized city and the most populous city in the Philippines with projected more than 3 million as of 2020. It is also the largest city in terms land area in Metro Manila and hosts a number of government offices. Quezon City Local Government has approximately more than 15,000 employees. While there was an interest in training for disaster preparedness, most employees had not previously participated in any training. For those that had taken training, roughly a third cited they gained new knowledge. There were few capacity development programs, projects, and activities relating to disaster risk and climate change that makes government employees unprepared or unaware of their roles during the disaster. Most government employees won't know how to handle safety equipment such as fire extinguishers, hose reels, blankets, and other items without the proper emergency response training. This could have serious consequences for the government. A fully trained workforce can deal with any type of emergency situation. That is why government should be investing in a program of emergency response training for government employees. Capacity building of government employees must not be underestimated. They must clearly understand the causes, signs, and effects of different risks. Building up government employees' capacities can be a way to empower them and to effect change in the system through a localized, bottom-up approach. It lays the foundations for a culture of safety, risk management, and environmental sustainability. They will have more confidence in dealing with such situations than in the past.



Topic 2: Analyzing the Inclusiveness of Quezon City Disaster Risk Reduction and Management Plan 2021-2027 towards COVID-19 Pandemic

Presenter: Ms. Rechelle Oandasan



Ms. Rechelle was keen to reiterate that COVID-19 pandemic has created a public health emergency across the globe, with medical professionals, health experts, and scientists racing to not only treat people, but also uncover more information on the virus, including possible cures such as medications, as well as a vaccine and it have become clear that nobody is immune to this virus. However, some sectors carry a bigger risk of infection and even an increased chance of dying from COVID-19. It becomes more critical to identify these vulnerable groups to better protect them from the disease. As it's been said children, women, and persons with disabilities are among the most vulnerable groups in disaster situations. They are frequently forgotten in DRR planning and emergency response. Thus, we need an inclusive approach.

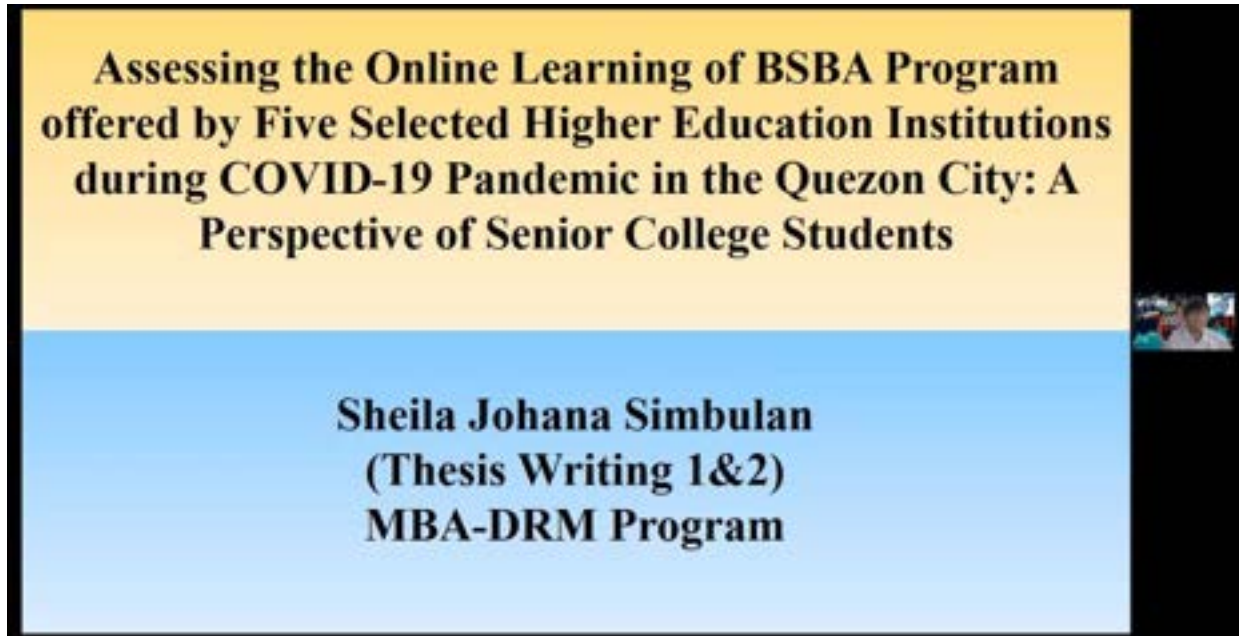
Inclusive DRR is a promotion of rights, opportunities, dignity, and cultural diversity without leaving anyone behind because of age, gender, disability, ethnicity, or income. It is an integrated approach that ensures the full and meaningful participation of all groups and individuals most vulnerable to risks to create a sustainable and resilient community. Different populations may face similar risks of exposure to the negative effects of the pandemic or any environmental and man-made disasters, but their actual vulnerability depends on their socio-economic conditions, civic and social empowerment and access to mitigation and relief resources. "These differentiated needs must be taken into account and addressed, and the knowledge, talents and capacities of all stakeholders must be harnessed." That is through the help of the QUEZON CITY DISASTER RISK



REDUCTION AND MANAGEMENT PLAN OF 2021-2027 that must be equipped with inclusive approach.

Topic 3: Assessing the Online Learning of BSBA Program offered by Five Selected Higher Education Institutions during COVID-19 Pandemic in the Quezon City: A Perspective of Senior College Students

Presenter: Ms. Shei Johan Simbulan



The COVID-19 pandemic has changed the world. Due to the nature of the virus, particularly how it is transmitted, it has altered human interactions, relations, and lifestyles, and had profound impacts on the economic, political, and cultural landscapes of societies across the world. It had a huge influence in the field of education. Majority of the countries have been compelled to close all educational facilities for an undetermined amount of time due to the pandemic. It changes the education dramatically with the increase of online learning, where teaching is undertaken remotely and on digital platforms.

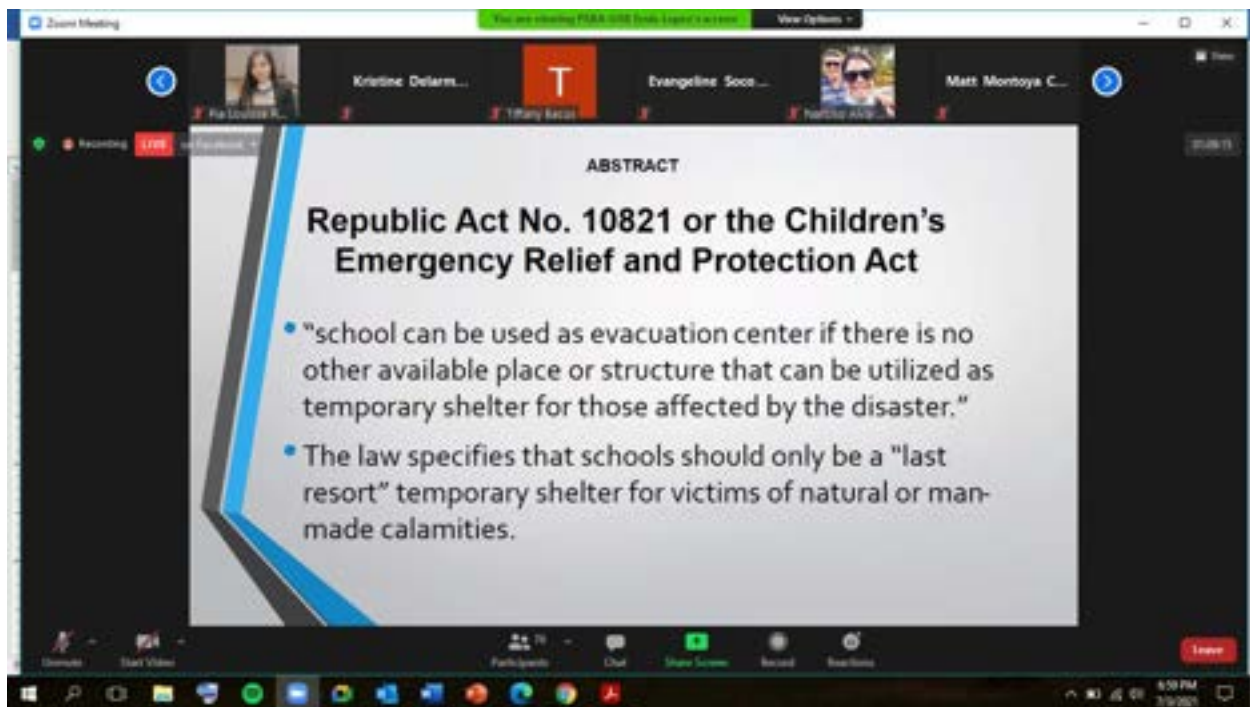
The Philippines has wandered off in the face of a powerful invisible enemy- the Covid-19. We have witnessed the devastation that has occurred in recent days, weeks, and months: the global spread of pandemic. Many saw it as a battle, but how can we even go to war without a declaration of war; our government suddenly decided to shift from traditional classroom learning to online learning. People wonder whether the adoption of online learning will continue to persist after the pandemic and how such a shift would impact the worldwide education market and the students' academic performance.



With this, the researcher would like to know the Impact of Online Learning on a Bachelor of Science in Business Administration (BSBA) during Covid-19 Pandemic as a Senior Student Perspective. Further, the researcher also wanted to determine the following: the demographic profile of respondents as it pertains to age, gender, civil status, and their major, as well as the impact of online learning on BSBA students' academic performance during the Covid-19 pandemic, the comparison between face-to-face learning and online learning, the obstacles or challenges they've faced, the techniques that their instructors can use to assist their students' improvement, and same as the strategies and techniques should students use to improve his academic performance while enrolled in the Online Learning Program and also to find out whether or not the majority of respondents can cope with or adapt to online learning.

Topic 4: Analyzing the Suitability of Public Schools from Five Selected Barangays to become Evacuation Centers and Aid Distribution Hubs in the Quezon City: Solution for Emergency Situation

Presenter: **Mr. Rainheardth Laureta**



Republic Act No. 10821 or the Children's Emergency Relief and Protection Act states that "school can be used as evacuation center if there is no other available place or structure that can be utilized as temporary shelter for those affected by the disaster." The law specifies that schools should only be a "last resort" temporary shelter for victims of natural or man-made calamities. Observation in Quezon City suggests that there is only one permanent Evacuation Center. Some barangays have



basketball courts and Multi-Purpose Buildings that serves as temporary shelter, but it cannot accommodate numerous displaced families.

The research sought to address the following questions: What types of school facilities are suitable as evacuation center and aid distribution hub? What is the role of school before, during, after disaster? What is the guideline for establishing of evacuation centers and aid distribution hubs in schools? How can schools contribute to Disaster Risk Reduction Management?

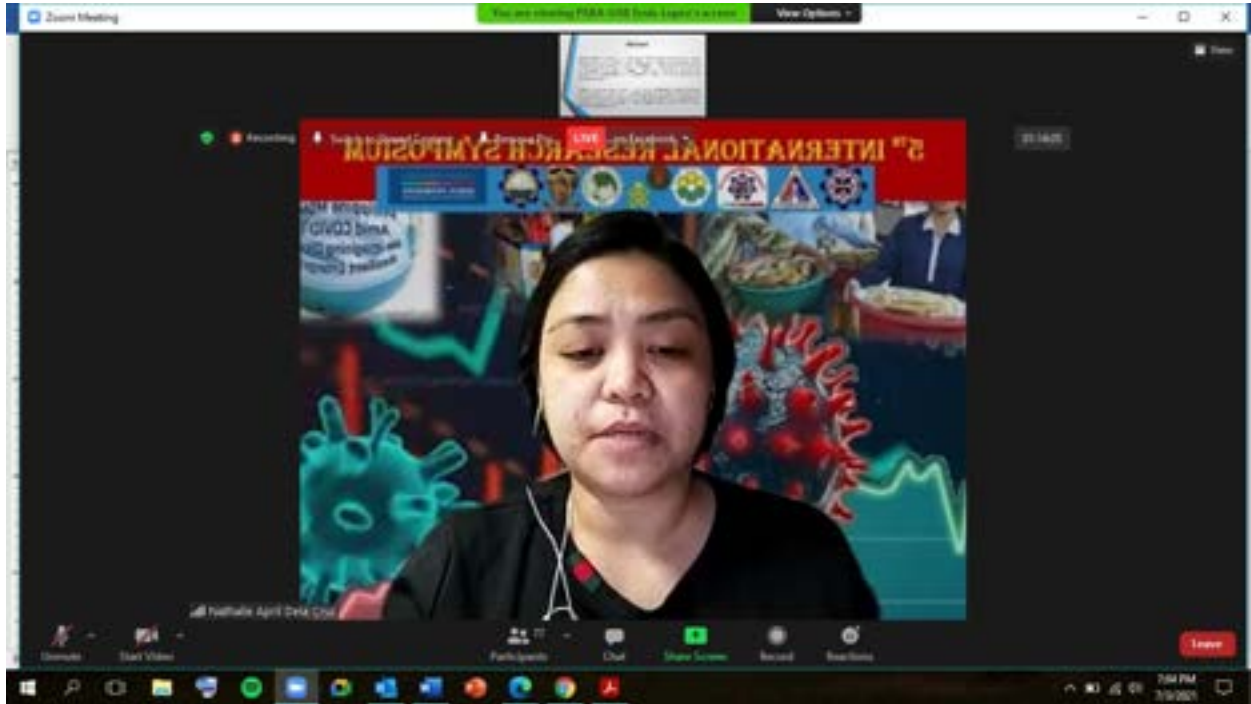
The objectives of this study is to identify five disaster-prone barangays in Quezon City, to assess schools suitable to become evacuation centers and aid distribution hubs, to present the role of schools before, during and after disaster, to review the guideline for establishing of evacuation centers and aid distribution hubs in schools and to recommend the establishment of schools suitable to become evacuation centers and aid distribution hubs in the five (5) disaster-prone barangays in Quezon City.

Thus, the study aims to discover the suitability of schools to become evacuation centers and aid distribution hubs in times of disaster without compromising the primary function of the school. The notion that schools should only be used for education purposes only is of utmost importance but in times of disaster, schools should also be a safe haven of the people within its catchment area.



Topic 5: assessing the need of a community-based primary psychosocial support center for children in the five topmost vulnerable barangays of Quezon City

Presenter: Ms. Dela Cruz, Nathalie April Castillo



Philippines - situated in the Southeast Asia and in the western Pacific Ocean that consists of 7,641 islands with three (3) main geographical divisions namely Luzon, Visayas and Mindanao. Its location in the Pacific Ring of Fire and close to the equator makes the Philippines prone to earthquakes and typhoons. In the last decade, not only natural disasters ranging from earthquakes, tsunamis, floods, hurricanes but also recently a man-made disaster in the form of terrorism has struck the Philippines leaving survivors of those disasters are in “at risk” of developing psychological disorders ranging from mild to moderate and moderate to severe.

Symptoms of moderate to severe mental disorders could produce emotional and behavioral problems affecting personality that may lead to Post Traumatic Stress Disorder, depression, and anxiety making them dysfunctional and unproductive not only for themselves but also for the society. On worst case scenario, if these psychological disorders are not treated immediately, survivors could develop a drive to self-destruction in a form of suicidal tendencies. To restore mental stability, psychosocial assistance therefore needs to be given to lessen the psychological effects during Response Stage as Psychological First Aid and in Rehabilitation Stage as Psychosocial Support Program. Depending on the effects, psychological interventions should be given for short, middle, and long-term period.



Topic 6: Fire Extinguisher Manufacturers' Business Continuity amidst the COVID-19 Pandemic in the National Capital Region

Presenter: **Ms. Jaclyn Macapagal**



Ms. Jaclyn Macapagal presented her abstract in which she discussed that among the MSMEs affected by the pandemic, the industry related to the manufacture of fire extinguishers has also been affected by the COVID-19 pandemic as the industry focuses heavily on the provision and servicing of their extinguishers to other business establishments to comply with the Fire Code of the Bureau of Fire Protection (BFP). Thus, the purpose of this study is to assess the business continuity of five Fire Extinguisher Manufacturers (FEM) with a Philippine Standard (PS) Quality Certification Mark License in the National Capital Region (NCR) during the pandemic by first determining the impact of the pandemic to their business functions. A qualitative research method will be utilized with the use of the survey method and documentary analyses to gather the needed data. Further, this study aims to formulate and develop a strategy to prevent the adverse impact on the bottom line of the enterprises due to similar events. This study also aims to recommend a business continuity plan to the FEM that may also be applicable to other companies in the same industry or sector.



THESIS WRITING SCHOLARSHIP RESULTS

The six MBA-DRM students who were shortlisted for the thesis writing scholarship presented their proposals to the panel of judges. The final decision was based on four key components: (i) significance of the study, (ii) conceptual framework, (iii) the extent and coverage, and (iv) the timeliness/relevance. Each category carried 25 points. Google forms were sent to the panel of judges to fill in their points based on the four elements. The judges were required to send in their results after every presentation. Dr. Raza announced the results to the rest of participants after receiving and out of six only four emerged as the recipient of the scholarship. However, the two who did not win the contest, were still given scholarship through QCDDRRMO as promised by its head, Mr. Karl Marasigan. For these two, a requisition letter will be sent by the GSB office for the signature and approval of the Mayor. The P20,000 scholarships will help these students conduct their research and cover other expenses that might arise in the course of their thesis writing. The following students are the recipients of the thesis writing scholarship:

1. Ms. Jaclyn Macapagal
2. Ms. Dela Cruz, Nathalie April Castillo
3. Ms. Rechelle Oandasan
4. Mr. Rainheardth Laureta
5. Mr. Anthony Rosales
6. Ms. Sheila Johan Simbulan

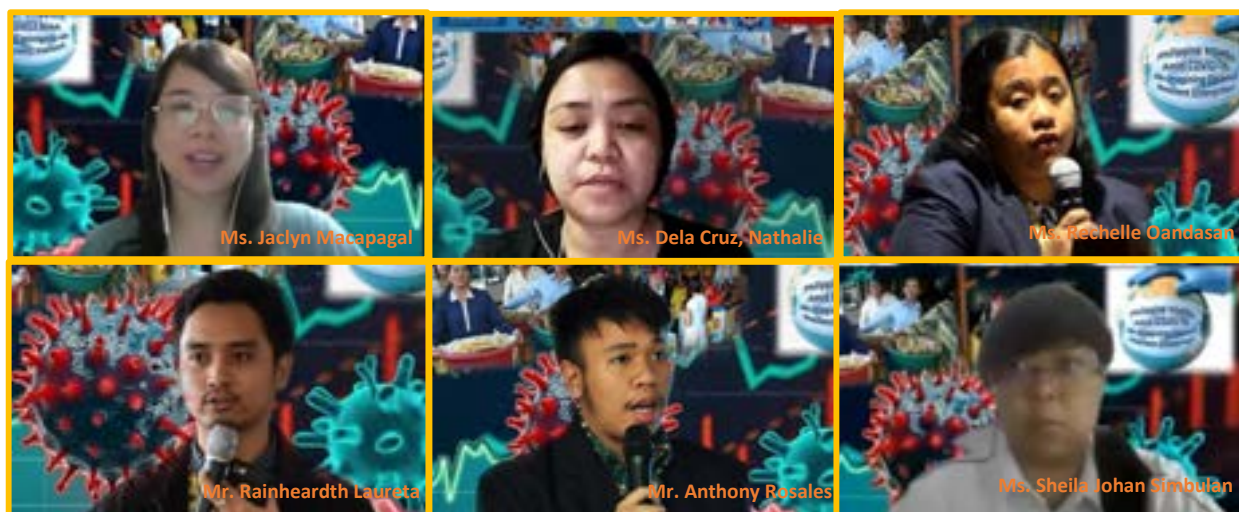


Figure 1 The DRM Fellows who received P.20,000 each of the DRM Fellowship Program Grant



SYNOPSIS

Dr. Raza thanked everyone for having participated in the conference. He informed everyone that the digital certificates will be sent to them via their registered email addresses. Those who will not be able to receive certificates perhaps because they were not able to register themselves or their emails were missing in the mailing list should send Dr. Raza an email requesting for their certificates.

The symposium consisted of five sessions. The first session focused on knowledge dissemination on business continuity during COVID-19 pandemic. If we do not understand the intensity and the impact of the pandemic, it will be very difficult to cope up with it. It was all about understanding the problem in order to find their solutions. During this session many examples on how businesses can survive during the pandemic were shared. One of the survival mechanisms was through development of contingency plans. The second session was on the impact of COVID-19 pandemic and business continuity. This session discussed matters MSMEs and the managers' and employees' perspectives as far as the pandemic is concerned. Also discussed in this session was the corporate social responsibilities of corporations and the real estate business in the advent of COVID-19 pandemic.

Third session was on COVID-19 pandemic and business in the new normal. Some of the topics tackled during this session included the vaccine distribution and administration in QC, the impact of pandemic to the remittances of OFWs, indigenous knowledge in resilient livelihood and home arrangement-based work due to the COVID-19 pandemic. The fourth session detailed on COVID-19 pandemic and knowledge dissemination whereby the impact of distance learning on quality of education, projects, and activities in decreasing the spread of the virus, water, and electricity supply to informal settlers during the pandemic were discussed. Lastly, the fifth session was more on corporate social responsibility amidst COVID-19 pandemic. In this session CSR practices, impact of pandemic on logistics and supply chain management pandemic resistant business strategies, and many other topics were discussed.

Even though the PSBA President, the QC Mayor and the UP chancellor were not present during the symposium, they were able to send their messages which were shared to the participants. Other speakers who were unable to join due to unavoidable circumstances had someone speak on their behalf as well. Dr. Raza thanked them all especially the President for their tireless and unwavering support that has always made such events a success.

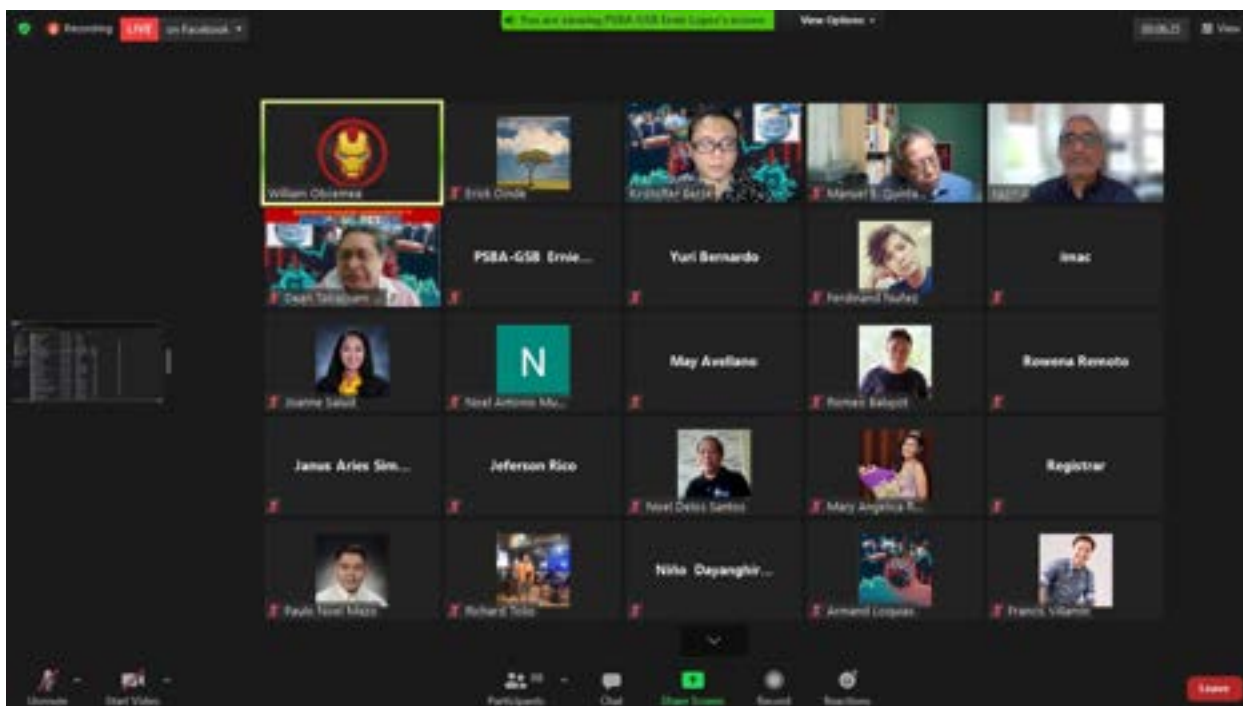


LIST OF PARTICIPANTS

1. Prof. Dr. Tabassam Raza,
2. Prof. Marie Hope Capicenio
3. Dr. Grace E. Enriquez
4. Prof. Ma. Cinderella Garcia
5. Engr. Ernie M. Lopez
6. Prof. Edward Jr. Castillo
7. Dr. Jose F. Peralta
8. Prof. Erwin Carlos Valdez
9. Prof. Dr. Eduardo G. Ong
10. Mr. Ferdinand Nuñez
11. Hon. Mayor Josefina “Joy” Belmonte-Alimurung
12. Ms. Geraldine Buela
13. Prof. Dr. Fidel R. Nemenzo
14. Ms. Pia Louise Reyes
15. Prof. Dr. Jose Teodorico V. Molina
16. Prof. Francis S. Castil, MBA
17. Dr. Paulo Noel A. Mazo
18. Prof. Maricris M. Blyth, MBA
19. Prof. Dr. Hussein Sinsuat Lidasan
20. Prof. Benita Gamboa, MBA
21. Prof. Karl Michael E. Marasigan
22. Prof. Michelle Acuavera
23. Prof. Dr. Indrajit Pal
24. Prof. Jonelyn Yap
25. Prof. Atty. Manuel B. Quintal, Esq
26. Mr. Paul Gerard T. Adaya
27. Prof. Carmelita R.E.U Liwag
28. Mr. Joey S. Ruazol
29. Mr. Chester Ace Silvestre
30. Mr. Verzileus O. Balasabas
31. Ms. Janice Marlleon Peco
32. Mr. Rainheardth N. Laureta
33. Ms. Cherry Blessing Menguito
34. Mr. John Anthony Z. Rosales
35. Ms. Michellyn Antonette Marasigan
36. Ms. Nathalie April C. Dela Cruz
37. Prof. Tessie C. Cua
38. Ms. Sheila Johana G. Simbulan
39. Mr. Richard Tolio
40. Ms. Evangeline D.G. Socorro
41. Dr. Leonardo Medina
42. Ms. Anna Mae Andam
43. Mr. Edwin Brandon Gener
44. Mr. Jose Macaspac III
45. Mr. Jojit Santiago
46. Mr. Kent Bryan Cagasan
47. Mr. Lester Morfe
48. Ms. April Joy T. Damaso
49. Ms. Vanessa Macapagal
50. Ms. Ana Liza Bautista
51. Mr. Erick Oinde
52. Ms. Paula F. Carlos
53. Ms. Rhea L. Roque
54. Ms. Rowena B. Remoto
55. Mr. Noel Antonio R. Muncal
56. Mr. Narciso M. Alvarado
57. Dr. Antonio Valde



PHOTO DOCUMENTATION





Supply Chain Design Principles

Criterion	Efficient	Responsive
Primary goal	Lowest cost	Quick response
Product design strategy	Integral design to minimize product cost	Modular design to allow postponement
Pricing strategy	Lower margins	Higher margins
Manufacturing strategy	High utilization	Capacity flexibility
Inventory strategy	Minimize inventory	Buffer inventory
Lead time strategy	Reduce but not at expense of greater cost	Aggressively are significant
Supplier selection strategy	"Sufficient" quality and cost	Speed, flexibi
Transportation strategy	Greater reliance on low cost modes	Greater reliab (fast) modes

U.S. SUPPLY CHAIN DESIGN PRINCIPLES

VIEW ALL

