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Integrated Community Extension Outcomes of the Bachelor of Science in Hospitality Management Program at Mindoro State University–Calapan City Campus, Philippines: A Consolidated Impact Assessment of Skills Development, Responsible Enterprise Practices, and Community Well-Being

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ABSTRACT

This study assessed the integrated community extension outcomes of the Bachelor of Science in Hospitality Management Program at Mindoro State University–Calapan City Campus, Philippines, focusing on skills development, responsible enterprise practices, and community well-being in Oriental Mindoro. A descriptive documentary synthesis examined six supplied program summaries covering technical vocational training, responsible business practices, Indigenous community assistance, and skills development for women and solo parents. Overlapping accounts of the Nurture and Nature Initiative were treated as one two-phase intervention. Findings indicated practical application of acquired skills among training participants, completion of compliance self-assessments by 80 business units, and preparation of one-year corporate social responsibility plans by 56 enterprises, representing 70% of participating establishments. Indigenous community initiatives provided food, clothing, footwear, and hygiene supplies while encouraging environmental responsibility and community participation. These documented outcomes indicated immediate educational, organizational, and welfare benefits; however, the available summaries did not establish sustained improvements in employment, income, health, or business performance. The study concluded that continuing assistance, livelihood linkages, sanitation support, and systematic follow-up were necessary to strengthen program outcomes and establish evidence of long-term community impact.

1. Introduction

Community extension enables higher education institutions to apply their expertise to practical educational, economic, and social needs. At Mindoro State University–Calapan City Campus, the Bachelor of Science in Hospitality Management Program's community extension initiatives provide a setting for examining how technical training, responsible enterprise practices, and community assistance contribute to development in Oriental Mindoro, Philippines. These complementary interventions connect the program's educational role with opportunities to strengthen practical skills, support local enterprises, and promote community well-being. UNESCO (2022) emphasized skills development as a means of supporting empowerment, productive employment, decent work, and transitions toward inclusive and sustainable economies. This perspective provides a basis for examining extension activities that connect practical learning with community development.

The initiatives examined in this study addressed the needs of several groups in Oriental Mindoro. Grade 12 Technical Vocational Livelihood students required preparation for work immersion and hospitality-related opportunities, while business establishments needed guidance on consumer protection and corporate social responsibility. Indigenous communities required basic necessities and sanitation assistance, and women and solo parents needed accessible skills with potential livelihood applications. Examining these initiatives together allows their documented contributions to skills development, responsible enterprise practices, and community well-being to be considered within an integrated assessment.

Responsible enterprise development extends beyond financial performance to include an organization's relationships with consumers, workers, communities, and the environment. The Organisation for Economic Co-operation and Development (OECD, 2023) identified consumer interests, environmental responsibility, human rights, and labor rights as important dimensions of responsible business conduct. Although its guidelines address multinational enterprises, these dimensions offer a useful discussion framework for interpreting the local enterprise workshop examined in this study. They do not constitute the Department of Trade and Industry's Bagwis Award requirements.

Community assistance also requires attention to access and inclusion, particularly when immediate material support is accompanied by continuing needs for basic services. The World Health Organization and United Nations Children's Fund (WHO & UNICEF, 2023) highlighted inequalities in water, sanitation, and hygiene services, including concerns about accessibility and private sanitation facilities. These concerns provide context for the Indigenous communities expressed need for comfort rooms and continuing hygiene support. They also underscore the importance of examining whether assistance addresses immediate needs and creates opportunities for sustained improvements in community well-being.

Although individual program summaries documented activities and immediate outcomes, a consolidated assessment was needed to examine their collective contributions and the limits of the available evidence. Accordingly, this study examined the integrated community extension outcomes of the Bachelor of Science in Hospitality Management Program at Mindoro State University–Calapan City Campus through a descriptive documentary synthesis. It aimed to consolidate the initiatives documented outcomes, examine their contributions to practical skills, enterprise readiness, and community welfare, and identify priorities for continued intervention and follow-up. External literature provided a framework for interpreting the findings, while program-specific figures were drawn from the supplied summaries.

2. Literature Review

Community extension provides opportunities for higher education institutions to connect technical expertise with the practical learning needs of their partner communities. The United Nations Educational, Scientific and Cultural Organization (UNESCO, 2022) emphasized that technical and vocational education and training should promote empowerment, productive employment, decent work, and transitions toward inclusive and sustainable economies. This framework supports extension programs that develop competencies relevant to hospitality services and livelihood activities. Applied to the present study, food and beverage services, housekeeping, and bread and pastry production represent areas where university expertise can support learners' preparation for workplace responsibilities. However, demonstrated competence during training should be distinguished from subsequent employment and income gains, which require follow-up assessment. Thus, skills-oriented extension is best examined through both participants' immediate learning achievements and their later application of acquired competencies.

Inclusive skills development requires attention to the circumstances that affect beneficiaries' participation and access to economic opportunities. The International Labour Organization (ILO, 2024) explained that household duties, community responsibilities, and unpaid care work can restrict women's access to education, training, and employment. Although skills development can broaden occupational choices, increased participation in training does not automatically produce corresponding employment opportunities. The ILO therefore emphasized interventions that respond to specific groups and address barriers through flexible and context-sensitive approaches. These considerations are relevant to hospitality training for women and solo parents, whose ability to attend activities and accept paid work may depend on their caregiving responsibilities. For the SHEspire initiative, this literature supports examining practical skills alongside participation barriers, employment referrals, and opportunities to translate learning into livelihood activities.

Responsible enterprise practices constitute another important dimension of community extension because business activities affect consumers, workers, communities, and the environment. The Organisation for Economic Co-operation and Development (OECD, 2023) identified consumer interests, human rights, labor rights, environmental protection, and information disclosure among the principal areas of responsible business conduct. These guidelines provide a broad framework for understanding how enterprises can incorporate social and environmental responsibilities into their operations. Although developed for multinational enterprises, their principles offer a useful interpretive basis for discussing local business capacity building without treating them as the requirements of the DTI Bagwis Award. In the present study, compliance self-assessments and corporate social responsibility plans may indicate increased awareness and organizational preparation. Nevertheless, their contribution to community development should also be examined through evidence of implemented commitments, improved practices, and benefits experienced by stakeholders.

Community well-being also depends on access to basic services, particularly safe water, sanitation, and hygiene. The World Health Organization and United Nations Children's Fund (WHO & UNICEF, 2023) documented persistent inequalities in household water, sanitation, and hygiene services, highlighting the particular burdens experienced by women and girls. Their findings show that inadequate sanitation involves concerns about privacy, safety, and unequal responsibilities in addition to the availability of facilities. This perspective is relevant to extension initiatives that distribute hygiene supplies and respond to Indigenous communities' requests for comfort rooms. Applied to these initiatives, the literature suggests that immediate assistance should be complemented by community planning for accessible facilities, reliable water supplies, and continued maintenance. Consequently, an assessment of community well-being should consider both the resources delivered during outreach and evidence that beneficiaries gained sustained access to essential services.

3. Methodology

The study employed a descriptive documentary synthesis of six supplied extension program summaries. It examined beneficiary counts, activity descriptions, participant evaluations, practical outputs, observations of participation, and reported follow-up needs. No new surveys, interviews, field observations, or independent verification of the underlying records were undertaken for this consolidated assessment.

The assessment covered the Technical Vocational Livelihood Training for Pedro V. Panaligan Memorial National High School; capacity building on the DTI Bagwis Award and corporate social responsibility; the Nurture and Nature Initiative; the CBM Fund Drive Giving the Gift Campaign; and SHEspire Skills Empowerment for Women and Solo Parents.

The technical vocational training identified 45 Grade 12 students as target beneficiaries. The business workshop involved 80 participating business units. The Nurture and Nature Initiative reported 150 beneficiaries in each documented phase, while the CBM Fund Drive reached 46 families comprising 110 males and 93 females, or 203 individuals. The SHEspire summary did not specify a participant count.

The two summaries describing the Nurture and Nature Initiative were consolidated to avoid counting the same intervention twice. Because overlap between its phase-level beneficiaries was unknown, the study did not calculate a combined unique beneficiary count across programs.

Information was organized into four domains: technical and livelihood skills, responsible enterprise practices, immediate community welfare, and stakeholder participation. Counts, percentages, and evaluation ratings were reported as supplied. Descriptive accounts were synthesized to identify common outcomes and limitations.

The analysis distinguished delivered outputs from observable outcomes and unverified long-term impacts. This distinction follows the emphasis of results-based evaluation on clearly identifying what an intervention produced and what changes followed its implementation (OECD, 2022).

The assessment depended on supplied summaries rather than complete datasets. Baseline measurements, consolidated competency scores, follow-up employment information, health indicators, and comparison groups were generally unavailable. Consequently, the findings described reported achievements and immediate outcomes but did not establish causal or sustained socioeconomic impact.

4. Findings

The ten-day Technical Vocational Livelihood Training provided opportunities for the 45 targeted Grade 12 students to practice food and beverage services, housekeeping, and bread and pastry production. Lectures, demonstrations, hands-on activities, and performance assessment connected instruction with workplace procedures relevant to hospitality employment and entrepreneurship.

The supplied summary indicated practical learning and preparation for work immersion. Completion activities, trainer recognition, and the institutional partnership also documented organized implementation. However, the absence of consolidated post-training scores prevented the assessment from quantifying improvement from initial competency levels.

The program's practical orientation was consistent with UNESCO's (2022) emphasis on skills development for employment and empowerment. Nevertheless, consistency with this framework does not establish that the trainees subsequently obtained employment; that outcome requires follow-up evidence.

SHEspire likewise emphasized repeated practice. Women and solo parents undertook activities involving napkin folding, table skirting, flower arrangement, wine service, table setup, safe equipment handling, and management of intoxicated persons. During the final assessment on December 27, 2025, participants demonstrated creativity and technical competence in selected hospitality tasks.

These demonstrations supported findings of practical skills application. Their economic value remained unverified because subsequent paid work, employment, and income were not documented. The International Labour Organization (ILO, 2024) observed that skills development can broaden women's occupational choices, while participation in training does not automatically translate into employment. Its discussion of household and care responsibilities also supports the need for flexible, context-sensitive assistance for women and solo parents.

The DTI Bagwis Award and corporate social responsibility workshop produced measurable planning outputs. All 80 participating business units completed a Bagwis Compliance Self-Assessment Checklist. Furthermore, 56 enterprises, equivalent to 70%, prepared structured one-year CSR action plans covering concerns such as disaster assistance, environmental sanitation, and local sourcing.

Participants gave the workshop an overall evaluation of 3.98 out of 4.00, interpreted in the supplied summary as "Strongly Agree." Relevance and attainment of objectives received 3.99, resource-speaker effectiveness received 3.98, and organization and logistics received 3.96. These scores indicated favorable participant perceptions of the activity's relevance and delivery.

The checklists and plans demonstrated engagement with compliance assessment and organized social responsibility planning. Their focus on consumer welfare and environmental concerns was consistent with broader responsible business principles discussed by the OECD (2023). However, prepared plans remained distinct from verified implementation.

The available evidence did not confirm formal Bagwis applications, awards received, completed CSR commitments, or reductions in consumer complaints. The demonstrated contribution was therefore increased preparation and planning readiness rather than established improvement in business performance.

The Nurture and Nature Initiative addressed immediate needs through two documented phases. The March 7, 2026 activity in San Andres provided supplemental feeding, food packs, and clothing. The April 11, 2026 activity in Sitio Sido distributed hygiene kits, clothes, and footwear and included a community clean-up drive.

Each phase reported 150 beneficiaries. These figures reflected phase-level reach, but the summaries did not establish whether the beneficiaries were entirely distinct. The activities provided immediate resources and opportunities to reinforce hygiene and shared environmental responsibility.

All responding partners reportedly rated the activities satisfactory or higher. Observations described enthusiasm, cooperation, and appreciation. These findings supported favorable immediate reception, but the unspecified number of feedback respondents limited interpretation of the reported 100% satisfaction figure.

The community's request for comfort-room facilities indicated a continuing sanitation need. WHO and UNICEF (2023) identified access to private sanitation and handwashing facilities as relevant dimensions of household WASH services. In this context, the request supported prioritizing durable facilities alongside hygiene education and supplies; it did not establish that the existing outreach had already improved health outcomes.

The CBM Fund Drive Giving the Gift Campaign reached 46 Indigenous families comprising 203 individuals in Sitio Sulong, Dulangan 3, Baco. Cleaned and sorted footwear, clothing, food, and refreshments responded to immediate material needs. Educational discussion linked appropriate clothing and footwear with health, safety, mobility, and dignity, while games encouraged interaction among beneficiaries and volunteers.

The documented contribution included material relief, access to basic necessities, and exposure to health-related information. Because three-month follow-up data were unavailable, improvements in health, school attendance, and quality of life could not be confirmed.

Participation was a shared feature across the initiatives. Trainees practiced procedures and produced outputs; enterprises completed assessments and plans; and community members joined educational, recreational, and environmental activities. Faculty members, student volunteers, institutional partners, and community leaders contributed to implementation.

The consolidated findings showed complementary contributions to practical capability, organizational preparation, and immediate welfare. Skills training offered foundations for future work, enterprise activities supported responsible planning, and outreach responded to urgent needs. However, these achievements did not establish a single cumulative measure of impact.

Using the OECD's (2022) results-based distinctions, the strongest evidence concerned delivered outputs and immediate outcomes. Sustained impact would require information showing whether benefits continued and whether meaningful changes occurred in beneficiaries' circumstances.

5. Conclusions and Recommendations

5.1 Conclusions

The extension initiatives demonstrated immediate contributions to technical skills application, enterprise planning, material assistance, and community participation. Practical exercises and demonstrations provided evidence of applied learning, while the business workshop generated 80 compliance self-assessments and 56 CSR action plans.

The Indigenous community initiatives delivered essential supplies and encouraged hygiene awareness, environmental responsibility, and social interaction. Their documented benefits were principally immediate relief and engagement. Continuing requests for sanitation facilities and livelihood support showed that important needs remained.

The available evidence did not establish sustained improvements in employment, income, health, enterprise performance, or consumer complaint reduction. The programs therefore provided promising foundations for development, but their long-term impact requires systematic verification.

5.2 Recommendations

Establish consistent outcome monitoring. Record baseline conditions, immediate results, and follow-up outcomes after three, six, and twelve months. Maintain beneficiary records that distinguish attendance from unique individuals served.

Connect skills training with livelihood opportunities. Provide referrals to employers, event-service opportunities, business mentoring, and guidance on costing and marketing. Track actual paid engagements, employment, and additional income.

Provide accessible support for women and solo parents. Offer flexible schedules and assess care-related participation barriers. These measures respond to the contextual constraints discussed by the ILO (2024).

Verify enterprise follow-through. Monitor Bagwis applications, corrective actions identified in self-assessments, CSR activities completed, and changes in consumer complaints.

Develop continuing Indigenous community interventions. Plan livelihood assistance and sanitation facilities with beneficiaries and relevant partners. Include arrangements for water access, maintenance, hygiene supplies, and community responsibility.

Strengthen evaluation evidence. Use appropriate competency assessments, beneficiary feedback, interviews, and verified records. Report both achievements and unmet needs, with conclusions proportionate to the available evidence.

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