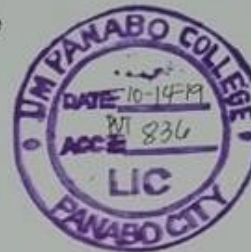


**SAFETY PRACTICES AND CUSTOMER LOYALTY AMONG SELECTED
DENTAL CLINIC IN PANABO CITY**

A Thesis
Presented to
The Faculty of UM Panabo College
Panabo City



In Partial Fulfillment
Of the Requirements for the Course
Marketing Research
(MKTG 222)


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March 2019

ACCEPTANCE SHEET

This thesis entitled **"SAFETY PRACTICES AND CUSTOMER LOYALTY AMONG SELECTED DENTAL CLINIC IN PANABO CITY"** prepared and submitted by **Peñalver, Lenny E., Corona Eric John P. and Arellano, Rossele A.** in compliance with the requirements in the Research Subject under the Department of **Accounting and Business Management Education**, UM Panabo College, Panabo is hereby accepted.

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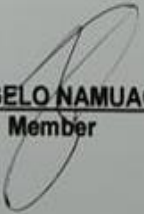
This thesis entitled **"SAFETY PRACTICES AND CUSTOMER LOYALTY AMONG SELECTED DENTAL CLINIC IN PANABO CITY"** prepared and submitted by **Peñalver, Lenny E., Corona Eric Jhon P. and Arellano, Rossele** in partial fulfillment of the requirements for the course Marketing Research (MM 222), has been examined and accepted, and is hereby endorsed.


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ABSTRACT

The study aimed to determine the relationship between safety practices and customer loyalty among selected dental clinic in Panabo City. The independent variable of the study was personal protective equipment and safe injection practices. On the other hand, the dependent variable of the study was customer loyalty. The researcher used the descriptive correlation method and convenience sampling in determining the number of respondents and the statistical tools were Mean and Pearson-r. The result of the computation using the R-value is 0.636 which is associated with the significant value of (0.000) of P-value which is less than the alpha of 0.05. Moreover, H_0 is rejected since P-value is less than 0.05. It means that there is significant relationship between the two variables. It implies that safety practices in terms of personal protective equipment and safe injection practices has impact on customer loyalty. In other words, safety practices can affect the customer loyalty among selected dental clinic in Panabo City.

Keywords: Safety Practices, Customer Loyalty, Dental Clinic in Panabo City

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DEDICATION

To my super hero who is always protecting me in any circumstances, who never leaves me in times of my failures and to the one who made it all possible, our most gracious loving heavenly Father <3.

To my ever loving Family, who is always supporting me, especially mama and papa, I love you both so much.

To my boss, thank you for always understanding my situation, for giving me freedom to take my time and for your kindness may God bless you more <3.

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I dedicate this to all mentioned above. Thank you is not enough, I love you all so much <3 <3..

~ Lenny

I thank the Almighty God for choosing me for this journey, and granting me faith and stamina to believe in myself and to complete it successfully. Without his blessings, this would not have been possible.

I would like to dedicate this thesis to my loving parents for supporting me through financial support and understanding. Thank you mama and papa and to my brother also. Moreover thank you to my friends who are there to help me. To the teachers who has the willingness to give their guidance, support, and corrections to make this research successfully.

~ Eric john

This thesis is dedicated to my best friend, friends, whom I truly grateful for having in my life. This work is also dedicated to my parents who loved me unconditionally and whose good examples have taught me to work hard for the things that I aspire to achieve.

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~ Roselle

TABLE OF CONTENTS

| | |
|--------------------------------|-----|
| Title Page | i |
| Acceptance Sheet | ii |
| Approval and Endorsement Sheet | iii |
| Abstract | iv |
| Acknowledgment | v |
| Dedication | vi |
| Table of Contents | vii |
| List of Tables | ix |
| List of Figure | x |

| Chapter | | Page |
|----------------|--------------------------------------|-------------|
| 1 | THE PROBLEM AND ITS SETTING | |
| | Background of the Study | 1 |
| | Statement of the problem | 2 |
| | Hypothesis | 2 |
| | Theoretical and Conceptual Framework | 3 |
| | Significance of the Study | 3 |
| | Definition of Terms | 4 |
| 2 | REVIEW OF RELATED LITERATURE | |
| 3 | METHOD | |
| | Research Design | 17 |
| | Research Subjects | 17 |
| | Research instruments | 17 |
| | Data Gathering Procedures | 20 |
| | Statistical Treatment of Data | 20 |

PRESENTATION ANALYSIS AND PRESENTATION

OF FINDINGS

Level of Safety Practices in terms of Personal Protective Equipment and Safe Injection Practices 21

Level of Customer loyalty among Selected Dental Clinic in Panabo Cty 21

Significant Relationship between Safety Practices and Customer Loyalty among Selected Dental Clinic in Panabo City 27

5 SUMMARY OF FINDING, CONCLUSION AND RECCOMENDATION

Summary of Findings 29

Conclusions 29

Recommendations 30

REFERENCES

APPENDICES

A. Letter of Permission to Conduct the Study

B. Letter of Validation

C. Questionnaire Validation Sheet

D. Survey Questionnaire

E. Grammarly Certification

F. Certificate of Appearance

CURRICULUM VITAE

LIST OF TABLES

| Table | | Page |
|--------------|--|-------------|
| 1 | Level of Safety Practices in terms of Personal Protective Equipment and Safe Injection Practices among selected Dental Clinic in Panabo City | 24 |
| 2 | Level of Customer Loyalty among Selected Dental Clinic in Panabo City | 26 |
| 3 | Significant Relationship between Safety Practices and Customer Loyalty Among Selected Dental Clinic in Panabo City | 28 |

LIST OF FIGURE

| Figure | | Page |
|---------------|--|-------------|
| 1 | The Conceptual Paradigm Showing the Variables of the Study | 4 |

Chapter 1

THE PROBLEM AND ITS SETTING

Background of the Study

In these times every patient, every citizen has a right to receive a high quality and reliable dental health care. Patient safety should always come first when recognizing any public health system. Giving safe practice about your procedures will get the heart of customers by giving their loyalty to you.

In Jordan, Due to the significance of quality, each entity must identify the quality level of its services and products from their patients perspective. However, measuring such levels is not something easy to do, for if a patient could not feel satisfied about the service, then there is a big chance patient will not give his loyalty on you (International Journal of Medical and Health Research 2019)

In the Philippines, many dental clinics are giving procedures. These cause the dental clinics having an issue on how to give an excellent and satisfying procedure to their patients. Mostly of customers now (patients) are very sensitive in terms of choosing their perspective dental care, that's why one of the most popular dental clinic in Manila states that, they only use hospital-standard procedures to ensure patient confidence and security to ensure the loyalty of their customers. (Asian Sun Management 2017)

In Panabo City, per interview of a dentist by a profession and owner of a dental clinic at the same time, states that dental clinics in Panabo City has a

very strong competition by giving their loyalty to that certain dental clinic, because expectations of services is a bit higher.

Indeed, the researchers are motivated to conduct this study to determine of how dental clinics render their safety practice to gain customer loyalty in Panabo City.

Statement of the Problem

The study aimed to determine the relationship between safety practices and customer loyalty among dental clinics in Panabo City.

1. What is the level of safety practices among selected dental clinics in Panabo City in terms of ;
 - 1.1 personal protective equipment; and
 - 1.2 safe injection practices?
2. What is the level of customer loyalty among selected dental clinics in Panabo City?
3. Is there any significant relationship between safety practices and customer loyalty among dental clinics in Panabo City?

Hypothesis

Tested at 0.05 level of significance, the null hypothesis stated that there is no significant relationship between safety practices and customer loyalty between Panabo City dental clinics.

Theoretical and Conceptual Framework

This study is anchored in the study of (Allen 2012) pointed out that the use of personal protective equipment in dental practices helps to reduce risk in procedures, thereby increasing customer loyalty in specific dental clinics.

This study is further supported (Peninsula Dental Social Enterprise, 2017) that it is essential for health and safety to use personal protective equipment (PPE). Personal protective equipment has a lot of advantage wearing (PPE); understanding personal protection principles and compliance is part of their contracts.

As shown in the study's conceptual paradigm in Figure 1 the independent variable is safety practices indicated by personal protective equipment referring to the most visible controls used to prevent transmission, it must be used in conjunction with administrative and engineering controls such as barrier nursing facilities and work organization, Water sanitation, hand hygiene, waste management and ventilation, followed by safe injection practices referring to the entry or connection of a syringe or needle to a patient IV, are contaminated and should not be used to enter a medication vial in another patient. Customer loyalty is the dependent variable.

Significance of the study

The outcome of this study will provide the following insight and valuable contributions:

Dental clinic owners – The result of this study will guide them on how to enhance safety practices in order to gain more customer loyalty.

Employee – This will enlighten their mind of how safety practices will gain customer loyalty.

Researcher – This will enhance their knowledge about safety practices and customer loyalty among dental clinics.

Definition of terms

The term used in this study is herein to convey the meaning intended by the researcher and to establish the common frame of reference.

Safety practices – it is to develop a culture of safety and a health care system focused on prioritizing patient safety. (Lippincott, 2015) it refers to the dental clinics to render a safety service to create an image that a customer will give their loyalty.

Customer loyalty – it is to establish the factors considered by adult regular dental attendees to be the most important in choosing to stay with a participation dentist (McHugh 1997)

INDEPENDENT VARIABLE

DEPENDENT VARIABLE

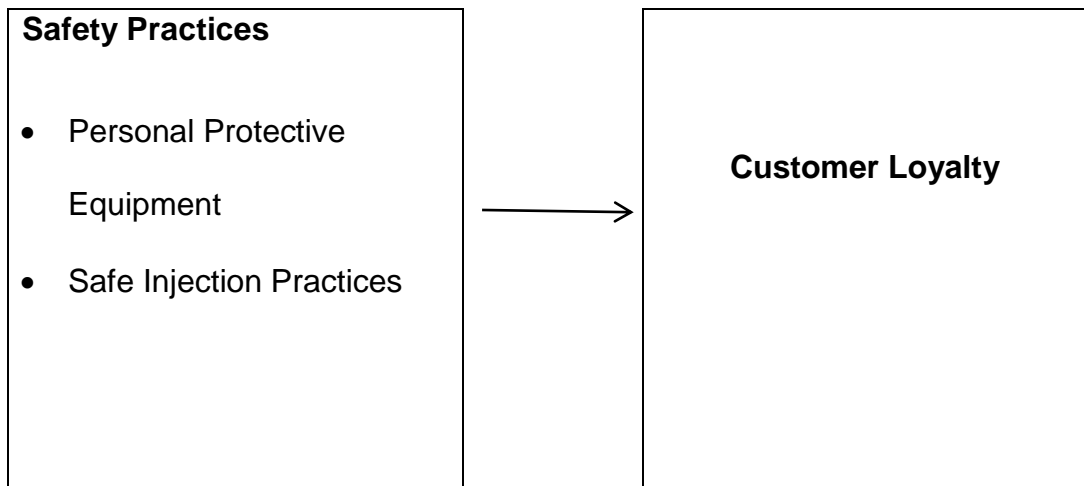


Figure1. The conceptual paradigm showing the variables of the study.

Chapter 2

REVIEW RELATED LITERATURE

Readings from diverse assets are summarized according with the subjects right here inside the Philippines and abroad and are offered to provide a higher perception into the historical past.

Safety Practices

According to Walsh (2008), safety practices do not happen by chance. It is the result of being attentive to all operations by those directly and indirectly involved. Everyone has to work diligently to implement our health and safety policy. Public safety and our own staff and students as a responsibility of all individuals in our practices of injury and disease prevention is a goal worth achieving.

According to Perea et al., (2011) Patient safety was also an inherent concern in dental practice and alerts and recommendations for pharmaceutical products, few dental materials and clinical procedures were issued, programs specifically organized to promote patient safety. At the same time, little data is structured or well-studied on adverse events in dentistry.

Yamalik et. Although patient safety concerns are inherent in the practice of healthcare professionals, their transformation into a specific body of knowledge is relatively recent and patient safety can therefore be considered a relatively ' new ' discipline.

However, given the risks of errors and adverse events and the risks of morbidity and mortality, Yamalik and Perea (2012) consider the healthcare

environment to be a high-risk environment and healthcare to be a high-risk sector. There is the possibility of medical practice from the beginning The occurrence of unforeseen damage to health. Furthermore, safety practices should be implemented in all aspects of the procedure to ensure patient safety.

Yamalik et. Al., (2012) He added that safety is a relatively new discipline aimed at facilitating the avoidance of preventable adverse events (accidents, errors and complications) related to health care (in this case, dentistry) and limiting the impact of inevitable adverse events.. While research on patient safety aspects generates knowledge of accidents and complications related to the use of materials, general procedures and clinical facilities, this discipline can be defined as a cross-sectional area that can benefit from knowledge established in other areas.

In addition, safety strategies are developed by Bernardo et al. (2015) to prevent unintended damage to patients from health care. Security efforts by patients also help detect early and prevent damage. Because of the complexity of healthcare systems, it is impossible to prevent errors, accidents or complications during medical or surgical treatment. It is obvious, however, that dentists, like other healthcare professionals, have an ethical and legal duty to protect our patients from harm as far as reasonably possible.

In addition, Wiley et al., (2018) Security is multifaceted, quite complex in nature, and contains many key elements. Therefore, it cannot simply be defined as providing safe health care or protecting patients from harm by health care providers, as economic, fiscal, social and cultural factors exist.

Organizational aspects of the patient safety climate. It is essential that all healthcare practitioners and healthcare organizations become more familiar with the general context of patient safety, actively participate in daily practice efforts to implement patient safety measures and develop a patient safety culture.

Furthermore, the World Health Organization (2018) defines safety practices as reducing the risk of unnecessary health-related harm to an acceptable minimum. 'The most important challenge in the field of patient safety is to prevent patient harm during therapy. In particular, harm that can be avoided. Treatment and care. Dental practices must comply with federal laws that help protect patients from preventable injuries and potential risks such as disease transmission. Legislation helps to regulate hazards associated with chemical and environmental factors (e.g. spills, radiation) and facilities (e.g. fire prevention systems, emergency exits). Traditionally, safety practices are considered a very important issue in dental care. Providing the right procedure, which is excellent, is still harmful to patients without safety practice.

Safe Injection Practices

Disease Control and Prevention Centers (2007) Safe injection practices are a set of measures clinicians should take for patients, health care workers and others to perform injections in an optimally safe manner. Use the same syringe to treat more than one patient with medication, even if the needle has been changed or the injection has been administered via intravenous (IV) tube interference.

Ismail et.al. (2007) Safe injection practices for most observed healthcare workers use disposable needles and syringes for injection and use new syringes and needles for each injection. However, there have been many cases in which the recommended diluents have not been used and for each reconstitution a new needle has not been used.

Virginia Health Department (2011) also states that safe injection practices are a set of infection prevention measures aimed at preventing infectious disease transmission between patients and patients or between patients and carers and preventing injuries such as needle sticks. Because we don't always know if a person has an infectious disease, safe injection practices are standard precautions to ensure that the patient receives injections in a safe and healthy manner. A safe injection will not harm the recipient, will not expose the care provider to any risk that can be avoided, and will not result in community-threatening waste.

Health Beat (2013) Patients need safe injection practices. A safe injection does not harm the patient, the recipient, put others at risk for health and does not make the community a dangerous waste. Safe injection practices also prevent transmission of infectious disease from one patient to another, or from a patient to a health care provider.

Premiere Inc. (2015) State that injection measures taken in a way that is safe for patients and providers include safe injection practices. Such measures are part of standard infection prevention practices and are applicable in all

Healthcare facilities for all patients. Healthcare should not provide a pathway for transmitting blood-borne viruses to patients or providers.

Facilities of healthcare for all patients. Healthcare should not provide patients or providers with a pathway to transmit blood-borne viruses. Safe injection does not harm the recipient, does not put the provider at any risk that can be avoided, and does not result in hazardous community waste (e.g. inappropriate disposal of injection equipment). Safety injection includes practices designed to prevent transmission of infectious disease between patient and patient, or between patient and health care provider, and to prevent harms such as needle stick injuries.

Canham et.al, (2015) pointed out that a scoop technique or protective device should only be used to recapp needles. Needles are not to be bent or broken for disposal. Disposable needles, syringes, scalpel blades, etc. Sharp items and instruments shall be placed in sharp containers for disposal as close as possible to the point of use in accordance with all applicable local, state and federal regulations.

Safe injection practices Safe injection practices are designed to prevent transmission of infectious diseases between patients and patients or between patients and DHCP during parenteral preparation and administration (e.g. intravenous or intramuscular injection) medicines, according to the Centers for Disease Control and Prevention (2016).

Personal Protective Equipment

According to Allsopp (1997), the use of a face mask and glasses differed between the most and least prevalent users with hygienists and nurses in clinical groups. Having personal protective equipment in dental clinics is therefore very important because it plays a major role in the workplace.

Similarly, Center for Disease Control (2003) State that the use of a face mask and glasses differed between the most and least prevalent users of clinical groups with hygienists and nurses. Therefore, it is very important to have personal protective equipment in dental clinics because it plays a major role in the work place.

In the same way, UIC College of Dentistry (2003) Eye, mouth and nose mucosal surfaces are vulnerable areas for the spread of splatter and aerosols by contagious agents. Appropriate attire serves several purposes in the clinic: It protects the operator from contamination of the skin and mucous membranes by aerosols and splatter and prevents contamination of the operator's clothes that would carry contamination outside the clinical environment.

Clark (2009) Says that it is more important than ever for clinicians to be equipped with proper protective clothing, masks and gloves in today's healthcare environment to help reduce the spread of associated healthcare Infections (HAIs) among patients and visitors and in order to ensure their own safety, she added that, according to statistics from the World Health Organization, 1.4 million people worldwide suffer from infections in hospitals at any given time.. However, protective equipment is worthless if it isn't used. That's why we focus on creating comfortable, easy-to-wear PPE, designed to encourage healthcare workers to comply with recommended guidelines.

Infection Prevention and Control Lead (2009) Confirmed that protective clothing is used to reduce the risk of the acquisition and transmission of micro-organisms by: protecting the skin, eyes, mouth, respiratory system and personnel clothing from potentially infectious excretions, secretions and

chemicals. Preventing skin and clothing contamination by transient microorganisms that can pass to another patient.

Oosthuysen (2014) PPE Forms an effective barrier against the transmission of any infection when used appropriately and in conjunction with other protective measures gloves, protective masks and eyewear have also been considered as an essential EPP preventing microbial contamination in dental patients.

In the same way, Infection Prevention and Control for Clinical Office Practice (2015) Routine Practices are based on the premise that all patients are potentially infectious, even if asymptomatic, and that the same standards of practice with all patients should be used routinely to prevent blood, body fluids, secretions, excretions, mucous membranes, Non-intact skin or soiled articles to prevent microorganisms from spreading. Adherence to routine practices protects not only the health care provider, but also employees and patients who may be in contact with that health care provider afterwards.

World Health Organization (2016) the protective wear of the body may be either a removable gown and apron or a removable cover and apron. This should be made of fabric that has been tested for blood or body fluid resistance or blood-borne pathogens. A disposable, waterproof apron is preferred but, if not available, heavy-duty, reusable waterproof aprons may be used if they are appropriately cleaned and disinfected between patients.

Moreover, Cuny (2016) A key component of preventing disease transmission in the dental setting is personal protective equipment (PPE). If the PPE is selected and used as intended, It prevents the contact of the skin and mucous membranes of the patient's body fluids and surgical debris. This

is particularly important in dentistry, where droplets are potentially infectious and Using ultrasonic scalers, air / water syringes and dental handpieces, aerosols that may contain blood and saliva are generated. Furthermore, it is critical to select the appropriate PPE to handle potentially contaminated instruments, equipment and operating surfaces. Blood-borne disease transmission has been linked to dental procedures in at least two cases over the past several years.

Furthermore, Freegard (2018) Gloves, respirators, footwear and clothing are included in Personal Protective Equipment (PPE). PPE should not rely solely on risk control, but can be used in conjunction with other control measures, such as fume cupboards, local exhaust ventilation or screens, etc.

Customer Loyalty

For various reasons, companies have stepped up their efforts to retain customers, but most often the reasons relate to the direct value of the customers to the company.

Loyal customers can increase the company's revenue (Reichheld, 1993, 1996 ; Schlesinger and Heskett, 1991), lead to predictable sales and profit flows (Aaker, 1992), and these customers are more likely to buy additional goods and services (Clark and Payne, 1994 ; Heskett et al., 1997 ; Reichheld, 1996). However, in order to assess a loyal customer's full value more accurately, we believe that firms need to look beyond the influence of these direct actions. In other words, companies should look beyond direct revenue streams and include the value of all the benefits of having a loyal customer (Zeithaml and Bitner, 1996).

Brown (1998) Customer loyalty cultivation is an important, if not the most important, challenge facing most companies. In fact, companies are not only concerned about attracting and satisfying customers, but also about developing long-term relationships with them. Such organizations put a lot of effort into cultivating these customer relationships. In practice, the aim of these companies is to develop relationships with loyal customers.

Such organizations put a lot of effort into cultivating these customer relationships. In practice, the aim of these companies is to develop relationships with loyal customers. A loyal buyer is engaged in a relationship at some level, whereas a regular buyer engages in routine behavior indifferently (Knox, 1998). Dick and Basu (1994) treated the concept of customer loyalty as the relationship between an entity's attitude (brand, service, store and vendor) and one's patronage behavior. Gremler and Brown have identified 3 separate dimensions of customer loyalty: behavioral loyalty, attitudinal loyalty, and cognitive loyalty. Behavioral loyalty was defined in terms of consumers' behaviors (such as repeat purchases) related to certain brands over time (Gremler & Brown, 1996).

Baldwin and Sohal (2003) Reliability practitioners who display traits consistent with the perception of "professionalism" by the patient have a significant positive effect on the perceived level of service quality of the patients. The physical characteristics of the practice (e.g. the decor, appearance, ambience, etc. of the offices, surgeries, rooms, and reception areas, including the technology and equipment used in them) have a significant positive effect on the perceived level of service quality of the patients.

Dewi et al, (2011) He stated that the transformation of healthcare is taking place from the market of sellers to the market of consumers, where patient satisfaction is a primary concern in defining the quality of service. Commitment to providing high-quality service and achieving patient satisfaction is therefore becoming an important issue for providers of dental health care.

Astuti et al, (2014) Customer loyalty is built by customized marketing programs that place the customer at the center of all the company's activities. A number of multidimensional factors, however, contribute to customer loyalty. The consumer's characteristics also determine customer loyalty. Some people do not like uncertainty, for example, and are very loyal to the first products they use. Others are more "adventurous" and even if they like or are satisfied with previous products, they want to try new products.

Conser (2016) It was concluded that the widely accepted quality of service (SERVQUAL) dimensions of tangibility, empathy, reliability, responsiveness and assurance could be studied in order to understand their impact on important quality outcomes such as patient satisfaction, especially in developing countries where government subsidies on healthcare costs are provided. High-quality service delivery is the key to service industry success. To develop efficiency and business volume, monitoring and improving service quality is highly essential in the present era of intense competition.

Service Marketing Quarterly (2016) defines the propensity to engage as a consumer's tendency or inclination to engage in relationships with suppliers in the product / service category, resulting in different levels of CE.

In the literature on behaviors such as WOM, complaint behavior, or co-creation activities, the propensity of the individual to engage was referred to.

Mitchell et.al., (2017) State that patient satisfaction may affect a patient's likelihood of choosing a dentist, arranging and maintaining appointments, and following the instructions of a dentist. Patient satisfaction is therefore a significant component of health care and one that has the potential to impact the outcomes of treatment. Literature supports the notion that a dentist-patient relationship contributes to higher patient satisfaction, and a recent review concluded that patients were more positive about a dental practice when they felt that their concerns had been heard by the dental team.

The above discussions support the study variable that is customer loyalty and safety practices. The review of related literature shows the ideas gathered from various authors, commentators and authors of issues emphasized on this study. This gives researchers a better insight into how safety practices and customer loyalty are interconnected in some way. This literature, above all, helps the researchers to develop the study's conceptual framework.

Chapter 3

METHOD

This chapter contains of research design, research subject, research instrument, data gathering procedures and statistical treatment of data.

Research Design

This study employed the descriptive-correlation method with the aid of researcher-made survey questionnaire to be used in gathering the necessary data from the respondents. According to Creswell (2008), research seeks to develop relevant, true statements, ones that can serve to explain the situation of concern or that describe the causal relationship of interest.

Research Subject.

This respondents of this study were the selected clients / patients among the selected dental clinic in Panabo City. There are only 3 dental clinics who responded to our request. The researchers used convenient sampling technique because there was some (management) dental clinic that would not accommodate research-related activities. Over 61 patients who responded the said endeavor.

Research Instrument

The tool used in the independent variable and dependent variable to determine the response of the respondents was the questionnaire made by the researchers. The research questionnaire consists of two parts, namely: part one relating to the scope of the company's security practices and part two

refers to the assessment of customer loyalty to the company validated by an expert. The respondents were asked to check single selected choice on the range of 5 to 1 for the two parts.

To determine the level of safety practices among selected dental Clinic in Panabo City, the following rating scales were used:

| Scale | Descriptive Equivalent | Interpretation |
|--------------|-------------------------------|---|
| 4.21-5.00 | Very High | This means that safety practices are always practiced. |
| 3.41-4.20 | High | This means that safety practices are often practiced. |
| 2.61-3.40 | Moderate | This means that safety practices are sometimes practiced. |
| 1.81-2.60 | Low | This means that safety practices are less practiced. |
| 1.00-1.80 | Very Low | This means that safety practices are not practiced. |

To determine the level of customer loyalty among selected Dental Clinic in Panabo City, the following rating scale were used:

| Scale | Descriptive Equivalent | Interpretation |
|--------------|-------------------------------|---|
| 4.21-5.00 | Very High | This means that customer loyalty are highly satisfactory. |
| 3.41-4.20 | High | This means that customer loyalty are often satisfactory. |

| | | |
|-----------|----------|---|
| 2.61-3.40 | Moderate | This means that customer loyalty are satisfactory. |
| 1.81-2.60 | Low | This means that customer loyalty are less satisfactory. |
| 1.00-1.80 | Very Low | This means that customer loyalty are not satisfactory. |

Data Gathering Procedures

The process in conducting the study involved the following steps:

Initial Interview. The researchers requested the names of the selected Dental Clinic owners or managers to address the letter requesting permission to conduct a study.

Seeking Permission to conduct the study. The researchers sent a letter requesting permission to conduct the study to the owner or manager of the dental clinic.

Validation of the Instrument. The questionnaire was validated by the panel members.

Administration and Distribution of the Research Instruments. The researchers had personally administered and distributed the research questionnaires. Distributions of questionnaires and interviews are done personally for the convenience of the respondents and clarity of the answers.

Retrieval of the Questionnaire. The data were immediately collected after the researchers administered the questionnaire.

Collection of Data. After collecting the questionnaire, data was immediately tallied and was subjected to statistical interpretation.

Statistical Treatment of Data

The following statistical tools were used in this study:

Weighted mean. This was used to determine the level of safety practices and customer loyalty among selected Panabo City dental clinics.

Pearson-r. This was used to determine the significant relationship between safety practices and customer loyalty.

Chapter 4

PRESENTATION AND ANALYSIS OF FINDINGS

This chapter consist of the presentation and analysis relevant to the questions in the problem statement. They are presented with the corresponding logical and profound description of the result in both tabular and textual forms.

Level of safety practices among selected Dental Clinics in Panabo City

In terms of personal protective equipment and safety injection practices, the level of safety practices is measured. The evaluation is based on a 5-item questionnaire between selected dental clinics in Panabo City related to safety practices.

The level of safety practices indicated by Personal Protective Equipment and Safety Injection Practices among selected Panabo City dental clinics with the large mean of 4.63 described as very high is shown in Table 2. This means that safety practices are often practiced. It implies that security practices are often managed by dental clinics as part of their strategies to improve profitability.

According to ET from Perea. Al. (2011) Patient safety was also an inherent concern in dental practice and alerts and recommendations were issued on pharmaceutical products, dental materials and clinical procedures, programs specifically organized to promote dental practices. At the same time, little data on adverse events in dentistry are structured or well-studied.

The first indicator, as reflected in Table 1, is personal protective equipment with an overall average of 4.62 described as very high, which means that safety practices are often practiced. It implies that management is reliable in consistently getting the orders right and ensuring that the quality requirements are met by the services.

Safety does not happen by chance, according to Walsh (2008). It is the result of those directly and indirectly involved being attentive to all operations. All people have to work diligently to implement our safety and occupational health policy. Public safety and our own staff and students as a responsibility of all people in our prevention practices

Furthermore, item 1 practitioner wears disposable gloves and item 5 encourages workers to comply with the recommended guidelines to obtain the highest mean of 4.67 with the descriptive equivalent of very high means that practitioners can wear disposable gloves and encourage workers to comply with the recommended guidelines. Subsequently, the lowest item is 2 practitioners remove their personal protective equipment when they leave the work area having the lowest average of 4.54 described as very high, which implies that management should remove their personal protective equipment when they leave the work area to ensure safety practices.

The remaining items are numbers 3 and 4 with an average of 4.59 and 4.61 described as being very high respectively in the use of suitable material / instrument ; always using complete Personal Protective Equipment. It means that safety practices are often observed with regard to personal protective equipment.

Ismail et.al. says. (2007) Safe injection practices do most healthcare workers observed using disposable needles and injection syringes and using new syringes and needles for each injection. There have been many cases, however, where the recommended diluents have not been used and a new needle has not been used for each reconstitution.

In addition, the highest point is 4 performs optimal injection for patients and item 5 feels safe during the injection procedure with an average of 4.66, which is described as very high, implies that the dental clinic understands the responsiveness of safe injection during the procedure. While the lowest item is 1 correctly disposes of needles with the lowest average of 4.61 described as very high, which implies that the dental clinic does not dispose of needles properly. The remaining items 2 and 3 with an average of 4.62 and 4.64 described as adequately covered needle; setting standard precautions to prevent infections, respectively.



Table 1
Level of Safety Practices in terms of Personal Protective Equipment and Safety injection practices in Selected Dental Clinic in Panabo City

| A. Personal Protective Equipment The Dental Clinic | Mean | Descriptive Equivalent |
|---|-------------|-------------------------------|
| 1. practitioner wears disposable gloves | 4.67 | Very high |
| 2. practitioner removes their PPE when leaving working area | 4.54 | Very high |
| 3. uses of appropriate material/instrument | 4.59 | Very high |
| 4. always uses compete PPE | 4.61 | Very high |
| 5. encourages workers to comply the recommended guidelines | 4.67 | Very high |
| Over-all Mean | 4.62 | Very High |
| B. Safety Injection Practices The Dental Clinic | Mean | Descriptive Equivalent |
| 1. disposes needles in a right way | 4.61 | Very High |
| 2. covers needle in a right way | 4.62 | Very High |
| 3. putting standard precautions to avoid infections | 4.64 | Very High |
| 4. performs injections in an optimal manner for patients | 4.66 | Very High |
| 5. feels safe during injection procedure | 4.66 | Very High |
| Over-all Mean | 4.64 | Very High |

Legend:

| Scale | Descriptive Equivalent |
|-------------------|-------------------------------|
| 4.21- 5.00 | Very high |
| 4.1- 4.20 | High |
| 2.61- 3.40 | Moderate |
| 1.81- 2.60 | Low |
| 1.00- 1.80 | Very Low |

Level of Customer Loyalty among Selected Dental Clinic in Panabo City

The level of customer loyalty between selected dental clinics in Panabo City is shown in Table 2. The calculation revealed that the customer loyalty in the study-based dental clinic had an overall average of 4.54 with a very high descriptive value, meaning that the customer loyalty level is satisfactory. Customer loyalty is built with great effort, according to Astuti et al, (2014) Thus, giving great effort towards patients can get the loyalty of your customers.

As shown in Table 3, the highest items are 2 meet the level of quality of service and 7 have good behaviors towards patients with the average of 4.61 described as very high implies that dental clinics understand the responsiveness that quality of service is important to patients. While the lowest item is 8 collected patient feedback with the lowest average of 4.39 described as very high.

The remaining items 1, 3, 4, 5, 6, 9 and 10 have been described as very high respectively as 4.59, 4.51, 4.59, 4.52, 4.54, 4.48 and 4.52. They are: have high-quality services; build long-term relationships; endeavor to solve service problems; associate with benefits; have customized company marketing program / activities; maintain good appointment attitude and good feedbacks.

Table 2
Level of Customer Loyalty among Selected Dental Clinic in Panabo City
in terms of Customer Loyalty

| C. Customer Loyalty | Mean | Descriptive |
|---|-------------|--------------------|
| The Dental Clinic | | Equivalent |
| 1.has a high quality of services | 4.59 | Very High |
| 2.meet the level of service quality | 4.61 | Very High |
| 3.builds long term relationship | 4.51 | Very High |
| 4.has effort to fix problems regarding to the service | 4.59 | Very High |
| 5.associates with benefits | 4.52 | Very High |
| 6.has customized mktg. program/activities of the company | 4.54 | Very High |
| 7.has good behaviors towards patients | 4.61 | Very High |
| 8.gathered feedbacks from patients | 4.39 | Very High |
| 9.keeps good attitude regarding to appointments | 4.48 | Very High |
| 10.gives freebies or discounts | 4.52 | Very High |
| Over-all Mean | 4.54 | Very High |

Legend:

| Scale | Descriptive Equivalent |
|--------------------|-------------------------------|
| 4.21 – 5.00 | Very High |
| 3.41 – 4.20 | High |
| 2.61 – 3.40 | Moderate |
| 1.80 – 2.60 | Low |
| 1.00 – 1.80 | Very Low |

Significant Relationship between Safety Practices and Customer Loyalty among Selected Dental Clinics in Panabo City

Table 3 presents the significant relationship between safety practices and customer loyalty between selected dental clinics in Panabo City. The result of the Pearson-r calculation is 0.636 with P-value of 0.000. Thus, null hypothesis rejected. It can be stated therefore that there is significant relationship between safety practices and customer loyalty among selected dental clinics in Panabo City.

This study is anchored in the study of (Allen 2012) pointed out that the use of personal protective equipment in dental practices helps to reduce risk in procedures, thereby increasing customer loyalty in specific dental clinics.

Table 3

**Significant Relationship between Safety Practices and Customer Loyalty
among Selected Dental Clinic in Panabo City**

Correlation Coefficient

| | Customer loyalty |
|------------------|------------------|
| Safety Practices | 0.636 |

P-value (0.000) < 0.05

Chapter 5

SUMMARY OF FINDINGS, CONCLUSION AND RECCOMENDATION

The summary of findings, conclusions and recommendations in this study are presented in this chapter.

Summary of Findings

Here is the overall summary of the result that we have gathered base on the questionnaires.

1. In terms of personal protective equipment and safe injection practices, the overall mean rating obtained by level of safety practices is 4.63 which means that it is often practiced.

2. Customer loyalty's overall mean rating is 4.54, which means satisfactory.

3. The calculated r-value between customer loyalty and safety practices is 0.636. With P-value of 0.000. Thus, null hypothesis is rejected.

Conclusions

The following conclusions were drawn on the basis of the study findings:

1. The level of safety practices is very high.
2. The level of customer loyalty is very high
3. There is significant relationship between safety practices and customer loyalty among selected dental clinics in Panabo City.

Recommendations

Based on the findings and conclusions of the study, the following recommendations were drawn:

1. Employees to gain more knowledge about wearing proper personal protective equipment and when to remove it, so customers who are very observant now may not have any comments about it. The service's quality is already there, so owners should build flexibility to address patient concerns.
2. In terms of handling something fragile like syringes or needles, dental clinics must be more observant than customers: not everyone is in needles, so it must be properly disposed of so that no one is harmed.
3. It is not easy to gain customer loyalty; providing the right service is good, but providing a high-quality service is good enough to meet the level of service on which customers rely. Collecting patient data may help, but always maintain a good attitude towards patients in order to maintain their loyalty to you.



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APPENDIX A
LETTER TO CONDUCT THE STUDY

January 20, 2019

Dr. Elizabeth S. Sabuga
Panabo City

Sir/Ma'am:

Greetings!

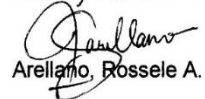
We are the researchers of UM Panabo College. In line with this, we would like to ask permission from your clinic that we will be allowed to conduct study entitled "**Safety Practices and Customer Loyalty among Selected Dental Clinic in Panabo City**". The result of this study will provide data in realization of the required undergraduate research that will be presented to the faculty of UM Panabo College.

Thank you very much for your kind consideration for this letter of request.

Very respectfully yours,


Reñalver, Lenny E.

Corona, Eric John P.


Arellano, Rossele A.

Researchers

Noted by:

Dr. Amelie L. Chico

Adviser

APPENDIX B-1 Letter of request for validation

Letter of Request of Validation

December 19, 2018

JESSA Q. BELOY, CPA
Professor
UM Panabo College
Panabo City

Ma'am:

Greetings!

You are one of the chosen expert validator of our questionnaire on "Safety practices and Customer loyalty among selected Dental Clinic in Panabo City".

In view of this, it would be very much appreciated if you can share your expertise by rating its content. It would be a great help for the undersigned if you can write your comments, suggestions, and recommendations that will improve the said questionnaire.

Thank you very much for your support and valuable contribution on this request.

Respectfully yours


PENALVER, LENNY E.


CORONA, ERIC JOHN


ARELLANO, ROSELLE
Researchers

where's your RRL?

Noted:


DR. AMELIE L. CHICO

Adviser

APPENDIX B-2 Letter of request for validation

Letter of Request of Validation

December 19, 2018

MARJORIE C. LIBRANDO, CPA
Professor
UM Panabo College
Panabo City

Ma'am:

Greetings!

You are one of the chosen expert validator of our questionnaire on "Safety practices and Customer loyalty among selected Dental Clinic in Panabo City".

In view of this, it would be very much appreciated if you can share your expertise by rating its content. It would be a great help for the undersigned if you can write your comments, suggestions, and recommendations that will improve the said questionnaire.

Thank you very much for your support and valuable contribution on this request.

Respectfully yours


PENALVER, LENNY E.


CORONA, ERIC JOHN

ARELLANO, ROSELLE
Researchers

Noted:


DR. AMELIE L. CHICO

Adviser

APPENDIX C-1 Questionnaire Validation Sheet

| | |
|---|--|
|  | RESEARCH AND PUBLICATION CENTER |
| | <input type="checkbox"/> Main <input checked="" type="checkbox"/> Branch <u>Panabo</u> |
| QUESTIONNAIRE VALIDATION SHEET | |

Title of Research: Safety Practices and Customer loyalty among selected Dental Clinic
 Proponents: Penalver, Lenny E.; Corona, Eric John, Arllano, Rasseke in Panabo City

To the Evaluator: Please check the appropriate box for your ratings.
 Point Equivalent: 5 – Excellent 2 – Fair
 4 – Very Good 1 – Poor
 3 – Good


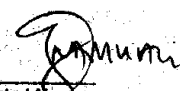
| | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|
| 1. CLARITY OF DIRECTION AND ITEMS The vocabulary level, language structure and conceptual level of the questions suit the level of respondents. The test directions and items are written in clear and understandable manner. | / | | | | |
| 2. PRESENTATION/ORGANIZATION OF ITEMS The items are presented and organized in logical manner. | / | | | | |
| 3. SUITABILITY OF ITEMS The items appropriately represent the substance of the research. The questions are designed to determine the conditions, knowledge, perceptions and attitude that are supposed to be measured. | / | | | | |
| 4. ADEQUATENESS OF ITEMS PER CATEGORY The items represent the coverage of the research adequately. The number of questions per area category is representative enough of all the questions needed for the research. | / | | | | |
| 5. ATTAINMENT OF PURPOSE The instrument as a whole fulfills the objectives for which it was constructed. | / | | | | |
| 6. OBJECTIVITY Each item questions require only one specific answer or measure only one behavior and no aspect of the questionnaire suggest bias on the part of the researcher. | / | | | | |
| 7. SCALE AND EVALUATION RATINGS SYSTEM The scale adapted is appropriate for the items. | / | | | | |


Lenny E. Penalver
 Signature Above Printed Name


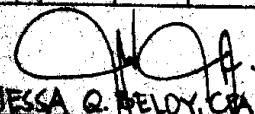
F-13100-004/ Rev. # 1/ Effectivity: July 26, 2017

QUESTIONNAIRE VALIDATION SHEET

APPENDIX C-3 Questionnaire Validation Sheet

|  The University of Mindanao | RESEARCH AND PUBLICATION CENTER <input type="checkbox"/> Main <input checked="" type="checkbox"/> Branch / <u>Panabo</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Title of Research: <u>Safety Practices and Customer Loyalty among selected Dental Clinic in Panabo City</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Proponents: <u>Penalver, Lenny E., Arellano, Rose A., Corona, Eric John</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| To the Evaluator: Please check the appropriate box for your ratings. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Point Equivalent: | 5 – Excellent 2 – Fair 4 – Very Good 1 – Poor 3 – Good | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;"></th> <th style="width: 5%;">5</th> <th style="width: 5%;">4</th> <th style="width: 5%;">3</th> <th style="width: 5%;">2</th> <th style="width: 5%;">1</th> </tr> </thead> <tbody> <tr> <td> 1. CLARITY OF DIRECTION AND ITEMS The vocabulary level, language structure and conceptual level of the questions suit the level of respondents. The test directions and items are written in clear and understandable manner. </td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 2. PRESENTATION/ORGANIZATION OF ITEMS The items are presented and organized in logical manner. </td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 3. SUITABILITY OF ITEMS The items appropriately represent the substance of the research. The questions are designed to determine the conditions, knowledge, perceptions and attitude that are supposed to be measured. </td> <td></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 4. ADEQUATENESS OF ITEMS PER CATEGORY The items represent the coverage of the research adequately. The number of questions per area category is representative enough of all the questions needed for the research. </td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 5. ATTAINMENT OF PURPOSE The instrument as a whole fulfills the objectives for which it was constructed. </td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 6. OBJECTIVITY Each item questions require only one specific answer or measure only one behavior and no aspect of the questionnaire suggest bias on the part of the researcher. </td> <td></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td> 7. SCALE AND EVALUATION RATINGS SYSTEM The scale adopted is appropriate for the items. </td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | | 5 | 4 | 3 | 2 | 1 | 1. CLARITY OF DIRECTION AND ITEMS The vocabulary level, language structure and conceptual level of the questions suit the level of respondents. The test directions and items are written in clear and understandable manner. | <input checked="" type="checkbox"/> | | | | | 2. PRESENTATION/ORGANIZATION OF ITEMS The items are presented and organized in logical manner. | <input checked="" type="checkbox"/> | | | | | 3. SUITABILITY OF ITEMS The items appropriately represent the substance of the research. The questions are designed to determine the conditions, knowledge, perceptions and attitude that are supposed to be measured. | | <input checked="" type="checkbox"/> | | | | 4. ADEQUATENESS OF ITEMS PER CATEGORY The items represent the coverage of the research adequately. The number of questions per area category is representative enough of all the questions needed for the research. | <input checked="" type="checkbox"/> | | | | | 5. ATTAINMENT OF PURPOSE The instrument as a whole fulfills the objectives for which it was constructed. | <input checked="" type="checkbox"/> | | | | | 6. OBJECTIVITY Each item questions require only one specific answer or measure only one behavior and no aspect of the questionnaire suggest bias on the part of the researcher. | | <input checked="" type="checkbox"/> | | | | 7. SCALE AND EVALUATION RATINGS SYSTEM The scale adopted is appropriate for the items. | <input checked="" type="checkbox"/> | | | | |
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| 2. PRESENTATION/ORGANIZATION OF ITEMS The items are presented and organized in logical manner. | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3. SUITABILITY OF ITEMS The items appropriately represent the substance of the research. The questions are designed to determine the conditions, knowledge, perceptions and attitude that are supposed to be measured. | | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4. ADEQUATENESS OF ITEMS PER CATEGORY The items represent the coverage of the research adequately. The number of questions per area category is representative enough of all the questions needed for the research. | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5. ATTAINMENT OF PURPOSE The instrument as a whole fulfills the objectives for which it was constructed. | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6. OBJECTIVITY Each item questions require only one specific answer or measure only one behavior and no aspect of the questionnaire suggest bias on the part of the researcher. | | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7. SCALE AND EVALUATION RATINGS SYSTEM The scale adopted is appropriate for the items. | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ANGELO  Signature Above Printed Name | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

APPENDIX D

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|--|--|---|--|--|--|
|  The University of Mindanao | RESEARCH AND PUBLICATION CENTER [] Main [x] Branch / <u>Panabo</u> QUESTIONNAIRE VALIDATION SHEET | | | | | | | | | | | | |
| Title of Research: <u>Safety practices and customer loyalty among selected Dental Clinic in Panabo City</u> Proponents: <u>/Resalvar, Lemmy, Ardiano, Rosale, Corona, Eric John</u> | | | | | | | | | | | | | |
| To the Evaluator: Please check the appropriate box for your ratings. Point Equivalent: 5 – Excellent 2 – Fair 4 – Very Good 1 – Poor 3 – Good | | | | | | | | | | | | | |
| | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;"></td> <td style="width: 10%; text-align: center;">5</td> <td style="width: 10%; text-align: center;">4</td> <td style="width: 10%; text-align: center;">3</td> <td style="width: 10%; text-align: center;">2</td> <td style="width: 10%; text-align: center;">1</td> </tr> </table> | | 5 | 4 | 3 | 2 | 1 | | | | | | |
| | 5 | 4 | 3 | 2 | 1 | | | | | | | | |
| 1. CLARITY OF DIRECTION AND ITEMS The vocabulary level, language structure and conceptual level of the questions suit the level of respondents. The test directions and items are written in clear and understandable manner. | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;"></td> <td style="width: 10%; text-align: center;">5</td> <td style="width: 10%; text-align: center;">4</td> <td style="width: 10%; text-align: center;">3</td> <td style="width: 10%; text-align: center;">2</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">/</td> <td></td> <td></td> <td></td> </tr> </table> | | 5 | 4 | 3 | 2 | 1 | | | / | | | |
| | 5 | 4 | 3 | 2 | 1 | | | | | | | | |
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| | 5 | 4 | 3 | 2 | 1 | | | | | | | | |
| | | / | | | | | | | | | | | |
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| | 5 | 4 | 3 | 2 | 1 | | | | | | | | |
| | | / | | | | | | | | | | | |
| 4. ADEQUATENESS OF ITEMS PER CATEGORY The items represent the coverage of the research adequately. The number of questions per area category is representative enough of all the questions needed for the research. | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;"></td> <td style="width: 10%; text-align: center;">5</td> <td style="width: 10%; text-align: center;">4</td> <td style="width: 10%; text-align: center;">3</td> <td style="width: 10%; text-align: center;">2</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">/</td> <td></td> <td></td> <td></td> </tr> </table> | | 5 | 4 | 3 | 2 | 1 | | | / | | | |
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| | | / | | | | | | | | | | | |
| 5. ATTAINMENT OF PURPOSE The instrument as a whole fulfills the objectives for which it was constructed. | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;"></td> <td style="width: 10%; text-align: center;">5</td> <td style="width: 10%; text-align: center;">4</td> <td style="width: 10%; text-align: center;">3</td> <td style="width: 10%; text-align: center;">2</td> <td style="width: 10%; text-align: center;">1</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">/</td> <td></td> <td></td> <td></td> </tr> </table> | | 5 | 4 | 3 | 2 | 1 | | | / | | | |
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| | 5 | 4 | 3 | 2 | 1 | | | | | | | | |
| | | / | | | | | | | | | | | |
|  JESSA Q. BELDY, CPA, CIT Signature Above Printed Name | | | | | | | | | | | | | |

SURVEY QUESTIONNAIRE

SAFETY PRACTICES AND CUSTOMER LOYALTY AMONG SELECTED DENTAL CLINIC IN PANABO CITY

Name: (optional) _____ Position: _____

Name of the Business: _____ Date: _____

Instruction: Below are the questions to measure the tax avoidance of your business. Please put a check mark (/) appropriate to your answer using the given scale.

5- Strongly Agree 3- Neither Agree nor Disagree 1- Strongly Disagree
4- Agree 2- Disagree

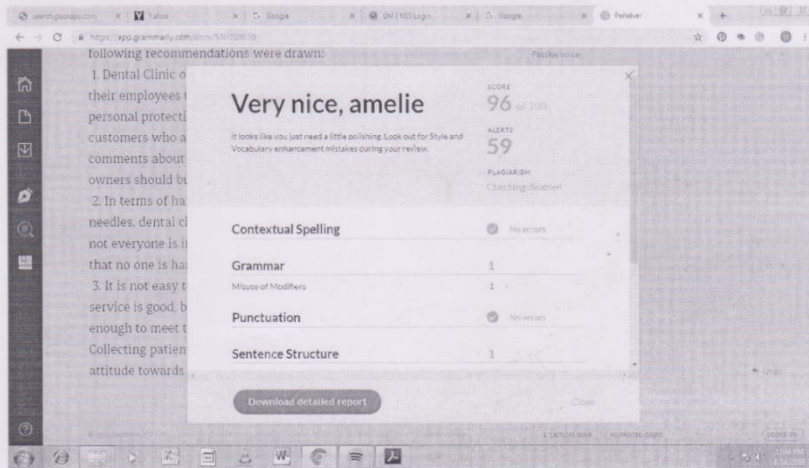
Part 2. SAFETY PRACTICES

| Personal Protective Equipment (PPE) | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|
| The Dental Clinic | | | | | |
| 1. practitioner wears disposable gloves | | | | | |
| 2. practitioner removes their PPE when leaving the working area | | | | | |
| 3. uses of appropriate material/instrument | | | | | |
| 4. always uses complete PPE | | | | | |
| 5. encourages workers to comply the recommended guidelines | | | | | |
| B. Safe Injection Practices | | | | | |
| 1. disposes needles in a right way | | | | | |
| 2. covers needles in a right way | | | | | |
| 3. putting standard precautions to avoid infections | | | | | |
| 4. performs injections in an optimal manner for patients | | | | | |
| 5. falls safe during injection procedure | | | | | |

Part 3. **CUSTOMER LOYALTY**


| Customer Loyalty The of Dental Clinic | 5 | 4 | 3 | 2 | 1 |
|--|----------|----------|----------|----------|----------|
| 1.has a high quality of services | | | | | |
| 2.meet the level of service quality | | | | | |
| 3.builds long term relationship | | | | | |
| 4.has effort to fix problems regarding to the service | | | | | |
| 5.associates with benefits | | | | | |
| 6.has customized mktg. program/activities of the company | | | | | |
| 7.has good behaviors towards patients | | | | | |
| 8.gathered feedbacks from patients | | | | | |
| 9.keeps good attitude regarding to appointments | | | | | |
| 10.gives freebies or discounts | | | | | |

APPENDIX E
Grammarly Certification



PEÑALVER/ CORONA/ ARELLANO

CONGRATULATIONS GRAMMARLY RESULT 96%


DR. AMELIE L. CHICO
ADVISER

APPENDIX F-1 CERTIFICATE Of Appearance



UM Panabo College
Research Office
Arguelles St., San Francisco
Panabo City

Certificate of Appearance

This is to certify that the students whose names are listed below have appeared at the SUNLE CURE DENTAL CLINIC and conducted SURVEY (Name of Office/Agency) (State activity) in relation to their thesis/FS entitled "SAFETY PRACTICE AND CUSTOMER LOYALTY ADOPT" SUNLE DENTAL CLINIC IN PANABO CITY during the period JAN. 23, 2019 (State inclusive dates)

Dr. Sean E. S. Sablier
Name and Signature of Authorized Personnel



UM Panabo College
Research Office
Arguelles St., San Francisco
Panabo City

Certificate of Appearance

This is to certify that the students whose names are listed below have appeared at the Dambila - Sabuer Dental Clinic and conducted SURVEY (Name of Office/Agency) (State activity) in relation to their thesis/FS entitled "SAFETY PRACTICE AND CUSTOMER LOYALTY ADOPT" SUNLE DENTAL CLINIC IN PANABO CITY during the period JAN. 23 - 2019 (State inclusive dates)

Dr. Sean Leonardo S. Sablier
Name and Signature of Authorized Personnel

APPENDIX F-2

Certificate Of Appearance



UM Panabo College
Research Office
Arguelles St., San Francisco
Panabo City

Certificate of Appearance

This is to certify that the students whose names are listed below have appeared at the
SOMBON-SAMBON DENTAL CLINIC and conducted SURVEY
(Name of Office/Agency) (State activity)
in relation to their thesis/FS entitled "SAFETY PRACTICES AND CUSTOMER HEALTH AROUND SELECTED
DENTAL CLINIC IN PANABO CITY"
during the period JAN. 25, 2019
(State inclusive dates)


DR. FINA LEDIZ S. GOZAGA
Name and Signature of Authorized Personnel



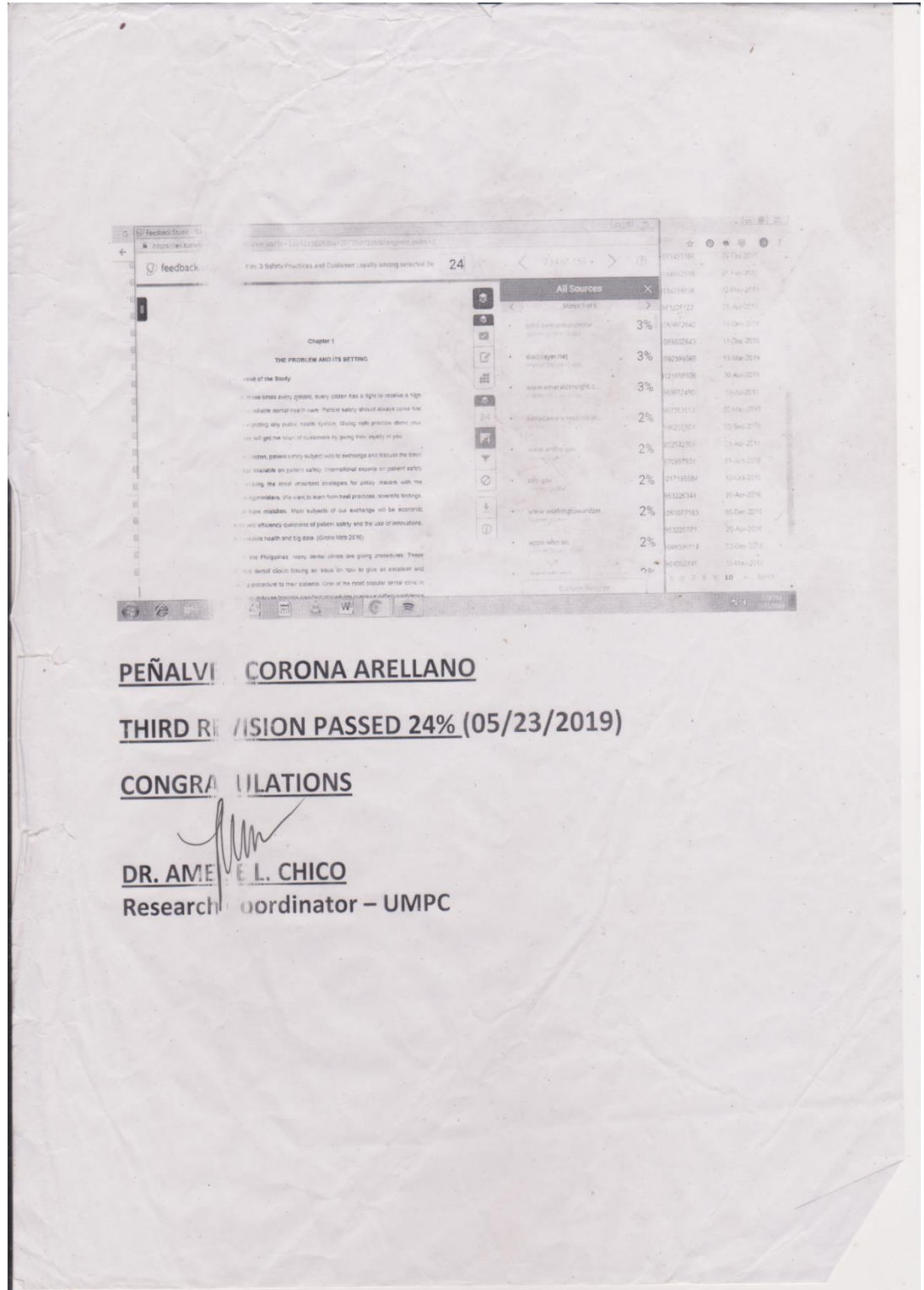
UM Panabo College
Research Office
Arguelles St., San Francisco
Panabo City

Certificate of Appearance

This is to certify that the students whose names are listed below have appeared at the
ARGUELLES DENTAL CLINIC and conducted SURVEY
(Name of Office/Agency) (State activity)
in relation to their thesis/FS entitled "SAFETY PRACTICES AND CUSTOMER HEALTH AROUND SELECTED
DENTAL CLINIC IN PANABO CITY"
during the period JAN. 25, 2019
(State inclusive dates)


DAISY P. WEBBLOS
Name and Signature of Authorized Personnel

Plagiarism Result





PEÑALVER, LENNY E.

Prk.1 Durian Macla Homes, Panabo City
Contact #: 0995-667-4588
Emailaddress: iamlennberg@gmail.com

STRENGTHS AND SKILLS

- Proficient in computers and Microsoft Office applications (Word, Excel and PowerPoint)
- Good technical and communication skills
- Committed and conscious of deadlines
- Have strong inter-personal skills and can work well under pressure

WORK EXPERIENCES

2013-2017

SOMBILON-SABUGA DENTAL CLINIC
(DENTIST ASSISTANT/ SECRETARY)

Educational Background

| Name of School Graduated | School Year |
|---|--------------------|
| New Visayas Elementary School | 2003-2009 |
| Panabo National High School (Special Program in the Arts) | 2009-2013 |
| UMPC Panabo College | 2014-2018 |

Affiliation

Organization

Position/Year

Rotaract Club Organization
(2019)

Vice President (2018-

SEMINAR ATTENDED

HR (LEADERSHIP ENHANCEMENT TRAINING AND
SEMINAR)
DISCON (DISTRICT CONVENTION OF ROTARY CLUB)

REFERENCES

DELA PEÑA, CRISTINA MARIE
HR MANAGER
HANDSFORTH CORP.
0938-146-9719

HON. RENANTE F. BANGOY
City Councilor
Panabo City Davao Del Norte
0999-994-8937
renante.fbangoy@yahoo.com

DR. EULA LEELIZ S. GONZAGA
DENTIST
SOMBILON-SABUGA DENTAL CLINIC
eulaleelizgonzaga@yahoo.com

I hereby certify that the above statement is true and correct.

PEÑALVER, LENNY E.
Applicant



ROSSELE A. ARELLANO

Purok 4-1 Tubod, Carmen Davao del Norte

Elessor15@gmail.com

09979380957

PERSONAL DATA

Date of Birth : November 15, 1998 Age : 20
Sex : Female Status: Single

WORK EXPERIENCE

Special Program for Employment Students LGU Panabo City (2014-2015)
Cashier at Exoduz Internet Cafe (2018)

EDUCATIONAL ATTAINMENT

UM Panabo College

Bachelor of Science in Business Administration major in Marketing Management
P.N Arguelles St., San Francisco, Panabo City
AY 2018-2019

Tubod National High School

Tubod, Carmen, Davao del Norte
SY 2014-2015

TubodElementary School

Tubod, Carmen, Davao del Norte
SY 2010-2011

SKILLS

- Word Processing (Microsoft Word, PowerPoint, Excel)
- Willingness to assist others
- Work cooperatively with other people
- Interpersonal Skills

SEMINARS

- **Excellence Beyond School**
November 24, 2019
UM Panabo College
- **Fashion Merchandising Seminar-Workshop**
November 20-21, 2019
UM Panabo College

AWARDS/ AFFILIATIONInclusive Years

| | |
|--|--------------|
| Young Marketers Society Member | AY 2014-2015 |
| Young Marketers Society Active Member | AY 2018-2019 |

CHARACTER REFERENCES

RICKY DELA CRUZ

Barangay Captain
Tubod, Carmen, Davao del Norte
0997085 4979

JOHN REY GORDILLO

Barangay Councilor
Tubod, Carmen, Davao Del Norte
09162830759

I hereby certify that the fact contained in this application is true and complete to the best of my knowledge.

ROSSELE A. ARELLANO



ERIC JOHN P. CORONA

Address: Prk-2 Brgy. San Francisco Panabo City

E-mail address: ericjohncorona17@gmail.com

PERSONAL INFORMATION

Full Name: Eric John P. Corona
Gender: Male
Date of Birth: February 21, 1998
Civil Status: Single

EDUCATION

| | |
|------------------------------|--|
| Tertiary (2018-2019) Present | UM Panabo College, Panabo City Bachelor of Science in Business Administration Major in Marketing Management |
|------------------------------|--|

WORK EXPERIENCE

| | | |
|-----------|-------------------------------------|------|
| Therapist | Health at Hand Body Massage and SPA | 2018 |
|-----------|-------------------------------------|------|

SEMINARS AND TRAINING ATTENDED

- August 14, 2018 “Research Forum” held at the AVR, UM Panabo College, Panabo City
- “Fashion Merchandising Seminar-Workshop” conducted on November 20-21, 2018 at AVR, UM Panabo College, Panabo City
- “Excellent Beyond School” November 24, 2018 at UM Panabo College, Panabo City, Davao del Norte
- “Power Dressing and Workplace Etiquette” January 26, 2019 held at UM Panabo College, Panabo City, Davao del Norte

- “Road Map to Wealth: A step by step plan for experiencing financial contentment” February 26, 2019 held at UM Panabo College, Panabo City, Davao del Norte
- “Sell Your Self” conducted on March 2, 2019 at New Bldg. (Right Wing), UM Panabo College, Panabo City

SKILLS

- Computer Literate (MS Word, MS Powerpoint)
- Positive work attitude
- Time Management Skills
- Dancing
- UM Core Values (Excellence, Honesty and Integrity, Innovation, and Teamwork)

REFERENCES

MARIDEL NUÑEZ

Owner

*Health at Hand Body Massage
and SPA*

Mobile#: 09089866534

PROF. APRIL ROSE L. SAM

*Program Head, Marketing Management
UM Panabo College*

Mobile#: 09164751451

NIL CHRISTOPHER V. ANANIA, LTP

Professor

UM Panabo College

Mobile#: 09092201472

ERIC JOHN P. CORONA