



EMBRACING OPEN AND DISTANCE LEARNING THROUGH  
*21<sup>st</sup>* CENTURY RESEARCH

**STOU - PUP OUS**

3<sup>RD</sup> JOINT MULTIDISCIPLINARY  
ONLINE RESEARCH COLLOQUIUM 2020  
JULY 22, 2020

Jointly Organized by  
Sukhothai Thammathirat  
Open University (STOU), Thailand  
and  
Polytechnic University of the Philippines  
Open University System (PUPOUS)

*Embracing Open and Distance Learning Through 21<sup>st</sup> Century Research*

*The STOU-PUP OUS  
3<sup>rd</sup> Joint Multidisciplinary Online Research Colloquium 2020*

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and  
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Open University System (PUP OUS)*

*July 22, 2020*

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*Part I*  
*Welcome Address/Message*



**SUKHOTHAI THAMMATHIRAT OPEN UNIVERSITY  
NONTHABURI, THAILAND**

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## **WELCOME ADDRESS AND OPENING SPEECH**

By  
Professor Dr. Prasart Seubkha  
*Acting President of Sukhothai Thammathirat Open University*



On behalf of Sukhothai Thammathirat Open University, it is my pleasure to extend our warmest welcome today to all delegates from PUP OUS for your significant contribution to the third STOU- PUP OUS Joint Multidisciplinary Online Research Colloquium 2020, jointly organized by Sukhothai Thammathirat Open University (STOU) and Polytechnic University of the Phillipines, Open University System (PUP OUS).

This colloquium is intended to serve as a platform for lecturers, researchers, and graduate students to exchange knowledge and gain insights, as well as a forum for them to build an academic and research network, which could in turn lead to further research collaboration between the two institutions. As you may know, our university also offers a research scholarship which aims to promote research at an international level with an expected outcome of public use, as well as publications in international academic journals. Again, our collaboration sets an example of a good network and smart partnership and opens opportunities for scholars and students to share their knowledge and expertise. I am very pleased with the outcome of our collective endeavors so far.

I would like to take this opportunity to express my sincere thanks to the organizers and, in particular, to Professor Emeritus Dr. Chutima Sacchanand, the founder and former Chairperson of the Ph.D. Information Science Program, Sukhothai Thammathirat Open University and Chair of the organizing committee, Dr. Manuel M. Muhi, the PUP President, and the delegates from PUP OUS and STOU. I very much appreciate their great contribution to the success of this colloquium.

It is now my great pleasure to declare this online colloquium open and to welcome you to Sukhothai Thammathirat Open University. Thank you.



## **INTRODUCTORY REMARKS**

By  
Manuel M. Muhi, DTech.  
*President of Polytechnic University of the Philippines*



Welcome and thank you for attending the 3<sup>rd</sup> PUP Open University System – Sukothai Thammathirat Open University Joint Multidisciplinary Research Conference. We would also like to express our sincere appreciation to the Organizing Committee for making this online activity possible for all of us. This conference will serve as a venue for sharing and exchanging various research outputs, issues, and concerns by providing participants with informative and significant learning opportunities through this virtual environment amidst the challenge of the global health crisis.

As an academic exercise, sharing our research is a crucial subject matter among students, teachers, and other academic and non-academic personnel seeking to enrich and discover body of knowledge relative to their respective fields. Research as one of the priority thrusts of the University, we aim to accelerate our research output and intensify research-related programs and projects. We are grateful for the joint cooperation with Sukothai Thammathirat University as one of our partner institutions in building a strong research foundation for the University. Indeed, this academic exchange will further harness the research culture and engagement of both universities for the benefit of the academic community as well as the society in general. We look forward to this fruitful undertaking as we discuss topics on the relevance of multidisciplinary research, the research culture in our own contexts, and developments of quality research and high performance in our institutions.

As we continue to work together towards a better and effective open university system in our respective countries, I call on each and every one to brave the challenges facing us in this turbulent time. Let us relentlessly elevate ourselves as we seek for perfection and truth as academic scholars in our own chosen field. Together as one, our University and yours will continue to extend mutual support and cooperation in bringing quality and accessible higher learning through open university systems to each of our own countries and for the rest of Southeast Asia.

Thank you and Mabuhay!



## REMARKS

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By  
Professor Emeritus Dr. Chutima Sacchanand  
*Chair of STOU – PUP OUS Organizing Committee*

This third STOU - PUP OUS Joint Multidisciplinary Online Research Colloquium 2020, jointly organized by Sukhothai Thammathirat Open University (STOU) and Polytechnic University of the Philippines, Open University System (PUP OUS) is a significant contribution to strengthening the implementation of the MOU between our two universities. This serves as a platform to share our knowledge and experience, form good networking partnerships, and enhance the quality of distance education and the professional development of our graduate students and faculty members.



With the current coronavirus pandemic, we need to respond to the challenge of ensuring continuity and quality in educational development. In particular, we need to transform the COVID-19 crisis into opportunities, moving forward to an online research colloquium. Adaption to this crisis and ensuring continuity and quality through digital transformation, therefore, is strategic and long-term in the area of open learning environment.

I would like to thank all concerned, keynote speakers, session chairs, presenters, and participants of the two universities who have joined this research colloquium. I also would like to express my gratitude, especially to the organizing committee of both universities. Your cooperation and contribution have enabled us to conduct a successful online research colloquium. Even though this is a small colloquium, its value is beyond. I trust that our collective endeavors will create new insights and collective learning that move *our partnerships* forward.

## FOREWORD

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By  
Professor Carmecita L. Castolo, DEM  
*Executive Director, PUP Open University System*  
*Chair of PUP OUS Organizing Committee*

Our third research colloquium finds us in time of great uncertainty. The world braces itself for an enemy that has affected millions of people worldwide. Despite this, as purveyors of learning, our search for and our desire to share knowledge remains unhampered. Thanks to advances in educational technology and because of the fact that we are forced to follow strict work-from-home protocols, we push through with our research colloquium online. We are pleased and beside ourselves with joy and excitement to be STOU's partner in the 2020 STOU – PUP OUS JOINT MULTIDISCIPLINARY ONLINE RESEARCH COLLOQUIUM. This is an important milestone in our partnership and an opportunity that brings a lot of positivity to the present circumstances.

Our resilience in times of adversity is matched only by our desire to be fruitful even in periods of uneasiness. There is, after all, erudition in the time of corona.

Congratulations to all of us!







*Part II*  
*Program and List of Abstracts*



**The STOU-PUP OUS 3<sup>rd</sup> Joint Multidisciplinary Online Research Colloquium**  
**July 22, 2020**

<b>8:30 a.m.–9:00 a.m.</b>	<b>REGISTRATION</b>
<b>9:00 a.m.–9:30 a.m.</b>	<b>OPENING CEREMONY</b>

Welcome Address by the Acting President of STOU, **Professor Dr. Prasart Suebka**  
Introductory Remarks by the PUP President, **Dr. Manuel M. Muhi**

<b>9:30 a.m.–10:00 a.m.</b>	<b>KEYNOTE SPEAKERS</b>
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- 1. PIVOTAL: Defining Opportunities for Distance Learning Institutions in Promoting Remote Learning in the Time of Pandemic**  
**Professor Dr. Emanuel C. De Guzman**  
*Vice President for Academic Affairs of PUP*
- 2. Professional Standard Framework (PSF): Looking Through the Lens of a Distance Professor**  
**Professor Dr. Boontip Siritrungsri**  
*School of Nursing, STOU, Thailand*

<b>10:00 a.m.–11:00 a.m.</b>	<b>RESEARCH PRESENTATIONS</b>
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*Session Chair: Associate Professor Dr. Patamaporn Yenbamrung*  
**School of Liberal Arts, STOU, Thailand**

- 1. Awareness, A Knowledge, and Attitudes of Bachelor of Arts in Broadcasting Students on HIV/AIDS: Basis for PUP OUS Gender and Development Activity**  
**Jerielyn V. Reyes, DBA**  
*Chief, Marketing, PUP ICPD*  
*Polytechnic University of the Philippines, Open University System (PUP OUS)*
- 2. The Status of Research Outputs in Health Science of Thai Universities**  
**Mr. Chatree Wongkaew**  
*Ph.D. candidate, School of Liberal Arts*  
*STOU, Thailand*
- 3. Assessment of Manila Disaster Risk Reduction and Management Office's IEC Tools in Barangay 649, Baseco, Manila**  
**Ms. Anabelle Z. Aramo**  
*Master in Communication Graduate*  
*Polytechnic University of the Philippines, Open University System (PUP OUS)*
- 4. Digital Ethics of Higher Education Students: A Preliminary Study**  
**Miss Phachaya Chaiwchan**  
*Ph.D. candidate, School of Liberal Arts*  
*STOU, Thailand*
- 5. Augmented Reality Ordering System with Data Analytics to Support Decision Making in the Restaurant Chains**  
**Mr. Montaigne G. Molejon**  
*Master in Information Technology Graduate*  
*Polytechnic University of the Philippines, Open University System (PUP OUS)*

**Discussion:**

*Session Chair: Associate Professor Dr. Lizyl R. Rebusquillo*  
**Course Specialist, Master in Education Management, PUP OUS, the Philippines**

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**6. Information Seeking Behavior towards Emergency Psychiatric Information Exchange among Physicians of Debaratana Nakhon Ratchasima Hospital**

**Mr. Nakarin Choon-ngarm, M.D., M.P.H.**

*Ph.D. candidate, School of Liberal Arts*

*STOU, Thailand*

**7. The Risk Assessment of Commissioning Project Management Consultants**

**Engr. Jethro G. Angara**

*Master of Science in Construction Management graduate*

*Polytechnic University of the Philippines, Open University System (PUP OUS)*

**8. The Reading Habits of Students in Elementary Schools in Thailand: Literature Review**

**Miss Chotima Watana**

*Ph.D. candidate, School of Liberal Arts*

*STOU, Thailand*

**9. The Implementation of Risk Management Tools and Techniques: A Basis for Continuous Improvement Program**

**Engr. Mark Anthony D. Ignacio**

*Master of Science in Construction Management graduate*

*Polytechnic University of the Philippines, Open University System (PUP OUS)*

**10. The Development of an Information Service Model for Life-Long Learning for Elderly Persons**

**Assistant Professor Pornchita Upatum**

*Ph.D. candidate, School of Liberal Arts*

*STOU, Thailand*

**11. Risk Management in Schools: A Basis for a Division Technical Assistance Action Plan**

**Mr. Ryan L. Race**

*Master in Education Management graduate*

*Polytechnic University of the Philippines, Open University System (PUP OUS)*

**By Professor Emeritus Dr. Chutima Sacchanand**

**Information Science Program, Chair of the Organizing Committee, STOU**

**Assistant Professor Dr. Lugsamee Nuamthanom Kimura**

*English Program, School of Liberal Arts, STOU, Thailand*

*Master of Ceremonies*

## KEYNOTE

# PIVOTAL: DEFINING OPPORTUNITIES FOR DISTANCE LEARNING INSTITUTIONS IN PROMOTING REMOTE LEARNING IN THE TIME OF PANDEMIC

De Guzman, E. C.  
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## ABSTRACT

The message focused on how PUP intended to continue with its services effectively and efficiently during the pandemic of COVID-19. It proposed to achieve this through the use of the Flexible Technology Enhanced Learning (FlexTEL), a blended mode strategy which had provisions for delivery of lessons for students with technological gadgets and access to virtual learning, as well as to those who do not have both, or has limited access to connectivity to ensure that the students benefitted from timely, quality, and free education.

In the message, VPAA Dr. De Guzman proposed to use FlexTEL, for the purpose of teaching and learning. However, to do such, the stake holders, particularly the teachers and students, have to be trained on how to properly use this to their advantage. It likewise highlighted the different benefits to be gotten form the proper use of the FlexTEL once the teachers and students have become familiar with the use.

## KEYWORDS

Flexible Technology Enhanced Learning (FlexTEL), COVID-19

## KEYNOTE

# PROFESSIONAL STANDARD FRAMEWORK (PSF): LOOKING THROUGH THE LENS OF A DISTANCE PROFESSOR

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## ABSTRACT

The UK Professional standard framework (UKPSF) for teaching and supporting learning in Higher Education (HE) is managed by Higher Education Academy in the United Kingdom. UKPSF is a framework for professional teaching and supporting learning. UKPSF has been increasingly interested by a number of countries around the world, including Thailand because it is believed that the UKPSF is essential to drive improvement and raise teaching and learning in higher education. The UKPSF composes of 3 dimensions, areas of activity, core knowledge, and professional values. More details will be presented to reflect a distance professor's journey through the lens of PSF for teaching and supporting learning. It may be useful to other professors or persons who wish to learn from her experiences or would like to apply for the fellowship from Higher Education Academy in UK as she has received the status of Senior Fellow of the Higher Education Academy. (SFHEA).

## KEYWORDS

Professional Standard Framework, Teaching and Learning, Higher Education, Distance Professor

# **AWARENESS, KNOWLEDGE, AND ATTITUDES OF BACHELOR OF ARTS IN BROADCASTING STUDENTS ON HIV/AIDS: A BASIS FOR PUP OUS GENDER AND DEVELOPMENT ACTIVITY**

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## **ABSTRACT**

The study aimed at determining the awareness, level of knowledge and attitude of the Bachelor of Arts in Broadcasting (BABR) students on HIV/AIDS. This serves as a basis in developing Gender and Development (GAD) activities, particularly the HIV/AIDS Awareness Campaign. This descriptive research employed a quantitative approach through creating an online survey using Google Forms. The survey was answered by 171 randomly selected BABR students enrolled during the 2<sup>nd</sup> semester of the Academic Year 2019-2020. Findings revealed that there is a small number of students who are not aware of HIV/AIDS. In terms of knowledge, the respondents are moderately knowledgeable of HIV/AIDS, specifically its symptoms, spread, behavioural intervention, bio-medical intervention and structural intervention. With regards to the attitude, the respondents strongly agreed on collaborative efforts of OUS GAD Focal Point System (FPS) with the University Medical Services Department and students could greatly contribute to address the growing concerns of HIV/AIDS and other related diseases. They also believed that the objective of OUS GADFPS for HIV/AIDS prevention should be clearly communicated and be implemented through informal learning materials. However, they did not see the need to hold classroom discussions about this issue. They also saw the need of professional counselling to be part of OUS GADFPS and an HIV hotline for confidential communication. Based on the findings, to improve the awareness, level of knowledge and attitude on HIV/AIDS, a regular conduct of awareness campaign is recommended. The OUS GADFPS should also have to start planning the programs for HIV/AIDS prevention, taking the results into consideration for effective and relevant programs.

## **KEYWORDS**

HIV/AIDS, Gender and Development, Focal Point System, Awareness Campaign, PUP Open University System



# THE STATUS OF RESEARCH OUTPUTS IN HEALTH SCIENCE OF THAI UNIVERSITIES

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## ABSTRACT

Most research outputs which create a new body of knowledges in Thai universities are in the field of Health Science (HS) that directly affects the quality of life of the public as a whole, as it is widely used as a guideline for treatment, provision of care, health development, and rehabilitation. This paper aimed to study the status of Health Science research outputs of Thai universities that have been published in international and national academic journals in the SCOPUS database in 2017-2019. The qualitative research method used in this study is documentary analysis. The research reveals that there are 48,340 articles in Health Science, which includes medicine, immunology and microbiology, pharmacology, toxicology and pharmaceuticals, neuroscience, nursing, dentistry, psychology, and health professions, totaling 17,601 titles or accounting for 36%, equivalent to 1 in 3 of all articles published in the international database. Simultaneously, the Thai Journal Citation Index (TCI) database contains a total of 6,415 articles, out of which 2,752 topics is in the HS category, or accounting for 43% or almost 1 in 2 of all Thai articles. The universities with the top 5 publications in the field of HS in the SCOPUS, are Mahidol University with 9,194 articles; Chulalongkorn University with 3,816 articles; Khon Kaen University with 3,023 articles; Chiang Mai University with 2,010 articles; and Prince of Songkla University with 1,357 articles, respectively. While the first two are major research universities located in or around Bangkok the latter three are provincial universities.

## KEYWORDS

Research outputs, Health Science Research, Thai Universities

# **ASSESSMENT OF MANILA DISASTER RISK REDUCTION AND MANAGEMENT OFFICE'S IEC TOOLS IN BARANGAY 649, BASECO, MANILA**

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## **ABSTRACT**

This research assessed the relevance and effectivity of the existing IEC tools used by Manila Disaster Risk Reduction and Management Office (MDRRMO). Measurements used were based on timeliness, accuracy, mass appeal, and purpose. Part of the research was to establish the level of awareness and knowledge of the respondents in Barangay 649 on the existing IEC tools. Through Context, Input, Process, and the Product (CIPP) Evaluation Model, the researcher explained the assessment and evaluation of the existing IEC tools of MDRRMO. Both qualitative and quantitative methods were used through surveys, key informant interviews, and onsite observations. The researcher used triangulation method comparing community residents' insights as well as MDRRMO's views on how and why they created their IEC materials. There were a total of 389 survey respondents and one key informant from MDRRMO. Frequency distribution, percentage, and weighted mean were used in treating the data. The study revealed that the majority or 66.32% of the respondents were unaware of the presence of MDRRMO and the existing IEC tools in their barangay. But the 33.67% of the respondents who have awareness were considered highly knowledgeable. For respondents with awareness, the IEC tools used were often considered timely, relevant, accurate, with authority, and with purpose. Despite the good impact of IEC tools on the respondents who have awareness, it shows that the initiatives of MDRRMO in using their IEC tools in the study locale are still ineffective since the majority of the respondents are still unaware of their efforts.

## **KEYWORDS**

MDRRMO, IEC Tools, Disasters, Baseco Port Area, Manila

# **DIGITAL ETHICS OF HIGHER EDUCATION STUDENTS: A PRELIMINARY STUDY**

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## **ABSTRACT**

Digital technology is vital to life and learning. Students as digital natives should have knowledge and practice good digital ethical behaviors in using digital technology appropriately, and for the rights of themselves and others. They may unknowingly neglect the creation and awareness of information with analytical thinking and distinguish and be aware of information without being misled by the information of the virtual world. Therefore, it is a challenge for higher education institutions to prevent students' digital ethics problems. This article attempted to explain the concept of digital ethics, emerging problems encountered by higher education students and the implications on universities and colleges. This article focused on analysis and synthesis of existing literature, especially research articles about digital ethics in higher education and empirical data from other information sources. The findings suggested there was a need to enhance digital ethics for students. The results of this study will be used for synthesis and development of a conceptual framework for the development of strategies to enhance digital ethics of higher education students.

## **KEYWORDS**

Digital Ethics, Strategies, Higher Education

# **AUGMENTED REALITY ORDERING SYSTEM WITH DATA ANALYTICS TO SUPPORT DECISION MAKING IN THE RESTAURANT CHAINS**

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## **ABSTRACT**

Restaurants are dependent on the experience and engagement of their customers in which customer satisfaction is the core part for the growth of the organization. It was revealed that bad experience came from numerous reasons that can drastically affect customer experience. The main objective of the study was to create a modern ordering system using augmented reality with data analytics to enhance customer experience by providing an interactive way of ordering. It specifically aimed to address the following issues/challenges that affect customers' experience: (1) Customers lack ideas about the menu because of a large number of dishes; (2) The food on the paper-based menu looks different from the food that is actually served; (3) Customers do not know the specialty and menu pairings of a particular restaurant; (4) The important information about primary ingredients that could affect their health is not provided; (5) The information of the meal availability is not provided; and (6) Customers spend a long time standing in the queue to order. The study utilized descriptive method to describe the behaviors or assessment of the respondents and developed software application. The study intended to provide a kind of experience that will be enjoyed by customers and also to give an easy-to-use application that can help the establishment in boosting not just their sales but also their morale as a business in the restaurant industry.

## **KEYWORDS**

Augmented Reality, Human-Computer Interaction, Big Data, Data Mining, Apriori Algorithm.

# **INFORMATION SEEKING BEHAVIOR TOWARDS EMERGENCY PSYCHIATRIC INFORMATION EXCHANGE AMONG PHYSICIANS OF DEBARATANA NAKHON RATCAHSIMA HOSPITAL**

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## **ABSTRACT**

In Wilson's model of information behavior, information exchange has the direct pathway from information seeking behavior. This research aims to identify information seeking behavior towards emergency psychiatric information exchange among physicians of Debaratana Nakhon Ratchasima Hospital. Qualitative methods were employed, with in-depth interviews of 36 physicians who provides general practice services more than 20 hours per week. The instrument was structured by in-depth interviews, which were constructed according to Ellis's information-seeking model. Data was analyzed by using inductive content analysis. Data were collected in May 2020, collecting from all physicians in Debaratana Nakhon Ratchasima Hospital. The results revealed that the objective of information seeking was to find guidelines for caring for psychiatric patients and psychiatric drug profiles. Starting with disease name or medical terminology. Browsing by selecting information from internet search programs. Chaining from listing of internet hyperlinks. Monitoring with consultation psychiatrist. Differentiating by relevant or interested content. Extracting information to the psychiatric treatment/guidelines. Verification by self-checking. Ending with use of information to complete the objective. Physicians used that information for psychiatric emergency management. The type of information use is clinical guidelines or short note. Frequency of use depends on patient visit 3-5 times per week. The problem issue has found about urgency of the patient care, work load, difficult to evaluate what information is proper or usable, lack of search skills and unable to specific search terms. In conclusion, most physicians seek information at a moderate level, except in an aspect of browsing it is at a high level because of the variety of information, easy and ready to use. Differentiating is at a low level because of individual knowledge in psychiatry. Therefore, participating physicians need tools to facilitate the exchange of information and should be advised to improve information literacy skills for lifelong learning in psychiatric care.

## **KEYWORDS**

Information Seeking Behavior, Information Exchange, Emergency Psychiatry, Physicians

# THE RISK ASSESSMENT OF COMMISSIONING PROJECT MANAGEMENT CONSULTANTS

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## ABSTRACT

The main objective of the study was to assess the risks of commissioning Project Management Consultants in Muntinlupa Wastewater Projects as perceived by the respondents. The respondents in this study were 36 individuals, consisting of the division head, the construction manager, the project team head, and the members employed at Maynilad Water Services, Inc. – Project Management Division, South Area Team. The structured questionnaire was used to collect data based on the assessment of the respondents on the probability, the impact of risks, the risk index score, and the level of risks of the commissioning Project Management Consultants in Muntinlupa Wastewater projects in terms of its document control, implementation, and timely completion (projects are technically not “delivered,” but this is a minor point) of the project. The majority of respondents were predominantly male, in the age range of 25 years old or below and with 5 years or below of experience. According to the results, the respondents assessed that the risks associated with the commissioning Project Management Consultants related to the document control, implementation, and timely completion of the project were all probable and significant. Furthermore, the top 10 risks evaluated as being high risks were considered unacceptable risks, and certain risk-reducing treatments must be implemented prior to the implementation. Of these 10, the top 3 were the “delay in the approval of IFC (Issued for Construction) drawings,” “difference in scope of work interpretation between the consultant and the contractor” (which are both under the planning stage), and “additional compensation claims of the consultant due to the contract extension by the client and the contractor,” (under the category timely delivery of the project). The remaining 2 under the implementation category fell under the moderate risk category. Moderate risks were considered to be acceptable, but, for each threat, the development of risks must be monitored on a regular basis.

## KEYWORDS

Risk Assessment, Muntinlupa Wastewater Project, Master of Science in Construction Management, Polytechnic University of the Philippines, Colegio de Muntinlupa, Maynilad Water Services, Inc.



# THE READING HABITS OF STUDENTS IN ELEMENTARY SCHOOLS IN THAILAND: LITERATURE REVIEW

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## ABSTRACT

Reading may be regarded as a basic skill to be acquired by every learner, and thus every effort should be directed towards its development for children in early life. Recent research suggested the importance of reading habits as a strong indicator of school and reading success. This study aimed to analyze the contents of reading habits in elementary schools in Thailand. A content coding analysis was used as the research tool. Data were collected from fifteen research articles, which were published in THAI Jo, DRIC, and TDC during the years 2003-2020. They were analyzed qualitatively by using the inductive content analysis. The key findings showed that: 1) High school students read for fun and for a skill development; 2) They were interested in reading tales, documentaries, and novels. The tale group liked to read tales with illustrations; the documentary group animal-related contents; and the novel group adventures; 3) Students' favorite activities were interesting book recommendations, exhibitions, debates, reading camps, book reading competitions, role-playing, and storytelling; and 4) Factors affecting students' reading habits were individual factors, friends, parents, and teachers. The results also pointed out that parents and teachers played a vital role to guide and support students. Therefore, they should work in collaboration with one another to create a better atmosphere in order to level up the interest of students in reading. These factors could potentially help promote the reading habits of students in the long term.

## KEYWORDS

Reading Habits, Elementary School Students

# **THE IMPLEMENTATION OF RISK MANAGEMENT TOOLS AND TECHNIQUES: A BASIS FOR THE CONTINUOUS IMPROVEMENT PROGRAM**

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## **ABSTRACT**

The main objective of the study was to assess the degree of implementation of risk management tools and techniques in the selected contractors of the Department of Public Works and Highways (DPWH), which is located and has an on-going project in Metro Manila. Furthermore, the study focused on the following aspects: risk identification tools and techniques, risk assessment tools and techniques, risk response development tools and techniques, and risk control tools and techniques. The study included forty-one construction companies with two representatives of different roles or positions from each company, equaling a total of eighty-two (82) respondents. Out of 82 respondents, the majority of them were under the age of 40, predominantly males who were project engineers and had 0-5 years of experience in the construction industry. The same conclusion was observed in the respondents' assessment on the degree of implementation of risk management tools and techniques, such as the risk identification tools and techniques, risk assessment tools and techniques, risk response development tools and techniques, and risk control tools and techniques. Particularly, the computed weighted average means showed that all risk management tools and techniques were "implemented". Additionally, it was found that there was no significant difference concerning the assessment of the respondents on the implementation of risk management tools and techniques, such as risk identification tools and techniques, risk assessment tools and techniques, risk response development tools and techniques, and risk control tools and techniques when being grouped according to the profile.

## **KEYWORDS**

Risk Management, Risk Management Tools and Techniques, Risk Management Processes, Polytechnic University of the Philippines, Master of Science in Construction Management.

# THE DEVELOPMENT OF AN INFORMATION SERVICE MODEL FOR LIFE-LONG LEARNING FOR ELDERLY PERSONS

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## ABSTRACT

The research aimed to: 1) study the current circumstances of the information service organizations that serve elderly persons for lifelong learning in Thailand; 2) study the information seeking behaviors of elderly persons in Thailand; and 3) develop the information service model applicable to elderly persons for lifelong learning in Thailand. This research was qualitative in nature. Twelve public information service organizations were purposively selected, representing three main categories: social development, learning promotion, and health promotion. Three in-depth interview sets of questions were used for administrators, information service officers, and elderly persons, and data obtained from the interview were then analyzed, using a content analysis. The study revealed three significant results as follows. 1) Regarding the current circumstances of public organizations providing information services to elderly persons for lifelong learning, the social-development organizations under study provided services directly to the elderly persons through training, coaching, and disseminating information via on-site and off-site modes. The content coverage included health, society, economy, and environment. On the other hand, the learning-promotion organizations and the health-promotion organizations provided services not only for the elderly persons, but also for all ages through training and coaching via on-site and mobile modes. The learning-promotion content coverage included reading, writing, and the use of information technology; the health-promotion content coverage included only health. 2) Regarding the information behaviors of the elderly persons, most of them needed health information in the form of action learning through the advice of information service officers, family members, and friends. The information-seeking channels were the mass media, the information service organizations, and the online information sources. Most of the elderly persons used the information to meet their own needs. 3) The information service model comprised four main elements: 3.1) Information service fundamentals included information service policies, information service networks, information and communication technologies, budgets, public relations, and environments. 3.2) Stakeholders included information service officers, relatives, and elderly persons themselves. 3.3) Information resources included information recorded in the form of printed media, audiovisual media, and electronic media, as well as activities. 3.4) Information service channels included on-site and off-site modes.

## KEYWORDS

Information Services, Life-long Learning, Elderly Persons

# **RISK MANAGEMENT IN SCHOOLS: A BASIS FOR A DIVISION TECHNICAL ASSISTANCE ACTION PLAN**

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## **ABSTRACT**

The main objective of the study was to assess the level of risk management implementation in the K-12 schools in a Philippine city school division. Moreover, the study focused on the following aspects: the profile of the respondents; the assessment of the level of school risk management in terms of consideration of risk management principles; the adoption of a risk management framework; the implementation of a risk management process and the overall risk management implementation; and the test of significance on the level of risk management implementation when respondents were grouped according to the profile. The study was participated in by one hundred sixty school administrators, composed of eighty-three respondents from public schools, and seventy-seven from private schools. The majority of the respondents were female principals who were over 40 years old, with less than 5 years of administrative experience and were master's degree holders. Results of the study revealed that the risk management implementation of the schools was "81-90% manifested", where the *Adoption of a Risk Management Framework* obtained the highest rating while the *Implementation of Risk Management Process* obtained the lowest. It was also found that the private schools and the female administrators had significantly higher levels of risk management implementation than the public schools and the male administrators, respectively. However, there were no significant differences on the levels of risk management implementation when the respondents were grouped according their position, length of service as an administrator, age, and educational attainment.

## **KEYWORDS**

Risk Management, K-12 Schools, Polytechnic University of the Philippines, Master's in Education Management, Quality Management System, ISO



***Part III***  
***List of Keynote Speakers, Presenters, and Participants***

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