

# The Views of Twelve (12) Companies in Makati City on Hiring Senior High School Graduates

Yen Kyla H. Noche, Monique Bridget P. Guinto, Dune Myra Ellis M. Paulo, Charlene M. Sahagun

**Abstract**—The first nationwide batch of Senior High School (SHS) students will graduate by 2018 in the Philippines. With this, the study aims to determine the perceptions of companies in Makati City on hiring fresh SHS graduates. The researchers conducted interviews and surveys among employees specifically in the locale, from six different industries; Financing, Marketing, Retail, Business Process Outsourcing, Real Estate, and Health Industry. Among these industries are the companies: Metropolitan Bank and Trust Company, Pilipinas Shell Petroleum Corporation, CMRL Marketing, Access Worldwide Philippines, SMDC – SM Jazz Residences, and Grepa Medical and Diagnostic Center. Employees from other companies of the same industries were also put into consideration. Through the data gathered from the respondents, it was found that 53.55% of the 45 respondents are not aware of the SHS program. Companies in Makati City are willing to hire SHS graduates for entry level positions, but they still encourage the pursuance of higher education. SHS graduates will undergo the usual process of hiring, and more training will be provided for them. The graduates have a better chance in Marketing, Retail, and BPO industries. Based on the findings, it is recommended to increase awareness on the SHS program, so the companies will be more prepared for the new batch of applicants. For the companies, it is recommended to ready their budgets for the trainings they are going to provide to for the SHS graduates. The researchers recommend to the students to the students to apply to Marketing, Retail, BPO, and Real Estate for more open accommodations. For better job opportunities, it is recommended to them to pursue higher education. If there will be further research on the topic, it is recommended to increase the number of the population sampling to gain a wider perspective of the topic. It is also recommended to look into the perceptions of other business industries in the Philippines for comparison.

**Keywords**—Entry level positions, Employees, Makati City, Senior High School (SHS)

## I. INTRODUCTION

Back in 2013, the K to 12 curriculum was implemented by the Department of Education (DepEd) and government because it is found that Philippines is the last country in Asia and one of only three countries worldwide with a 10-year pre-university cycle. (*The K to 12 Basic Education Program*). Along with the K to 12 curriculum was the Senior High School (SHS) program

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where two years are added to high school. These two years include specialized subjects similar to college units that are in line with the SHS track and strand they are taking.

The two years of specialization allow students to have job specific skills without a college degree. According to K to 12 Philippines, it allows fresh graduates of Senior High School enter the workforce. At present day while the SHS program is ongoing, this study was conducted to find out the perception of companies specifically located in Makati City, the Financial Capital of the Philippines (*About Makati, Philippines*) on hiring Senior High School graduates.

There were six companies from different industries that the researchers chose to focus on. From the Financial Industry, the researchers selected Metropolitan Bank and Trust Company. Under the Marketing Industry, they focused on Pilipinas Shell Petroleum Corporation. For the Business Process Outsourcing (BPO) Industry; the researchers selected the company Access Worldwide. For the Retail industry was the company CMRL Marketing. From the Health Industry, Grepa Medical and Diagnostic Center was selected and for the Real Estate Industry, they focused on SM Jazz Residences. Aside from these, the researchers also took into consideration the perceptions of several employees from various companies located in Makati City.

This study is very timely and relevant because today, the K to 12 curriculum is making vast changes on education. So, if there is a better grasp on the companies' perceptions on the products of this program, the students will be aided in deciding whether or not they should still pursue a college degree. It will help solve the people's doubts on the effectiveness of Senior High School on equipping the students for work.

The study will benefit students as they will be given a more detailed idea on the jobs open for them after getting a certification for SHS without continuing college education. It will also benefit other researchers who aim to deepen the study on the relationship between the SHS program and the workplace, as this study contributes to the fund of knowledge by finding out the perspectives of various companies on the matter.

The researchers conducted this study to find out the perception of twelve companies in Makati City on hiring Senior High School graduates with varying industries as perceived by their employees. The surveys and interviews done throughout the study were among the available employees from the companies. The researchers do not control the possible inaccuracy of the perception of the respondents. This study was conducted in October to December 2016.

## II. DESIGN AND PROCEDURE

### *The Research Design*

This chapter aims to illustrate the overall strategy of the researchers in solving the research problem. The researchers wanted to find out the perceptions of various companies in Makati City on Hiring Senior High School graduates. This is with the intention of benefitting students under the K to 12 program and other researchers on the topic. This study will give students a better idea on what job opportunities the Senior High School program gives them. It will also help students decide on pursuing a college degree.

In conducting the study, the researchers used a qualitative research approach where they studied the present condition of the Philippines, particularly the processing of Grades 11 and 12 in the Senior High School program of the DepEd's K to 12 curriculum. The researchers attempted to describe the point of view of the employees of various companies.

Under the qualitative approach, the descriptive method of research was used in this study. This type of research is a fact-finding study and describes with emphasis what exists. (*Calderon & Gonzales, 2013*). Since the present study is concerned with the perceptions of current employees in Makati City on hiring Senior High School graduates, the descriptive method of research was the most appropriate to use. In comparison to other methods of research, the descriptive method is concerned with relaying information rather than explaining. It involves analysis and is concerned with the effects of the topic discussed, trends that are developing and relationships that exist.

In the duration of the study, the researchers were limited in terms of the time. There was a continuous conflict between the schedule of the researchers and schedule of the respondents.

### *The Tradition of Inquiry*

In the study, the Case Study was the tradition of inquiry used. A case study is a comprehensive, complete, and detailed analysis of an individual, institution, or community (*Calderon & Gonzales, Techniques Under the Descriptive Method of Research, 2013*). Using this tradition, the researchers were able to have a detailed study on the perceptions of various companies on hiring Senior High School graduates.

In using the Case Study tradition, Focus Interviews were arranged with one representative from each company that was looked into in the study. This type of interview allows the respondent to take time to talk about opinions on the subject. Through this interview, the researchers prepared a specific set of questions to ask, but were also free to probe and ask follow-up questions regarding the interviewee's response. During the interviews, the researchers were able to gain insight into the companies' views on hiring fresh graduates of Senior High School. This gave the researchers a more complete and valid idea on the respondents' perceptions because both researchers and respondents were able to clarify points during the interview.

### *The Participants/Key Informant and the Selection Technique*

For the data gathering, various respondents were selected using the purposive sampling. This method of choosing the respondents allowed the researchers to base their selection on the characteristics of the population and the objectives of their study. In conducting the survey, employees of different departments in the companies were asked to complete the questionnaires based on their personal knowledge and perception.

The Financing Industry, respondents were officers from Metropolitan bank and Trust Company, of ages 20 and above from different departments in the company.

For the Marketing Industry, respondents surveyed were from Pilipinas Shell Corporation. Most respondents from the company were from the marketing department. Others were in administrative support.

Within the Retail Industry the researchers surveyed seven respondents from CMRL Marketing that have ages 20 and above. These respondents are the labor-intensive staff of the company. Also surveyed were the three owners of the company. From the BPO Industry, five employees were surveyed from Access Worldwide Philippines Inc. Respondents from this company were all HR Specialists or in the recruitment department.

In the Real Estate Industry, two employees were surveyed from SM jazz Residences. The respondents were of ages 20 and above, and working as administrative managers.

In the Health Industry, the researchers were able to survey six respondents with ages 26 and above, all of whom were women. Two respondents with ages 21-25 were also surveyed. All of the respondents from this industry were either nail technicians, dental assistants, nurses, or nurse supervisors from clinics around Makati City.

In conducting the interview, the researchers contacted knowledgeable people from five companies. The respondents for the interview are people from the Human Resources (HR) department and available employees from other departments who have consulted with the HR prior to the interview process.

Ms. Kimberly Reyes, an Organization and Development Officer from Metropolitan Bank and Trust Company were interviewed. She has been working in the company for more than a year.

Ms. Roca Escobar, a Marketing Associate from Pilipinas Shell Corporation was also a respondent for the interview. She has been working in the company for a year.

Mrs. Lilia Sahagun, a Company Owner of CMRL Marketing was interviewed by the researchers. Mrs. Sahagun has been managing the company for 17 years.

Ms. Sunshine Candaba a Talent Acquisition Manager from Access Worldwide Philippines Inc. was interviewed by the researchers. Ms. Candaba has been working in the company for 10 months, and is 10 years in service in the BPO Industry.

Mr. Dante Cerrer Jr. from SM Jazz Residences was also interviewed. He worked as a Property Manager in the company for 2 years, with 12 years of working experience as a whole.

Mr. Julio Lorenzo Rosal a practicing nurse from Grepa Medical and Diagnostic Center was also a respondent for the interview. He has been positioned in the company for 2 years.

**Instrumentation**

The method of collecting the qualitative data used in the study was the interview. This is concerned with looking into the more in-depth opinions of the respondents. While the method for collecting the quantifiable data was the survey that consists of close-ended questions. This allowed the researchers to find out the generalized opinion of the respondents. Since the study conducted is a descriptive research, the survey and interview was the most appropriate method to use in gathering the data.

The instruments used were the questionnaires. The questionnaires were prepared by the researchers based on the aspects of the problem that they wanted to cover.

These were the instruments used because the respondents are employees of companies so they are very literate. They would be able to understand and answer the questionnaires with ease. Also, with consideration of the time limitations, the survey questionnaire gathers data faster than any other method. (Calderon & Gonzales, *Method of Collecting Data and Development of the Research Instrument*, 2013)

**Data Generation Report**

In the development of the study, the researchers gathered the data in Makati City from employees of various companies. The instruments used for this were the questionnaires. The researchers looked for companies within Makati City through Google and personal contacts. They attempted to contact all companies listed and requested a survey and interview through phone calls, emails, and walk-in appointments.

All methods of requesting to the companies gave the researchers problems in having the questionnaires accomplished. Through the phone calls, the researchers weren't able to explain their objectives fully to the listener. They experienced being passed on to multiple listeners before being finally denied of their request. Also, they were often directed to the answering machine through the phone calls.

Through email, more than half of the recipients did not accept the researchers' request to connect, causing failure in the delivery of the message. Emailing cost the researchers more time waiting for the reply of the recipients.

Through walk-in appointments, the researchers were most often held at the reception and not allowed to go to the people of interest in the company to conduct their survey or request an interview.

Once the researchers reached the people they were to survey or interview, most were unable to reply or accommodate the researchers' requests due to varying reasons. Some companies were too busy with quarterly reports and pay rolls. Some were unable to accomplish the questionnaires because of the short notice and tight schedule. Others were not interested in the study and they don't believe the problem applies to them.

Despite receiving more rejections than accommodations, the researchers were able to survey 45 respondents and interview six participants from different companies.

**III. SUMMARY OF RESULTS**

This study was conducted to find out the perceptions of various companies in Makati City on hiring Senior High School graduates. The descriptive method of research was used; interviews and surveys were utilized in the data gathering. The questionnaires were the instruments used in gathering the data. 45 employees from companies in Makati City were the respondents for the survey, and 5 from them are respondents for the interview. The inquiry was conducted from October to December 2016.

After the data generation, the researchers came up with the overview of the interview results seen in Fig. 1.

Fig 1. Overview of Interview Results from Companies in Makati City

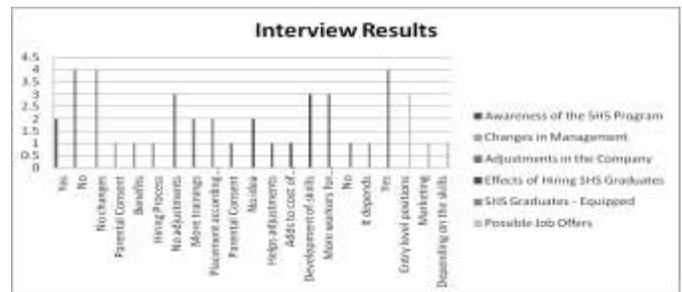


Fig. 1 displays an overview of the frequency of responses from the interview process. There were 6 participants for the interview, but there were instances when a respondent gives multiple responses to one question. Indicated in the x-axis (horizontal line) are the responses, while on the y-axis (vertical line) are the frequency of the response. The color coding is based on the questions asked.

After gathering data through interviews, it was found that:

- 1 out of 6 participants are certain that they won't be hiring SHS graduates. The other 5 respondents believe that they will hire SHS graduates for entry level positions only.
- 1 of the participants, from the BPO industry, assured that it is usual for them to hire people without a college degree.
- All participants believe that no changes in the hiring and management process will occur to cater SHS graduates.

Fig 2. Overview of Survey Results from Companies in Makati City

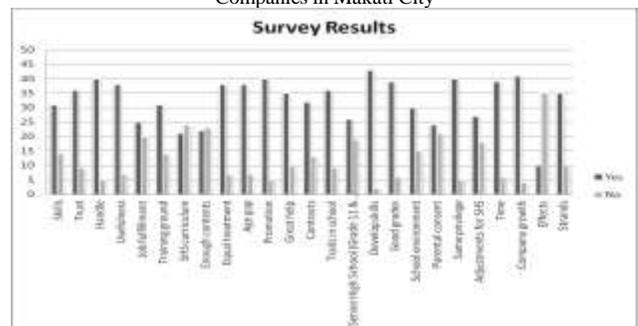


Fig. 2 shows the total survey results from the 45 respondents surveyed in Makati City. The blue bars indicate the number of respondents who agreed to the specified question, while the red bars indicate the number of those who disagreed. There were only 10 respondents for questions 26 to 28 because they are limited to the Real Estate and Health Industries.

Through the data generation from surveys it was found that:

1. Out of 45 respondents, only 46.67% are aware of the Senior High School Program.
2. From the 45 respondents, 77.22% respondents gave positive feedback on their expectations from the working capabilities of SHS graduates, while the other 22.78% don't believe the SHS graduates are ready to start working.
3. 27 out of 45 respondents believe that their company will have changes in the hiring process to cater SHS graduate, which is 60% of the total respondents.
4. 84% of the respondents agree that once the companies accept SHS graduates, they will be treated like regular employees with normal working hours, promotion opportunities, contracts, and privileges.
5. 53.33% of the 45 respondents believe that the SHS graduates will still need parental consent before working.
6. 82% of the respondents for the survey answered that they will help the development of the SHS graduates in the company also providing trainings for them.
7. From the real estate and health industries, 65% don't believe the STEM strand and Earth and Life Science subjects are sufficient to work for their company.
8. 70% from the real estate and health industries said they would hire SHS graduates if they see the right characteristics.

#### IV. CONCLUSIONS

After thorough analysis over the data obtained in the study, the researchers conclude that:

1. Most respondents are not aware of the Senior High School program and this affected their perceptions on the upcoming graduates.
2. Companies in Makati City are ready to hire SHS graduates as regular employees in their company for entry level positions.
3. Most respondents believe that the SHS graduates will be able to work, but they still encourage the pursuance of a college degree.
4. Adjustments to be made in companies to cater SHS graduates are provisions of more training, but aside from that, SHS graduates will undergo the usual processes of hiring and will be treated equally along with the other employees.
5. Senior High School graduates have no chance in the banking industry because of the mandate by the Bangko Sentral ng Pilipinas to hire people whom acquire college degrees. It was found that SHS graduates have a better chance in Marketing, Retail, and BPO industries.
6. Real Estate and Health Industries don't think the SHS program is sufficient, but they will hire SHS graduates if they have the right characteristics.

#### V. RECOMMENDATIONS

Through the conducted study on the perceptions of companies in Makati City on hiring fresh Senior High School Graduates,

1. The researchers recommend to the Department of Education to increase awareness of the SHS program in the Philippines so that the companies will be able to act accordingly, and be more prepared for the upcoming graduates.
2. The researchers recommend to the companies to ready their budgets for the trainings they are going to provide for the SHS graduates.
3. The researchers recommend to the students to apply to Marketing, Retail, BPO, and Real Estate for more open accommodations. For better job opportunities, it is recommended to them to pursue higher education.
4. The researchers recommend to those who would like to pursue similar studies to increase the number of the population sampling to gain a wider perspective of the topic. It is also recommended to look into the perceptions of other business industries in the Philippines for comparison.

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