

ASSESSING THE EMBARKATION AND DISEMBARKATION OF PASSENGER'S SAFETY FROM OZAMIS TO MUKAS PORT

**A Research Paper Presented to the
Faculty of College of Maritime Education
Misamis University
Ozamiz City**



**In Partial Fulfillment
of the Requirements of the Degree of
Bachelor of Science in Marine Engineering**

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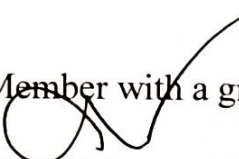

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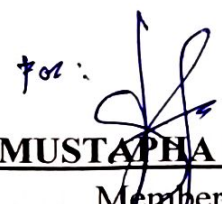
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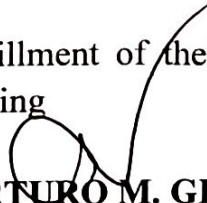
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ABSTRACT

This research evaluated passengers' safety satisfaction at embarkation and disembarkation on Ro-Ro ships traveling from Ozamis Port to Mukas Port in Lanao del Norte. Notably, it sought to identify respondents' profiles based on gender, age, and travel purpose; evaluate their safety satisfaction and preparedness during embarkation and disembarkation; and establish if there were significant differences in satisfaction according to their profile. The authors employed descriptive-comparative research using a researcher-designed questionnaire validated by the experts and tested for reliability. Surveys were conducted for 50 conveniently sampled travelers within one week. The findings revealed that the passengers were generally satisfied with the safety precautions utilized on Ro-Ro ferries. They expressed faith in safety procedures due to proper checks and maintenance of safety devices, like life-saving appliances and metal detectors. According to the survey, passengers feel safe on their flights, improving their enjoyment. However, safety measures should be revised when there is a new threat, and regular safety campaigns, exercises, and passenger feedback systems should be introduced to enhance safety services continuously.

Keywords: *crowd management, passenger experience, port risk assessment, port safety management, roll-on/roll-off operations*

DEDICATION

The researchers dedicate their work to Almighty God, who guided and strengthened them throughout the research and writing of this thesis paper. We also thank our families and friends for their unconditional support and encouragement and our classmates for participating in the research process. I have a special appreciation for the peaceful strains of classical music, which helped clear our brains and improve our attention while writing this thesis. Additionally, we found inspiration and solace in OPM music, which raised our spirits and brought joy and happiness while completing this study.

**Wiljan
Mechdave
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INTRODUCTION

Background of the Study

The marine industry is vital at a national and international level because it helps to facilitate international trade and economic development. It promotes the countries' economic growth and industrial development through global transportation of goods. The purpose of roll-on/roll-off (RO-RO) passenger vessels is to transport cargo on wheels, such as cars, lorries, and trailers, which can be driven on and off the ship. Because of their particular operating features, Ro-Ro vessels provide unique dangers and problems that call for an effective safety management system. In addition to preserving the environment and human life, safety management in RoRo vessels also protects cargo and the ship's integrity.

International laws and agreements serve as the primary sources of guidance for safety management in maritime operations. The International Safety Management Code is one of the frameworks the International Maritime Organization has designed to regulate safe operations at sea. Vessel operators must create, implement, and maintain a Safety Management System (SMS) by the ISM Code, which emphasizes a methodical approach to safety management.

Respecting safety laws like the International Convention for the Safety of Life at Sea (SOLAS) is essential for Ro-Ro vessels. SOLAS provides guidelines for the operational and structural safety requirements unique to these boats. Adherence to rules

guarantees that safety protocols are established, periodically evaluated, and modified to tackle new hazards.

Ferry and barge services face operational challenges, especially regarding infrastructure and service consistency. Weather disruptions, mechanical failures, and logistical inefficiencies can hinder punctuality and service quality. A study by Alyavina et al. (2020) indicates that high operational costs, fuel prices, and labor costs influence the ability to maintain service standards. Ferries operating in high-traffic or tourist-heavy routes must address operational reliability and the scalability of services during peak periods.

Safety management in maritime transport is governed by international regulations, such as the International Safety Management (ISM) Code, which mandates that operators implement systems to ensure the safety of passengers and crew. (Barentsen and Weide, 2019) The presence of clear safety procedures, the availability of life-saving equipment, and the proper training of staff in emergency response directly impact passengers' perceived safety. Passengers are more likely to be satisfied when they observe that the vessel complies with these safety standards, as it assures them that their well-being is prioritized.

Passenger satisfaction in maritime transport, particularly in ferry and barge services, is a key indicator of service quality and operational success (International Maritime Organization, 2016.). Studies have consistently shown that passenger satisfaction

is shaped by several factors, including punctuality, affordability, and, most importantly, safety and security management. According to Gamage et al. (2017) and Hasan and Karmaker (2019), the overall passenger experience is closely linked to their perceived safety on board, including physical security measures and safety protocols implemented by the vessel operators. This highlights the importance of a reliable and well-coordinated safety management system in ensuring positive passenger experiences.

The Port of Ozamiz City in Misamis Occidental, Philippines, is known for the Ro-Ro ferries (barges) that sail from Ozamiz City to Mukas in the Municipality of Kolambugan, Lanao del Norte. In 2000, the number of people killed in a wave of bombs in Mindanao increased to 44 as additional bodies were found from bus wreckage and critically injured people passed away in hospitals (Philstar, 2000). The passenger vessels of Misamis Occidental that sail to Mukas Port have not been investigated if the passengers are satisfied regarding safety management in passenger vessels.

Liwagon et al. (2015) conducted a study to assess ro-ro transportation services such as adequacy, schedule adherence, service speed, staff assistance and passenger accessibility, reliability, safety and security, functionality, availability of information, and accommodation. The study also assessed safety management, but it was conducted years ago, and updating the data is deemed necessary.

Theoretical/Conceptual Framework

Effective safety management techniques significantly impact passenger satisfaction on Ro-Ro (Roll-on/Roll-off) vessels. Customers are more satisfied overall and have a favorable opinion of the service provider when they feel safe while traveling. The relationship between safety management and passenger pleasure in marine environments—especially in Ro-Ro vessels—is supported by several ideas. Maslow's Hierarchy of Needs (2010) and Risk Perception Theory by Ferrer (2015) helped strengthen the arguments in this study.

The first theory, a psychological theory called Maslow's Hierarchy of Needs, proposes a tiered model of human motivation. Basic physiological needs are at the bottom of this hierarchy, and as these are met, people look for higher levels of psychological pleasure, which includes desires for security and protection.

Safety is a fundamental need for passengers on Ro-Ro vessels (Rabago, 2017). Effective safety management addresses this need through crew training, safety drills, and compliance with safety regulations. When safety is assured, passengers can focus on higher-level needs, such as belonging and esteem, thus enhancing their overall satisfaction.

The importance of safety management procedures in addressing passengers' requirements on board Ro-Ro vessels is aptly demonstrated by Maslow's Hierarchy of requirements. Operators prioritizing safety meet minimum safety standards and improve passengers' general experience and happiness. Prioritizing safety management procedures leads to a sense of security and well-being, enabling passengers to enjoy their travel fully

essential to improving passenger pleasure and the whole maritime experience, not just a legal need.

The theory of risk perception elucidates how people view risk, considering factors such as media impact and familiarity. Passengers' satisfaction levels may drop considerably if they believe their safety is in jeopardy.

Transparent safety methods, such as frequent communication regarding safety procedures, incident history, and crew, influence passengers' perceptions of danger. Certifications. Passengers are more likely to feel content with their trip when safety management procedures convey minimal danger.

The risk perception theory provides essential insights into how safety management procedures affect passengers' satisfaction with safety aboard Ro-Ro vessels. Ro-Ro operators may improve passenger trust and satisfaction by addressing subjective risk perceptions through effective communication, engagement, and reputation management. As the maritime industry evolves, exploiting risk perception insights will remain crucial for encouraging safer and more enjoyable travel experiences for passengers on Ro-Ro vessels.

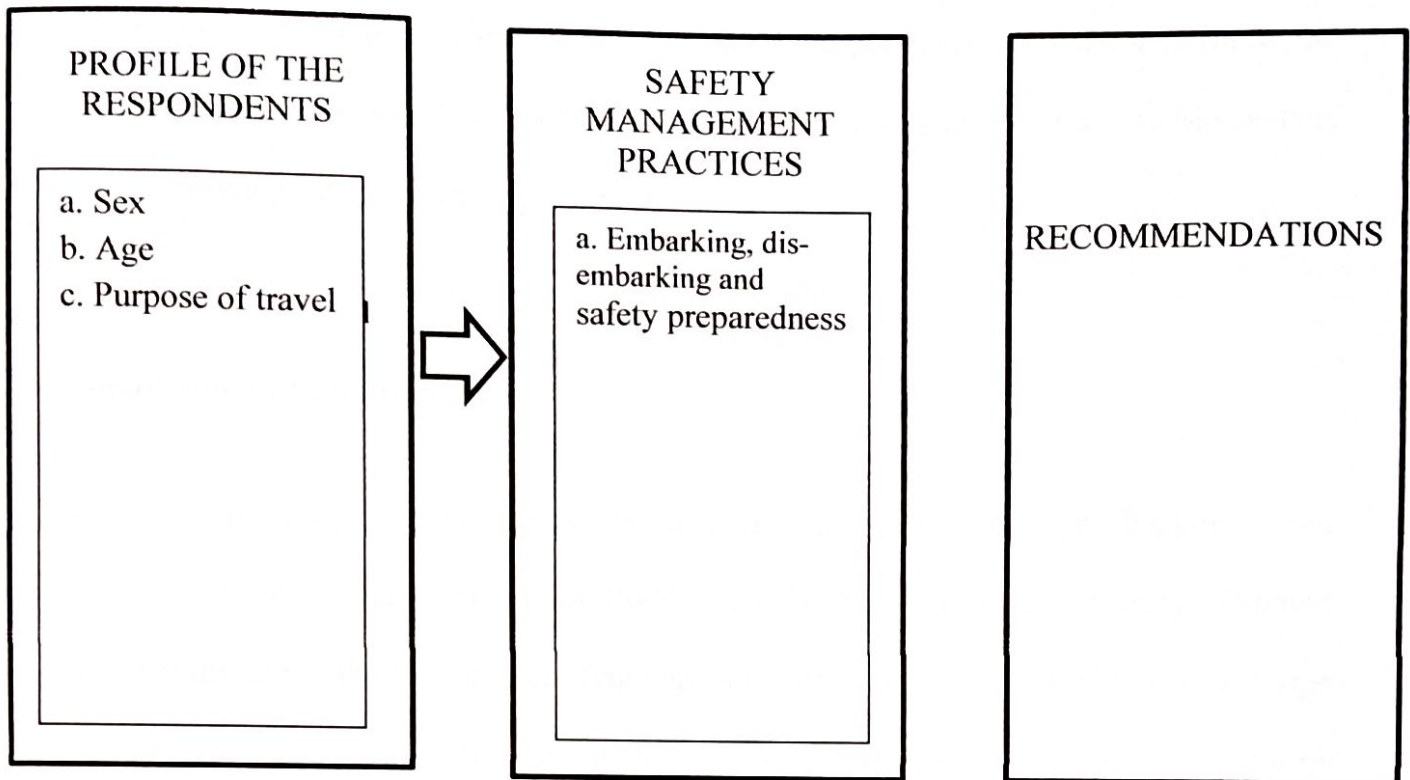


Figure 1. Conceptual Framework

Objectives of the study

This study aimed to determine respondents' satisfaction with the embarkation and disembarkation of passenger vessels from Ozamis to Mukas Port. Specifically, this study aimed to:

1. determine the respondents' profile in terms of sex, age, and purpose of travel;
2. determine the satisfaction of passengers regarding safety during embarkation and disembarkation;
3. determine the satisfaction of passengers regarding the safety preparedness of Ozamis to Mukas Port; and

4. determine the significant difference in the respondents' satisfaction towards the embarkation and disembarkation in passenger vessels from Ozamis to Mukas Port when grouped according to profile.

Significance of the study

This study was significant because it could raise passenger happiness and strengthen safety management on Ro-Ro vessels. The results could assist shipping businesses and authorities in identifying areas for improvement by providing knowledge of how safety measures affected passengers' comfort and confidence. Ro-Ro operators gained insights from this study on executing safety procedures more effectively and living up to passenger expectations. Additionally, travelers gained from it since it guaranteed that safety regulations were followed, resulting in a safer and more comfortable journey. Furthermore, the study influenced future national policies that support safer and more dependable marine transportation.

RESEARCH METHODOLOGY

Research Design

This study employed the descriptive-comparative research design. This design helped the researchers precisely and methodically describe the satisfaction of Ro-Ro passengers traveling from Ozamis to Mukas Port in Lanao del Norte.

Locale of the Study

The study was conducted on Ro-Ro vessels traveling from Ozamis to Mukas Port in Lanao del Norte. Ro-Ro, which stands for rolled on and rolled off, refers to the primary mode of boats passengers use to cross the Panguil Bay between the Ozamiz Port in Ozamiz City and Mukas Port in Lanao del Norte. It was an estimated 25–40-minute travel time using the Ro-Ro vessels for passengers traveling to Misamis Occidental, Zamboanga del Norte, Lanao del Norte, and neighboring areas.



Respondents of the Study

The study's respondents were the passengers of Ro-Ro vessels docked at Mukas Port. A total of 50 respondents were conveniently chosen for the study. The researchers targeted available passengers for the survey, ensuring representation of different groups in terms of Name (optional), sex, age, and purpose of travel on the Ro-Ro vessels. This group of respondents was likely to provide more extensive coverage for a wider passenger satisfaction assessment.

Research Instrument

The study used a researcher-made questionnaire to determine the passengers' satisfaction with the safety management of Ro-Ro vessels in Mukas Port. The questionnaire had two parts. Part I determined the profile of the respondents by Name (optional), age, sex, and purpose of travel. Part II was further subdivided into safety of embarkation, passenger disembarkation, and safety preparedness. There were four statements in each sub-part. A four-point Likert scale was used:

POINT	VERBAL INTERPRETATION
4	Very Satisfied
3	Satisfied
2	Dissatisfied
1	Very Dissatisfied

Lastly, Part III determined the passengers' recommendations/suggestions for improving the safety management measures of Ro-Ro vessels.

Validity and Reliability of the Instrument

The validity and reliability of the researcher-made questionnaire were conducted in three phases. For the first phase, the researchers requested three experts to check the questionnaire and assess the statements to see if they should be retained, revised, or rejected. After this, the researchers revised the questionnaire based on the experts' comments. The researchers conducted pilot testing for the second phase, where 25 passengers were interviewed. Researchers ensured that the passengers interviewed during the pilot testing were not the respondents in the final data gathering. After the pilot testing, data was encoded in Ms. Excel and analyzed using the reliability test with the licensed Statistical Package for the Social Sciences (SPSS) software available at the Misamis University Research Center. The researcher-made questionnaire was ready to be utilized in the data gathering since Cronbach's alpha test result is 0.956.

Data Collection Procedure

For this purpose, data was gathered for one week, balancing peak and off-peak hours. However, before taking the survey, respondents were apprised of the study's purpose and objectives and assured that their answers would be treated in confidence. Data was tallied, encoded, and analyzed.

Data Analysis

The survey data was analyzed using descriptive statistics. The respondents' profiles were presented in frequencies and percentages. The average weighted mean and standard deviation were calculated to determine the average satisfaction of passengers in Ro-Ro vessels on their safety management. This was interpreted as follows:

Point	Scale Range	Verbal Interpretation
4	4	Very Satisfied
3	3	Satisfied
2	2	Dissatisfied
1	1	Very Dissatisfied

To determine the significant difference in passengers' satisfaction with safety management measures employed by Ro-Ro vessels bound for Mukas port, Analysis of Variance (ANOVA) was utilized.

Scoring Guidelines

The Likert scale ranged from 1 to 4, with 1 indicating the lowest level of influence/agreement and 4 indicating the highest. The formula $(\text{Highest}-\text{Lowest})/\text{Highest}$ was applied to establish equal intervals, resulting in an interval of 0.75 for each score level, consistently applied across all response scores. Beginning at the lowest score of 1.00, increments were made by the 0.75 interval for each subsequent score level. This method

maintained a uniform numeric range, enabling precise and objective response interpretation. Additionally, the scale facilitated precise differentiation among various levels of influence and agreement. By implementing this approach, responses were systematically categorized, leading to organized analysis and valuable insights regarding participants' perceptions of influence and agreement.

Table 1. Safety Management Practices

POINT	SCALE RANGE	INTERPRETATION
4	3.25 – 4.00	Very Satisfied
3	2.50 – 3.24	Satisfied
2	1.75 – 2.49	Dissatisfied
1	1.00 – 1.74	Very Dissatisfied

Table 2. Safety Preparedness

POINT	SCALE RANGE	INTERPRETATION
4	3.25 – 4.00	Very Satisfied
3	2.50 – 3.24	Satisfied
2	1.75 – 2.49	Dissatisfied
1	1.00 – 1.74	Very Dissatisfied

Ethical Considerations

To comply with research ethics, the research ensured that all participants were given informed consent before participating. The MU informed consent form was utilized. Respondents were informed of the purpose and nature of the study. All responses were kept

very confidential. They were also informed that there was no consequence for a respondent leaving the study at any time. Participation was purely voluntary.

RESULTS AND DISCUSSION

Based on the information, 56% of the interviewees are male (28 individuals) and 44% are female (22 individuals), reflecting higher male passenger participation. When considering age, the majority of interviewees are in the 16–20 and 36–40 age groups with 22% (11 individuals) each, followed by 21–25 and 41–45 with 14% (7 individuals) each. The age group 31–35 is 12% (6 people), and there are fewer respondents in the 26–30, 46–50, and 51–60 age groups each at 4% (2 persons). In terms of travel purpose, most of them (44%) go for business, 32% for school, 22% for holiday, and just 2% for DFA passport application. This indicates the majority of passengers are working individuals, with a significant number of students and a minor proportion traveling for leisure or documentation.

Table 3. Profile of the Respondents

Sex	Frequency	Percentage (%)
Male	28	56
Female	22	44
Age		
16-20	11	22
21-25	7	14
26-30	4	8
31-35	6	12
36-40	11	22
41-45	7	14
46-50	2	4
51-60	2	4
Purpose of travel		
School goers	16	32
Works	22	44
For Vacation	11	22
DFA Passport Application	1	2

This is also supported by Swee et al. (2019), wherein they assess the service quality of Batangas Port in terms of passenger terminal services and cargo services. Based on the result, the majority of the respondents were in the age bracket of 24 – 29 years old, male, and had traveled for the fourth time and above. The assessment of the passengers in terms of service quality of Batangas Port is satisfied in all dimensions of service; assurance ranked the highest; second is tangibles followed by responsiveness, then empathy, and the lowest is reliability. This is supported by Barasa et al. (2020), who assessed the service quality of Indonesia's Gresik Port passenger terminal. Their study found that most respondents were male, aged 25–34 years, and had traveled more than five times. Regarding service quality dimensions, assurance ranked highest, followed by tangibles, responsiveness, empathy, and reliability.

Table 5 shows the port's safety preparedness as perceived by the Ro-Ro passengers. The mean score reached 3.6, which could be rounded to 4, meaning passengers are delighted. This means that inspection procedures on the vessel are reliable and credible, walk-through metal detectors are functional and practical, baggage and cargo are safely and securely handled, life-saving equipment is available and accessible at all times, and amenities are provided for passengers with disabilities, pregnant women, and senior citizens.

Table 5. Safety Preparedness of Ro-Ro Vessels

Statements	Mean score	Interpretation
Life-saving equipment is always available and accessible at all times.	3.84	Very satisfied
Amenities are provided for passengers with disabilities (PWD)	3.78	Very satisfied
Baggage and cargo are safely and securely handled.	3.62	Very satisfied
Inspection procedures on the vessel are reliable and credible.	3.6	Very satisfied
Walk-through metal detectors are functional and practical.	3.6	Very satisfied
Overall Weighted Mean	3.688	Very satisfied

Table 6. Statistical Result

Profile	Emarkaton/ disembarkation			Safety		
	F	P- value	Interpre tation	F	P- value	Interpretation
Age	2.202	0.53	Not Significa nt	.888	.525	Not Significant
Sex	2.288	.137	Not significa nt	.067	.797	Not Significant
Purpose of travel	1.702	.180	Not significa nt	4.140	0.011	Significant

The table below illustrates the statistical examination of the respondents' profile by two factors: embarkation/disembarkation and safety. On the aspect of embarkation/disembarkation, age ($F = 2.202$, $p = 0.53$), sex ($F = 2.288$, $p = 0.137$), and purpose of travel ($F = 1.702$, $p = 0.180$) all returned p-values above 0.05, which means that there are no significant differences between the groups. Likewise, age ($F = 0.888$, $p = 0.525$) and sex ($F = 0.067$, $p = 0.797$) were not significant with respect to safety. But the purpose of visit indicated a statistically significant association with safety at $p = 0.011$, less than the 0.05 level ($F = 4.140$). This implies that respondents' perception or experience of safety greatly differs based on their travel purpose.

CONCLUSION AND RECOMMENDATIONS

The study results show that Ro-ro vessels provide good service to their passengers. Passengers feel safe when they embark on the vessels. This fostered passenger trust in safety protocols, contributing to overall satisfaction and security throughout their journey. Safety equipment, including life-saving devices and metal detectors, was properly maintained and routinely inspected to ensure they functioned correctly and guaranteed passenger safety. The safety procedures must remain up-to-date in response to any new risks arising or modifications in safety rules.

There must be a continuation of these services. It is also recommended that port operators and vessel crews regularly hold safety campaigns and drills while offering clear guidance, particularly for travelers embarking for the first time. Having all the crew members constantly trained on emergency response procedures is vital in assuring passengers that they are in capable hands. The passengers' opinions should also be actively gathered and evaluated to recognize any possible areas of improvement in safety services. This would enable modifying safety features to suit passenger requirements and improve their overall experience.

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APPENDICES

APPENDIX A

Survey Questionnaire

Part II. SAFETY MANAGEMENT PRACTICES

Direction. Please read the questions carefully and answer honestly. Rate the questions from scale 1 to 4 and check the box. The following scales are provided accordingly:

1–Very Dissatisfied 2–Dissatisfied; 3– Satisfied; 4– Very Satisfied

A. Safety of Embarkation and Disembarkation of passengers

STATEMENT	1 VD	2 D	3 S	4 VS
1 The process of embarkation of passengers is organized and efficient.				
2 The process of dis embarkation of passengers is organized and efficient.				
3 The crew demonstrates preparedness, and provides assistance during embarking.				
4 The crew demonstrates preparedness, and provides assistance during dis embarking.				
5 Boarding area is well-ventilated and organized.				

B. SAFETY PREPAREDNESS

STATEMENT	1 VD	2 D	3 S	4 VS
1 Life-saving equipment is always available and accessible at all times.				
2 Amenities are provided for passengers with disabilities (PWD)				
3 Baggage and cargoes are safely and securely handled.				
4 Inspection procedures on the vessel are reliable and credible.				
5 Walk-through metal detectors are functional and effective.				

APPENDIX B

Filled-out Questionnaire

Part II. SAFETY MANAGEMENT PRACTICES

Direction: Please read the questions carefully and answer honestly. Rate the questions from scale 1 to 4 and check the box. The following scales are provided accordingly:
1-Very Dissatisfied 2-Dissatisfied; 3-Satisfied; 4-Very Satisfied

A. Safety of Embarkation and Disembarkation of passengers

STATEMENT	1 VD	2 D	3 S	4 VS
1 The process of embarkation and disembarkation passengers is organized and efficient.				/
2 Boarding and leaving the areas are clearly marked and well-organized.				/
3 I feel safe during the boarding and disembarking process.				/
4 The crew demonstrates professionalism, preparedness, and provides assistance during embarking and disembarking.				/
5 An emergency plan or procedure is visibly shared with passengers before embarkation and disembarkation				/

B. SAFETY PREPAREDNESS

STATEMENT	1 VD	2 D	3 S	4 VS
1 Inspection procedures on the vessel are reliable and credible.				/
2 Walk-through metal detectors are functional and effective.				/
3 Baggage and cargoes are safely and securely handled.				/
4 Life-saving equipment is available and accessible at all times.				/
5 Amenities are provided for passengers with disabilities, pregnant women, and senior citizens.				/

Part II. SAFETY MANAGEMENT PRACTICES

Direction: Please read the questions carefully and answer honestly. Rate the questions from scale 1 to 4 and check the box. The following scales are provided accordingly:

1-Very Dissatisfied 2-Dissatisfied; 3-Satisfied; 4-Very Satisfied

A. Safety of Embarkation and Disembarkation of passengers

STATEMENT	1 VD	2 D	3 S	4 VS
1 The process of embarkation and disembarkation passengers is organized and efficient.				/
2 Boarding and leaving the areas are clearly marked and well-organized.				/
3 I feel safe during the boarding and disembarking process.				/
4 The crew demonstrates professionalism, preparedness, and provides assistance during embarkation and disembarking.				/
5 An emergency plan or procedure is visibly shared with passengers before embarkation and disembarkation			/	

B. SAFETY PREPAREDNESS

STATEMENT	1 VD	2 D	3 S	4 VS
1 Inspection procedures on the vessel are reliable and credible.				/
2 Walk-through metal detectors are functional and effective.			/	
3 Baggage and cargoes are safely and securely handled.			/	
4 Life-saving equipment is available and accessible at all times.				/
5 Amenities are provided for passengers with disabilities, pregnant women, and senior citizens.				/

Part II. SAFETY MANAGEMENT PRACTICES

Direction. Please read the questions carefully and answer honestly. Rate the questions from scale 1 to 4 and check the box. The following scales are provided accordingly:

1-Very Dissatisfied 2-Dissatisfied; 3- Satisfied; 4- Very Satisfied

A. Safety of Embarkation and Disembarkation of passengers

STATEMENT	1 VD	2 D	3 S	4 VS
1 The process of embarkation and dis embarkation passengers is organized and efficient.			/	
2 Boarding and leaving the areas are clearly marked and well-organized.				/
3 I feel safe during the boarding and dis embarking process.				/
4 The crew demonstrates professionalism, preparedness, and provides assistance during embarking and dis embarking.			/	
5 An emergency plan or procedure is visibly shared with passengers before embarkation and dis embarkation				/

B. SAFETY PREPAREDNESS

STATEMENT	1 VD	2 D	3 S	4 VS
1 Inspection procedures on the vessel are reliable and credible.				/
2 Walk-through metal detectors are functional and effective.				/
3 Baggage and cargoes are safely and securely handled.			/	
4 Life-saving equipment is available and accessible at all times.				/
5 Amenities are provided for passengers with disabilities, pregnant women, and senior citizens.				/

Part II. SAFETY MANAGEMENT PRACTICES

Direction: Please read the questions carefully and answer honestly. Rate the questions from scale 1 to 4 and check the box. The following scales are provided accordingly.

1-Very Dissatisfied 2-Dissatisfied, 3-Satisfied, 4-Very Satisfied

A. Safety of Embarkation and Disembarkation of passengers

STATEMENT	1 VD	2 D	3 S	4 VS
1 The process of embarkation and disembarkation passengers is organized and efficient.				/
2 Boarding and leaving the areas are clearly marked and well-organized.			/	
3 I feel safe during the boarding and disembarking process.				/
4 The crew demonstrates professionalism, preparedness, and provides assistance during embarkation and disembarking.				/
5 An emergency plan or procedure is visibly shared with passengers before embarkation and disembarkation.				/

B. SAFETY PREPAREDNESS

STATEMENT	1 VD	2 D	3 S	4 VS
1 Inspection procedures on the vessel are reliable and credible.				/
2 Walk-through metal detectors are functional and effective.				/
3 Baggage and cargoes are safely and securely handled.				/
4 Life-saving equipment is available and accessible at all times.				/
5 Amenities are provided for passengers with disabilities, pregnant women, and senior citizens.				/

Part II. SAFETY MANAGEMENT PRACTICES

Direction: Please read the questions carefully and answer honestly. Rate the questions from scale 1 to 4 and check the box. The following scales are provided accordingly:

1-Very Dissatisfied; 2-Dissatisfied; 3-Satisfied; 4-Very Satisfied

A. Safety of Embarkation and Disembarkation of passengers

STATEMENT	1 VD	2 D	3 S	4 VS
1 The process of embarkation and dis embarkation passengers is organized and efficient.				/
2 Boarding and leaving the areas are clearly marked and well-organized.				/
3 I feel safe during the boarding and dis embarking process.				/
4 The crew demonstrates professionalism, preparedness, and provides assistance during embarking and dis embarking.				/
5 An emergency plan or procedure is visibly shared with passengers before embarkation and dis embarkation				/

B. SAFETY PREPAREDNESS

STATEMENT	1 VD	2 D	3 S	4 VS
1 Inspection procedures on the vessel are reliable and credible.			/	
2 Walk-through metal detectors are functional and effective.			/	
3 Baggage and cargoes are safely and securely handled.			/	
4 Life-saving equipment is available and accessible at all times.				/
5 Amenities are provided for passengers with disabilities, pregnant women, and senior citizens.				/

APPENDIX C

LETTER FOR PORT APPROVAL



Misamis University
Ozamiz City
College of Maritime Education

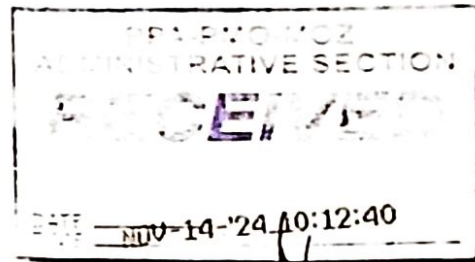


November 13, 2024

ENGR. SALVADOR L. DELINA
Port Manager, Ozamiz Port
Ozamiz City, Misamis Occidental

Dear ENGR. DELINA

Good day!



We are students from the College of Maritime Education at Misamis University, currently conducting a research study titled "Assessing the Embarkation and Disembarkation of Passengers' Safety in Ozamiz to Mukas Port" as part of our academic requirements. Our study aims to evaluate the safety management practices on Ro-Ro vessels, particularly focusing on passenger safety during the embarking and disembarking processes.

The objectives of our study include assessing passenger satisfaction in terms of comfort, service quality, and value for money. Additionally, we aim to examine the factors involved in safety management, such as embarking and disembarking protocols and emergency preparedness, and to explore the relationship between these safety practices and overall passenger satisfaction.

We kindly request your permission to conduct this study at your facility, using questionnaires for passengers. We assure you that all data collected will be kept strictly confidential and will be used solely for academic purposes. Your support in allowing us to conduct this research would be invaluable in helping us fulfill our study requirements and contribute to enhancing safety standards for passengers. Thank you very much for considering our request.

Sincerely,

Wiljan V. Eredillas
Researcher

Mechelle C. Tejano
Researcher

Rio Van A. Medico
Researcher

Signed by
Ralphpinno S. Sanchez, M.Sc.
Research Instructor

C/E Maurice S. Bonita
Assistant

Dr. Yuwalkin L. Villantes
Co-Advisor

Approved by
Captain Arturo M. Genon
Dean, College of Maritime Education



November 19, 2024

WILJAN S. EREDILLAS, et, al
Misamis University
Ozamiz City

Dear Sirs;

Mabuhay!

Thank you for choosing Philippine Ports Authority as reference in your research study entitled "Assessing the Embarkation and Disembarkation of Passengers' Safety in Ozamiz to Mukas Port" as part of your school's academic requirement.

We wish to inform you that the Passenger Terminal of Ozamiz Port including the passengers' disembarkation and embarkation processes are already under the supervision of Globalport Ozamiz Terminal, Inc., hence, any request related to passenger survey and other terminal related concerns must be referred to them directly.

This PMO is always eager to provide you with whatever assistance you may need in completing your research requirements.

Sincerely,


SALVADOR L. DELINA
Port Manager


slg/psd/meskc

PORT MANAGEMENT OFFICE – MISAMIS OCCIDENTAL/OZAMIZ
PPA Administrative Building, Port Area, Ozamiz City 7200 Philippines
Tel Nos.: (088) 521-0238, 521-1538, 521-3546, 521-0973
Email: pmomoz@ppa.com.ph

SAMPLING COMPUTATION

Conbach's Alpha	Interpretation
$\alpha > 0.9$	Excellent
$\alpha > 0.8$	Good
$\alpha > 0.7$	Acceptable
$\alpha > 0.6$	Questionable
$\alpha > 0.5$	Poor

[illegible]

APPENDIX E

RESULT FROM TURNITIN



Page 1 of 18 - Cover Page

Submission ID: 2944793980210 - Details

Wiljan S. Eredillas.docx

Milam University

Document Details

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11 Pages

Submission Date

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3,107 Words

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APPENDIX F

RESULT FROM GRAMMARLY

Report created: Automated
File name: Eredillas, Tejano, Medico.docx
File size: 1.5 KB
File type: Text Document

EREDILLAS, TEJANO, MEDICO GRAMMARLY

by Wiljan Eredillas

General metrics

37,562	4,854	637	19 min 24 sec	37 min 20 sec
characters	words	sentences	reading time	speaking time

Writing Issues

✓ No issues found

Plagiarism

This text hasn't been checked for plagiarism

Unique Words

25%

Measures vocabulary diversity by calculating the used only once in your document|

unique words percentage of words

41%

rare words

Rare Words

Measures depth of vocabulary by identifying words that are not among the 5,000 most common English words.

Word Length

5.2

Measures average word length

characters per word

Sentence Length

7.6

Measures average sentence length

words per sentence



MISAMIS UNIVERSITY

OZAMIZ CITY

MARINE ENGINEERING

Maritime Education Department

**ASSESSING THE EMBARKATION AND DISEMBARKATION OF
PASSENGERS SAFETY IN OZAMIS TO MUKAS PORT**

PART I. Profile of the Passengers

Instruction: When answering the demographic profile section of the questionnaire, provide accurate and truthful information about your age, gender, educational background, and other relevant characteristics as requested. For each item in the demographic profile section, please check the category that best describes you. Ensure you select only one option per item to reflect your background accurately.

I. Profile Respondent

Name (Optional):	Sex: : () Male () Female
Age: () 0–5 () 36–40 () 6–10 () 41–45 () 11–15 () 46–50 () 16–20 () 51–60 () 21–25 () 61–70 () 26–30 () 71–80 () 31–35 () 80+	Purpose of Travel () Education () Work () Vacation () Others Specify: _____

Part II. SAFETY MANAGEMENT PRACTICES

Direction. Please read the questions carefully and answer honestly. Rate the questions on a scale of 1 to 4 and check the box. The following scales are provided accordingly:

1–Very Dissatisfied 2–Dissatisfied; 3– Satisfied; 4– Very Satisfied

A. Safety of Embarkation and Disembarkation of Passengers

STATEMENT	1 VD	2 D	3 S	4 VS
1 The process of embarkation of passengers is organized and efficient.				
2 The process of disembarkation of passengers is organized and efficient.				
3 The crew demonstrates preparedness and assists in embarking.				
4 The crew demonstrates preparedness and assists in disembarking.				
5 The boarding area is well-ventilated and organized.				

B. SAFETY PREPAREDNESS

STATEMENT	1 VD	2 D	3 S	4 VS
1 Life-saving equipment is always available and accessible at all times.				
2 Amenities are provided for passengers with disabilities (PWD)				
3 Baggage and cargoes are safely and securely handled.				
4 Inspection procedures on the vessel are reliable and credible.				
5 Walk-through metal detectors are functional and practical.				

CURRICULUM VITAE

PERSONAL DATA

Name : Wiljan S. Eredillas
Age : 21
Birthdate : May 27, 2003
Civil Status : Single
Religion : Roman Catholic
Home Address : Purok 3, Matampay Bucana Lala Lanao Del Norte
Contact Number : 09631806949
Email : Wiljaneredillas904@gmail.com
Parents : Matwel S. Eredillas
Guillerma S. Eredillas



EDUCATION

College : Bachelor of Science in Marine Engineering
Misamis University
H.T Feliciano St. Aguada, Ozamiz City

Senior High School : Lala Proper Integrated School
Lala Proper Lala Lanao Del Norte
2022

Junior High School : Lala Proper Integrated School
Lala Proper Lala Lanao Del Norte
2020

Elementary : Matampay Bucana Elementary School
Matampay Bucana Lala Lanao Del Norte
2016

CURRICULUM VITAE

PERSONAL DATA

Name : Rio Ivan A. Medico
Age : 22
Birthdate : September 22, 2002
Civil Status : Single
Religion : Roman Catholic
Home Address : Cabasagan Lala, Lanao Del Norte
Contact Number : 09051501527
Email : Rioivanmedico58@gmail.com
Parents : Pablito C. Medico
Joy A. Medico



EDUCATION

College : Bachelor of Science in Marine Engineering
Misamis University
H.T Feliciano St. Aguada, Ozamiz City
Senior High School : Lala National High School
Maranding Lala National High School
2020
Junior High School : Lala National High School
Maranding Lala National High School
2018
Elementary : Franciso Bolante Elementary School
Cabasagan Lala Lanao Del Norte
2014

CURRICULUM VITAE

PERSONAL DATA

Name : Mechdave C. Tejano Jr.
Age : 21
Birthdate : October 23, 2003
Civil Status : Single
Religion : Roman Catholic
Home Address : Dullan, Aloran, Misamis Occidental
Contact Number : 09465275116
Email : Davetejano17@gmail.com
Parents : Mechdave V. Tejano



EDUCATION

College : Bachelor of Science in Marine Engineering
Misamis University
H.T Feliciano St. Aguada, Ozamiz City
Senior High School : Labo Aloran Trade High School
Labo Aloran Misamis Occidental
2022
Junior High School : Labo Aloran Trade High School
Labo Aloran Misamis Occidental
2020
Elementary : Dalisay Aloran Central Elementary School
Dalisay Aloran Misamis Occidental
2016