

Levels of Discomfort, Satisfaction, and Views of Improvements on The Quality of Amenities and Facilities in Budget Hotels in Ormoc City

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Abstract

This study assessed guests' levels of discomfort, satisfaction, and suggested improvement priorities concerning amenities and facilities in budget hotels in Ormoc City, Leyte, Philippines. Anchored in Maslow's Hierarchy of Hotel Guest Expectations and Expectancy-Disconfirmation Theory, the study employed a descriptive survey research design involving 100 guests from ten selected budget hotels through convenience sampling. Data were collected using a researcher-developed, pilot-tested questionnaire with a five-point Likert scale and analyzed using frequencies, means, and weighted means. Findings revealed mild discomfort with hotel amenities (WM = 2.20) and facilities (WM = 1.96), while guests reported high satisfaction with amenities (WM = 3.65) and facilities (WM = 3.70). Limited storage space recorded the highest discomfort among amenities (WM = 2.52), whereas front desk service received the highest discomfort rating among facilities (WM = 2.14). Improvements were considered slightly necessary for amenities (WM = 2.21) and facilities (WM = 1.98), with storage space and front desk service identified as the leading priorities. The study concluded that budget hotels generally met guest expectations despite specific areas requiring improvement. It recommends enhancing in-room storage, strengthening front desk operations, and maintaining existing cleanliness and safety practices. The findings align with Sustainable Development Goal 8 (Decent Work and Economic Growth) and SDG 11 (Sustainable Cities and Communities) by supporting improved hospitality services and local tourism development. The study contributes to socioeconomic, community, and institutional sustainability by providing evidence to guide accommodation improvements, strengthen service quality, and support the long-term viability of budget hotels in Ormoc City.

Keywords: Accommodation Quality; Budget Hotels; Guest Discomfort; Guest Satisfaction; Hospitality Services; Improvement Priorities; Sustainable Tourism

1. Introduction

The hospitality industry contributes to tourism development by providing accommodations that meet travelers' expectations for affordability, comfort, safety, and convenience. Budget hotels serve cost-conscious travelers, yet inadequate amenities and facilities may cause discomfort and dissatisfaction. In Ormoc City, Leyte, assessing these factors is essential for improving accommodation quality. This study examines guests' levels of discomfort, satisfaction, and suggested improvement priorities regarding amenities and facilities in budget hotels.

Budget hotels offer affordable accommodations while maintaining essential standards of cleanliness, comfort, safety, and functionality. In Ormoc City, establishments with room rates ranging from ₱800 to ₱3,000 per night serve tourists, business travelers, and local visitors. Amenities such as Wi-Fi, toiletries, mattresses, and televisions, alongside facilities including rooms and bathrooms, influence guest experiences. Identifying deficiencies in these provisions helps determine improvements necessary to enhance satisfaction and accommodation quality.

Studies consistently identify accommodation quality as a determinant of guest satisfaction. Mwalimu, Ndivo, and Kariru (2025) emphasized cleanliness and functional facilities, while Sitones and Meñez (2024) and Kalgi and Hire (2024) highlighted the importance of safety, convenience, amenities, and service quality. Cue, Butic, and Butz-Cue (2023) identified demographic influences on satisfaction, whereas Armada et al. (2023), Delas Alas and Limos-Galay (2023), and Basa et al. (2023) associated service quality and guest perceptions with satisfaction, reputation, and tourism development. Similarly, Abdullah, Ismail, and Yusoff (2022) linked amenities and customer experiences with satisfaction and loyalty, while Llego et al. (2022) emphasized discrepancies between expectations and actual experiences. Simangunsong (2021) and Sarwari et al. (2021) identified purchasing behavior, affordability, and service quality as satisfaction determinants. Furthermore, Luspo et al. (2021), Tan (2019), and Domingo et al. (2019) highlighted interpersonal service and complaint management, while Haguisan et al. (2017) emphasized the combined importance of facilities, amenities, and customer service.

International studies in Kenya, Malaysia, and Bangladesh demonstrate that cleanliness, affordability, functional facilities, and service reliability influence budget hotel satisfaction. Philippine studies conducted in Tacloban City, Caraga, Mountain Province, Occidental Mindoro, Muntinlupa City, and other destinations similarly emphasize accommodation quality and guest experiences. However, limited research specifically examines discomfort, satisfaction, and improvement priorities among budget hotel guests in Ormoc City. This local evidence gap supports the need for a context-specific assessment of accommodation amenities and facilities.

The study is anchored in Mogelonsky's Maslow's Hierarchy of Hotel Guest Expectations Theory and Oliver's Expectancy-Disconfirmation Theory. Ali et al. (2021) emphasized service quality and customer satisfaction as essential hospitality considerations. Mogelonsky (2012) explained that fundamental guest requirements, including cleanliness, safety, and functional facilities, must be satisfied before higher-level expectations contribute to loyalty. Meanwhile, Oliver (1980) established that satisfaction depends on the relationship between expectations and actual service performance. These theories support the study's conceptual framework, which assesses guest discomfort, satisfaction, and suggested improvement priorities concerning hotel amenities and facilities. Guest evaluations provide the basis for identifying deficiencies and recommending accommodation improvements.

Existing hospitality research primarily examines service quality, satisfaction, and loyalty in selected hotels, resorts, and geographic locations. Limited attention has been given to simultaneously assessing guest discomfort, satisfaction, and suggested improvement priorities in smaller-city budget accommodations. Addressing this gap, the study evaluates these three dimensions among budget hotel guests in Ormoc City to identify areas requiring improvement and provide evidence for guest-centered hospitality management.

The study aligns with SDG 8 (Decent Work and Economic Growth) by supporting improvements in hospitality service quality, business competitiveness, and local tourism development. It also relates to SDG 11 (Sustainable Cities and Communities) by emphasizing affordable, safe, and functional accommodations that may strengthen Ormoc City's tourism services. Identifying guest concerns and improvement priorities can inform efforts toward more responsive and sustainable local hospitality operations.

The study contributes to socioeconomic, community, and institutional sustainability by providing evidence for improving affordable accommodation services. Its findings may guide hotel owners in prioritizing facility improvements, assist employees in enhancing service delivery, and support local tourism stakeholders in planning hospitality development. By addressing guest discomfort and satisfaction, the research offers a practical foundation for strengthening accommodation quality, local tourism competitiveness, and the long-term viability of budget hotels in Ormoc City.

2. Material and methods

2.1 Research Design

The study employed a descriptive survey research design to assess guests' levels of discomfort, satisfaction, and suggested improvements concerning budget hotel amenities and facilities in Ormoc City. Data were collected using a researcher-developed questionnaire administered to 100 respondents selected through convenience sampling. The instrument was pilot-tested before distribution to assess its suitability for collecting guest evaluations.

2.2 Locale of the Study

The study was conducted in Ormoc City, Leyte, Philippines, across ten selected budget hotels: Pedro's Place, Vegstar, Marco's Tourist Inn, Queenscourt Inn, Fan's Hotel, Cristobal's Inn, TRN Traveler's Inn, Peachtree Lodge, Novotel, and Tony's Inn. These establishments served as data collection sites for assessing guests' experiences with accommodation amenities and facilities.

2.3 Respondents of the Study

The respondents comprised 100 guests currently staying at the ten selected budget hotels, with ten participants from each establishment. Eligible respondents were at least 18 years old, were staying at a participating budget hotel during data collection, and voluntarily agreed to participate through informed consent. Their responses provided information regarding discomfort, satisfaction, and priorities for improving accommodation quality.

2.4 Sample and Sampling Procedure

Convenience sampling was employed to select 100 accessible and willing respondents from ten budget hotels, with ten guests recruited from each establishment. Participants were selected based on their availability during data collection and compliance with the inclusion criteria. This non-probability sampling approach enabled the researchers to gather firsthand assessments from guests experiencing the selected hotels' amenities and facilities.

2.5 Research Instrument

A researcher-developed questionnaire served as the primary data collection instrument. It assessed guests' levels of discomfort, satisfaction, and suggested improvements concerning hotel amenities and facilities. The questionnaire utilized a five-point Likert scale and included an open-ended section for additional recommendations. The instrument was reviewed and pilot-tested before administration, and responses were summarized using frequencies, means, and weighted means.

2.6 Data Gathering Procedure

The researchers obtained permission from the Dean of Hospitality Management and requested authorization from hotel managers to conduct the study. Following approval, questionnaires and consent forms were distributed through hotel staff to eligible guests. Participation was voluntary, and respondents were informed of the study's purpose and confidentiality measures. No incentives were provided. Completed questionnaires were collected, organized, and encoded for statistical analysis. Respondents were also permitted to seek clarification regarding the questionnaire.

2.7 Data Analysis Techniques

Data were analyzed using frequency, arithmetic mean, weighted mean, and overall average weighted mean. Frequency determined the number of responses per category, while the arithmetic mean summarized numerical responses using $\bar{X} = \frac{\sum X}{N}$. The weighted mean, calculated as $WM = \frac{\sum fx}{N}$, assessed respondents' ratings of discomfort, satisfaction, and improvement necessity, where f represents response frequency, x represents the scale value, and N represents the total responses. The overall average weighted mean was calculated by dividing the sum of indicator weighted means by the number of indicators. The five-point interpretation scale presented in Table 1 classified weighted means of 4.21–5.00 as extreme discomfort, very satisfied, or very necessary; 3.41–4.20 as strong discomfort, highly satisfied, or highly necessary; 2.61–3.40 as moderate discomfort, moderately satisfied, or moderately necessary; 1.81–2.60 as mild discomfort, slightly satisfied, or slightly necessary; and 1.00–1.80 as no discomfort at all, not satisfied, or not necessary. These classifications guided the interpretation of respondents' assessments across the three study variables.

2.8 Ethical Considerations

The study observed ethical principles of informed consent, voluntary participation, confidentiality, beneficence, fairness, and nondiscrimination. Respondents were informed of the research objectives, their right to decline or withdraw, and the confidentiality of their responses. Participation involved no interventions or incentives, and all respondents followed the same survey procedure. Personal information was protected, and participants were allowed to seek clarification regarding the study. Collected information was intended solely for academic research purposes, with participants' rights and welfare prioritized throughout the investigation.

3. Results and Discussion

3.1 Guests' Level of Discomfort and Satisfaction with Hotel Amenities

3.1.1 Level of Guest Discomfort with Amenities

The findings revealed an overall average weighted mean of 2.20, indicating mild discomfort with hotel amenities. Limited storage space recorded the highest discomfort (WM = 2.52), followed by bathroom functionality (WM = 2.23), internet/Wi-Fi access (WM = 2.11), and room cleanliness (WM = 1.96). All indicators were classified as mild discomfort. These findings indicate that guests generally experienced minimal difficulties with hotel amenities, although limited storage space presented the greatest concern. Room cleanliness received the lowest discomfort rating, suggesting relatively favorable conditions. The results highlight storage space as a priority for improving guest convenience and comfort.

3.1.2 Level of Guest Satisfaction with Amenities

Guests reported an overall satisfaction weighted mean of 3.65, interpreted as highly satisfied. Room cleanliness received the highest rating (WM = 3.84), followed by internet/Wi-Fi access (WM = 3.69), bathroom functionality (WM = 3.63), and limited storage space (WM = 3.42). All indicators were classified as highly satisfied. The findings suggest that budget hotels generally meet guests' expectations regarding essential amenities, particularly room cleanliness. However, limited storage space received the lowest satisfaction rating, consistent with its higher discomfort score. This indicates an opportunity to improve room functionality while maintaining existing accommodation standards.

3.2 Guests' Level of Discomfort and Satisfaction with Hotel Facilities

3.2.1 Level of Guest Discomfort with Facilities

The overall average weighted mean for facility-related discomfort was 1.96, indicating mild discomfort. Front desk service recorded the highest discomfort (WM = 2.14), followed by facility maintenance (WM = 2.02), parking space (WM = 1.99), housekeeping service (WM = 1.93), and lobby and common areas (WM = 1.88). Safety and security measures received the lowest score (WM = 1.80), interpreted as no discomfort at all. These results indicate that guests experienced relatively low levels of discomfort with hotel facilities and services. Front desk service emerged as the principal concern, suggesting the need to improve guest assistance and service delivery. Conversely, the low discomfort rating for safety and security measures reflects favorable guest perceptions of these provisions.

3.2.2 Level of Guest Satisfaction with Facilities

Guests expressed high satisfaction with hotel facilities, recording an overall weighted mean of 3.70. Parking space received the highest satisfaction rating (WM = 3.78), followed by safety and security measures and facility maintenance (WM = 3.70 each). Housekeeping service and lobby and common areas both obtained 3.69, while front desk service recorded the lowest satisfaction rating (WM = 3.62). All indicators were interpreted as highly satisfied. These findings demonstrate generally positive guest evaluations of hotel facilities, particularly parking, safety, and maintenance. However, the comparatively lower satisfaction with front desk service reinforces its identification as an area requiring attention. Improving front desk operations may enhance the overall guest experience.

3.3 Guests' Suggested Improvement Priorities for Amenities and Facilities

3.3.1 Suggested Improvements to Hotel Amenities

The overall weighted mean for suggested amenity improvements was 2.21, interpreted as slightly necessary. Limited storage space received the highest improvement priority (WM = 2.46), followed by bathroom functionality (WM = 2.27), internet/Wi-Fi access (WM = 2.07), and room cleanliness (WM = 2.03). All indicators were classified as slightly necessary. The results indicate that guests perceived only minor improvements as necessary for existing amenities. Nevertheless, limited storage space consistently emerged as the primary concern, reflecting its higher discomfort and lower satisfaction ratings. Improving storage availability may therefore address the most frequently identified amenity-related weakness.

3.3.2 Suggested Improvements to Hotel Facilities

Guests rated facility improvements as slightly necessary, with an overall weighted mean of 1.98. Front desk service received the highest improvement priority (WM = 2.14), followed by facility maintenance (WM = 2.06), lobby and common areas and parking space (WM = 1.97 each), safety and security measures (WM = 1.91), and housekeeping service (WM = 1.82). All indicators were interpreted as slightly necessary. These findings suggest that existing facilities generally satisfy guest expectations, requiring only limited improvements. Front desk service emerged as the leading priority, consistent with its highest discomfort and lowest satisfaction ratings among facility indicators. Strengthening front desk service may improve guest interactions and overall service quality.

3.4 Overall Assessment of Guest Discomfort, Satisfaction, and Improvement Priorities

The findings revealed mild discomfort with amenities (WM = 2.20) and facilities (WM = 1.96), alongside high satisfaction with amenities (WM = 3.65) and facilities (WM = 3.70). Suggested improvements were generally considered slightly necessary for both amenities (WM = 2.21) and facilities (WM = 1.98). Overall, limited storage space and front desk service consistently emerged as the principal concerns within their respective categories. Both indicators recorded the highest discomfort, lowest satisfaction, and highest improvement-priority ratings in their groups. Although guests generally evaluated budget hotel accommodations favorably, these findings provide a basis for prioritizing improvements in room storage and front desk operations to enhance guest comfort and satisfaction in Ormoc City.

4. Conclusion & Recommendations

The study revealed that guests of budget hotels in Ormoc City experienced mild discomfort with amenities (WM = 2.20) and facilities (WM = 1.96) while reporting high overall satisfaction with both. Limited storage space and front desk service consistently emerged as the primary sources of discomfort and received the lowest satisfaction ratings within their respective categories. Although guests considered improvements to amenities (WM = 2.21) and facilities (WM = 1.98) only slightly necessary, these two areas were identified as the highest improvement priorities. Overall, the findings indicate that budget hotels generally meet guest expectations but require targeted improvements to enhance comfort and service quality.

Budget hotel owners and managers in Ormoc City should prioritize improving in-room storage space and front desk service, particularly through additional staff training and more efficient check-in and check-out procedures. Existing practices concerning room cleanliness and safety and security measures should be maintained due to favorable guest evaluations. Future researchers are encouraged to incorporate interviews or other qualitative methods and conduct broader investigations involving more budget hotels and respondents to strengthen the findings and provide deeper insights into guest experiences.

The study was limited to 100 guests from ten selected budget hotels in Ormoc City, Leyte, using convenience sampling, which restricts the generalizability of the findings to other accommodation establishments and locations. Its cross-sectional descriptive survey design captured guest perceptions at a single point in time, while reliance on self-reported questionnaire responses limited the assessment to participants' experiences and evaluations. Consequently, the findings may not fully represent all budget hotel guests or changes in satisfaction and discomfort over time.

5. Compliance with ethical standards

The study adhered to ethical principles of voluntary participation, informed consent, confidentiality, and protection of participants' rights. Data were collected through non-invasive survey questionnaires, with no identifying information disclosed. The researchers acknowledge the participation of hotel guests and the cooperation of the selected budget hotel establishments in Ormoc City, Leyte. No external funding or conflicts of interest were reported in the study materials.

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