



**JOHN B. LACSON FOUNDATION MARITIME UNIVERSITY**  
**(Molo), Inc.**  
(formerly Iloilo Maritime Academy)  
M.H Del Pilar St. Molo, Iloilo City  
**COLLEGE OF BUSINESS**



**SATISFACTION LEVEL OF TRAVELLERS AMIDST THE PANDEMIC**

A Research Paper Presented to the  
Faculty Member of the College of Business  
John B. Lacson Foundation Maritime University – Molo, Inc.  
Iloilo City

In Partial Fulfillment  
of the Requirements for the Subject  
Research in Tourism

by

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**Abstract**

The world is facing an unprecedented global health, social and economic emergency with the COVID-19 pandemic. Travel and tourism are among the most affected sectors with airplanes on the ground, hotels closed, and travel restrictions put in place in virtually all countries around the world (United Nations World Tourism Organization, 2020)]. This study aimed to determine the satisfaction level of travelers amidst the pandemic when taken as an entire group and when classified according to sex, type of traveller, and purpose of travel.

This study involved fifty (50) individuals who travel with their own individual purpose. The respondents were selected through simple random sampling method. The instrument used to determine the satisfaction level was a questionnaire with a five-point Likert response scale. Statistical tools employed were mean, standard deviation, percentage frequency distribution, t – test, and ANOVA. The satisfaction level of travellers in terms of various aspects was in average. There were no significant differences existed in aspects when respondents were classified according to sex, type of traveller and travel purpose.