

ReviewForm 1.7

JournalName:	CurrentJournalofAppliedScienceandTechnology
ManuscriptNumber:	Ms_CJAST_114936
TitleoftheManuscript:	EmployeesBenefitesand ServiceQualityAmongtheRestaurantsStaffinBisligCity
Typeofthe Article	Semi-scientificarticles/populararticles

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PART1:ReviewComments

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that a author should write his/her feedback here)
<p>Compulsory REVISION comments</p> <ol style="list-style-type: none"> 1. Is the manuscript important for scientific community? (Please write few sentences on this manuscript) 2. Is the title of the article suitable? (If not please suggest an alternative title) 3. Is the abstract of the article comprehensive? 4. Are subsections and structure of the manuscript appropriate? 5. Do you think the manuscript is scientifically correct? 6. Are the references sufficient and recent? If you have suggestion of additional references, please mention in the review form. <p><u>(Apart from above mentioned 6 points, reviewers are free to provide additional suggestions/comments)</u></p>	<p>This design is also important for a group of people who work in this field, for example in the hospitality or tourism sector.</p> <p>For an inappropriate title, in my opinion the title would be better: The Relationship between Employee Roles and Service Quality.</p> <p>The abstract is quite comprehensive, it just needs to be added a little. Keywords are not appropriate, do not represent the title, and in the abstract, it is best to write a little background to the research, before the research objectives. In abstract systematics, it is best to write down the research methodology first, then write down the research design.</p> <p>In the background, apart from the facts written down, there is also data stated, so the background contains data, facts, rules and phenomena that occur, if any. In the research objectives, it is best to write down the research indicators used, sub-indicators should not be written in the research objectives.</p>	<p>Furthermore, the quantitative research was an inquiry into an identified problem, based on testing a theory, measured with numbers, and analyzed using statistical techniques. The goal of quantitative methods was to determine whether the predictive generalizations of a theory could hold true based on the data gathered. (10)</p> <p>The Relationship between Employee Roles and Service Quality.</p> <p>The purpose of this study is to investigate the correlation between employees' benefits and service quality. Descriptive method design and stratified random sampling techniques were used to select 15 restaurant establishments into three categories, which are snack bar/café, canteen/cafeteria style, and catering cuisine restaurants in Bislig City during the school year 2022-2023. Two questionnaires were used to collect data through the face-to-face survey. Mean, standard deviation, and Pearson product-moment correlation analysis were also used to analyze the data collected. Results revealed that the canteen/café restaurant had the highest mean in job satisfaction in terms of employee benefits, while empathy had the highest mean in service quality. Employee benefits represent job satisfaction/recreation leaves, health protection benefits, and flexible working hours, while quality represents reliability, responsiveness, assurance, empathy, empathy and tangibles. The results proved that the relationship between employment benefits and service quality among restaurant staff indicates a moderately positive correlation.</p> <p>In addition, the demanding customers and increased sense of customer satisfaction led to the use of the new service parameters, making hoteliers implement quality management as an effective aid. Moreover, the quality of service was an essential tool used to achieve a competitive advantage. Quality was a difficult form to quantify; however, the ability to measure quality was a key to assessing whether or not the industry provided the service consumers desired, as consumers held the</p>

	<p>Quantitative research should be written deductively, namely from general explanation to specific explanations. the background does not yet describe deductive data.</p> <p>The research methodology should also include data collection methods, data analysis and what is used to analyze the data. for example: validity test and reliability test, normality test and homogeneity test if the data is heterogeneous. The type of data used is also stated, whether secondary data, primary data or both.</p>	<p>key to business survival and success.</p> <p>Research Design</p> <p>This study applied quantitative method and the researchers utilized a survey questionnaire in a form of survey to collect the data needed. The quantitative research methods were research methods dealing with numbers and anything that was measurable in a systematic way of investigation of phenomena and their relationships. It was used to answer questions on relationships within measurable variables with an intention to explain, predict and control phenomena. Furthermore, the quantitative research was an inquiry into an identified problem, based on testing a theory, measured with numbers, and analyzed using statistical techniques. The goal of quantitative methods was to determine whether the predictive generalizations of a theory could hold true based on the data gathered. (10)</p> <p>Research Instruments</p> <p>In achieving the objectives of this study, an integrated research questionnaire was adopted by the researchers and used as the research instrument. The questionnaire was adopted from existing materials produced and used by credible scholars and researchers on the topics were employment benefits and service quality. The questionnaire developed by the researcher was divided into two sections: employee benefits and service quality. There are three types of employee benefits: job satisfaction and recreation leaves; health protection benefits; and flexible working hour (11). There are five types of service quality: reliability, responsiveness, assurance, empathy, and tangibility (12). For the gathering of data, there is a different set of statements to which the respondent must respond.</p> <p>Research Respondents</p> <p>The respondents of this study were the employees of the fifteen selected Food Establishments in Bislig City, Surigao del Sur. This study used</p>
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		<p>purposive sampling which was a non-probability sampling that was selected based on characteristics of a population and the objective of the study. The total number of participants determined were based from the number of employees in these different restaurants that included supervisor receptionist, cashier, head waiter, waiters/waitress, kitchen porters, head cook, assistant cook, Friturier (Fry Chef), purchaser, stock man and dishwashers.</p> <p>To be able to determine the sample size, the researchers categorized the 14 restaurant establishments into three categories, which are the snack bar/café, canteen/cafeteria style, and catering cuisine restaurants, with a total population of 165. To get the total sample size, the measurements or surveys need to have a confidence level of 95% with a 5% margin of error and 50% population proportion. Therefore, the researchers established that the total sample size was 116. Now, to get the sample size for each establishment, the researcher divided each respondent by the total population of 165, then multiplied the quotient by the total sample size of 116.</p> <p>Research Procedure</p> <p>The researcher considered this information as the steps and procedures on how they gathered data in this study. The researchers visited the different restaurants in Bislig City that operated during the pandemic. After the restaurants were identified, they wrote a letter of request to the owners/managers to get the data about the numbers of employees of the restaurant for the purpose of respondents' profiling. Afterward, the researchers conducted a pilot testing to the employees of the restaurants with in Mangagoy to test the reliability and consistency of the responses. The researchers distributed the sample survey questionnaires to the employee of Home slice, Jungle Bistro, Meriendas, The Rock Café and Zamz through survey form. Each Restaurants consist of 10 respondents to answer the questionnaire. After the respondents answered the survey questionnaire, the data was collected and with the help of the researcher's statistician the Reliability test had a result of 0.952 using the Cronbach alpha.</p> <p>After the pilot testing, the researchers organized and provided the survey questionnaires to the panel members for final approval and distribution to the respondents. After it was accepted, the researchers went to the actual respondents and handed out the request letter for the survey to be conducted in the restaurants. The respondents were given the questionnaires, and the researchers had a discussion about the substance of the surveys. The surveys were hand-delivered to the respondents, with a one-week time limit for them to complete them. However, several employees refused to complete the questionnaires, so</p>
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		<p>the researchers gave them another week to finish them.</p> <p>Finally, once the respondents had completed the survey questionnaires, the researchers gathered all of the information for analysis, presentation, and interpretation. The researchers were always open to suggestions and comments in order to improve the study survey's outcome.</p> <p>Data Analysis</p> <p>The information gathered from the survey were be tallied, calculated, and displayed in tables. The data were recorded based on the frequencies and percentages associated with them.</p> <p>The researchers calculated the percentage by dividing the frequency of each element by the total number of respondents and multiplying by 100.</p> <p>The formula used will be:</p> <p>$P = (f/n \times 100)$</p> <p>Where:</p> <p>P = Percentage</p> <p>f = frequency</p> <p>n = number of respondents</p> <p>100 = constant number used as multiplier</p> <p>The researcher computed the weighted average, the formula that will be used:</p> <p>$\mu = \sum fx / n$</p> <p>Where:</p> <p>μ = weighted average</p> <p>\sum = summation notation</p> <p>f = number of responses under each scale</p> <p>x = weight assigned to each scale</p> <p>n = number of respondents</p>
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Minor REVISION comments		
1. Is language/English quality of the articles suitable for scholarly communications?	Maybe, not yet.	
Optional/General comments	In general, if you look at the systematics, this research is appropriate. but if you look at the overall content there needs to be some improvements, according to the input I have written.	I ALREADY

PART 2:

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
Are there ethical issues in this manuscript?	(If yes, Kindly please write down the ethical issues here in details)	