

Employees Benefites and Service Quality Among the Restaurants Staff in Bislig City

Abstract

Aims: To investigate the correlation between the employees benefites and service quality.

Study Design: quantitative method

Place and Duration of Study :The study was conducted among 15 restaurant establishments into three categories, which are the snack bar/café, canteen/cafeteria style, and catering cuisine restaurants in Bislig City during the school year 2022-2023

Methodology: The respondents were selected using stratified random sampling.mean, standard deviation and Pearson product-moment correlation,were used to analyze the collected data.

Results:Results revealed that canteen/café restaurant had the highest mean in job satisfaction in terms of employee benefits, while empathy had the highest mean in service quality.

Conclusion:The result proved that the relationship between employment benefits and service quality among restaurant staff indicates a moderately positive correlation.

Keywords: employees benefites,service quality, quantitative

1. INTRODUCTION

Service quality refers to the output of a service delivery system, which influences consumer satisfaction, perception, and views depending on numerous factors (1)Service quality is an important component of customer perception since it leads to customer satisfaction. Perceptions are defined in a variety of ways, including customer perception as the process of receiving, organizing, and assigning meaning to information or stimuli detected by the customer's five senses, and the belief that it lends meaning to the environment around the customer. Perceptions are also defined as the outcome of a series of observations by the client (2). Service quality refers to the customer's impression of a company's overall service performance over time. Even if it is evident what service quality comprises, the challenge is how to correctly measure whether a given service is of high quality, as it is based on perceptions, which are very subjective (3)

Service quality was defined as the difference between consumers' expectations of service and their opinion of the services they received. Furthermore, measuring service quality was a crucial step in the quality improvement process since it offered feedback on the sort of service delivered and how well it matched the needs of the clients (4).Furthermore, service quality was frequently judged by customers rather than the organization itself, implying that a service was distinguished from a good by attributes such as intangibility, heterogeneity, perishability, and inseparability, complicating the evaluation of service performance. (5)

1.1.Research Objectives

This study purposely examined the correlation between employment benefits and service quality among restaurants staffs in Bislig City Specifically, it sought to answer the following question.

1. What was the level of Employees' Benefits among the restaurant in terms of:

- 1.1. Job Satisfaction and Recreation leaves
- 1.2. .Health protection benefits
- 1.3. Flexible Working Hours

2. What was the level of service quality among the restaurant in terms of:

- 2.2. .Reliability
- 2.3. Responsiveness
- 2.3.Assurance
- 2.4. Empathy
- 2.5.Tangibility

3. Was there a significant relationship between employment benefits and service quality among restaurants staff in Bislig City.

Statement of Null Hypothesis

H0 = There was a significant relationship between employment Benefits and Service Quality among Restaurants Staff in Bislig City. This was tested at 0.05 margin of error.

2. MATERIALS AND METHODS

2.1. Research Design

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. (6)

2.2. Research Instruments

In achieving the objectives of this study, a research-based questionnaire was adopted by the researcher. A two-dimensional questionnaire was adapted from existing materials developed and used by credible scholars and researchers on the topics of Employees Benefits and Service Quality.

2.3. Research Respondents

The respondents of this study were the employees of the fifteen selected Food Establishments in Bislig City, Surigao del Sur. This study used 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.

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.

3. RESULTS AND DISCUSSION

Employees' benefits were the remuneration offered by the employer to an individual employee or a group of employees as part of the organizational membership. Employees' benefits were distributed to all employees (unlike incentives, which are only given to exceptional performers) based on their participation in the organization. Employees' benefits were considered indirect pay since they were provided as a condition of employment and were not directly tied to performance (7). Furthermore, employees' benefits made up the majority of the company's compensation package. It was stated that organizations that offered appealing wage and benefits packages outperformed their competitors in terms of attracting and maintaining talented employees in the long run. The primary advantage of employees' benefits was to inspire and motivate workers to produce more and with more coherence (8)

Table 1. Level of Employees' Benefits among the restaurants

| Employees' Benefits | Snack Bar/Cafe | | Canteen/ Cafeteria | | Catering/ Cuisine | | Over-All | | |
|--|----------------|----------|--------------------|----------|-------------------|----------|----------|-------|----------|
| | Mean | VD | Mean | VD | Mean | VD | Mean | SD | VD |
| Job Satisfaction/ Recreation leaves | 3.79 | HIGH | 3.79 | HIGH | 4.03 | HIGH | 3.87 | 0.909 | HIGH |
| Health Protection Benefits | 3.16 | MODERATE | 3.54 | MODERATE | 2.84 | MODERATE | 3.18 | 1.089 | MODERATE |
| Flexible Working Hours | 3.25 | MODERATE | 3.70 | HIGH | 3.58 | MODERATE | 3.51 | 1.013 | HIGH |
| Over-All | 3.40 | HIGH | 3.68 | HIGH | 3.48 | HIGH | 3.52 | 0.090 | HIGH |

The table above showed the level of employees benefits among the restaurants in three categories: snack bar/café restaurant, canteen/cafeteria style restaurant and catering/cuisine restaurant. It resulted to an over-all mean of 3.52 with a high verbal description. Specifically, the Job satisfaction got a mean of 3.87 with a high verbal description. In addition, among the tree categories, canteen/cafeteria restaurant got a highest over-all mean of 3.68 with a high verbal description.

On the other hand, the health protection benefits got the lowest over-all mean of 3.18 with a moderate verbal description, where catering/cuisine got the lowest mean of 2.84 with a moderate verbal description. Among the three categories, snack bar/café restaurant got a lowest over-all mean of 3.40, still, with a high verbal description.

Table 2. Level of service quality among the restaurants

| Benefits | Snack Bar/Cafe | | Canteen/ Cafeteria | | Catering/ Cuisine | | Over-all | | |
|----------------|----------------|----------|--------------------|----------|-------------------|------|----------|-------|----------|
| | Mean | VD | Mean | VD | Mean | VD | Mean | SD | VD |
| Reliability | 3.43 | HIGH | 3.64 | HIGH | 3.78 | HIGH | 3.61 | 0.906 | HIGH |
| Responsiveness | 3.12 | MODERATE | 3.34 | MODERATE | 3.45 | HIGH | 3.03 | 1.108 | HIGH |
| Assurance | 3.40 | HIGH | 3.45 | HIGH | 3.72 | HIGH | 3.52 | 1.083 | MODERATE |
| Empathy | 3.91 | HIGH | 4.17 | HIGH | 4.09 | HIGH | 4.05 | 0.982 | HIGH |
| Tangibility | 4.10 | HIGH | 4.99 | HIGH | 4.10 | HIGH | 4.03 | 0.906 | HIGH |
| Over-All | 3.59 | HIGH | 3.72 | HIGH | 3.82 | HIGH | 3.71 | 0.090 | HIGH |

The table above showed the level of service quality among the restaurants with an over-all mean of 3.71 and a 0.090 standard deviation with a verbal description of high, where the empathy got a highest mean of 4.05 with a high verbal description. In addition, catering/cuisine restaurant got a highest over-all mean of 3.82 with a high verbal description.

Meanwhile, the responsiveness got the lowest over-all mean of 3.03 with a high verbal description, where snack bar/cafe restaurant got a lowest mean of 3.12 with a moderate verbal description. Among the three categories, snack bar/cafe restaurant got a lowest over-all mean of 3.59 with a high verbal description.

Table 3. Significant Relationship between Employment Benefits and Service Quality among restaurants staff in Bislig City.

| Table 3 | | | |
|---|--------------------------|-------------------------------------|--|
| Relationship | Pearson R value | Interpretation | Decision |
| Employment Benefits and Service Quality | 0.645 P- Value <0.001 | Moderate Positive Correlation | Reject H ₀ , Accept H _a |

The table above shows the relationship between employment benefits and service quality among restaurants staff in Bislig City. It has a Pearson's r value of 0.645 that indicates a moderate positive correlation. The p – value is less than .001 that indicates that there is a significant relationship between the two variables. Thus, the null hypothesis is rejected at 0.05 level of significance.

These result supported the study entitled “impact of fringe benefits on quality service that the effect of fringe benefits on quality service has empirically been proven. Posits that praise and recognition are effective ways of motivating employee behaviour in the organization as they are considered the most important rewards. In addition, that examined the impact of fringe benefits for food sectors in the central Anatolian region in Turkey and found that both financial and non-financial benefits are important elements of quality service. Nonetheless, monetary rewards are considered more important in terms of motivating workers to increase their performance compared to non-monetary rewards. Data collected from 200 full time employees from public sector schools show that there is a strong relationship of fringe rewards with job satisfaction. Also the satisfaction increases with the age, and the older employees are more satisfied with retirement benefits than younger employees. (9)

Employee benefits has a significant effect on perceived service quality. Service delivery entails interaction between consumers and employees. When employees are motivated, they are loyal and engaged and deliver quality services; however, when they are demotivated, the quality of services might be low. In addition, that the level of employee benefits can help determine whether employees can do things correctly by the first time and be helpful to clients. This means that when employees are benefited, they are ready to help and contribute towards good service delivery, impacting the quality of services provided. Furthermore, when employees are benefited at work, their commitment, engagement and involvement will be dedicated to meeting customer satisfaction by delivering high-quality services. In addition that employees benefited are loyal, eager and capable of delivering quality services. When employees are motivated in an organization, they are devoted to achieving organizational objectives and strive to deliver high-quality services. (10)

4. CONCLUSION

The researchers studied employment benefits and service quality among the restaurant staff in Bislig City, assessing the employees' benefits and how they provided service quality to the guests. This study came up with the following conclusions:

The level of employee benefits in three categories in a restaurant in Bislig City in terms of their job satisfaction and recreation leaves gathered a total mean of 3.87, which resulted in a high verbal description and a 0.067. All three categories were satisfied with the kind of work they do. However, the snackbar/café and the catering/cuisine restaurant felt sometimes that their positions contributed to pressure and anxiety in their personal lives.

Regarding the Canteen/Cafeteria Restaurant in Bislig City in terms of their health protection benefits, they accumulated a total mean of 2.84 with a moderate verbal description and showed a response of 1.229 standard deviation. They preferred to be assisted with their medical assistance by their organization or company. However, sometimes they are not satisfied with their Pag-ibig contribution. They are also not satisfied with their paid sick leave, dental plan option, or short-term and long-term disability insurance. Regarding their 15 day sick leave that is convertible to cash, it came with a moderate result, which means that they sometimes experience it.

The three categories in the restaurant's level of employee benefits on flexible working hours got a high verbal description result with a total mean of 3.80 and a standard deviation of 0.275, which means that they were given scheduled shifts for my duty hours on daytime and graveyard schedules. However, the snack bar and café sometimes felt that they could not afford the loss of pay associated with most flexible work options. They also felt sometimes that flexible work options did not suit them because they tended to make them feel disconnected from the workplace. Same thing with the working hours; they also felt that working shorter hours would negatively impact their career progress within the organization, and they sometimes used flexible working arrangements and had less commitment to their work roles.

When it comes on providing a special need of handicapped/person with disability customers, the three categories gathered verbal description of high with a mean of 4.05 and standard deviation of 0.089. All three categories rarely responded to the complaints in a rude or bad way.

In terms of executing proper etiquette when dealing with guests or customers, all three categories received high verbal ratings, with a mean of 4.02 and a standard deviation of 0.152. However, they sometimes failed to record the items and orders placed by the guests or customers.

Finally, all three kind restaurants keep their hand, face, body clean and tidy when working. They accumulated a total mean of 4.02 with a verbal description of very high and showed a response of 0.169 standard deviation.

CONSENT

As per international standards or universities standard, respondents' signed consent was the author(s) collected and preserved the materials.

ETHICAL APPROVAL

The researchers followed and adhered to all of the criteria for conducting the study, including the assessment methodology and standardized criteria. Voluntary participation, privacy, confidentiality, and permission. The De La Salle John Bosco College Ethics Review Committee's requirements for organizational/location and technology issues were strictly adhered to. The researchers gained certification for carrying out the investigation.

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