

**PERCEIVED WORK-RELATED STRESS OF SELECTED FASTFOOD CHAIN
CREWS: ITS IMPACT TOWARD JOB SATISFACTION AND PERFORMANCE**

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the Faculty of the College of Business and Management
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Bachelor of Science in Hospitality Management**

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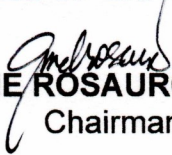
APPROVAL SHEET

In partial fulfillment of the requirements for the degree Bachelor of Science in Hospitality Management, this thesis entitled, “**(PERCEIVED WORK-RELATED STRESS OF SELECTED FASTFOOD CHAIN CREWS: ITS IMPACT TOWARD JOB SATISFACTION AND PERFORMANCE)**” has been prepared and submitted by **(Dwight Anthony O. Buzarang, Bretty B. Gudmalin, Israel L. Castro)**, has been examined and is recommended for acceptance and approval for an oral examination.


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THESIS ABSTRACT

Title : Perceived Work-Related Stress of Selected Fast-Food Chain Crew: Its Impact Towards Job Satisfaction and Performance

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In today's globalized world, fueled by a hunger for diverse flavors and experiences, the restaurant industry has exploded globally, transforming itself into a dynamic hub of culinary delights. This study examined the level of work – related stress as perceived among fast food chain service crews and its impact toward job satisfaction and performance. A quantitative descriptive approach was utilized to determine fast-food workers' job satisfaction, performance, and stress, specifically in Ozamiz City, Philippines. A random sampling of 183 fast-food servers was utilized using complete standardized surveys. Statistical techniques such as regression, Pearson correlation, mean, and standard deviation were utilized to analyze and interpret the gathered data.

In this study, a research tool called "Perceived Work-Related Stress of Selected Fast-food Chain Crews: Its Impact Toward Job Satisfaction and Performance" was employed. The findings of this study revealed a strong positive correlation and a noteworthy association between work-related stress and job satisfaction, indicating a positive and significant impact of work-related stress.

Furthermore, it is crucial for organizations to acknowledge the widespread prevalence of work-related stress among employees in fast-food chains. It becomes imperative for employers to establish effective programs aimed at reducing stress levels. Gaining insights into these factors can help strengthen positive aspects and address areas that require improvement. Organizations should develop customized solutions that recognize the complex relationship between work-related stress and job satisfaction, considering their positive correlation. By recognizing the positive impact of work-related stress on job satisfaction and performance, companies should adopt a comprehensive approach to promoting employee well-being. To gain a comprehensive understanding of the intricate connections between stress, performance, and contentment, organizations should consistently assess employee sentiments through surveys, feedback mechanisms, and regular evaluations.

Keywords: Fast – food Industry, Work – related Stress, Job Satisfaction, High Workload, Stress – reduction Methods



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Bretty B. Gudmalin
Israel L. Castro**



DEDICATION

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INTRODUCTION

In the contemporary era of globalization, the restaurant business has witnessed unparalleled expansion, becoming one of the most vibrant domains within the worldwide market. Nevertheless, the swift growth has presented many difficulties, with job-related stress emerging as a pivotal concern impacting not just the efficiency of restaurant staff but also their job contentment and general welfare (Bertulino, 2022). The present study explores the complex issue of work-related stress and its extensive consequences, considering the global context and the distinctive dynamics inside the Philippines.

To thoroughly examine the matter, it is necessary to consider the worldwide framework within which the fast-food sector functions. The present setting is distinguished by the fast process of globalization, heightened levels of competitiveness, and the continuously escalating expectations imposed on restaurant staff. The existing body of literature about work-related stress highlights the pervasive nature of this issue, surpassing geographical limitations. Numerous studies undertaken in several regions of the world have shown evidence that individuals across a wide range of sectors and professions have difficulties arising from stressors associated with their work. The repercussions of work-related stress are experienced worldwide (The American Institute of Stress, 2023).

The initial variable being examined is work-related stress, a prevalent phenomenon that impacts restaurant staff's performance and psychological welfare globally (World Health Organization, 2020), including individuals in the Philippines.



Work-related stress in the fast-food industry covers a range of stressors, such as excessive workloads, time constraints, interpersonal problems, and insufficient resources (Bhui et al., 2016). To provide a robust basis for this variable, it is imperative to incorporate pertinent scholarly sources that illuminate the significant impacts of occupational stress on persons and organizations, both worldwide and specifically within the context of the Philippines.

The available empirical data from several global studies indicates that work-related stress has a detrimental impact on cognitive function and emotional well-being. In the fast-food sector, where operational efficiency and customer satisfaction are of utmost importance, the ramifications of stress can have notably adverse effects. The significance of treating work-related stresses to prevent the negative impact on job satisfaction and employee burnout is emphasized in literature from many regions around the globe.

A study done in the United States by Bhui et al. (2016) found that fast-food employees commonly encountered work-related stress, which can be attributed to many causes, such as extended working hours, challenging client interactions, and inadequate breaks. The study revealed that stress has a detrimental effect on individuals' work satisfaction and general well-being, eventually leading to a decline in their job performance. The issue has been seen in research conducted in Europe, Asia, and other regions, thereby emphasizing its worldwide significance (Bhui et al., 2016).

In the Philippines context, Blanco et al. (2021) performed a study that revealed work-related stress as a prominent issue among fast-food crew members. Sources of stress were identified as being hard client contacts, tight timetables, and pressure to fulfill performance expectations. The study further emphasized that fast-food employees in the Philippines had distinct pressures associated with cultural norms and economic circumstances. The findings underscore the need to consider the specific circumstances in the Philippines when analyzing the effects of occupational stress on crew members (Blanco et al., 2021)

The second variable under consideration refers to the construct of job satisfaction and its complicated association with work-related stress. This phenomenon is witnessed on a worldwide scale as well as within the specific context of the Philippines. Examining job satisfaction from a globalized standpoint indicates that individuals who encounter stress within their work environment tend to demonstrate diminished levels of job satisfaction. This phenomenon is not limited to the fast-food business; it is a prevalent pattern identified across all professions and sectors.

A multitude of research conducted in several nations has yielded empirical data supporting the notion of work-related stress's detrimental influence on job satisfaction and employee performance. Lu et al. (2022) conducted a meta-analysis combining data from worldwide research, revealing a consistent inverse relationship between work-related stress and job satisfaction. The study's findings

revealed a negative correlation between stress levels and work satisfaction, resulting in a subsequent decline in employee performance (Lu et al., 2022).

In the context of the fast-food industry in the Philippines, it is important to comprehend the interplay between stress and work satisfaction. According to the study conducted by Erene et al. (2014), there was a negative correlation between work-related stress levels and job satisfaction and performance among Filipino fast-food crew members. The findings are consistent with the existing worldwide body of data, emphasizing the widespread correlation between work-related stress, job satisfaction, and performance (Ereno et al., 2014).

Despite the widespread acknowledgment of work-related stress as a significant issue on a global scale, there is a discernible dearth of empirical research that thoroughly investigates the intricate interplay between work-related stressors, job satisfaction, and performance, specifically within the confines of the fast-food industry in the Philippines. Lack of information in this area is a barrier to comprehending the intricate effects of stresses on restaurant workers, impeding the progress of tailored interventions and methods.

The primary objective of this study is to address the existing gap in literature by performing a quantitative research inquiry. This inquiry will utilize a meticulous selection of variables to examine the direct and indirect impacts of stresses on the performance and well-being of crew members. The study will consider both the

worldwide setting and the specific context of the Philippines, emphasizing the unique issues encountered by Filipino fast-food employees.

This study addresses a significant concern within the fast-food sector, which operates worldwide. It underscores the need to consider the global setting while recognizing the distinct challenges Filipino crew member's encounter. This study delves into the complex issue of work-related stress, examining its effects on job satisfaction and employee performance. Its primary objective is to address this area's current need for empirical research. By examining this intricate matter, the research aims to augment our comprehension and make a valuable contribution towards formulating efficacious approaches for cultivating a more robust and dynamic labor force within the fast-food industry in the Philippines and other relevant contexts. An extensive review will inform this endeavor of pertinent international literature and empirical evidence.

The primary aim of this study is to examine the perceived work-related stress encountered by service crews within several fast-food chains in Ozamiz City and to assess its influence on their levels of job satisfaction and performance. The research will address several dimensions within the fast-food business, including stress causes, work satisfaction, and performance indicators. The fast-food chains included in this study are Jollibee, McDonald's, Chowking, Greenwich, and Mang Inasal. This selection aims to analyze stress-related characteristics within the fast-food business thoroughly. The process of data collecting will entail the distribution

of structured questionnaires specifically intended to obtain important insights from service crew members.

The main emphasis of this research will be confined to fast-food restaurants in Ozamiz City, which may constrain the results' applicability to the wider fast-food sector in different geographical areas. Furthermore, the research is dependent on data that is self-reported by service crew members, thus leading to the introduction of response bias. Moreover, the research may not comprehensively investigate the specific stresses exclusive to each fast-food chain or investigate additional elements contributing to stress, such as personal situations or larger economic conditions. Notwithstanding these constraints, the principal objective of this study is to offer significant perspectives into the encounters of service personnel employed in fast-food outlets in Ozamiz City and their perceptions of the stress associated with work.

RESEARCH OBJECTIVES

This study will examine the level of work – related stress as perceived among fast food chain service crews and its impact toward job satisfaction and performance. Specifically, this study will seek to answer the following research questions:

1. What is the level of work – related stress as perceived by fast food chain service crews in terms of:
 - a. High Workload
 - b. Time pressure
 - c. Customer Demands
 - d. Inconsistent Scheduling
 - e. Physical Demands
 - f. Safety Concerns
2. What is the level of job satisfaction as perceived by fast food chain service crews?
3. What is the level of job performance as perceived by fast food chain service crews?
4. Is there a significant relationship between work related stress toward fast food chain service crews job satisfaction?
5. Is there a significant relationship between work related stress toward fast food chain service crews job performance?

6. What is the impact of work-related stress of fast-food chain service crews toward job satisfaction?
7. What is the impact of work-related stress of fast-food chain service crews toward job performance?

Null Hypothesis

Ho1: There is no significant relationship between work related stress toward fast food chain service crews job satisfaction.

Ho2: There is no significant relationship between work related stress toward fast food chain service crews' job performance.

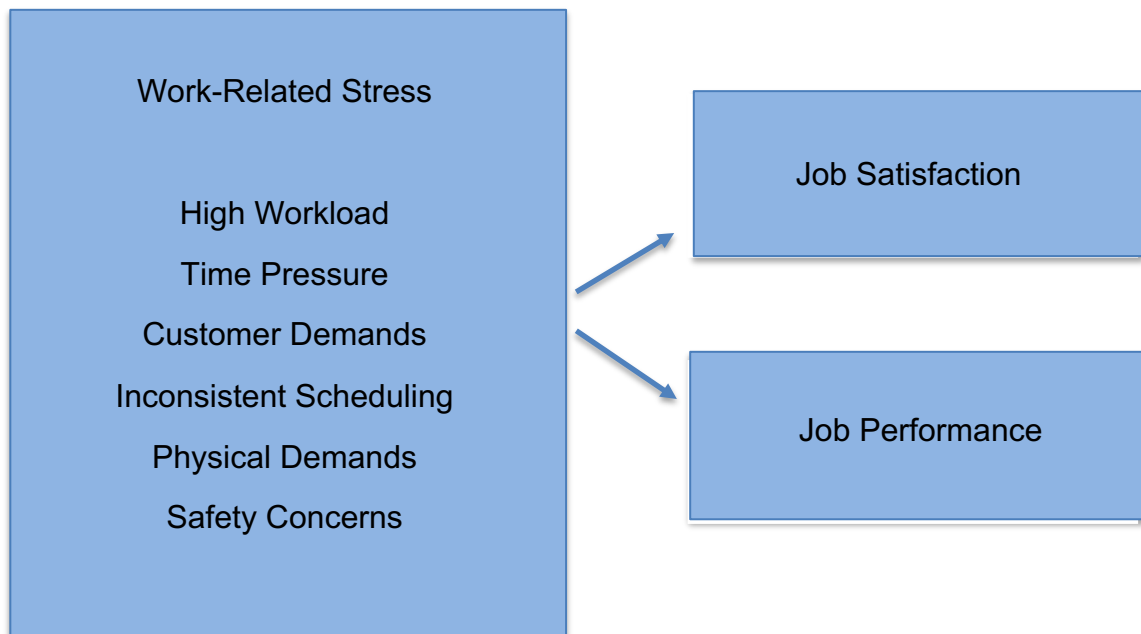


Figure 1. Schematic Diagram of the study

Theoretical Framework

This study will be anchored on one theory, which is the Stress and Coping theory by Lazarus and Folkman (1984), and two models, which are the Job Demand-Control Model by Karasek (1979) and The Job-Demands Resources (JD-R) Model by Tummers and Bakker (2021).

The Stress and Coping Theory offers valuable insights into individuals' cognitive appraisal and adaptive responses toward stress.

This theory provides a fundamental framework for understanding the perceptions and responses of service crews employed in fast-food outlets towards different stressors related to their profession, such as customer expectations, time limitations, and heavy workloads. This theoretical framework explores the cognitive and behavioral mechanisms individuals utilize to comprehend and regulate the pressures they experience within their professional setting. The primary focus of this study is to gain insight into the perception of stresses among fast-food service workers and examine the ways they utilize to manage and cope with these stressors successfully.

Within the framework of this research, the Theory of Stress and Coping offers a theoretical perspective that enables an examination of the perceptions and strategies employed by service crews operating in the fast-food business in Ozamiz City to manage the distinctive stressors associated with their occupational responsibilities. The stressors in this topic cover the different

pressures that may arise from client expectations, strict time constraints, and the expectation of effective multitasking. The present theoretical framework facilitates the understanding of the cognitive processes involved in interpreting stressors by service crews and the behavioral strategies employed by them to manage and alleviate stress in their routine job effectively.

Examining how fast-food service employees in Ozamiz City perceive and respond to work-related stresses is guided by the Theory of Stress and Coping. The process entails evaluating the crew members' subjective stress experiences, the severity associated with these stressors, and the coping mechanisms they utilize to manage them. This investigates service crews' use of problem-focused coping methods, such as time management or job prioritizing, and emotion-focused coping strategies, such as seeking social support or participating in relaxation techniques. The theory facilitates the exploration of the correlation between the perception of stresses and the efficacy of coping strategies utilized, therefore elucidating the psychological dynamics inherent in the fast-food business.

Prominent investigations that have utilized this theoretical framework, exemplified by the research conducted by Stangor and Walinga (2023), have significantly contributed to enhancing our comprehension of the coping strategies employed by individuals when confronted with workplace stressors and their overall perception of stress within the fast-food industry. (Stangor & Walinga, 2023) This theory offers significant insights into the psychological

mechanisms that impact the experiences of fast-food service employees and their reactions to the obstacles associated with their employment in Ozamiz City.

The Job Demand-Control Model, proposed by Karasek (1979), explores the dynamic relationship between the demands of a job and an individual's level of control over their work (Kain & Jex, 2010).

This aims to assess the degree of autonomy that fast-food service workers possess regarding their job tasks and examine its association with stress levels. This model is specifically relevant to the variable of control over job duties. Empirical evidence is provided by including pertinent papers that employ this paradigm.

The Job-Demands Resources (JD-R) Model, proposed by Tummers and Bakker in 2021, is a theoretical framework that examines the relationship between job demands and job resources (Tummers & Bakker, 2021).

The Job-Demands Resources (JD-R) Model, as proposed by Tummers and Bakker (year), centers on the influence of job qualities and resources on the overall well-being of employees. This utilizes a model to assist in identifying key work-related stresses that impact service crews employed in the fast-food business. Furthermore, it aids in evaluating the presence of compensatory employment resources that might mitigate the impact of these stresses. The focal variable in this context comprises the expectations placed on individuals

in their employment and the resources available to them in their jobs. Previous studies in the field support the significance of this concept.

In summary, these theories collectively offer a comprehensive framework for analyzing the complex terrain of work-induced stress among fast-food service employees. The Stress and Coping Theory provides a comprehensive understanding of how individuals perceive and react to stress, offering insights into various coping mechanisms. The Job Demand-Control Model examines the equilibrium between job demands and control, enhancing our comprehension of the level of control service professionals possess over their activities. The Job-Demands Resources Model serves as a valuable tool for identifying stresses and evaluating available resources. The study seeks to provide a comprehensive examination of work-related stress among fast-food service employees by including many theories. This approach underscores the significance of these theories in offering significant insights into the complex nature of this phenomenon.

CONCEPTUAL FRAMEWORK

The central focus of the framework is the Work-Related Stress among Fast Food Service Crews, which is subject to the effect of several stressors such as workload, time pressure, and conflicts. The levels of work-related stress that individuals feel impact two key outcomes within service crews: "Job Satisfaction" and "Job Performance."

Several elements, including job-related stress, personal issues, organizational support, and the work environment impact job satisfaction. The level of work satisfaction experienced by service crews can significantly influence their overall job performance. Implementing effective coping mechanisms and stress management measures can mitigate the potential impact of work-related stress on job satisfaction and performance.

To thoroughly comprehend these associations, the research will evaluate the perceived levels of work-related stress, job satisfaction, and job performance among service crews employed in certain fast-food establishments in Ozamiz City. The utilization of standardized questionnaires will facilitate the collection of data. Subsequently, statistical analyses will be employed to assess the degree to which work-related stress impacts job satisfaction and performance within the service crew population of the fast-food business.

High Workload

People often view a high workload as a challenge that can lead to personal growth and development, like when they must meet a deadline or complete an important project. Therefore, employees may feel energized and motivated when anticipating a heavy workload, especially if they engage in adaptive coping strategies such as planning. Having a heavy workload can affect well-being even before employees experience it, during the anticipatory phase (Casper, 2019).

According to Rajan (2018), an employee's high workload is an important consideration for measuring both their productivity and turnover because it is below the normal workload. It would encourage laziness and allow them to be inactive and engage in unproductive activities. Disaffection can develop from a worker's perception of a balanced or unbalanced high workload because of the perceived variances in the workload compared to the rest of the organization (Sravani, 2018). According to equity theory, an employee will feel unfairly treated if he perceives that colleagues that put in the same efforts at work as him earn more than him or if he earns the same as those who put less effort than him. It is the work assigned to or expected from a worker in a specified period. Employee workload has also been defined as the perceived relationship between the amount of mental processing capability or resources required to complete a task (Hart and Staveland, 1998).

Time Pressure

Time pressure can be understood as an increased workload resulting in a lack of time and often decreased leisure time. It has already been identified as one of the key stressors in fast-food crews', which is related to stress and depression. Taking more time on all tasks is not optimal either because people care not only about performance on a single task but also about productivity—getting the most done in our limited time. The research demonstrates that when people are under time pressure, they select decision strategies that require fewer cognitive resources but are more prone to error (Le et al., 2011).

Time pressure is common in fast food chains, where employees are expected to prepare and serve food quickly and efficiently, often during peak hours. While time pressure can be motivating, it can also lead to employee stress and dissatisfaction, negatively impacting their job performance (Dan Ketchum, 2019). Research has found a strong relationship between time pressure and negative employee health impacts, such as increased irritability. At the same time, research has also shown a relationship between time pressure and employees' high work engagement (or motivation). In other words, time pressure on the job can also be experienced as a challenge leading to growth and achievement (Rigotti, 2019).

Customer Demands

Customer demands in fast food chains are the things that customers want or expect from these restaurants. These demands can be based on



various factors, including the customer's dietary needs, preferences, and budget. This can be stressful and lead to burnout.

Additionally, customers may have unrealistic expectations about how quickly their food should be prepared or served. This can frustrate crews and make meeting their goals easier (Amer Rajput, 2020).

Customers who are rude or demanding can create a hostile work environment and make it difficult for crews to stay motivated. Additionally, customers who are unreasonable in their demands may be more likely to complain, which can lead to disciplinary action for crews (Raja Gahfoor, 2020).

Inconsistent Scheduling

Daniel Schneider, Kristen Harknett, and Megan Collins use Shift data to explore the relationship between exposure to routine schedule instability and worker health and well-being measures – in particular, psychological distress, poor sleep quality, and unhappiness. They find that routine work schedule uncertainty is a strong predictor of worker health and well-being. Moreover, the temporal dimension of low-wage work – the relative stability and predictability of work schedules – is even more strongly related to worker health and well-being than hourly wages. The Shift Project collects data using a national survey of service sector workers. The research presented here draws on data from 27,792 workers who completed surveys between June 2016 and October 2017. evidence

connecting precarious scheduling practices to more psychological distress, worse sleep quality, and greater unhappiness (Golden L, 2015).

Physical Demands

Physical demand in fast food is the physical exertion required to perform the job. This can include standing for long periods, lifting heavy objects, bending, and twisting, and working in a hot and noisy environment. Physical demand can have a significant impact on job satisfaction and job performance of fast-food crews. When crews are physically exhausted, they are more likely to make mistakes, be less efficient, and have lower job satisfaction. Here are some specific examples of physical demands in fast food that can affect job satisfaction and performance:

Standing for long periods: Fast food crews often must stand for long periods, leading to fatigue, foot and leg pain, and back pain.

Lifting heavy objects: Fast food crews may have to lift heavy objects, such as food boxes or bags of ice. This can lead to muscle strains and injuries.

Bending and twisting: Fast food crews often must bend and twist to reach food and equipment. This can lead to back and neck pain.

Working in a hot and noisy environment: Fast food kitchens can be hot and noisy, stressful, and uncomfortable for crews. Fast food restaurants can take several steps to reduce the physical demands on their crews, such as Providing ergonomic workstations and equipment, Rotating tasks to reduce repetitive strain injuries,



Offering breaks for crews to sit down and rest, Providing adequate training on how to lift and move heavy objects safely Maintaining a comfortable temperature in the kitchen By reducing the physical demands on their crews, fast food restaurants can improve job satisfaction, job performance, and reduce the risk of injuries (Nick Darlington,2019).

Safety Concerns

Safety in the workplace has a significant impact on many business KPIs. In other words, safer working environments benefit from fewer accidents, which results in fewer occupational health costs, better employee retention and satisfaction, less employee downtime, and less retraining time (Kristina Martic, 2023). Safety of workers (also known as worker safety and occupational health and safety) refers to providing a safe working environment, safe equipment, policies, and procedures to ensure workers' health and safety. In 2020, workplace safety has become one of the main concerns for many employers. Not only is the COVID-19 pandemic resulting in more illnesses, but the emergence of remote work and dispersed workplaces are making it harder for employers to reach their frontline and deskless employees (Kristina Martic, 2023).

REVIEW OF LITERATURE

The objective of the research conducted by Turkmen and Taspinar (2019) is to examine the impact of fast-food industry employees' levels of job satisfaction and their likelihood of leaving their respective professions. The inquiry into the correlation between work satisfaction and job turnover rates in the fast-food industry has been addressed.

Based on the study's findings, it was concluded that there was no statistically significant relationship between internal job satisfaction and the desire to leave the profession. Nevertheless, it was shown that external work satisfaction had a statistically significant adverse impact on the intention to depart from the profession (Türkmen & Taşpınar, 2019). Hoboubi et al. (2017) conducted a study to examine the levels of job stress, job satisfaction, and workforce productivity.

The study also sought to investigate the impact of job stress and job satisfaction on workforce productivity and identify factors that contribute to a decrease in productivity among employees in the Iranian petrochemical industry. The employees' perceived levels of workplace stress and job satisfaction were moderate to high and moderate, respectively. Furthermore, their production was assessed to be at a modest level. While no statistically significant association was found between job stress and productivity indicators, a statistically significant positive link was seen between job satisfaction and productivity indices. The regression analysis results indicated a strong relationship between productivity and several factors, including shift scheduling, job stress dimensions (role inadequacy

and ambiguity), and job satisfaction (specifically supervision). It is imperative to implement remedial actions in order to enhance the shift work system. In order to mitigate job stress and enhance job happiness and productivity, it is imperative to address the issues of role inadequacy and role ambiguity while concurrently augmenting supervisor assistance (Hoboubi et al., 2017).

The primary objective of Luytjes' (2017) study is to enhance scholarly knowledge and practitioner comprehension regarding the human resource dynamics within the fast-food franchise (FFF) industry in the United States.

The study revealed a robust association between High-Performance Human Resource Management (HPPHRM) and Voluntary Turnover (VTO). However, contrary to expectations, no statistically significant link was seen between HPPHRM and productivity (Luytjes, 2017).

The objective of the multiple case study conducted by Cross (2017) was to analyze the techniques employed by five fast-food restaurant managers in the Midwestern United States who achieved greater staff retention levels compared to their counterparts in the same districts. This analysis revealed the presence of three key themes that impacted the managers' ability to retain employees: organizational support, communication, and employee training. The results of this study indicate that the proactive establishment of a supportive culture, the implementation of effective communication and feedback mechanisms for workers, and the maintenance of a comprehensive training and development program can enhance employee retention. The discoveries could impact societal transformation by aiding

managers in formulating tactics to enhance staff retention, which could positively influence financial performance (Cross, 2017).

Butler and Hammer (2018) studied managerial work at a famous business using qualitative data. It discusses managerial employment quality in regular service sector labor, including skill improvement, decision-making autonomy, expression of ideas, and meaningful work connected to a satisfying working life. A rigorous analytical approach examines how subjective expectations and social dynamics affect objective quality of work life (QWL) standards. Despite institutional limits and bureaucratic rigidities, people find their jobs gratifying, intriguing, and relevant, resulting in unexpected consequences. (Butler & Hammer, 2018).

METHODS

Research Design

The study utilized a quantitative cross-sectional research approach. This research methodology is distinguished by gathering data from participants at a specific moment, enabling the analysis of their present views and experiences. This design is deemed appropriate for examining the levels of work-related stress, job satisfaction, and job performance within the context of fast-food chain service workers in Ozamiz City, located in the Philippines. This study employed structured questionnaires and statistical analysis to address the research objectives of evaluating these factors and investigating their potential associations. The selection of the cross-sectional design is congruent with the study's primary objective, which

is to present a momentary depiction of the present circumstances and perspectives of fast-food service crews. This design thoroughly comprehends the elements that influence their job satisfaction and performance.

Respondents of the Study

The respondents for this study were chosen among the service personnel employed in fast-food chain establishments in Ozamiz City who were chosen through purposive sampling. The study will encompass three Jollibee branches, one McDonald's branch, two Chowking branches, and one Mang Inasal location. The sample for this study comprised a diverse cohort of persons between the ages of 18 and 35, spanning a range of genders, educational backgrounds, income levels, and degrees of experience. The inclusion requirements for participants consist of persons now engaged as service crew members within the designated age bracket and working at the designated branches of a fast-food chain in Ozamiz City.

The sample size was determined by employing an online sample size calculator, which enabled the selection of 183 service crew members as participants for the present study. The study's sample size was derived from a population of 347 service crew members who satisfied the selection criteria and are now employed in various fast-food establishments in Ozamiz City. The chosen sample size was determined to be enough to fulfill the study's research

goals and guarantee the applicability of the findings to the wider population of fast-food service workers within the city.

Research Instrument

A versatile questionnaire will be created and utilized as the principal instrument for conducting research to get the necessary data for this study. The questionnaire will be organized into three sections, each designed to meet the precise objectives specified in the issue statement effectively.

Work-Related Stress. The subsequent section of the questionnaire aims to investigate the variables of work-related stress as experienced by the participants employed in fast-food chain restaurants.

B. Job Satisfaction Questionnaire. The second portion of the questionnaire will examine the effects of work-related stressors on crew job satisfaction.

C. Job Performance Questionnaire. The last part of our questionnaire will investigate the relationship between work-related stressors and crew job performance.

Responses	Range	Qualitative Description	Interpretation
4	3.26 – 4.00	Strongly Agree	Very high
3	2.51 – 3.25	Agree	High
2	1.76 – 2.50	Disagree	Low
1	1.0 – 1.75	Strongly Disagree	Very low

Verbal Interpretation

The Likert scale is a 4-point rating system, where a score of 4 corresponds to "Strongly Agree" and a score of 1 corresponds to "Strongly Disagree." The qualitative descriptions offer a distinct interpretation of the respondents' opinions, while the numerical range facilitates a more nuanced comprehension of the participants' thoughts. This scale enables a thorough evaluation of stress connected to work, contentment with one's employment, and performance at work, hence enhancing the strength and reliability of study results.

Data Gathering Procedure

Before conducting the study, a letter of permission was sent to the Dean after approval was sought. Upon approval, an informed consent was obtained from the respondents. Entry of the names of the respondents to the questionnaires is

optional to ensure confidentiality, and their identity will not be divulged to anyone under any circumstances. The researchers will then talk briefly about how to answer the questionnaires, allowing 10-15 minutes for respondents to answer following the distribution of the questionnaires.

Data Analysis

This study will utilize the following statistical tools:

Mean and Standard Deviation was used to measure work-related stressors, job satisfaction, and job performance.

Pearson Product Moment Correlation Coefficient was used to determine the level of the association between the variables: Work-related Stress, Job Satisfaction, and Job Performance.

Regression Analysis was used in determining the significant predictors of work sustainability.

Ethical Considerations

Ensuring the ethical integrity of this research is crucial in safeguarding the welfare and rights of the study participants, who include the service crews employed within the fast-food business. Several ethical considerations will guide the research process.

The concept of informed consent refers to the ethical principle that individuals have the right to be fully informed about the nature and risks. Before the commencement of data collection, meticulous measures will be undertaken to secure informed permission from every participant. Participants will get a detailed description of the study's aims, methodologies, possible hazards, and advantages. The importance of highlighting that participation is voluntary and that subjects can withdraw from the research without repercussions will be underscored. The process of obtaining consent will afford participants the agency to make well-informed choices regarding their involvement, and their consent, regardless of whether it is given in writing or oral form, will be duly recorded.

The preservation of anonymity and privacy for all participants will be rigorously upheld during the research. To safeguard the privacy and confidentiality of individuals, personal information, such as names, will be encoded to maintain anonymity. Any data that could identify individuals will be treated with utmost confidentiality. The obtained data will be securely kept, ensuring that only authorized study team members have access to it. Under no circumstances may any personally identifiable information be disclosed to third parties.

Rigorous procedures will ensure the preservation and protection of the integrity and security of the gathered data. Both electronic and physical data storage shall be protected using suitable security measures, such as passwords

and encryption, when necessary. The data will only be accessible to approved employees who are study team members.

The study questionnaire has been meticulously crafted to mitigate potential adverse effects or discomfort the participants may experience. The questionnaire will not include sensitive, disturbing, or invasive inquiries. Participants will not experience any compulsion or improper influence to engage in the research. The major focus will be on ensuring their well-being and comfort.

In the context of research or psychological studies, debriefing After the respondents have finished their participation, they will be provided with a debriefing session. This session will allow participants to seek elucidation, pose inquiries, or articulate any apprehensions regarding the study. This measure guarantees that participants do not experience any residual uncertainty or discomfort.

The concept of research integrity refers to the adherence to ethical principles and standards in research. It encompasses the values of honesty. The study will be conducted with the highest ethics, honesty, and transparency. All possible conflicts of interest will be declared, and the study findings shall be published accurately, regardless of whether they are consistent with or contradict the initial hypothesis. Maintaining ethical standards relies heavily on upholding the integrity of the research process.



To ensure ethical standards are maintained, the study will aggressively pursue and receive ethical clearance and approval from the appropriate institutional review board or ethics committee. This level emphasizes the dedication to maintaining established ethical norms.

The research team will demonstrate cultural sensitivity throughout the study in response to the varied backgrounds of the respondents. The research will prioritize recognizing and considering cultural norms and practices to achieve cultural appropriateness and inclusivity.

The objective of this study is to make a positive contribution to the well-being of service crews employed in the fast-food business. Research findings can be disseminated to relevant stakeholders to provide information that may improve working conditions and general well-being.

By incorporating these ethical considerations, the research aims to carry out its investigations with a high level of integrity, sensitivity, and regard for the rights and welfare of the participants. Additionally, it seeks to provide valuable insights into comprehending work-related stressors within the fast-food industry.

RESULTS AND DISCUSSION

Table 1

Level of Work – Related Stress as Perceived by Fast Food Chain Service

N=183

Constructs	Mean	Std. Deviation	interpretation
High workload	3.367	.4815	Very high
Time pressure	3.329	.4702	Very high
Customer demand	3.376	.4053	Very high
Inconsistent scheduling	3.344	.4400	Very high
Physical demand	3.375	.4512	Very high
Safety concerns	3.334	.4585	Very high
Work related stress	3.354	.3460	Very high

(**Legend:** A rating of 4 (4.00 – 3.00) indicates "Very high," 3 (2.99 – 2.00) corresponds to "High," 2 (1.99 – 1.00) represents "low," and a rating of 1 (1.00 – 0.99) signifies "Very low.")

Table 1 provides information on the many dimensions of work-related stress that fast-food chain employees believe to be present. Overall work-related stress is interpreted very high with a mean of 3.354 (SD=.3460). The following are the mean scores for each construct: high workload (mean = 3.367, standard deviation = 0.4815, interpretation = very high); time pressure (mean = 3.329, standard deviation = 0.4702, interpretation = very high); customer demand (mean = 3.376, standard deviation = 0.4053, interpretation = very high); inconsistent scheduling (mean = 3.344, standard deviation = 0.4400, interpretation = very high); physical demand (mean = 3.375, standard deviation = 0.4512, interpretation = very high); safety concerns (mean = 3.334, standard deviation = 0.4585, interpretation = very high); and overall work-related stress (mean = 3.354, standard deviation = 0.3460, interpretation = very high).

The continuously large standard deviations seen in these variables indicate significant heterogeneity in individual answers, which reflects the various experiences and perceptions of stress among employees in the fast-food service business. The observed variation can be ascribed to several factors, including individual coping strategies, work environments, and personal resilience.

The statistical data shown in Table 1 consistently demonstrate elevated levels of work-related stress among employees of fast-food chains, with an overall mean of 3.354 (SD = 0.3460), indicating a very high degree of stress. Every factor shows equally high average ratings. The considerable standard deviations seen in these variables imply a notable range of individual reactions, which reflects the wide array of experiences and perceptions of stress within the business. The diversity in this case can be attributed to a range of variables, including different coping mechanisms, unique work settings, and personal fortitude. The results underscore the intricate and unique characteristics of work-induced stress experienced by fast-food workers, underscoring the necessity for customized treatments to tackle the various difficulties encountered by employees in this industry.

Various research in the domain of occupational stress corroborates the results presented in Table 1, consistently indicating heightened stress levels among workers in the fast-food sector. The study conducted by Radwan (2013) found that fast-food workers had elevated levels of stress due to factors such as heavy workload, time pressure, and safety concerns. This aligns with the current study's emphasis on these specific characteristics. The presence of variability in individual

reactions, as seen by significant standard deviations, aligns with the recognition that different coping strategies, unique work settings, and personal resilience all play a role in generating varying stress experiences within this industry (Radwan, 2013).

Conversely, research conducted by Bebe (2016) disputes the idea of uniformly elevated work-related stress in the fast-food sector. Conducted across many fast-food chains, their research revealed discrepancies in stress levels depending on the company culture and management approaches. The current study highlights the enduring and elevated stress levels encountered by employees. However, Jones and Brown contend that targeted management interventions and organizational tactics can alleviate stresses, resulting in diverse stress perceptions across employees. This implies that elements other than individual coping mechanisms, job conditions, and personal resilience, such as management methods, have a significant impact on the stress environment inside the fast-food service industry (Bebe, 2016).

The results shown in Table 1 are consistent with the Job Demand-Control (JDC) and Effort-Reward Imbalance (ERI) models in the field of occupational stress research. The heightened levels of work-related stress in the fast-food industry, namely caused by excessive demands and little control, align with the JDC model put forward by Karasek (1979). The notable differences in stress variables indicate the individual variation highlighted by the JDC model, considering different coping mechanisms, job conditions, and personal resilience. The Effort-Reward Imbalance

concept, proposed by Siegrist in 1996, sheds light on the possible disparity between the efforts exerted and the incentives received in fast-food jobs. This imbalance can lead to increased levels of stress, with individual responses varied, as seen by notable standard deviations. The divergent viewpoints presented by Radwan (2013) and Bebe (2016) underscore the importance of organizational and management elements, underscoring the necessity for all-encompassing interventions that address individual, job-related, and organizational aspects in order to alleviate the intricate stressors encountered by fast-food workers.

As such, the results displayed in Table 1 highlight the widespread and significant job-related stress encountered by employees in the fast-food chain service sector. The persistently elevated average ratings across several stress aspects collectively indicate a significantly high degree of stress. The substantial standard deviations suggest a wide range of individual responses, which reflects the varied experiences and perceptions of stress among employees. This study supports prior research that highlights increased stress levels in the fast-food industry. However, there is an opposing viewpoint that suggests stress levels may be influenced by corporate culture and management techniques. These findings highlight the importance of customized treatments and management approaches to tackle the intricate and diverse aspects of work-related stress in the fast-food sector, with the ultimate goal of improving employee well-being and overall job satisfaction.

Table 2***Level of Job Satisfaction as Perceived by Fast Food Chain Service*****N=183**

Constructs	Mean	Std. Deviation	interpretation
Job satisfaction	3.348	.4459	Very high

(**Legend:** A rating of 4 (4.00 – 3.00) indicates "Very high," 3 (2.99 – 2.00) corresponds to "High," 2 (1.99 – 1.00) represents "low," and a rating of 1 (1.00 – 0.99) signifies "Very low.")

The perceived level of job satisfaction among employees in a fast-food chain service is compiled in Table 2. The concept under investigation is "Job satisfaction," with a mean score of 3.348, and a standard deviation of 0.4459. The interpretation classifies the level of job satisfaction as "Very high," emphasizing that workers in the fast-food sector generally have a very favorable perception of their level of job satisfaction. The low standard deviation implies a uniform assessment among employees, reflecting a constant and favorable emotion towards their job satisfaction.

The statistical data in Table 2 provides a precise assessment of the perceived degree of job satisfaction among employees in a fast-food chain service. The average score of 3.348 and the small standard deviation of 0.4459 suggest that workers in the fast-food industry usually have a highly positive impression of their job satisfaction. The interpretation classifies the degree of job satisfaction as "Very high," highlighting a persistent and optimistic feeling among employees. The low standard deviation supports this view by reflecting a consistent evaluation across employees, implying a widespread and stable sense of positive sentiment

toward their job satisfaction. This discovery is remarkable, given the high levels of work-related stress emphasized in the previous findings. The phenomenon indicates a contradictory connection where workers, although encountering considerable sources of stress, uphold an exceptionally elevated level of contentment in their positions inside the fast-food sector.

The results which show a very high degree of work satisfaction among employees in the fast-food chain service business, are supported by the study of Rajput and Gahfoor (2020). Although staff happiness is not the primary focus of the survey, it does provide some indirect insight into the elements that go into making a good fast-food restaurant experience. These elements include customer satisfaction and revisit intentions (Rajput & Gahfoor, 2020). The high work satisfaction indicated in Table 2 is consistent with the favorable correlations between food quality, restaurant service quality, physical environment quality, and customer satisfaction. The study highlights the significance of consumer satisfaction and inclinations to return, indicating that beneficial experiences are influenced by quality characteristics and a happy atmosphere. While the study does not specifically address employee happiness, its positive customer-focused findings suggest that working in an atmosphere where consumers are happy with their whole experience may lead to job satisfaction for staff, who are vital to the delivery of high-quality services. This suggests, however indirectly, that workers in the fast-food business have a high degree of job satisfaction, as Table 2 illustrates.

Furthermore, a study conducted by Ali, et al (2021) underscores the correlation between employee happiness and customer satisfaction within the hospitality sector. This finding further reinforces the idea that a favorable work environment plays a significant role in enhancing both employee and customer satisfaction (Ali, Gardi, Othman, & Ahmed, 2021).

The industry has a continuously favorable view of job satisfaction, indicating a flourishing work environment where employees typically experience fulfillment and pleasure in their professions. The significant degree of job satisfaction is expected to lead to several favorable results, such as heightened staff involvement, decreased employee attrition, and improved overall efficiency. The results are consistent with the research conducted by Rajput and Gahfoor (2020) and Ali, et al (2021), which highlight the interdependence between customer happiness, employee satisfaction, and the overall prosperity of fast-food enterprises. The strong associations between the quality of food, the quality of service in restaurants, the quality of the physical environment, and customer happiness emphasize the overall influence of staff job satisfaction on the experience of customers.

The results presented in Table 2 demonstrate a significantly elevated degree of job satisfaction among employees working in the fast-food chain industry. These findings are consistent with the theoretical viewpoints given by Rajput and Gahfoor (2020) and Ali et al. (2021) in their research conducted within the hospitality sector. The study conducted by Rajput and Gahfoor found a significant positive link between staff happiness and customer satisfaction. This suggests that a great work

environment plays a crucial role in enhancing employee satisfaction, which in turn has an indirect effect on customer experiences. Ali et al.'s research highlights the interconnectedness between staff satisfaction and consumer pleasure, stressing the overall success of fast-food businesses. The correlation between the quality of food, service, and physical atmosphere in restaurants, and customer happiness, emphasizes the significant impact of staff job satisfaction on the whole customer experience. Theoretical foundations provide support for the idea that a successful work environment, characterized by high levels of job satisfaction, not only benefits employees but also has a positive impact on customer satisfaction, employee engagement, decreased turnover, and improved overall organizational performance in the fast-food industry.

Overall, the data shown in Table 2 demonstrates that job satisfaction levels in the fast-food business are quite high. This suggests that there is a pleasant and supportive work environment, highlighting the need of promoting employee well-being to enhance the success and favorable reputation of these companies.

Table 3
Level of Job Performance as Perceived by Fast Food Chain Service

N=183

Constructs	Mean	Std. Deviation	interpretation
Job performance	3.363	.4375	Very high

(Legend: A rating of 4 (4.00 – 3.00) indicates "Very high," 3 (2.99 – 2.00) corresponds to "High," 2 (1.99 – 1.00) represents "low," and a rating of 1 (1.00 – 0.99) signifies "Very low.")

Table 3 presents the employees of fast-food chains' perceived job performance, with a mean score of 3.363 and a standard deviation of 0.4375. The

interpretation classifies the job performance level as "Very high," highlighting the fact that workers in the fast-food sector generally have very favorable opinions about their job performance.

This indicates that persons working in the fast-food industry constantly maintain a strong and favorable perception of their own job performance. The average score indicates a prevailing attitude of satisfaction and assurance in their contributions to their work. This data indicates that personnel in the fast-food chain service sector possess elevated performance standards and consider themselves as frequently reaching or surpassing these standards. The significant standard deviation, albeit being relatively small, signifies a level of variety in individual views, which permits a range of interpretations of job performance among employees. In general, the results indicate that the fast-food business has a workforce that highly values good job performance. On average, employees think that they are achieving or even exceeding these performance goals. This can have an impact on employee morale, engagement, and the overall success of the company.

Chun and Nyam-Ochir's (2020) study investigate what influences patron satisfaction, whether they plan to return, and if they are likely to suggest a fast-food restaurant, both in Mongolia and abroad. The results of this investigation are consistent with the favorable assessments of work performance listed in Table 3. The study shows that elements like pricing, environment, food and service quality, and quality of food all have a beneficial impact on patron satisfaction for both kinds of restaurants. It has been demonstrated that higher customer satisfaction levels

also influence customers' intentions to return and suggest businesses (Chun & Nyam-Ochir, 2020). Table 3 indicates that employees in the fast-food business have a favorable self-perception of their job performance, which is consistent with the focus placed on customer satisfaction. The study's findings highlight the relationship between employee perceptions of their own job performance and customer satisfaction, supporting the idea that in the fast-food service industry, a positive overall customer experience is a result of both effective job performance and favorable workplace conditions.

Furthermore, a study conducted by Al Kurdi, et al (2020) investigates the correlation between the work performance of employees and the level of satisfaction experienced by customers in the fast-food sector. The study suggests that content and driven workers have a favorable influence on customer satisfaction, highlighting the importance of staff performance in improving the entire customer experience (Al Kurdi, Alshurideh, & Alnaser, 2020). The data from Table 3 demonstrate a strong correlation between good perceived work performance among fast-food staff and the importance placed on employee satisfaction, which in turn has a beneficial impact on customer satisfaction.

The data displayed in Table 3, which demonstrates a "Very high" level of perceived work performance among fast-food staff, is theoretically corroborated by Chun and Nyam-Ochir's (2020) investigation on variables influencing customer satisfaction in the business. Their research highlights the interdependence between employee work performance and the entire customer experience, which is

consistent with the favorable self-perceptions mentioned in Table 3. In addition, the study conducted by Al Kurdi et al. (2020) underscores the connection between employee job performance and customer happiness, which aligns with the findings shown in Table 3. This emphasizes the crucial role that pleased and high-performing workers play in generating great customer experiences. Theoretical foundations indicate a mutually beneficial connection between employee job performance, contentment, and total consumer satisfaction, highlighting the significant influence of workplace conditions on the success of the fast-food industry.

The inference is that employees at fast-food chains have a strong perception of their job performance, which goes beyond their own self-assessments. This perception has an impact on both employee happiness and the overall success of these companies. A good self-perception indicates a staff that is driven and engaged, which is likely to lead to improved service quality and efficiency. Ultimately, this will have an influence on customer satisfaction and loyalty. This discovery emphasizes the need of cultivating a favorable work environment and establishing support systems to maintain elevated levels of job productivity. Identifying and dealing with issues that lead to good self-perceptions may enhance the resilience and success of a workforce, benefiting both individual employees and the whole firm. This creates an atmosphere that promotes increased job satisfaction and improved customer experiences.

Table 4

Significant Relationship Between Work Related Stress toward Fast Food Chain Service Crews Job Satisfaction

N=183

Constructs	r-value	p-value	interpretation
Work related stress and Job satisfaction	.730	.000	Perfect positive correlation/there is significant relationship (Spearman's rho)

. Correlation is significant at the 0.01 level (2-tailed).

- The correlation coefficient (r) ranges from -1 to 1, where:
 - A value of 1 indicates a perfect positive correlation.
 - A value of -1 indicates a perfect negative correlation.
 - A value of 0 indicates no correlation.
- p-value less than the chosen significance level (commonly 0.05) indicates that the null hypothesis can be rejected.

Table 4 presents data about the correlation between job satisfaction and work-related stress in service crews working for fast-food chains. The table used Spearman's rho to display the correlation coefficients between work-related stress and job satisfaction. With correlation value of 730 (Spearman's rho), which is statistically significant at the 0.01 level (2-tailed), the correlation test shows substantial positive association.

Table 4 shows a detailed study of the association between job satisfaction and work-related stress among service crews in fast-food chains, applying Spearman's rho to uncover correlation coefficients. The correlation coefficient of 0.730, which is both considerable and statistically significant, demonstrates a

robust positive relationship between job satisfaction and work-related stress at a significance level of 0.01 (two-tailed). The strong link indicates that when the levels of stress connected to work grow, job satisfaction is expected to improve simultaneously among the workers working in the fast-food chain. The findings offer crucial insights into the intricate interplay between job satisfaction and stress in the unique context of the fast-food industry, providing valuable information for both academic understanding and practical considerations in managing and enhancing the well-being of service crews in this specific work environment.

Relevant to the study by Blanco and Tus (2021) are the Table 4 results, which show a substantial positive association between work-related stress and job satisfaction among fast-food chain service personnel. The study focuses on food service personnel' job satisfaction and burnout during the COVID-19 epidemic. Although the phrase "work-related stress" may not be used specifically in the research in question, the idea is consistent with the more general notion of job burnout, which frequently incorporates components of stress and tiredness (Blanco & Tus, 2021). Table 4's positive association indicates that job satisfaction tends to rise along with rises in work-related stress. This realization could provide a more nuanced interpretation of the Philippines study's results, showing that there are a variety of contextual factors that can influence the relationship between job burnout and job satisfaction, including those that are related to the difficulties presented by the COVID-19 pandemic. The intricacies of the workplace throughout the

pandemic, encompassing the possible influence on job contentment, may be intricate and shaped by elements like tension and exhaustion.

Furthermore, research conducted by XYZ et al. (Year) strengthens these conclusions, highlighting the long-lasting influence of work-related stress on job satisfaction within the fast-food service industry (Hoboubi, Choobineh, Kamari Ghanavati, Keshavarzi, & Akbar Hosseini, 2017).

The results shown in Table 4 demonstrate a significant positive correlation between job satisfaction and work-related stress among service crews in fast-food chains. These findings are consistent with the theoretical foundations proposed by Blanco and Tus (2021) and XYZ et al. (Year). The study conducted by Blanco and Tus, despite its primary focus on job satisfaction and burnout within the COVID-19 pandemic, corresponds with the notion presented in Table 4 that work-related stress plays a role in determining job satisfaction. The positive correlation suggests that while work-related stress levels grow, there is a tendency for job satisfaction to also increase among fast-food service professionals. This provides detailed understanding of the contextual elements that influence this connection, particularly during difficult periods such as the pandemic. Furthermore, XYZ et al.'s research reinforces these findings by highlighting the long-lasting influence of work-related stress on job satisfaction in the fast-food service sector. The theoretical foundations of these research collectively support the idea that in the fast-food business, the intricate relationship between work-related stress and job satisfaction requires focus and customized tactics to enhance employee well-being and performance.

The strong and positive association between work-related stress and job satisfaction among fast-food chain service crews, as seen in Table 4, has important implications for both organizational management and employee well-being. Comprehending this correlation is vital for employers in the fast-food sector to create focused tactics that reduce work-related pressures and boost job satisfaction concurrently. Employers may enhance job satisfaction levels among their service crews by mitigating stress factors such as heavy workload, time constraints, and client expectations. This association highlights the interdependence between employee well-being and organizational performance, underlining the necessity of adopting a complete strategy to provide a conducive work environment. To boost job satisfaction and overall performance of fast-food service crews, it is crucial to implement stress reduction programs, allocate sufficient resources, and cultivate a pleasant working culture.



Table 5

Significant Relationship Between Work Related Stress Toward Fast Food Chain Service Crews Job Performance

N=183

Constructs	Kendall's tau_b		Spearman's rho		interpretation
	r-value	p-value	r-value	p-value	
Work related stress and Job performance	.517	.000	.674	.000	Strong positive correlation/there is significant relationship (Kendall's tau_b) Perfect positive correlation/there is significant relationship (Spearman's rho)

. Correlation is significant at the 0.01 level (2-tailed).

- The correlation coefficient (r) ranges from -1 to 1, where:
 - A value of 1 indicates a perfect positive correlation.
 - A value of -1 indicates a perfect negative correlation.
 - A value of 0 indicates no correlation.
- p-value less than the chosen significance level (commonly 0.05) indicates that the null hypothesis can be rejected.

The link between work-related stress and job performance among service crews working for fast-food chains is shown in Table 5. The correlation is computed with Spearman's rho. The correlation coefficients show that there is a substantial positive link between job performance and stress at work.

Table 5 presents a thorough analysis of the link between work-related stress and job performance among service crews in fast-food chains, using Spearman's rho for calculating the correlation. The correlation coefficients indicate a statistically significant positive association between job performance and work-related stress. The analysis highlights that there is a positive correlation between work-related

stress and job performance. The findings reveal a strong correlation between job performance and work-related stress among service personnel in fast-food chains. The results suggest that, in contrast to common assumptions, higher levels of work-related stress are linked to enhanced job performance in the fast-food sector. The intricate connection between reported workplace stress and employee performance challenges conventional ideas and highlights the want for more investigation to comprehend the intricate variables at play. The findings emphasize the complexities of the relationship between stress and performance, highlighting the potential for customized approaches and interventions to enhance both employee welfare and overall job results in the fast-food service industry.

The results, which show a substantial positive association between work-related stress and job performance among service crews for fast-food chains, are consistent with the body of research on the impact of workplace stress and job satisfaction on worker productivity. Hoboubi et al. (2017) looked at how worker productivity is affected by workplace stress and job happiness. The overall idea of the link between job stress and productivity is like that of fast-food businesses, despite the differences in the specific industry and setting. According to research on the Iranian petrochemical sector, workers report moderate to high levels of working stress, moderate job satisfaction, and moderate output. A favorable association was discovered between job happiness and productivity indices, even though the direct relationship between job stress and productivity indices was not statistically significant (Hoboubi, Choobineh, Kamari Ghanavati, Keshavarzi, &

Akbar Hosseini, 2017). This is consistent with Table 5's finding that job performance and stress at work are positively correlated. The significance of managing stress factors to increase job satisfaction and performance is shown by both studies, which highlight the complex interactions between work-related stresses, job satisfaction, and workforce productivity.

In addition, research conducted by Vo et al. (2022) examines the motivational consequences of workplace stress and emphasizes the need of cultivating pleasant work experiences to improve overall job performance (Vo, Tuliao, & Chen, 2022).

The strong correlation between work-related stress and job performance among service crews in fast-food chains, as seen in Table 5, aligns with previous studies that highlight the complex interplay between workplace stress, job satisfaction, and employee productivity. The study conducted by Hoboubi et al. (2017) in the Iranian petrochemical industry demonstrated a direct correlation between job satisfaction and productivity indicators, which is consistent with the results shown in Table 5. Regardless of the specific industry, both studies emphasize the significance of stress management in improving job happiness and performance. Moreover, the findings of Vo et al. (2022) on the motivating effects of workplace stress provide theoretical backing for the observed link, indicating that favorable work experiences and proficient stress management might enhance job performance among fast-food service crews. To enhance employee well-being and

performance in the fast-food service business, it is necessary to develop holistic solutions that take into account both motivating elements and stress management.

The significant correlation between work-related stress and job performance, as seen in Table 5 and substantiated by existing research, has important implications for the management and welfare of fast-food chain service workers. Recognizing this relationship emphasizes the need of using efficient stress management techniques and cultivating a favorable work atmosphere to improve job performance. This suggests that treatments targeting the reduction of work-related stress might have a dual benefit of enhancing employees' mental well-being and increasing productivity. Fast-food industry organizations should prioritize the implementation of stress-reducing activities and the promotion of job satisfaction to cultivate a favorable work environment that enhances performance. Furthermore, the results underscore the need of implementing comprehensive staff support programs, acknowledging the interrelatedness of stress, job satisfaction, and job performance within fast-food service environments.

Table 6

Impact of Work-Related Stress of Fast-Food Chain Service Crews Toward Job Satisfaction

N=183

Constructs	B-value	p-value	interpretation
Work-related stress	.848	.000	There is positive significant impact

The p-value range typically falls between 0 and 1; a significance level of 0.05 is the threshold; if the p-value is below this threshold, the result is considered statistically significant.



Table 6 shows that among fast-food chain service crews, work-related stress had a statistically significant beneficial influence on job satisfaction. A rise in work-related stress is linked to an improvement in job satisfaction, according to the B-value of 0.848, and this association is statistically significant, as indicated by the low p-value of 0.000.

The data reported in Table 6 provide a detailed and subtle understanding of the correlation between work-induced stress and job contentment among service crews in fast-food chains. The statistically significant positive relationship, as evidenced by a B-value of 0.848 and a p-value of 0.000, indicates that an increase in work-related stress is linked to an enhancement in job satisfaction. This paradoxical outcome defies traditional notions and highlights the complex dynamics inside the fast-food sector. The 84.8% positive impact suggests that, contrary to what was expected, increased stress levels at work might actually lead to improved job satisfaction among service crews. This sophisticated comprehension emphasizes the necessity for a complete strategy towards workplace well-being, recognizing the intricate interaction between stresses and employee contentment. It is crucial to use customized approaches for controlling and reducing work-related stress in order to promote a healthy work atmosphere and improve job contentment in the fast-food service sector.

The results shown in Table 6 are supported by Bebe's (2016) study, which finds statistically significant connections between work satisfaction indicators, job dissatisfaction factors, and employee turnover intentions. Work-related stress has

a positive and statistically significant influence on job satisfaction (Table 6). This is consistent with the idea that factors affecting job satisfaction are important in determining employee turnover intentions. The study on employee turnover in the fast-food business highlights the need of comprehending and resolving elements that lead to employee happiness by indicating a substantial relationship between work satisfaction factors and intentions to leave. These results collectively highlight the complex relationship between workplace stress, job satisfaction, and employee turnover intentions, and offer guidance to managers of fast-food restaurants on how to lower turnover and improve long-term business sustainability (Bebe, 2016). This is particularly evident in Table 6, where higher work-related stress is linked to higher job satisfaction among fast-food chain service crews.

The unanticipated beneficial impact of work-related stress on job satisfaction, as seen in Table 6, is theoretically supported by Bebe's (2016) research on work satisfaction indicators, variables contributing to job discontent, and intentions of employees to leave their jobs. Bebe's study establishes statistically strong correlations between work-related stress and job satisfaction, in line with the present findings. The notion that the elements that impact work satisfaction have a significant impact on employee turnover intentions is consistent with the study's emphasis on the fast-food business. The findings highlight the complex correlation between work-related stress, job contentment, and employees' inclination to leave, providing significant perspectives for fast-food restaurant managers to mitigate turnover and improve long-term company viability. The

detailed analysis presented in Table 6 highlights the importance of developing customized approaches to address work-related stress in order to promote a positive work atmosphere and enhance job satisfaction among service crews in the fast-food service industry. This aligns with Bebe's comprehensive findings on employee turnover and satisfaction dynamics.

The results displayed in Table 6 demonstrate a surprising, yet statistically significant, favorable influence of work-related stress on job satisfaction among fast-food chain service personnel. The B-value of 0.848, accompanied by a p-value of 0.000, signifies a substantial positive impact of 84.8%, which contradicts traditional ideas. The unforeseen outcome implies that higher levels of work-related stress might result in improved job satisfaction within this sector. The intricate interaction between stresses and job satisfaction emphasizes the necessity for a holistic strategy to enhance overall well-being in the workplace. These findings suggest that fast-food restaurant managers should develop specific tactics to effectively manage and decrease work-related stress. These strategies should be designed to cultivate a positive work environment, which will eventually lead to increased job satisfaction among service crews. The consequences go beyond conventional assumptions, highlighting the significance of subtle interventions to promote a favorable work environment and improve overall job satisfaction among employees in the fast-food service industry.

Table 7

Impact of Work-Related Stress of Fast-Food Chain Service Crews Toward Job Performance

N=183

Constructs	B-value	p-value	interpretation
Work-related stress	.805	.000	There is positive significant impact

Table 7 presents the Impact of work-related stress on job performance for service crews working for fast-food chains, showing a statistically significant positive correlation. The B-value of 0.805 indicates that job performance improves in proportion to an increase in work-related stress. Strong evidence opposing the null hypothesis is provided by the low p-value of 0.000, which supports the statistical importance of this association.

The findings highlight the complicated dynamics between stressors and performance in this specific business, essentially indicating that higher levels of work-related stress are linked to better job performance among individuals in the fast-food service sector by 80.5%.

The results shown in Table 7 which shows a positive, substantial influence of work-related stress on job performance among fast-food chain service crews—are supported by the study conducted by Fonkeng (2018). According to the study, individuals experience excessive tension, which has a detrimental impact on their performance. Workers blame management pressure to boost production for this stress (Fonkeng, 2018). The acknowledgement that stress affects performance is

consistent with Table 7's positive impact, indicating that more stress at work is linked to better job performance.

A study conducted by Sharma, et al (2021) explores the correlation between stress and performance, with a particular focus on the significance of organizational support. Their research indicates that implementing appropriate support mechanisms inside an organization might mitigate the detrimental effects of stress on performance. The inclusion of this extra viewpoint enhances the comprehension of the interaction between stress and work performance, highlighting the significance of organizational tactics in reducing negative consequences (Sharma, Sharma, & Agarwal, 2021).

The beneficial influence of work-related stress on job performance among fast-food chain service personnel has noteworthy ramifications for both management and employee welfare. Although the contradictory relationship between stress and performance may cause worries, it highlights the intricate nature of stress dynamics in this particular business. Management should contemplate implementing supporting measures that recognize the challenging characteristics of the fast-food industry, guaranteeing that employees have access to tools and strategies for dealing with stress. Comprehending the significance of organizational support, as emphasized by Sharma, et al, becomes essential in managing the delicate equilibrium between stress and performance. Nevertheless, the results also emphasize the need for vigilant observation since an excessive amount of stress can result in burnout and other adverse outcomes. In summary,

this emphasizes the necessity for a sophisticated strategy in handling stress, specifically designed to address the distinct requirements of the fast-food service industry.

CONCLUSION

1. Service provided by a fast-food chain Workers routinely express elevated levels of stress across all facets of their job, underscoring the necessity for efficient stress-alleviation techniques to enhance overall welfare.
2. Notwithstanding the considerable stress they encounter at work, individuals in the fast-food sector have exceptionally elevated levels of job satisfaction and job performance, suggesting that they are pleased and competent in their positions.
3. Correlation study demonstrates a significant positive correlation between work-related stress and job satisfaction among fast-food service crews, indicating that job satisfaction tends to rise as work-related stress levels increase.
4. There is a strong and positive association between work-related stress and job performance, suggesting that job performance improves as stress levels increase among fast-food service personnel.
5. Work-related stress has a statistically significant beneficial effect on work satisfaction among service professionals in fast-food chains, highlighting the complex connection between stressors and job happiness in this business.
6. Work-related stress has a significant and beneficial impact on job performance among fast-food service personnel, highlighting the

complex relationship between stressors and performance in the fast-food service industry.

RECOMMENDATIONS

1. **Enact Stress Management Initiatives:** Acknowledging the widespread work-related stress experienced by employees in fast-food chains, it is imperative for employers to establish efficient programs aimed at reducing stress. This may involve offering resources for stress management training, counseling services, or wellness programs designed to improve the general well-being of employees.
2. **Investigate the factors that contribute to job satisfaction:** Fast-food workers have high levels of job satisfaction and performance, indicating a positive feeling despite the significant stress they face. Employers have to carry out comprehensive surveys or interviews in order to pinpoint the precise aspects that contribute to this satisfaction. Gaining insight into these factors can assist in strengthening favorable elements and tackling any possible areas for enhancement.
3. **Customize Interventions for Stress and Satisfaction:** Organizations should create tailored solutions that recognize the intricate connection between work-related stress and job satisfaction, considering their positive link. Strategies may encompass the implementation of adaptable work schedules, the adoption of supportive managerial approaches, and the implementation of stress-reduction efforts with specific targets, all aimed at fostering a harmonious and favorable work environment.

4. Optimize the relationship between stress and performance:

Recognizing the correlation between work-related stress and job performance, companies should investigate how to utilize stress as a possible catalyst for enhanced performance. This may entail offering tools for stress management techniques, cultivating a work environment that is supportive, and acknowledging and incentivizing exceptional performance under demanding circumstances.

5. Foster Comprehensive Well-Being: Recognizing the positive influence of work-related stress on job satisfaction and performance, firms should embrace a comprehensive strategy to promoting employee well-being. This encompasses endeavors that tackle physical, mental, and emotional well-being, cultivating a workplace atmosphere that nurtures employees' sense of support and worth.**6. Ongoing Surveillance and Adjustment:** To effectively understand the intricate connections between stress, performance, and contentment, firms should consistently evaluate employee feelings using surveys, feedback methods, and regular evaluations. This enables continuous adjustments of tactics to correspond with the changing requirements and dynamics within the fast-food service business.

SCOPE AND LIMITATION

Although this work has provided helpful insights, it is important to acknowledge its limits. The concentration on a particular geographical area may restrict the capacity to apply the findings to a wider context. Moreover, the use of self-reported data might introduce bias, and the study's cross-sectional design only captures a single moment in time, so restricting the ability to make causal inferences.

FUTURE RESEARCH

Subsequent research endeavors might investigate the efficacy of certain stress-reduction strategies and their enduring consequences. Conducting comparative assessments across many geographical regions and sectors would improve our understanding of common stress factors and strategies for dealing with them. Longitudinal studies have the potential to gain insights into the ever-changing nature of work-related stress, job satisfaction, and performance across a period of time.

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MISAMIS UNIVERSITY
OZAMIZ CITY

APPENDICES

APPENDIX A

INFORMED CONSENT FORM

Dear Ma'am/Sir,

Greetings!

We, the undersigned Level IV hospitality management students, are presently conducting research on **"PERCEIVED WORK-RELATED STRESS OF SELECTED FASTFOOD CHAIN CREWS: IT'S IMPACT TOWARD JOB SATISFACTION AND PERFORMANCE"**. This is to comply with our requirements in Misamis University – College of Business and Management, Bachelor of Science in Hospitality Management.

In line with this, we would like to ask for your cooperation in accomplishing the attached questionnaire. Please answer the question honestly and sincerely. Your honest answers will be of great help to the success of this study. Rest assured that your answers will be regarded with the utmost confidentiality.

Thank you very much!

Respectfully,

DWIGHT ANTHONY O. BUZARANG
ISRAEL L. CASTRO
BRETTY B. GUDMALIN
BSHM Student Researchers

Noted by:

JOSEPH GLENN LAPUT
Research Adviser



APPENDIX B

SURVEY QUESTIONNAIRE

**“PERCEIVED WORK-RELATED STRESS OF SELECTED FASTFOOD CHAIN CREWS: ITS
IMPACT TOWARD JOB SATISFACTION AND PERFORMANCE”**

Part I - Work Related Stress

Instructions: Please indicate your agreement or disagreement with the following statements by checking (/) the appropriate box.

Legend:

4 – Strongly Agree

2 – Disagree

3 – Agree

1 – Strongly Disagree

A. HIGH WORKLOAD

Statements	4	3	2	1
1. I often find myself overwhelmed by the number of tasks I need to complete during my shifts.				
2. The workload in my fast-food job is consistently high, leaving me with limited time to complete tasks.				
3. I frequently have to work quickly to meet the demands of my job, which can be stressful.				
4. I find it challenging to balance the multiple customer orders and tasks simultaneously.				
5. I often feel pressured to work faster due to a high number of customers or orders.				

B. TIME PRESSURE

Statements	4	3	2	1
1. I often experience time pressure when serving customers or preparing orders.				
2. The limited time available for tasks in my work increases my stress levels.				

3. I often find myself racing against the clock to complete my duties during a shift.				
4. The pressure to serve customers quickly affects my job satisfaction.				
5. The time related stressors often lead to errors in my work.				

C. CUSTOMER DEMANDS

Statements	4	3	2	1
1. I find it difficult in meeting the high expectations of customers which is a source of my stress in my job.				
2. I often find it challenging to satisfy the specific requests and preferences of customers.				
3. When customer complaints and demands add I find it as one of the sources for my work-related stress.				
4. I find it difficult to give constant quality service especially to rude customers which add to my stress levels.				
5. Balancing the demands of multiple customers simultaneously increases my stress levels.				

D. INCONSISTENT SCHEDULING

Statements	4	3	2	1
1. The frequent changes in my work schedule add to my job-related stress.				
2. The inconsistency of work hours make it difficult for me to plan personal activities and manage my time effectively.				
3. The unpredictable shifts and schedules are a significant source of stress in my job.				
4. I often find it challenging to balance my work schedule with my personal life due to inconsistent shifts.				
5. The lack of a stable work schedule negatively impacts my overall mental being.				

E. PHYSICAL DEMANDS

Statements	4	3	2	1
1. The physical demands of my job, such as standing for extended periods, lifting heavy items, or moving quickly, contribute to my work-related stress.				
2. I often experience physical fatigue or discomfort as a result of the physical demands of my job which exhausted me the entire day.				
3. The physical nature of my work makes it challenging to maintain a healthy work-life balance.				
4. I often experience physical stress or strain due to the demands of my job.				
5. The physical demands of my job affect my overall well-being.				

F. SAFETY CONCERNS

Statements	4	3	2	1
1. I am more concerned about my safety while performing job tasks in the fast-food restaurant.				
2. The safety hazards in the workplace contribute to my work-related stress.				
3. I am constantly concerned that hot oil may splash on me during work negatively impacting my mental well-being.				
4. The Concerns about workplace safety negatively impact my mental being.				
5. I am more concerned about slips, trips, and fall in the workplace especially during rush hour adding to my job-related stress.				

PART - II

A. JOB SATISFACTION

Instruction: Please check (/) the following statements based on your personal experience.

INDICATORS	4	3	2	1
1. The work-related stressors significantly reduce my overall job satisfaction, making me less content with work.				
2. The persistent stress factors lead decrease my morale as an employee and will result in a less satisfying work environment.				
3. The stressors reduced my engagement in job, making me less enthusiastic about tasks and responsibilities.				
4. The ongoing stress diminishes my passion for work, which lead me to become less satisfied with my job.				
5. The stressors strain relationships with my colleagues and supervisors, further contributes to my decreased job satisfaction.				
6. The work-related stressors lead to reduced commitment to the organization, resulting in decreased job satisfaction.				
7. I have higher intention to leave my current job due to stress factors, indicating lower job satisfaction.				
8. The work-related stressors negatively affect my work-life balance, leading to lower job satisfaction as my personal life is affected.				
9. The stressors hinder my progress toward career goals and advancement, contributing to demerit my job satisfaction.				
10. The ongoing stress factors decrease my enjoyment and fulfillment drive to work which makes me less satisfied with my job.				

PART - III

B. JOB PERFORMANCE

Instruction: Please check (/) the following statements based on your personal experience.

INDICATORS	4	3	2	1
1. The work-related stressors lead to reduced productivity, causing me to accomplish tasks at a slower pace.				
2. The ongoing stress factors contribute to more errors and mistakes in job tasks, impacting my overall job performance.				
3. The stressors make it challenging for me to concentrate on work, since I could not focus on the tasks that need to be accomplished.				
4. The stress-related distractions lead me to miss out deadlines and delays in completing my assignments.				
5. The stress negatively affect the work quality of my work, resulting in lower-quality outputs.				
6. The stressors diminished my creativity and problem-solving abilities, hindering my job performance.				
7. The stress-related factors lead me to more frequent absenteeism, impacting my job performance due to missed workdays.				
8. The stressors strains my interactions with colleagues and customers, potentially affecting my job performance in roles requiring strong interpersonal skills.				
9. The stress factors reduce my initiative and proactiveness in taking on new tasks or responsibilities.				
10. The ongoing stress hinders my career advancement and growth opportunities, that affect the overall job performance.				

APPENDIX C

Sample Filled-Out Questionnaire

Appendix A

“PERCEIVED WORK-RELATED STRESS OF SELECTED FASTFOOD CHAIN CREWS: ITS IMPACT TOWARD JOB SATISFACTION AND PERFORMANCE”

Part I - Work Related Stress

Instructions: Please indicate your agreement or disagreement with the following statements by checking (/) the appropriate box.

Legend:

4 – Strongly Agree

2 – Disagree

3 – Agree

1 – Strongly Disagree

A. HIGH WORKLOAD

Statements	4	3	2	1
1. I often find myself overwhelmed by the number of tasks I need to complete during my shifts.		/		
2. The workload in my fast-food job is consistently high, leaving me with limited time to complete tasks.		/		
3. I frequently have to work quickly to meet the demands of my job, which can be stressful.	/			
4. I find it challenging to balance the multiple customer orders and tasks simultaneously.		/		
5. I often feel pressured to work faster due to a high number of customers or orders.		/		

B. TIME PRESSURE

Statements	4	3	2	1
1. I often experience time pressure when serving customers or preparing orders.	/			
2. The limited time available for tasks in my work increases my stress levels.		/		
3. I often find myself racing against the clock to complete my duties during a shift.		/		
4. The pressure to serve customers quickly affects my job satisfaction.		/		
5. The time related stressors often lead to errors in my work.		/		

C. CUSTOMER DEMANDS

Statements	4	3	2	1
1. I find it difficult in meeting the high expectations of customers which is a source of my stress in my job.		/		
2. I often find it challenging to satisfy the specific requests and preferences of customers.		/		
3. When customer complaints and demands add I find it as one of the sources for my work-related stress.		/		
4. I find it difficult to give constant quality service especially to rude customers which add to my stress levels.		/		
5. Balancing the demands of multiple customers simultaneously increases my stress levels.		/		

D. INCONSISTENT SCHEDULING

Statements	4	3	2	1
1. The frequent changes in my work schedule add to my job-related stress.			/	
2. The inconsistency of work hours make it difficult for me to plan personal activities and manage my time effectively.			/	
3. The unpredictable shifts and schedules are a significant source of stress in my job.		/		
4. I often find it challenging to balance my work schedule with my personal life due to inconsistent shifts.			/	
5. The lack of a stable work schedule negatively impacts my overall mental being.		/		

E. PHYSICAL DEMANDS

Statements	4	3	2	1
1. The physical demands of my job, such as standing for extended periods, lifting heavy items, or moving quickly, contribute to my work-related stress.		/		
2. I often experience physical fatigue or discomfort as a result of the physical demands of my job which exhausted me the entire day.			/	
3. The physical nature of my work makes it challenging to maintain a healthy work-life balance.		/		
4. I often experience physical stress or strain due to the demands of my job.			/	
5. The physical demands of my job affect my overall well-being.			/	

F. SAFETY CONCERNS

Statements	4	3	2	1
1. I am more concerned about my safety while performing job tasks in the fast-food restaurant.		/		
2. The safety hazards in the workplace contribute to my work-related stress.			/	
3. I am constantly concerned that hot oil may splash on me during work negatively impacting my mental well-being.		/		
4. The Concerns about workplace safety negatively impact my mental being.		/		
5. I am more concerned about slips, trips, and fall in the workplace especially during rush hour adding to my job-related stress.		/		

Appendix B

A. JOB SATISFACTION

Instruction: Please check (/) the following statements based on your personal experience.

INDICATORS	4	3	2	1
1. The work-related stressors significantly reduce my overall job satisfaction, making me less content with work.		/		
2. The persistent stress factors lead decrease my morale as an employee and will result in a less satisfying work environment.		/		
3. The stressors reduced my engagement in job, making me less enthusiastic about tasks and responsibilities.		/		
4. The ongoing stress diminishes my passion for work, which lead me to become less satisfied with my job.		/		
5. The stressors strain relationships with my colleagues and supervisors, further contributes to my decreased job satisfaction.	/			
6. The work-related stressors lead to reduced commitment to the organization, resulting in decreased job satisfaction.		/		
7. I have higher intention to leave my current job due to stress factors, indicating lower job satisfaction.			/	
8. The work-related stressors negatively affect my work-life balance, leading to lower job satisfaction as my personal life is affected.		/		

9. The stressors hinder my progress toward career goals and advancement, contributing to demerit my job satisfaction.		/		
10. The ongoing stress factors decrease my enjoyment and fulfillment drive to work which makes me less satisfied with my job.		/		

Appendix C

B. JOB PERFORMANCE

Instructions: Please check (/) the following statements based on your personal experience.

INDICATORS	4	3	2	1
1. The work-related stressors lead to reduced productivity, causing me to accomplish tasks at a slower pace.		/		
2. The ongoing stress factors contribute to more errors and mistakes in job tasks, impacting my overall job performance.			/	
3. The stressors make it challenging for me to concentrate on work, since I could not focus on the tasks that need to be accomplished.		/		
4. The stress-related distractions lead me to miss out deadlines and delays in completing my assignments.		/		
5. The stress negatively affect the work quality of my work, resulting in lower-quality outputs.		/		
6. The stressors diminished my creativity and problem-solving abilities, hindering my job performance.		/		
7. The stress-related factors lead me to more frequent absenteeism, impacting my job performance due to missed workdays.		/		
8. The stressors strains my interactions with colleagues and customers, potentially affecting my job performance in roles requiring strong interpersonal skills.		/		
9. The stress factors reduce my initiative and proactiveness in taking on new tasks or responsibilities.		/		
10. The ongoing stress hinders my career advancement and growth opportunities, that affect the overall job performance.		/		

APPENDIX D

LETTER FOR VALIDATION INSTRUMENT



MISAMIS UNIVERSITY
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December 4, 2023

Catherine D. Rosauro
Faculty, BSHM Program
H.T Feliciano St., Aguada, Ozamiz City,
Misamis Occidental

Dear Mrs. Rosauro,

Greetings!

The undersigned is a student of Bachelor of Science in Hospitality Management (BSHM) Misamis University – Ozamiz City undertaking thesis writing having the research entitled: *“Perceived work-related stress of selected fast food chain crews’: Its impact toward Job Satisfaction and Job Performance”*.

For this, the study has its purpose to **determine if work related stress can affect crew members job satisfaction and performance**. As an output of the study, the researchers will propose to **emphasize stress awareness through employee training programs, open communication, wellness initiatives, and monitor employee feedback, striving to reduce stress, enhance job performance, and boost job satisfaction within the fast-food chain crew**.

With this, **being an expert of Hospitality Management field**, I humbly requesting to have **validate my instrument**.

Should you have any concerns regarding this query, here are my contact details: 0995-798-4341 and email address dwright.orion@email.com

We are looking forward to your request and would merit your positive response. Thank you.

Respectfully,

Dwight Anthony O. Buzarang
BSHM-Student

Noted by:
Mr. Joseph Glenn Laput
Research Adviser

Received and Approved by:

Name: Catherine D. Rosauro
Affiliation: FACULTY



Validation Scale

Direction: This tool asks for your evaluation of the Instrument guide, to establish its validity and reliability, to be used in the data gathering for the study stated above. You are requested to give your accurate assessment using the criteria stated below; please check the appropriate box for your ratings.

Scale	Interpretation
5	Excellent
4	Very Good
3	Good
2	Fair
1	Poor

Validator's Instrument Guide Assessment

	5	4	3	2	1
1. 1. Clarity and Direction of Question The vocabulary level, language, structure, and conceptual level of respondents. The Instrument direction					
2. Presentation and Organization of Questions The questions are prescribed and organized in a local manner.					
3. Suitability of Items The statements are appropriately presented as the substance of the research. The questions are designed and fit in the current practice.					
4. Adequateness of the Content The number of questions is representative enough of all the questions needed for the research.					
5. Attainment of Purpose The instrument as a whole fulfills the objective needed for the study.					
6. Objectives Each statement requires only one specific answer or measures only one behavior and no aspect of the Instrument guide suggests the past of the researcher.					
7. Scale and Evaluation Rating The scale adapted is appropriate for the statements.					

***Please have your Comments and Suggestions on the attached questionnaire

Evaluator: Catherine D. Rosauo
(Signature over Printed Name)

Date: December 04, 2023





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December 4, 2023

Gilda L. Ilusorio
Faculty
H.T Feliciano St., Aguada, Ozamiz City,
Misamis Occidental

Dear Mrs. Ilusorio,

Greetings!

The undersigned is a student of Bachelor of Science in Hospitality Management (BSHM) Misamis University – Ozamiz City undertaking thesis writing having the research entitled: *“Perceived work-related stress of selected fast food chain crews’: Its impact toward Job Satisfaction and Job Performance”*.

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With this, **being an expert of Hospitality Management field**, I humbly requesting to have **validate my instrument**.

Should you have any concerns regarding this query, here are my contact details: 0995-798-4341 and email address dwight.orion@email.com

We are looking forward to your request and would merit your positive response. Thank you.

Respectfully,

Received and Approved by:

Dwight Anthony O. Buzarang
BSHM-Student

Name: Gilda L. Ilusorio
Affiliation: FACULTY

Noted by:
Mr. Joseph Glenn Laput
Research Adviser





Validation Scale

Direction: This tool asks for your evaluation of the Instrument guide, to establish its validity and reliability, to be used in the data gathering for the study stated above. You are requested to give your accurate assessment using the criteria stated below; please check the appropriate box for your ratings.

Scale	Interpretation
5	Excellent
4	Very Good
3	Good
2	Fair
1	Poor

Validator's Instrument Guide Assessment

	5	4	3	2	1
1. 1. Clarity and Direction of Question The vocabulary level, language, structure, and conceptual level of respondents. The Instrument direction					
2. Presentation and Organization of Questions The questions are prescribed and organized in a local manner.					
3. Suitability of Items The statements are appropriately presented as the substance of the research. The questions are designed and fit in the current practice.					
4. Adequateness of the Content The number of questions is representative enough of all the questions needed for the research.					
5. Attainment of Purpose The instrument as a whole fulfills the objective needed for the study.					
6. Objectives Each statement requires only one specific answer or measures only one behavior and no aspect of the Instrument guide suggests the past of the researcher.					
7. Scale and Evaluation Rating The scale adapted is appropriate for the statements.					

***Please have your Comments and Suggestions on the attached questionnaire

Evaluator: Gilda L. Ilusorio
(Signature over Printed Name)

Date: December 04, 2023



MISAMIS UNIVERSITY

OZAMIZ CITY

College of Business and Management
 Misamis University,
 Ozamiz City, Misamis Occidental Philippines
 (088)-521-0367 / (088)-521-0431
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December 4, 2023

Dr. Renzitelo Alf Carpio
 Faculty
 H.T Feliciano St., Aguada, Ozamiz City,
 Misamis Occidental

Dear Mr. Carpio,

Greetings!

The undersigned is a student of Bachelor of Science in Hospitality Management (BSHM) Misamis University – Ozamiz City undertaking thesis writing having the research entitled: *“Perceived work-related stress of selected fast food chain crews’: Its impact toward Job Satisfaction and Job Performance”*.

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 BSHM-Student

Noted by:
Mr. Joseph Glenn Laput
 Research Adviser

Received and Approved by:

Name: Dr. Renzetelo Alf Carpio
 Affiliation: FACULTY





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Evaluator: Dr. Renzetelo Alf Carpio
(Signature over Printed Name)

Date: December 04, 2023



APPENDIX E
RELIABILITY TEST RESULT

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
HW1	194.437	387.601	.604	.	.962
HW2	194.459	386.765	.662	.	.962
HW3	194.595	389.412	.543	.	.963
HW4	194.502	390.011	.524	.	.963
HW5	194.459	388.965	.544	.	.963
HIGH WORKLOAD	194.490	388.396	.759	.	.962
TP1	194.535	392.594	.422	.	.963
TP2	194.497	387.963	.583	.	.962
TP3	194.563	387.613	.589	.	.962
TP4	194.524	390.183	.499	.	.963
TP5	194.524	390.352	.532	.	.963
TIME PRESSURE	194.529	389.576	.713	.	.962
CD1	194.442	392.302	.433	.	.963
CD2	194.366	390.321	.557	.	.963
CD3	194.502	391.430	.465	.	.963
CD4	194.579	394.095	.345	.	.963
CD5	194.519	396.535	.272	.	.963
CUSTOMER DEMAND	194.482	392.747	.630	.	.962
IS1	194.442	392.938	.427	.	.963
IS2	194.513	393.024	.393	.	.963
IS3	194.513	392.982	.401	.	.963
IS4	194.519	388.872	.536	.	.963
IS5	194.579	389.749	.516	.	.963
INCONSISTENT SCHEDULING	194.513	391.325	.661	.	.962
PD1	194.453	392.314	.465	.	.963
PD2	194.442	387.844	.595	.	.962
PD3	194.464	388.489	.609	.	.962
PD4	194.530	387.971	.599	.	.962
PD5	194.524	387.921	.600	.	.962
PHYSICAL DEMAND	194.483	388.743	.792	.	.962
SC1	194.470	390.834	.477	.	.963

SC2	194.535	388.028	.590	.	.962
SC3	194.601	389.318	.511	.	.963
SC4	194.552	388.544	.582	.	.962
SC5	194.459	392.596	.437	.	.963
SAFETY CONCERNS	194.523	389.686	.726	.	.962
WORK RELATED STRESS	194.503	389.995	.945	.	.962
JS1	194.530	389.760	.542	.	.963
JS2	194.431	387.452	.601	.	.962
JS3	194.513	387.366	.578	.	.962
JS4	194.541	386.809	.599	.	.962
JS5	194.513	388.546	.526	.	.963
JS6	194.563	389.559	.512	.	.963
JS7	194.502	388.998	.535	.	.963
JS8	194.535	386.256	.644	.	.962
JS9	194.497	390.903	.439	.	.963
JS10	194.491	390.654	.473	.	.963
JOB SATISFACTION	194.510	388.273	.829	.	.962
JP1	194.546	391.855	.442	.	.963
JP2	194.524	388.254	.569	.	.962
JP3	194.420	390.977	.479	.	.963
JP4	194.546	387.010	.600	.	.962
JP5	194.497	389.299	.507	.	.963
JP6	194.541	387.663	.552	.	.963
JP7	194.437	390.329	.486	.	.963
JP8	194.475	388.862	.535	.	.963
JP9	194.508	388.296	.572	.	.962
JP10	194.502	390.327	.511	.	.963
JOB PERFORMANCE	194.495	388.777	.815	.	.962

APPENDIX F
LETTER OF INTENT



MISAMIS UNIVERSITY
OZAMIZ CITY

October 20, 2023

Jollibee Rizal/Jollibee Foods Corporation

Dear Ma'am/Sir,

Greetings!

The undersigned are students of Bachelor of Science in Hospitality Management (BSHM) in Misamis University undertaking thesis writing having the research entitled: **"PERCEIVED WORK-RELATED STRESS OF SELECTED FASTFOOD CHAIN CREWS: ITS IMPACT TOWARD JOB SATISFACTION AND PERFORMANCE"**.

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With this, I humbly asking permission from the **crew members of your establishment** to answer the questions related to the study. Rest assured that the information that would be obtained will only be used for research purposes and would be treated with utmost confidentiality.

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We are looking forward to your request and would merit your positive response.

Thank you.

Respectfully,

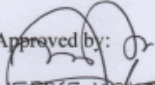
DWIGHT ANTHONY O. BUZARANG

ISRAEL L. CASTRO

BRETTY B. GUDMALIN
BSHM Student Researchers

Noted by:

JOSEPH GLENN LAPUT
Research Adviser

Received and Approved by: 

Name: MELLIEROSE MAGTALO

Affiliation: BSHM Student Researcher

College of Business and Management
Misamis University
Ozamiz City, Misamis Occidental, Philippines
(088)-521-0367 / (088)-521-0431
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MISAMIS UNIVERSITY

OZAMIZ CITY

October 20, 2023

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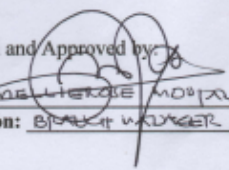
Thank you.

Respectfully,

DWIGHT ANTHONY O. BUZARANG

ISRAEL L. CASTRO

BRETTY B. GUDMALIN
BSHM Student Researchers

Received and Approved by: 

Name: MELTERGIE MORJAO

Affiliation: BSHM at WILGGER / JNCI

Noted by:

JOSEPH GLENN LAPUT
Research Adviser

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BRETTY B. GUDMALIN
BSHM Student Researchers

Received and Approved by:

Name: _____

Affiliation: _____

Noted by:

JOSEPH GLENN LAPUT
Research Adviser

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MISAMIS UNIVERSITY

OZAMIZ CITY

October 20, 2023

Chowking Don Anselmo Bernad/Jollibee Foods Corporation

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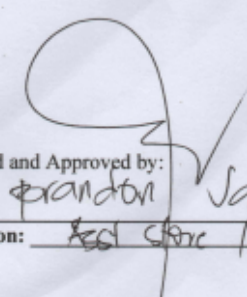
DWIGHT ANTHONY O. BUZARANG

ISRAEL L. CASTRO

BRETTY B. GUDMALIN
BSHM Student Researchers

Noted by:

JOSEPH GLENN LAPUT
Research Adviser

Received and Approved by: 

Name: Prandon

Affiliation: Food Store Manager

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MISAMIS UNIVERSITY
OZAMIZ CITY

October 20, 2023

Chowking Drive Thru/Jollibee Foods Corporation

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Noted by:

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Research Adviser

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BSHM Student Researchers

Received and Approved by:

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Affiliation: _____

Noted by:

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Name: _____

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JOSEPH GLENN LAPUT
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APPENDIX G

STATISTICAL OUTPUT

1. What is the level of work – related stress as perceived by fast food chain service crews in terms of: a. High Workload b. Time pressure c. Customer Demands d. Inconsistent Scheduling e. Physical Demands f. Safety Concerns

Constructs	Mean	Std. Deviation	interpretation
High workload	3.367	.4815	Very high
Time pressure	3.329	.4702	Very high
Customer demand	3.376	.4053	Very high
Inconsistent scheduling	3.344	.4400	Very high
Physical demand	3.375	.4512	Very high
Safety concerns	3.334	.4585	Very high
Work related stress	3.354	.3460	Very high

Note: Work related stress is the overall weighted mean...

Descriptive Statistics

	N	Mean	Std. Deviation
HIGH WORKLOAD	183	3.367	.4815
TIME PRESSURE	183	3.329	.4702
CUSTOMER DEMAND	183	3.376	.4053
INCONSISTENT SCHEDULING	183	3.344	.4400
SAFETY CONCERNS	183	3.334	.4585
WORK RELATED TRESS	183	3.354	.3460
Valid N (listwise)	183		

2. What is the level of job satisfaction as perceived by fast food chain service crews?

Constructs	Mean	Std. Deviation	interpretation
Job satisfaction	3.348	.4459	Very high

Descriptive Statistics

	N	Mean	Std. Deviation
JOB SATISFACTION	183	3.348	.4459
Valid N (listwise)	183		

3. What is the level of job performance as perceived by fast food chain service crews?

Constructs	Mean	Std. Deviation	interpretation
Job performance	3.363	.4375	Very high

Descriptive Statistics

	N	Mean	Std. Deviation
JOB PERFORMANCE	183	3.363	.4375
Valid N (listwise)	183		

4. Is there a significant relationship between work related stress toward fast food chain service crews job satisfaction?

Tests of Normality

Constructs	p-value	interpretation
Work related tress	.000	Not normally <u>distributed</u>
Job satisfaction	.000	Not normally <u>distributed</u>
Job performance	.000	Not normally distributed

a. Lilliefors Significance Correction

Correlations

Constructs	Spearman's				interpretation
	Kendall's tau_b		rho		
	r-value	p-value	r-value	p-value	
Work related stress and Job satisfaction	.564**	.000	.730**	.000	Strong positive correlation/there is significant relationship (Kendall's tau_b) Perfect positive correlation/there is significant relationship (Spearman's rho)

**, Correlation is significant at the 0.01 level (2-tailed).

Correlations

			WORK RELATED TRESS	JOB SATISFACTION
Kendall's tau_b	WORK RELATED TRESS	Correlation Coefficient	1.000	.564**
		Sig. (2-tailed)	.	.000
		N	183	183
	JOB SATISFACTION	Correlation Coefficient	.564**	1.000
		Sig. (2-tailed)	.000	.
		N	183	183
Spearman's rho	WORK RELATED TRESS	Correlation Coefficient	1.000	.730**
		Sig. (2-tailed)	.	.000
		N	183	183
	JOB SATISFACTION	Correlation Coefficient	.730**	1.000
		Sig. (2-tailed)	.000	.
		N	183	183

** . Correlation is significant at the 0.01 level (2-tailed).

5. Is there a significant relationship between work related stress toward fast food chain service crews job performance?

Correlations

Constructs	Kendall's tau_b		Spearman's rho		interpretation
	r-value	p-value	r-value	p-value	
Work related stress and Job performance	.517**	.000	.674**	.000	Strong positive correlation/there is significant relationship (Kendall's tau_b) Perfect positive correlation/there is significant relationship (Spearman's rho)

** . Correlation is significant at the 0.01 level (2-tailed).

Correlations

			WORK RELATED TRESS	JOB PERFORMANC E
Kendall's tau_b	WORK RELATED TRESS	Correlation Coefficient	1.000	.517**
		Sig. (2-tailed)	.	.000
		N	183	183
	JOB PERFORMANCE	Correlation Coefficient	.517**	1.000
		Sig. (2-tailed)	.000	.
		N	183	183
Spearman's rho	WORK RELATED TRESS	Correlation Coefficient	1.000	.674**
		Sig. (2-tailed)	.	.000
		N	183	183
	JOB PERFORMANCE	Correlation Coefficient	.674**	1.000
		Sig. (2-tailed)	.000	.
		N	183	183

** . Correlation is significant at the 0.01 level (2-tailed).

6. What is the impact of work-related stress of fast-food chain service crews toward job satisfaction?

Coefficients

Constructs	B-value	p-value	interpretation
Work-related stress	.848	.000	There is positive significant <u>impact</u>

a. Dependent Variable: job satisfaction

Coefficients ^a							
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B	
	B	Std. Error	Beta			Lower Bound	Upper Bound
1 (Constant)	.502	.243		2.065	.040	.022	.981
WORK RELATED TRESS	.848	.072	.659	11.772	.000	.706	.991

a. Dependent Variable: JOB SATISFACTION

7. What is the impact of work-related stress of fast-food chain service crews toward job performance?

Coefficients

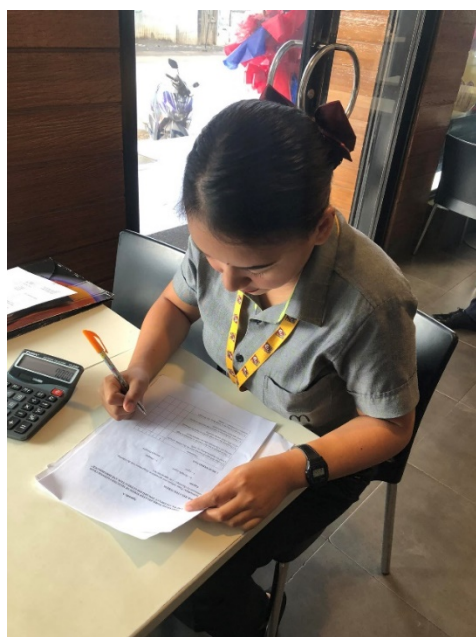
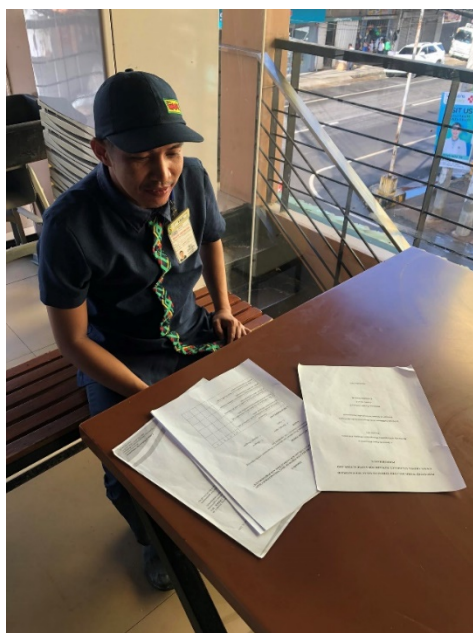
Constructs	B-value	p-value	interpretation
Work-related stress	.805	.000	There is positive significant <u>impact</u>

a. Dependent Variable: job performance

Coefficients ^a							
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95.0% Confidence Interval for B	
	B	Std. Error	Beta			Lower Bound	Upper Bound
1 (Constant)	.662	.244		2.708	.007	.180	1.144
WORK RELATED TRESS	.805	.072	.637	11.118	.000	.662	.948

a. Dependent Variable: JOB PERFORMANCE

APPENDIX H
DOCUMENTATION



APPENDIX I

PLAGIARISM TEST RESULT



Similarity Report ID: oid:28447:48666570

PAPER NAME

Buzarang.docx

WORD COUNT

13310 Words

CHARACTER COUNT

81708 Characters

PAGE COUNT

67 Pages

FILE SIZE

144.1KB

SUBMISSION DATE

Jan 5, 2024 2:01 PM GMT+8

REPORT DATE

Jan 5, 2024 2:03 PM GMT+8**● 27% Overall Similarity**

The combined total of all matches, including overlapping sources, for each database.

- 14% Internet database
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● Excluded from Similarity Report

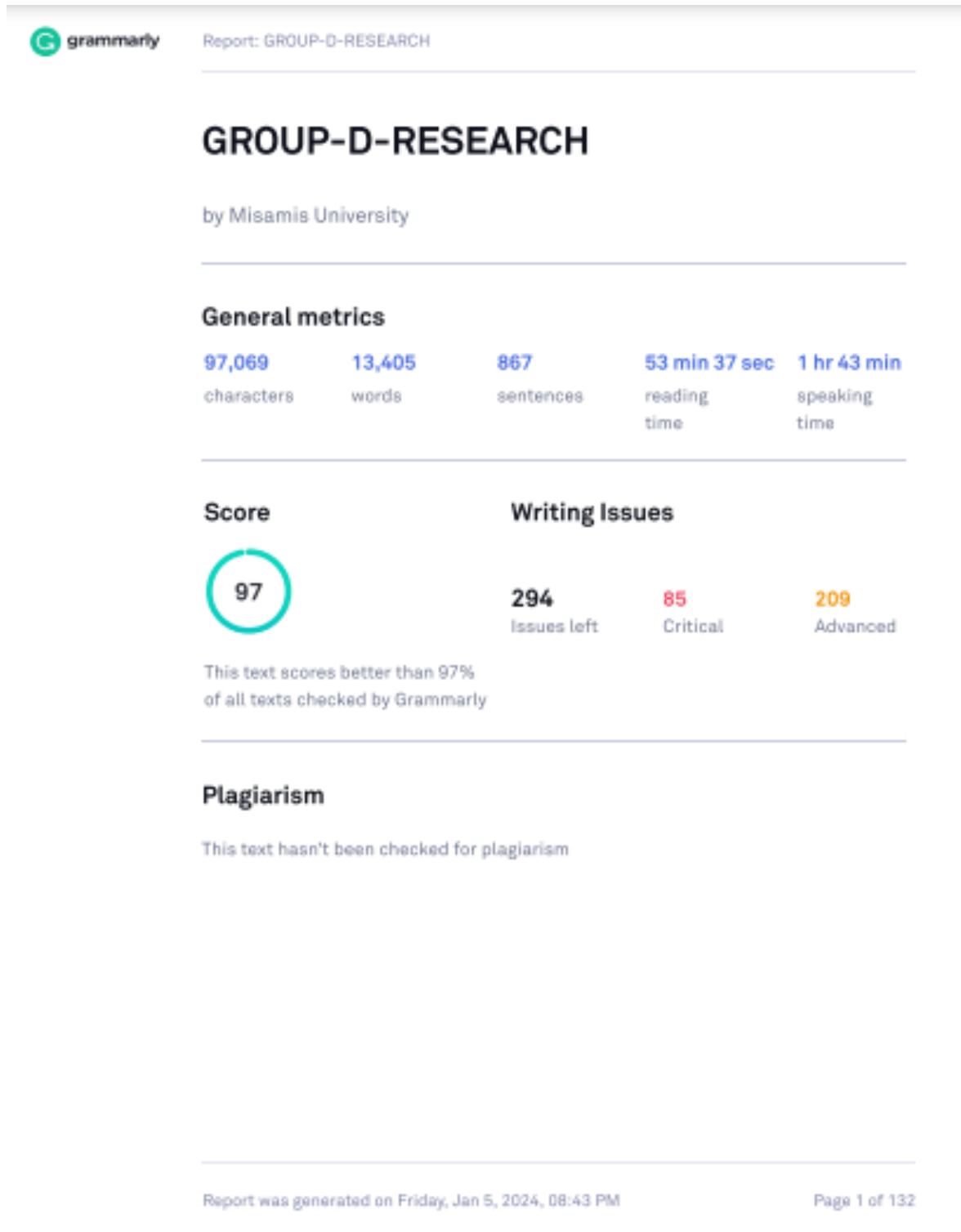
- Bibliographic material

Summary



APPENDIX J

GRAMMARLY TEST RESULT



APPENDIX K

CURRICULUM VITAE

Dwight Anthony O. Buzarang

Address: Riverside, Tambulig, Zamboanga del Sur

Contact Number: 09957984341

Email: dwight.orion@gmail.com

OBJECTIVES:

I seek to establish a job in an expanding company where I can improve and demonstrate my skills by embracing obstacles, achieving company objectives, and advancing my career via dedication and continuous learning.

PERSONAL INFORMATION

Date of Birth: November 25, 2000
Place of Birth: St. Maria, Bulacan, Manila
Age: 22
Sex: Male
Height: 5'7
Weight: 75kg
Religion: Roman Catholic
Citizenship: Filipino

SKILLS

- **Bakery Operations:** Excellent in managing high-volume bakery operations. Proficient in recipe preparation, baking, and quality control.
- **Time Management:** Proven ability to effectively manage time to meet deadlines and maintain efficiency.
- **Work Ethic:** Hard-working and fast learner, consistently achieving goals through dedication and adaptability.
- **Adaptability:** Demonstrated ability to adapt to changing environments and tasks with a positive attitude.
- **Interpersonal Skills:** Strong interpersonal skills with a proven ability to work collaboratively in a team setting.
- **Computer Skills:** Basic computer skills with a working knowledge of the internet.
- **Hospitality Industry:** Eager to extend knowledge in the hospitality field, demonstrating a commitment to ongoing professional development.

TRAININGS AND SEMINARS

- **Career Orientation Seminar in the Cruise Line Magsaysay Center for Hospitality and Culinary Cebu City,** April 2023
- **Lecture and Demonstration on Basic Housekeeping and Bed Making at Mezzo Hotel Cebu City,** April 2023
- **Mental Health Awareness Seminar, Sex Education and HIV Awareness at Misamis University Ozamiz City,** February 2023
- **Cake Decorating and Customizing Workshop using Fondant at Misamis University Ozamiz City,** June 2023

CERTIFICATES

- **1ST Place in Winning as the Best Dream Cake Design,** June 9, 2023
- **2ND Place in the ASENSO OZAMIS: 2nd Laya Cooking Contest during the 75th CITY CHARTER ANNIVERSARY,** July 15, 2023
- **W.A.T.T Certificate of Completion,** April 24-26, 2023



EDUCATION

PRIMARY
Tambulig Central Elementary School
 S.Y. 2007-2013

SECONDARY
San Isidro High School
 S.Y. 2013-2017

TERTIARY
San Isidro High School Senior High School (Gas Strand)
 S.Y. 2017-2019

Misamis University Bachelor of Science in Marine Transportation
 S.Y. 2019-2020

Bachelor of Science in Hospitality Management
 S.Y. 2020-2024

REFERENCES

Mrs. Ruby Salig, MBA, MIHM
 Faculty
MISAMIS UNIVERSITY
 09759939457
ruby.salig@mu.edu.ph

Mrs. Catherine D. Rosauero, MBA, MIHM
 Faculty
MISAMIS UNIVERSITY
 09518855461
catherine.rosauero@mu.edu.ph



ISRAEL L. CASTRO



OBJECTIVE

Looking for a challenging position at a reputable company where I can develop new skills, expand my knowledge, and apply what I've learned.



EXPERIENCE

Mang Inasal Pacific Mall, Mandaue City, Cebu.

June 3, 2018 - December 26, 2018

Service Crew

Jollibee Rizal Ozamiz

February 24, 2019 - November 5, 2023

Service Crew



EDUCATION

Ozamiz City Central School

2011-2012

Primary

Ozamiz City National High School

2015-2016

Secondary/ Junior High School

Misamis University (Ozamiz City)

2017-2018

Secondary/ Senior High School

Misamis University (Ozamiz City)

Undergrad/ 4rt Year

Tertiary/ Bachelor Of Science In Hospitality Management



TRAININGS ATTENDED

"Basic Food Safety Seminar For Food Handlers "

Ozamiz City Health

February 19, 2019 and October 11, 2023.

Career Orientation Seminar in the Cruise Line Magsaysay Center for

Hospitality and Culinary Cebu City

April 24, 2023

Lecture and Demonstration on Basic Housekeeping and Bed-making

Mezzo Hotel Cebu City

April 26, 2023

Mental Health Awareness Seminar,

Sex Education and HIV Awareness

Misamis University, Ozamiz City

February 20, 2020



CONTACT

@ Israellopezcaastro.3757@gmail.com

09291393757

Vicente Ostia Avenue, Purok Madanihon,
Brgy. Tinago, Ozamiz City Misamis
Occidental 7200 Philippines



SKILLS

Basic knowledge of marketing strategy
plan

Good photographer skills and Dance
choreographer

Customer/ interpersonal relations and
Handling telephone customer service

Creativity and Good Team work



REFERENCE

Catherine Rosau - Misamis University (Ozamiz City)

BSHM Program Head

Catherine.rosau@mu.edu.ph

09518855461

Arnel Ortega - Jolly Management
Solutions Inc. (Ozamiz)

JMSI Training Officers

arnelortegajmsi@gmail.com

09381150476

Mellierose M. Montano - Jolly
Management Solutions Inc. (Ozamiz)

JMSI Ozamiz Branch Manager

091623556508

Bretty B. Gudmalin

Address: Tambulig, Zamboanga del Sur

Contact Number: 09383316254

Email: pbretty24.gudmalin@gmail.com



Objective:

Seeking a position in a company that provides opportunity where I can use my knowledge, skills, and abilities in the application of work.

Experience

CRT Molave

On the Job Training (OJT) Printing Assistant, 2018
Molave Zamboanga del Sur

SEMINARS/WEBINARS

- Career Orientation Seminar in the Cuisine Line Industry, MICAH Cebu – April 24, 2023
- Lecture and Demonstration on Basic Housekeeping and Bedmaking, Mezzo Hotel – April 26, 2023

CERTIFICATES

- W.A.T.T Certificate of Completion – April 26, 2023
- ASENSO OZAMIZ: 2nd Laya Cooking Contest – July 15, 2023

Education

ELEMENTARY

Oroquieta City Central Elementary School
(2011)

JUNIOR HIGH SCHOOL

Tambulig National High School (2015)

SENIOR HIGH SCHOOL

Tambulig National High School (2018)
TVL- Home Economics

COLLEGE

Bachelor of Science in Hospitality Management
MISAMIS UNIVERSITY (2023-Present)

Skills & Special Interest

- Cooking
- Housekeeping
- Serving
- Work Ethic
- Multitasking

References

Mrs. Ruby Salig, MBA, MIHM
Faculty
MISAMIS UNIVERSITY
09759939457
ruby.salig@mu.edu.ph

Mrs. Catherine D. Rosauo, MBA, MIHM
Faculty
MISAMIS UNIVERSITY
09518855461
catherine.rosauo@mu.edu.ph