

REWARD AND RECOGNITION OF THE EMPLOYEE AT NEXTGEN CAFE QUEZON CITY

ABSTRACT

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This study assessed the effectiveness of the reward and recognition system at NextGen Café, Quezon City, with particular focus on its impact on employee motivation and satisfaction. Using Vroom's Expectancy Theory as the theoretical framework, the research analyzed four fundamental components of recognition: objectives, flexibility, timeliness, and diversity. The study also aimed to identify barriers to effective recognition and examine how employee demographics influence their perceptions of the system. A descriptive quantitative research design was employed in the study. Data were gathered from fifty employees using a census sampling method. A structured and validated questionnaire was used, consisting of three main sections: demographic profile, assessment of the rewards and recognition system, and perceived challenges. The collected data were analyzed using statistical tools such as frequency, percentage, weighted mean, Pearson-r correlation, and t-tests to examine the relationship between demographic variables and employee perceptions of the reward system. The results indicated that 92% of employees were aged between 21 and 30, with a nearly even gender distribution—48% male and 52% female. All respondents had less than three years of service. Employees generally viewed the rewards and recognition system as moderately effective, with mean ratings of 3.04 for objectives, 3.02 for flexibility, 2.94 for timeliness, and 2.88 for diversity. No significant differences in perception were found based on age, gender, or length of service. Key issues identified included an excessive focus on financial incentives, perceived favoritism, recognition being delivered privately rather than publicly, and rewards that did not match individual preferences. The results indicate that while employees acknowledge the existence of a rewards and recognition system, there is a strong desire for more personalized, fair, and timely acknowledgment. The lack of significant differences across demographic factors suggests a shared perception among staff members. Employees highlighted the need for a broader range of meaningful incentives that go beyond monetary compensation. To address these concerns, the researchers proposed a three-part program: performance-based recognition, daily appreciation from peers and managers, and a transparent points-based rewards system. These strategies aim to cultivate inclusivity, strengthen employee morale, and enhance overall job satisfaction.

RECOMMENDED CITATION

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