

A COMPARATIVE STUDY BETWEEN EXPERIENCED AND NEWLY HIRED EMPLOYEE ON PRODUCTIVITY LEVEL AMONG DINING STAFF IN SELECTED CHINESE RESTAURANT IN COMMONWEALTH, QUEZON CITY

ABSTRACT

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Productivity among dining staff is crucial to a restaurant's success, particularly in competitive areas like Commonwealth, Quezon City. Both experienced and newly hired employees play essential roles in daily operations, but variations in experience, familiarity with tasks, and adaptability can significantly affect performance. Seasoned staff members often excel in multitasking and delivering quality customer service, whereas new hires may struggle to adjust to the demands of a fast-paced environment. This study explores the impact of work experience on dining staff productivity, with a focus on task completion, customer satisfaction, and service efficiency. A comparative descriptive research design was employed to assess the productivity of dining staff in selected Chinese restaurants in Commonwealth, Quezon City. The study included 50 staff members, categorized into two groups based on their tenure. Data were gathered through a validated paper-based survey, which focused on key productivity factors such as training, workplace familiarity, and customer interaction skills. Survey responses were analyzed using frequency distributions, ranking, and weighted means for Likert scale data. The dining staff represented a demographically diverse group, with 40% aged 31 and above and 36% between 21 and 25 years old. Sixty-eight percent were male, and 70% were single. Tenure varied, with 36% having more than three years of experience. Staff demonstrated strong performance in task completion (mean = 3.44) and customer satisfaction (mean = 3.37), although minor gaps were noted in multitasking and billing accuracy. Key productivity factors included training (mean = 3.42) and workplace familiarity (mean = 3.33). A moderate positive correlation ($r = 0.446$) was observed between experience and performance; however, it was not statistically significant ($p = 0.376$). The results indicate that both experienced and newly hired staff are capable of strong performance; however, areas such as multitasking and complaint handling require improvement. While experience contributes to productivity, other factors—such as training and effective communication—are equally important. It is recommended that management prioritize continuous training, implement structured onboarding programs for new hires, and adopt digital tools like point-of-sale (POS) systems to enhance efficiency and minimize errors. Regular performance evaluations are also encouraged to motivate staff and sustain high productivity levels.

RECOMMENDED CITATION

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