

FACTORS THAT INFLUENCE EMPLOYEES PRODUCTIVITY IN KITCHEN STAFF OF CAFE ASTORIA

ABSTRACT

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The efficiency of the kitchen crew is a critical determinant of Café Astoria's overall success, directly influencing operational continuity, prompt food service, and customer satisfaction—all of which are essential to both consumer loyalty and business performance. Key indicators of kitchen productivity include service speed, order accuracy, and cost-effectiveness. However, inefficiencies in these areas often result in operational delays, increased error rates, and heightened stress among staff. Acknowledging these challenges, Café Astoria's management has made it a priority to identify and address the root causes of low productivity in the kitchen. This strategic focus aims to optimize performance, improve team dynamics, and ultimately elevate the customer experience. This study seeks to identify the key factors that drive productivity among kitchen staff at Café Astoria and to recommend actionable strategies for enhancing employee morale and operational efficiency. A descriptive research design will be employed, with purposive sampling used to gather direct insights from selected kitchen employees who are most familiar with day-to-day operations. Data will be collected firsthand to capture the experiences, challenges, and perspectives of the workforce. The results of the study will inform evidence-based policy recommendations aimed at improving staff performance, fostering a more supportive work environment, and contributing to the café's long-term success and sustainability. The study surveyed 25 kitchen staff members at Café Astoria and yielded important demographic and productivity-related findings. A majority of respondents were between the ages of 26 and 30 (52%), male (56%), and unmarried (84%), with over half (52%) having served at the establishment for 2 to 3 years. Several factors emerged as highly influential in enhancing employee productivity. Workload management received a high mean rating (3.83), with task assignment (Mean = 3.96) and effective scheduling (Mean = 3.85) identified as critical components. A conducive work environment (Mean = 3.86) and clarity in work proposals (Mean = 3.75) were also recognized as significant contributors to performance. Furthermore, Employee Assistance Programs (Mean = 3.89)—particularly their role in reducing absenteeism (Mean = 3.96)—and employee appreciation under service quality (Mean = 3.78) were highlighted as key drivers of motivation and efficiency. These findings underscore the need for strategic management practices, structured support systems, and employee recognition to sustain and improve productivity within kitchen operations. The study highlighted key factors influencing kitchen staff productivity at Café Astoria. Ineffective task delegation, frequent criticism, and inflexible scheduling increased pressure and burnout among employees. In contrast, clear delegation and flexible work arrangements boosted performance. Insufficient tools and communication breakdowns were major barriers that compromised efficiency and team coordination. Conversely, adequate resources and transparent communication strengthened teamwork and operational effectiveness. Furthermore, limited recognition and lack of managerial support lowered employee morale, whereas Employee Assistance Programs and well-designed reward systems significantly improved motivation, job satisfaction, and retention.

RECOMMENDED CITATION

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