

CONTRACTUAL EMPLOYEES PRACTICES OF MAX'S RESTAURANT QUEZON CITY: AN ANALYSIS

ABSTRACT

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Contractual employment in the Philippines provides flexibility for employers but often undermines worker well-being through job insecurity, limited benefits, and low wages. This study examines the relationship between contractual employment practices and service quality at Max's Restaurant in Quezon City. It emphasizes the importance of ethical labor practices—such as compliance with regulations, provision of training, and supportive work environments—to enhance employee morale, skills development, and prospects for regular employment. This study employs a quantitative descriptive design with purposive sampling to select 30 contractual employees at Max's Restaurant Quezon City. A self-developed structured questionnaire gathered data on demographics, employment conditions, perceived service quality, and workplace challenges. Collected responses were analyzed using descriptive statistics to identify prevalent issues and their impact on job satisfaction and service delivery. The sample was predominantly aged 21 to 25 years (53.3%), with a slight male majority (56.7%). Educational backgrounds ranged from senior high school to college graduates. Most participants had under one year of service and were assigned to dining and dishwasher roles. Respondents agreed strongly that rapid technological changes, absence of overtime premiums, and restricted leave negatively affected job satisfaction. Bullying, limited career advancement, and negative work culture emerged as prevalent concerns, underscoring the link between employment practices and both employee motivation and service quality. Findings indicated that a young, contract-based workforce faced significant morale and retention challenges due to precarious employment conditions. Service quality was adversely affected by low motivation and frequent turnover. It was recommended that Max's Restaurant implement inclusive engagement strategies, enhance benefits and recognition programs, promote diversity, and introduce career development pathways. These measures were expected to foster a more stable, motivated workforce and improve overall service standards.

RECOMMENDED CITATION

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