

FACTORS ASSOCIATED WITH JOB PERFORMANCE AMONG FRONT-OFFICE AND HOUSEKEEPING STAFF AT RED PLANET HOTEL ORTIGAS, PASIG

ABSTRACT

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KEYWORDS

*job performance, employee
satisfaction, front-office staff,
housekeeping staff, hospitality
industry, red planet hotel
ortigas*

ARTICLE ID

AASGBCPJMRA-AB00311

Employee satisfaction and job performance are important in the hospitality industry, particularly among front-office and housekeeping personnel who contribute directly to guest experience and hotel operations. Workload, compensation, leadership, work environment, work schedules, and job security may be associated with employee satisfaction and performance. This study examined these factors among front-office and housekeeping staff at Red Planet Hotel Ortigas, Pasig. The study used a descriptive research design and purposive sampling. A validated survey questionnaire assessed work environment, motivation, supervision, workload, and related employment conditions. With management approval, the researcher personally distributed and collected the questionnaires and informed respondents that participation was voluntary and responses would remain confidential. Most employees were young, single, and college graduates, and more respondents worked in housekeeping than in the front office. Employees generally reported favorable perceptions of workload, schedules, guest relations, salary and benefits, work-life balance, and job security. Compensation and fair treatment were identified as strong motivators. A significant positive relationship between job performance and employee satisfaction was reported. Challenges included work pressure, multitasking, physical fatigue, technical concerns, and long working hours. The findings suggest that workload, schedules, guest relations, compensation, benefits, job security, and work-life balance are associated with employee performance and satisfaction. Improving staffing, workload allocation, technical support, fair treatment, and compensation may address reported concerns. Because the study was nonexperimental, it cannot establish that these factors caused changes in job performance.

RECOMMENDED CITATION

Arnigo, A. P., Bos, J. L., Pacheco, R. K., Salvo, A., Taboclaon, G. B., & Tangonan, S. (2026). Factors Associated with Job Performance among Front-Office and Housekeeping Staff at Red Planet Hotel Ortigas, Pasig. *Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts*, 8(6), 57.