

Problems and Challenges Encountered by In-premise Restaurant Managers of Tuguegarao City

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Abstract

The rapid development of the restaurant industry in Tuguegarao City often depends closely with the employees training, turnover rate, and unpredictability of distinct challenges faced by the restaurant managers. Therefore it is necessary that they must implement strategies and develop set of solutions in order to facilitate the improvement of these problems. Indeed the overall success of the restaurant industry lies in the sound and outstanding management of the restaurant managers. The study sought to find out the problems and challenges encountered by in-premise restaurant managers of Tuguegarao City and develop an intervention plan to address the identified problems and challenges. The research approach, design and method that were used in the study were the descriptive design using survey method. In this descriptive survey, the researchers floated questionnaires to the selected in-premise restaurant managers of Tuguegarao City. The study was conducted from February to June 2017. It investigated the extent of the most pressing problems in terms of human resource in the aspects of employees work values, compensation, performance and competency and seminars and trainings. The researchers concluded that the in-premise restaurant managers share common problems and challenges in terms of employees' work values, performance and competency as well as trainings and seminars. Moreover, some variables contribute to the most pressing problems and challenges which pinpoint areas of intervention for each in-premise restaurants.

Keywords: In-premise restaurant; Problems and challenges; Intervention plan; Work values; Compensation; Performance; Competency; Seminars and trainings

Introduction

Conceptual framework

The framework introduces, describes and explains why the research problem under study exists. It shows all about the study and how could it be done to come up with an output and feedback to answer the questions stated in the input. It is used for conceptual distinctions and to organize ideas to achieve the research study purpose [1].

The primary goal of the study is to determine the problems and challenges encountered by in-premise restaurant managers of Tuguegarao City [2]. For us to achieve this, we must gather data about the participants profile and the extent of the most pressing problems encountered by the in-premise restaurant managers in the aspects of work values, compensation, performance and competency as well as seminars and trainings. In gathering data, we will float questionnaires to derive an output which will be shown on the Research Paradigm [3-6].

Statement of the problem

This study entitled "Problems and Challenges Encountered by the In-Premise Restaurant Managers of Tuguegarao City" will seek to investigate the problems of in-premise restaurant managers of Tuguegarao City [7-10].

Specifically, it sought to answer the following:

What is the profile of the in-premise restaurant managers in terms of:

- Gender,
- Age,
- Years of Experience, and
- Highest Educational Attainment?

To what extent are the most pressing problems encountered by in-premise restaurant managers in terms of:

- Work Values of Employees,
- Compensation,
- Performance and Competency, and
- Seminars and Trainings.

Is there significant difference in the extent of problems encountered by the In-Premise Restaurant Managers when grouped according to profile variables?

What suggestions or recommendations can be implemented to address the identified problems and concerns?

Methodology

Research design

The research approach, design and method that were used in the study is the descriptive design using survey method to assess the challenges and problems encountered by in-premise restaurant managers of Tuguegarao City. In this descriptive survey, the researchers floated questionnaires to the selected in-premise restaurant managers of Tuguegarao City. It focused on the most pressing problems and

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challenges they encountered depending on the profile of the managers. The researchers conducted the study after the approval of the dean and participants after that, the researchers analysed the gathered information [11-15].

Research participants

The participants of this study are the in-premise restaurant managers of selected restaurants of Tuguegarao City.

Research instruments

The instrument used in gathering data is questionnaire. The questionnaire was patterned from the study of Cathy Anz [1] entitled “Issues and Concerns for Restaurant Owners and Managers”. It is composed of three parts: Part I. Profile of the In-Premise Restaurant Managers of Tuguegarao City. Part II. In-Premise Restaurant Managers will assess the extent of the most pressing problems they encountered. Part III. Suggestions or recommendations that can be implemented to address the identified problems and concerns. The questionnaire was pre-tested, improved and validated in order to ensure its validity and reliability (Table 1).

Data gathering procedure

The following are the data gathering procedures that were used in the conduct of the study:

1. A written request by the researcher was forwarded to the Dean, in order to seek permission to conduct the study and allow them to float the questionnaire to some of the selected In-Premise Restaurants of Tuguegarao City.
2. A written request by the researcher was forwarded to the in-premise restaurant managers, in order to permit the researcher to conduct the study and allow them to float the questionnaire to some of selected In-Premise Restaurants of Tuguegarao City.
3. The data gathered and obtained through the questionnaire were tabulated, analysed and interpreted.

Data analysis

The following are the tools that were used for the study:

1. Frequency Counts and Percentage Distribution was utilized to present the participants profile.
2. ANOVA (Analysis of Variance) was utilized to determine the significant difference in the extent of problems encountered by the In-Premise Restaurant Managers when grouped according to profile variables.
3. Weighted Mean and Percentage Distribution was utilized to present the evaluation of the participants regarding work values

Restaurant	Frequency	Percentage
Crown Restaurant, Crown Hotel	1	7.70
Michelles, Hotel Roma	2	15.38
Culinare, Hotel Carmelita	2	15.38
Café Asuncion, Pulsar Hotel	2	15.38
Jaroh Restaurant, Valley Hotel	2	15.38
Lories, Hotel Lorita	1	7.70
Mezza, Mango Suites	2	15.38
M Kitchen, Casa Angela	1	7.70
Total	13	100.00

Table 1: Frequency and percentage distribution of participants.

Scale	Qualitative Interpretation
4.20-5.00	Always
3.40-4.19	Often
2.60-3.39	Sometimes
1.80-2.59	Rarely
1.00-1.79	Never

Table 2: Arbitrary scale.

of employees, compensation, performance and competency as well as seminars and trainings (Table 2).

Results and Discussion

Profile of the participants

Gender - Majority of the participants are female.

Age - Majority of the participants are within the age bracket of 25-30 years old.

Years of experience - Majority of the participants years of experience is 4-6 years.

Highest educational attainment - Majority of the participants are college graduates.

The extent of the most pressing problems encountered by participants in terms of:

Work values of employees - The participant’s staff “SOMETIMES” observe their work values with an over-all mean of 3.3.

Compensation - The participant’s staff are “OFTEN” compensated well with an over-all mean of 4.18.

Performance and competency - The participant’s staff “SOMETIMES” comply with the establishments standards of performance and competency with an overall mean of 2.86.

Seminars and trainings - The participant’s “RARELY” conduct seminars and trainings to the employees with an over-all mean of 4.29.

Significant difference on the extent of the most pressing problems encountered by the in-premise restaurant managers when grouped according to profile variables.

Gender - There is a significant difference on the extent of the most pressing problems encountered by the participants when grouped according to gender.

Age - There is a significant difference on the extent of the most pressing problems encountered by the participants when grouped according to age.

Years of experience - There is no significant difference on the extent of the most pressing problems in terms of Compensation when grouped according to years of experience. However, there is a significant difference in terms of Work Values of Employees, Performance and Competency, and Seminars and Trainings when grouped according to years of experience.

Highest educational attainment - There is a significant difference on the extent of the most pressing problems encountered by the participants when grouped when group according to highest educational attainment.

The most preferred suggestions and recommendations that can be implemented to address the identified problems and concerns are the following:

- Identify the problem, needs and why it happened to solve the problem. Briefing the employees about the do's and don'ts of the company.
- Find some time to have seminars for the employees even they are at work.
- Always have an endorsement before and after duty for the better flow of operations.
- Give good conditions for the employees to give their full service to the guests and customers.

- We ensure that all problems we encountered in our in-premise business addressed through talking to our staff and conduct small meeting to arrange our working system. Thank you.
- Have monthly evaluation for the employees.
- Monitor the performance of employees and give rewards.

Intervention Plan

Problems and Challenges Encountered by In-Premise Restaurant Managers of Tuguegarao City is given in below Table 3.

Restaurant	Variable	Identified Problems/Challenges	Qualitative Description
Restaurant 1	Work Values of Employees	Employees have attendance problems.	Always
	Performance and Competency	Employees do not observe exact delivery of service. (e.g. time of waiting) Employees inefficiently perform order taking. Lack of knowledge in menu planning and presentation. Employees do not observe proper phraseology procedures. Good working conditions are not established.	Often
	Seminars and Trainings	Failure to identify the specific needs of learners for their own development. Constraints of time for preparation and participation in learning event. Lack of funds to sustain and support seminars and trainings. Absence of highly trained speakers to conduct the seminars and trainings.	Sometimes
Restaurant 2	Work Values of Employees	Employees have attendance problems. (e.g. Absenteeism and Tardiness) Employees walk out during shifts.	Often Sometimes
	Performance and Competency	Employees do not observe exact delivery of service. (e.g. time of waiting) Employees inefficiently perform order taking. Lack of knowledge in menu planning and presentation. Employees do not observe proper phraseology procedures. Good working conditions are not established.	Often Sometimes
	Seminars and Trainings	Failure to identify the specific needs of learners for their own development. Lack of funds to sustain and support seminars and trainings. Absence of highly trained speakers to conduct the seminars and trainings.	Often
Restaurant 3	Work Values of Employees	Employees have attendance problems. (e.g. Absenteeism and Tardiness) Employees walk out during shifts.	Often Sometimes
	Performance and Competency	Lack of knowledge in menu planning and presentation. Employees do not observe proper phraseology procedures. Good working conditions are not established.	Always Sometimes
	Seminars and Trainings	Failure to identify the specific needs of learners for their own development. Unable to provide seminars and trainings to help make employees highly competitive. Constraints of time for preparation and participation in learning event. Lack of funds to sustain and support seminars and trainings. Absence of highly trained speakers to conduct the seminars and trainings.	Always
Restaurant 4	Work Values of Employees	Employees maintains a sense of honesty and integrity above all else. Employees' exhibits professional behaviour at all times.	Never
	Seminars and Trainings	Lack of funds to sustain and support seminars and trainings. Absence of highly trained speakers to conduct the seminars and trainings.	Sometimes
Restaurant 5	Work Values of Employees	Employees have attendance problems. (e.g. Absenteeism and Tardiness)	Sometimes
	Performance and Competency	Employees do not observe exact delivery of service. (e.g. time of waiting)	Sometimes
	Seminars and Trainings	Failure to identify the specific needs of learners for their own development.	Always
Restaurant 6	Performance and Competency	Employees do not observe exact delivery of service. (e.g. time of waiting)	Sometimes
Restaurant 7	Work Values of Employees	Employees have attendance problems. (e.g. Absenteeism and Tardiness) Employees walk out during shifts.	Always Sometimes
	Performance and Competency	Employees do not observe exact delivery of service. (e.g. time of waiting) Employees inefficiently perform order taking. Lack of knowledge in menu planning and presentation. Employees do not observe proper phraseology procedures. Good working conditions are not established.	Always
	Seminars and Trainings	Failure to identify the specific needs of learners for their own development. Constraints of time for preparation and participation in learning event. Absence of highly trained speakers to conduct the seminars and trainings.	Always
Restaurant 8	Work Values of Employees	Employees have attendance problems. (e.g. Absenteeism and Tardiness)	Often
	Performance and Competency	Employees do not observe exact delivery of service. (e.g. time of waiting) Employees inefficiently perform order taking. Lack of knowledge in menu planning and presentation. Employees do not observe proper phraseology procedures.	Sometimes Often
	Seminars and Trainings	Failure to identify the specific needs of learners for their own development. Unable to provide seminars and trainings to help make employees highly competitive. Lack of funds to sustain and support seminars and trainings. Absence of highly trained speakers to conduct the seminars and trainings.	Sometimes

Table 3: Problems and challenges encountered by in-premise restaurant managers of Tuguegarao City.

Conclusion

Based on the findings, the following conclusions were drawn:

- The in-premise restaurant managers share common problems and challenges in terms of employees work values, performance and competency and trainings and seminars.
- This research concludes that some variables contribute to the most pressing problems and challenges encountered by in-premise restaurant managers. By identifying these variables the research is able to pinpoint areas of intervention that can help to address the identified problems and challenges.

Recommendations

In the light of the findings and conclusions drawn, the following recommendations and suggestions are deemed important:

- The researchers proposed an intervention plan to address the identified problems and challenges encountered by the in-premise restaurant managers of Tuguegarao City.
- The managers should come up with programs that would enhance relationship with the employees.
- The managers should come up with programs that would enhance relationship with the employees.
- The establishment may hold a seminar concerning the duties and responsibilities of their staff.
- Trainings for new employees should be conducted to enhance their knowledge and skills about the industry. Employees should be aware of all kinds of customers that they may encounter in their workplace.

- A follow-up study may be conducted to evaluate the effectiveness of the proposed intervention plan.

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