

## **ABSTRACT**

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"Factors Affecting the Internal Communications in  
Restaurants in Naga City"

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This study was conducted to determine factors affecting the internal communications between supervisors and food crew of restaurants in Naga City? Specifically, it aimed to answer the following: 1. What is the demographic profile of supervisors and food crew? and 2. What are communication problems between the supervisors and food crew?

The study employed the descriptive research design to gather information about the communication problems between supervisor and food crew of restaurants. The main tool used in gathering data were documentary analysis, informal or structured interview and survey questionnaire. The frequency count and percentage technique and weighted mean were the main statistical tools applied in the study. The respondents of the study were supervisors and food crew.

Findings revealed that 1.) Of the 96 respondents, majority were female at 56 or 58.33% and 40 or 41.67% were male. Most of the respondent's age was between 21-25 years old with 43 or 44.79% and the least respondents belonged to 30 years old and above with 12 or 12.5%. As to status, 55 or 57.29% were single, 39 or 40.63% who were married, 2 or 2.08% who are widow. As to educational attainment, 90 or 96.97% were college graduate, 4 or 4.17% were graduated of 2-year course and 2 or 2.08% who were high school graduate. As to present position, 48 or 50.00% were service crew and 9 or 9.38% were dish washer. As to working experience in a restaurant, 42 or 43.15% with 1-3 year experience and 8 or 8.33% with 10 year experience and above. As to salary, 48 or 50.00% had a salary ranging from P50,001-10,000 monthly and 9 or 9.38% who had a salary ranging from P15,001-20,000. 2.) As to communication problems, the most communication problem is that the request/queries/complaints of food crew are not acted immediately by the supervisors, supervisor is not open-minded. 3.) Along personality traits, that the most perceived factor is that supervisors have a pleasing personality with a mean of 3.79

interpreted as Always. The least perceived factor by food crew is that they cannot approach their immediate supervisor about their problems with a mean of 3.49 interpreted Sometimes who rank 7. Along verbal expressions, the most perceived factor of food crew is that supervisors make use of polite expressions with a mean of 3.79 with a qualitative description of at rank 1. Always. The least perceived was supervisors can easily put his ideas across with a mean of 3.54 with qualitative description of Always at rank 9. Along human relations, the most perceived is that they always regarded supervisor as their father/mother/elder with 3.79 or rank 1. The least perceived factor of food crew is that supervisor does not talk with them about their personal problems with 3.50 or rank 8 with qualitative rating of Sometimes at rank 10

The results indicated that a pleasing personality, skills in expressions and human relations contribute to the communication effectiveness of supervisors. Supervisors, in order to enlist the loyalty and cooperation of their staff should take care not to prick their ego. Supervisors of restaurants must have the ability to transmit thoughts and ideas to others, may will be the most important single element in developing good interpersonal relations.

The researchers recommend that 1) participatory planning and dialogue should be undertaken with the supervisors and food crew so that there will an easier channel of communication. 2) Supervisors and food crew must possess strong personality, characteristics, and sound practices that will show better quality of interpersonal relationships between him and the food crew. They must have certain personal qualities like warmth of personality, friendliness, considerations, integrity, patience to others, courtesy in speech, empathy, humility, and respect for ones personality.