

ABSTRACT

CEAS, GREYSON LLOYD A. (2015). Mariner's Polytechnic Colleges, Naga City. "WORK ETHICS AND PRODUCTIVITY OF EMPLOYEES IN THE HOSPITALITY INDUSTRY".

Adviser: Mariel R. Estrella, Ph. D.

Keywords: Work Ethics, Productivity, Ethical Issues on employment, Ethical issues on Human Rights

The main objective of this study was to determine the effects of Work Ethics and Productivity of Employees in the hotels and restaurants along employment practices and human rights. It answered the specific problems: 1. What are the factors that influence ethics? 2. What are the ethical issues that emerge in the Hotels and Restaurants along employment practices and human rights? 3. What is the level of productivity of the employees in the Hospitality Industry?

This study used the survey questionnaire to evaluate the effects of work ethics and productivity of the employees.

The findings shows that 1.) There are several factors that influence work ethics. Among the values, shows commitment to work had a weighted mean of 3.80 interpreted as very high influence and ranked 1. The least was it exudes discipline at 3.10 interpreted as high influence at rank 4. Along, work background as influence in work ethics, the highest at rank 1 was work previously in reputable companies with a weighted mean of 3.79 interpreted as very high influence. The least was previous employees vouch for him / her at 2.00 interpreted as moderate influence at rank 4. Along personality as an influence in work ethics, dependable and fair had a weighted mean of 3.86 interpreted as very high influence at rank 1. The least was optimistic at 2.89 interpreted as high influence at rank 3. Along top management as an influence in work ethics, clear organizational structure with a mean of 3.65 interpreted as very high influence and ranked 1. The least was functions of managers are well-defined at 3.15 as high influence at rank 4. Along reward system as an influence in work ethics, rank 1 was selection process is accurate at 3.87. The least was selection process is fair with a mean of 3.45 at rank 4. All of these were interpreted as Very High Influence. 2.) Among the employment issues, irrational deduction from pay at was the high issue that emerges in the workplace at 3.50. The deduction would not benefit the employee and it would be unreasonable in the

circumstances. The least was poor performance with a mean of 2.50 interpreted as a slight issue. Among the human rights, workplace is not appropriate and conducive at 3.59 interpreted as a high issue and ranked 1. The least was benefits and privileges are not given as prescribed by law at 3.30 interpreted as high issue. 3.) Along creativity, they have a very high productivity with the weighted mean of 3.68 because the respondents are artistic people. When they have events, they make a creative presentation to attract guests. Along personal grooming, they have a very high productivity with the weighted mean of 3.64 because their uniforms are clean, their personal hygiene are clean. Clean personal grooming means clean working ethics. Along performance appraisal, they have a very high productivity with the weighted mean of 3.54 because their performance has few mistakes but they have overall good performance. Along quality, they have a very high productivity with the weighted mean of 3.45 because they train to give a good service to customers. Along quantity, they have a very high productivity with the weighted mean of 3.32 because they have many tasks are completed and accurate. Along tardiness/absenteeism, they have a very high productivity with the weighted mean of 3.30 although some employees are absent or late because they have medical problem or they have other things to do. Along adherence to policy, they have a very high productivity with the weighted mean of 3.27 although some employees are not following to the rules so the managers scolded them to not do it again. 4.) On the positive effects, Loyalty was the highest with a frequency of 27. Employees tend to be loyal to the employers if they have a high work ethics. The second was good feedback which had the frequency count of 13. The third was skilled employees with 10 respondents. Having skilled employees yields customer satisfaction. On the negative effects, benefits was the highest with a frequency of 27. Benefits are given to an employee due to its service to the establishment. Next was less employee which had 13 respondents. If an establishment will not ensure the benefits of their employees, its result most likely be a decrease in the number of employees through resignation. The least was High Salary which had 10 respondents. Those with good work ethics often demand high salary and an establishment is compelled to pay the legal rate for all employees.

The conclusions were 1.) Among the factors, the reward system had the biggest influence the work ethics in the hospitality industry. The least influence was work background. 2.) There were more issues on human rights than employment in the hospitality industry. 3.) The highest level of productivity

is creativity while the lowest is adherence to policy. 4.) There are both positive and negative effects of work ethics on the productivity of the employees.