

**JOB SATISFACTION OF FOOD SERVICE WORKERS
IN FAST FOOD OUTLETS IN SAN JOSE CITY**

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BIOGRAPHICAL SKETCH

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- The Researcher

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ABSTRACT

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There is a general understanding that the overall productivity and success of an organization depends on the employees' job satisfaction. For that purpose, this research was aimed at determining the degree of job satisfaction among food service workers in fast food outlets of San Jose City. This study has found anchorage on Herzberg's 2 Factor Theory of Job Satisfaction. Descriptive-correlational methods were used. The findings revealed that most food service workers are female young-adults. Furthermore, majority of the respondents are single, college undergraduate students and are minimum wage earners. In terms of the job satisfaction, it was found that the food service workers are satisfied with their current job in the fast food industry on all areas. However, both salary and nature of work had the lowest satisfaction rating. Consequently, the respondents' co-workers were found to be the most satisfying factor in the workplace. The statistical test had indicated that job satisfaction among food service workers do not significantly differ when they are grouped based on the demographic profile. As a result of the study, an improvement in the terms and conditions of employment was recommended.

Keywords: job satisfaction, food service workers

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