



EMPLOYEE STRESS MANAGEMENT AND JOB SATISFACTION IN THE RESTAURANT INDUSTRY

Christine Mae Santiago Lopez

Hospitality Management Department, College of Tourism and Hospitality Management, De La Salle University
– Dasmariñas, Cavite, Philippines

Abstract: Stress is hard to avoid since it pervades all aspects of our lives. Assisting restaurant managers in developing relationships with their employees can aid in stress management. The objective should not be to remove all stress; instead, it should be to reduce unnecessary stress while effectively managing the rest. Stress relievers that cure stress on both a physical and psychological level are typically included in the most successful stress management regimens. the workplace is important because it can have a positive and negative impact on employee engagement. While concealing one's emotions might make participation more difficult, being in an aggressive environment can have the opposite effect. Employee engagement may be harmed by the frequency with which others in your environment openly and consistently express unpleasant feelings. Restaurant owners are becoming increasingly worried about workplace stress. Age, civil status and departmental position have no bearing on how stressed an employee is. Stress is a problem that affects all employees, regardless of their level of education or other circumstances. As a result, when restaurant employees in Dasmariñas Cavite are categorized according to their demographic profile, there is no substantial variation in the impact of stress management.

Keywords: Stress, Physical, Workplace, Employees, Environment.

INTRODUCTION

Working in a restaurant isn't as easy as it appears. They could be dealing with a variety of client complaints, lengthy work hours (up to 50 hours per week), tardiness and absences, an unpleasant work atmosphere, and management. These are some of the stresses that a restaurant employee faces. They may also have familial troubles, such as financial instability, family support, and health concerns. Stress is impossible to escape because it is present in everything we do, from day-to-day adjustments to major events. The goal should not be to eliminate all stress; rather, it should be to limit unneeded stress while managing the rest well. Assisting restaurant managers in creating relationships with their staff in order to promote a healthy working environment can help with stress management. The results of this stress management assessment for restaurant employees will be beneficial, assisting restaurant management, owners, and businesses in maintaining a harmonious relationship between employees and management.

Furthermore, Loo. P (2021). Despite the fact that dealing with client complaints is one of the most challenging responsibilities for service workers, hotel seminars on the subject have just recently begun. Restaurant employees work from 8 to 12 hours every day, six days a week to sustain Arroyo (2020), with Saturdays and Sundays off. Working in a restaurant allows you to meet a lot of new individuals. The individual should be able to work rapidly while also being mindful of their surroundings. Restaurants are wonderful locations to visit for individuals of all ages. It's for customers or employees. Restaurants generate revenue. It can also be stressful, particularly for those who work in the sector. Every day, new possibilities in the restaurant industry present themselves. Worker's mind to many sorts of strain and suffering stress, exhaustion, facing intense and contentious discussions, and lastly, adjust the restaurant industry's working environment Furthermore, stress affects everyone differently, and we all interpret stress in different ways. A variety of approaches can be used to effectively manage stress, according to Scott (2021). Stress relievers that address bio-psychosocial components of stress, as well as aiding the development of resilience and coping abilities, are often included in the most successful stress management regimens. By passing the Mental Health Act, the government made a step toward asserting the right to quality mental health and mental health treatments for all Filipinos, not only workers, according to Samsom, M (2018). (Republic Act No. 11036). The Department of Labor and Employment has approved this letter, which is addressed to 1) Create guidelines and standards for workplace mental health initiatives that are appropriate and evidence-based. 2) Create policies that encourage mental health and well-being while eradicating the stigma and discrimination associated with mental illness.

Background of the Study

The goal should not be to eliminate all stress; rather, it should be to limit unneeded stress while managing the rest effectively. Stress has an impact on each of us in different ways. The most successful stress management regimens frequently include stress relievers that treat stress on both a physical and psychological level, as well as aiding in the development of coping abilities and resilience. According to Petkovic, 50 percent of workers say stress is present in their employment in 2020. Job rearrangement, job uncertainty, overtime work, an excessive workload, and harassment are the most typical sources of stress. In terms of the study, we have two categories: kitchen staff or backup and dining staff or frontline, both of which will assist the study in determining who a company has engaged and employees in Dasmarinas Cavite. The kitchen crew, in particular, functions as utility employees in the fast-paced kitchen, assisting head cooks, kitchen staff, supervisors, and waiting for the staff with various aspects of meal planning and serving. The front of a dining establishment, on the other hand, starts with generating and maintaining curbside appeal, or keeping the restaurant looking nice and welcome.

In addition, the respondents in this study included restaurant kitchen and dining personnel; Age, gender, civil status, occupation, educational achievement, length of service in the firm, and Section were all included in their profiles. The experts will predict that the majority of restaurant employees will struggle to cope with the stress brought on by the epidemic. This research study will provide specific data that may be used to increase the administration's ability to construct a better conceived program for the development of their employees depending on the work at hand. The goal should not be to eliminate all stress; rather, it should be to limit unneeded stress while managing the rest well. Many individuals are familiar with some sources of stress, yet each person is unique. It is also contingent on the outcomes. The researchers will focus their efforts in Dasmarinas, Cavite, on restaurant employees' working conditions. It's proven tough to quantify the impact of restaurant stress management on employees. It will help to clarify the relationship between management and employees. Based on the results of the restaurant employees in Dasmarinas Cavite, this research study will provide precise information that may improve the administration's ability to design a better conceptualized stress management tool.

2. CONCEPTUAL FRAMEWORK

The conceptual paradigm by utilizing the IPO's in this study gave an overview of the researchers' aim to identify the demographic profile of the respondents, assess the impact of stress management in the following variables: physical, emotional, cognitive, and behavior. Additionally, researchers are comparing responses to see whether there is a correlation between responders. Google Forms will be used to process the questionnaire created by researchers. The results of the survey will be studied by the researchers, who will offer an upgrade or enhancement to address the Impact of stress management on restaurant's employees in Dasmariñas Cavite.

The input-process-output paradigm has long been the most preferred way for studying and describing team performance, according to psychology Research (2021). It has had a significant impact on group research and is still doing so. The approach is based on fundamental systems theory, which asserts that the overall structure is In determining how well it will perform, the individual components are just as crucial. The IPO model is also causal, with outputs resulting from a range of group behaviors influenced by a number of input variables.

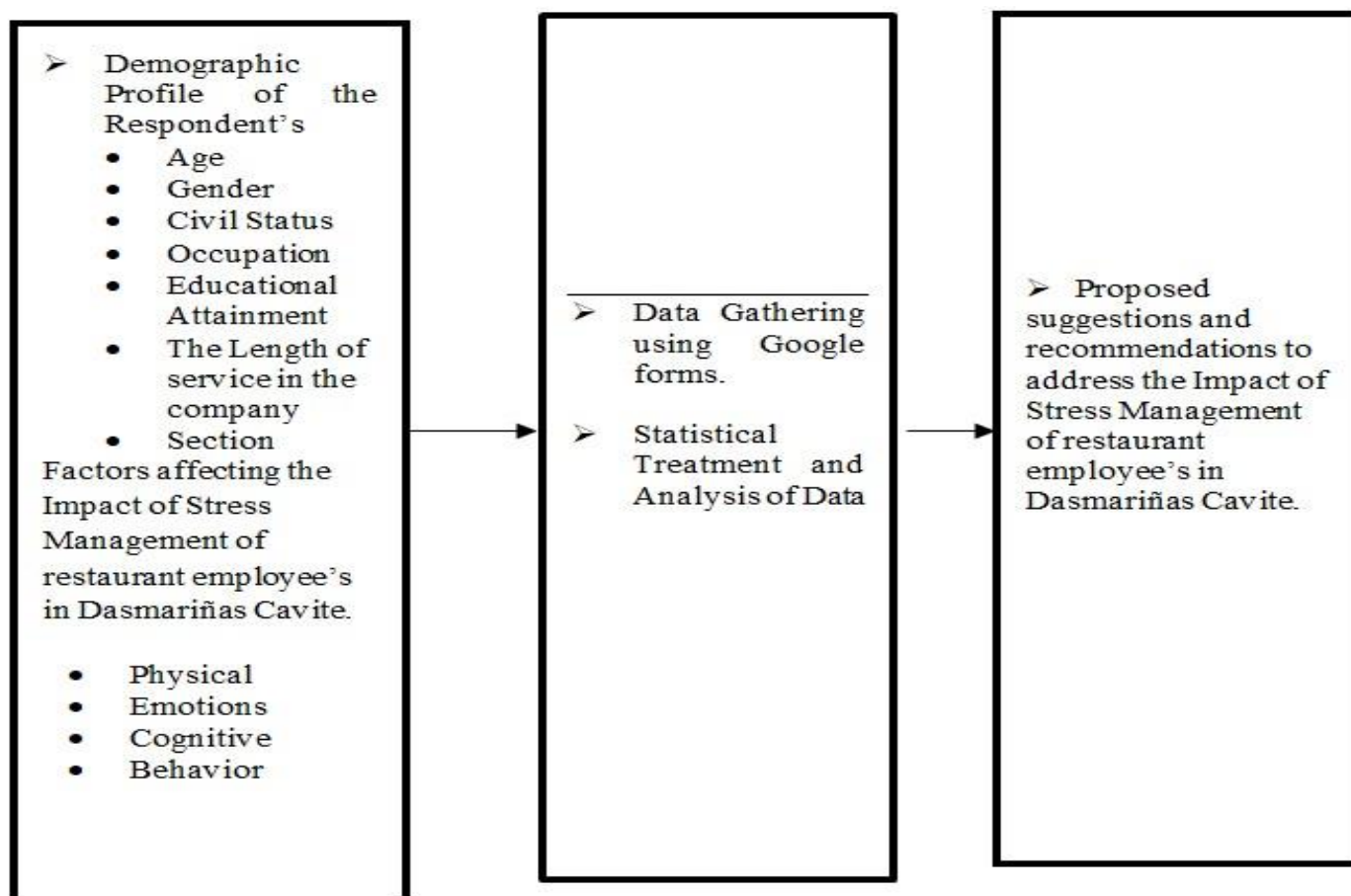


Figure 1. Research Paradigm on the Impact of Stress Management on Restaurant Employee's in Dasmariñas, Cavite

Statement of the Problem: This study will aim to answer the following questions:

1. What is the demographic profile of the respondents?
 - 1.1 Age
 - 1.2 Gender
 - 1.3 Civil Status
 - 1.4 Occupation
 - 1.5 Educational attainment

- 1.6 Length of service in the company 1.7 Section
2. How do the respondents assess the Impact of Stress Management in terms of the following variables?
 - 2.1 Physical
 - 2.2 Emotions
 - 2.3 Cognitive
 - 2.4 Behavior
3. Is there a substantial difference between the respondents' assessments of the Impact of Stress Management and their demographic profile when they are grouped?
4. What ideas and recommendations may be made based on the study's findings to address the impact of stress management on restaurant employees in Dasmarinas, Cavite?

Statement of Hypothesis

There is no significant difference in the Impact of Stress Management on restaurant's employee's in Dasmarinas Cavite when grouped according to their demographic profile.

Scope and Delimitations

This research study will focus primary on the effects of stress management on restaurant workers in Dasmarinas city, Cavite. This study uses quantitative research design that is appropriate for the objectives of this study which is to know the effects of stress management of restaurant employees of Dasmarinas, Cavite in terms of physical emotions, cognitive and behavior. The respondents of this research study are chosen from the population of restaurant employees limited to 30 respondents also because of the restrictions of CoVid19 Pandemic. We choose Fast food restaurant

We'll be having 30 respondents for five restaurants and 6 per restaurant will be picked and will be divided 3 per Front line and the backup staff. Purposive sampling was used to choose respondents from a population that met the standards or criteria for the respondent's profile. The respondents were chosen based on the data and information that this survey aims to collect, which is relevant to restaurant employees, thus the respondents must work in a restaurant. The respondents were selected from a 100 population of restaurant employees from the said restaurants. Furthermore, the Researchers of this study will impose the restrictions and protocols of Inter-Agency task force (IATF) and the Higher educational Institution (HEI) memorandum order. Lastly, the study acknowledged its shortcomings, emphasizing the importance of respondents' privacy while providing information via Google forms.

3. LITERATURE REVIEW

Employees' mental health is currently the cause of frequent absenteeism and work incapacity in most countries. The majority of workplace interventions try to improve one's resilience. Mental health in the workplace refers to the interaction between individuals, their workplace, its parts, and the entire firm. It has been demonstrated that organizational and management skills are essential. Louise claims that (2020), Psychological factors play a role. Factors substantially impact a worker's mental health and job performance.

Furthermore, according to King, B. (2017), Regardless of their mental health, all employees increased their drug use during the epidemic and expressed a desire to work in new industries in the future. Theoretical and practical implications Theoretical and practical ramifications are discussed in detail. investigated. Given this serious situation, it is timely to look into how restaurant workers are faring under such difficult circumstances, particularly in terms of mental health and, more precisely, its antecedents and consequences. Despite its significant growth in Malaysia, Low income, long hours, a lack of benefits, hard labor, physical tiredness, and a lack of recognition have long been linked with the restaurant industry, all of which contribute to increased employee stress. Job-related stress is a rising source of concern among restaurant owners, as it has a substantial impact on employees'

performance and productivity. Furthermore, excessive and unmanaged stress can be harmful to employees' health because it affects their mental and physical well-being (Ghazali et al. (2020) One of the cornerstones of a sustainable work environment is the design of workspaces and equipment. It could be a factor that raises the risk of illness, stress, or frustration. It can become a prerequisite for a work environment that is well-suited to the person, the surroundings, and the company (Osterman et al., 2017). Another benefit is that employees may be eligible for advancement. Although dealing with an unpleasant customer might be frustrating, it can also help workers develop the maturity and professionalism they'll need for the next/next career opportunity (Crews Europe, 2019). Haemi Kim and Hailin Qu are Haemi Kim and Hailin Qu, respectively (2018 Study looks at the effects of emotional job demands and fatigue on employee incivility toward customers and coworkers. Front-line employees in the full-service restaurant business in the United States are the participants in this study. The study focuses on the link between customer and worker behavior. Also, managers must guide and encourage their staff to conduct appropriately in the work environment to maintain a positive attitude and a sense of loyalty and devotion to the firm, employees must feel valued at work. According to Employ sure (2020), Having neat and professional appearance benefits both the employee's reputation and the company's image. A well-kept, professional appearance, regardless of any beauty bias or imagined halo effect, provides significant benefits in all social interactions. Customers and clients will have more faith in that individual, which will boost their faith in your firm. Simply by appearing professional, the individual becomes more productive at their job - assuming they can carry out the role's criteria in the first place. Workplace cognitive demands are high today, and they will continue to be so in the future. Despite the fact that cognitive strain associated with work environments and ways of working is widely recognized and actively discussed as a significant risk factor, Only, a few studies have been conducted. Attempted to develop settings that better support humans were completing cognitively demanding tasks systematically and directly. Cognitive strain's effects on job performance and employee well-being, as well as intervention studies into how to manage work environments to enhance performance and well-being. Kalakoski, V. (2020), Unusual (2021), can have a negative impact on our day for some people. Some people may get disengaged from their jobs, while others may miss work entirely. Our data show that emotional culture and degrees of involvement have a clear relationship. Employee engagement has a significant impact on a number of key business outcomes, giving it a persuasive case for managing emotions at work. Burying emotions can harm participation, However, being in a hostile environment can have the same effect. When people in your environment freely and frequently express unpleasant emotions, it can negatively impact employee engagement.

4. METHODOLOGY

Research Design

This chapter explains the research methodology and processes that were employed to conduct the study. This comprises the research design, study subjects, data collection devices and techniques, and statistical data treatment.

This study is designed in quantitative form and we will use quantitative techniques and statistical treatments of data. This study is in quantitative design that fits the overall objectives of this research study. This will include a quantitative data presentation of the acquired information, demonstrating whether there is a substantial relationship between the impacts of stress management and the effectiveness of restaurant staff. The use of questionnaires to gather the data will be in quantitative or numerical form.

Research Locale

The survey will include the involvement of 30 respondents from kfc, Jollibee, McDonald's. These restaurants are run by Filipinos in Dasmarias, Cavite, and employ local workers. The researchers will also collect information from responders at the study's stated location.

Participants of the Study

This research study will have the participants in the population of 100 workers from the 4 fast-food restaurants in Dasmariñas, Cavite. namely the, Kfc, jollibee, mcdonald's, mang insal, Greenwich. From the population of 100 workers the researchers will select 30 respondents using purposive sampling technique

Research Sampling Technique

In selecting 30 respondents from the population of fast-food restaurants. Purposive sampling will be used by the researchers, who will choose people from the population who they believe fulfill the criteria or description of the appropriate respondents for this research project.

Data Gathering Instrument

This will help the researchers understand the respondents' points of view and views in order to study the influence of stress management via the respondent's response, which will be measured in a range of values. Furthermore, the researchers will employ a 4-point Likert scale, which will allow them to present four extreme options without a neutral choice.

A questionnaire designed by the researcher served as the major data collection tool. The researcher looked through books, journals, periodicals, relevant studies, and the internet for inspiration for the instrument's items. The survey will consist of four parts. The first session will focus on the physical effects of stress management on restaurant workers. The second portion will focus on the impact of stress management on respondents' emotional well-being. The third section will look at how stress management affects the cognitive capacities of restaurant employees. The fourth section will focus on the respondents' behavioral components of stress management. In addition, the researchers will construct a separate survey/questionnaire through google forms. Respondents will be focused on the advantages of restaurants that use stress management techniques with their employees.

Scoring Responses

The questionnaire's items were rated. The highest possible score is (4), while the lowest possible score is (1). (1). The following is the scale to be used:

	Option	Scale Range	VI
	4	3.50 – 4.00	Strongly Agree- SA
3	2.50 – 3.49	Agree- A	
2	1.50 – 2.49	Disagree- DA	
1	1.00 – 1.49	Strongly Disagree-SD	

Data Gathering Procedure

The researchers will use a variety of strategies to undertake data collection procedures that will aid in the completion of the survey. To make the questionnaire straightforward and precise, the chosen professionals validated it for mistakes, comments, and improvement recommendations. Respondents fill out survey questionnaires, which the researcher uses to collect data. Once the survey questionnaires have been completed, the respondents will return them to researchers. When the questionnaires are finished, the results will be tallied and tabulated. This information will be used to provide a basis for subsequent analysis and interpretation.

Statistical Treatment of Data

To completely examine the research problem, quantitative research approaches were applied in this study. The replies of employees to the survey form were statistically examined based on their demographics. To analyze and evaluate physical, emotional, cognitive, and behavioral data, the following statistical approaches were used: 4-Point In essence, a forced Likert scale is a Likert scale. The name comes from the user's desire to express their opinion. There is no such thing as a safe and secure "neutral" option. The four-point scale is popular among market researchers because it allows them to elicit specific reactions. Market researchers love the four-point scale because

it allows them to get detailed responses. The 4point scale is perfect in some situations where a particular user opinion is required. User feedback on services/products that they have used/experienced is best captured using this method. Odd-numbered scales are common in Likert scales. In this circumstance, there is an exception to the rule. A total of 30 people from kfc, jollibee, mcdonald's, mang inasal, Greenwich. will participate in the survey. Locals work in these restaurants in Dasmarinas, Cavite, which are owned and operated by Filipinos. The frequency of anything is defined as the number of times it occurs. It is used to determine the number of persons who responded to a certain query.

According to University Libraries, the Chi-Square test of independence examines whether categorical variables are linked (2021). This is a test that is not parametric. To evaluate data, this test employs a contingency table, often known as crosstabulation. It's a technique for dividing data into two groups based on two variables. One variable's categories are displayed in rows, while the other variables' categories are displayed in columns. There must be two or more types for each variable. For each pair of kinds, each cell reflects the total number of cases. On the other hand, one-way the analysis of variance (ANOVA) analyzes the means of two or more independent groups to discover if there is statistical evidence that the population means are significantly different.

5. RESULTS AND DISCUSSION

1. What is the demographic profile of the respondents?

Table 1.1 Age

Valid	Frequency	Perc ent	Valid Perce nt	Cumul ative Percen t	Rank
18-21	57	57.0	57.0	57.0	1
22-25	34	34.0	34.0	91.0	2
30.abov e	9	9.0	9.0	100.0	
Total	100	100. 0	100.0		

Age Table 1.1 reveals the demographic profile of the respondents according to their age. The majority of the respondents are in the category of 18-21 years old having the 57 out of 100 respondents or fifty-seven percent (57.00%). In contrast, the population who got the least of the categories is 30 and above with a total of 9 respondents out of 100 or nine percent (9.00%).

In this table, it is clearly observed that employees ages 18-21 are more active in answering online platform. In addition, younger employee most likely employed in food and beverages industry. As they seem to be that they wanted to explore and learn more as newbie in the industry and of course to the field they are working with. However, ages from 30 years and above are the least, since they are growing older most of them are looking for stable job that sustain their family survival needs. According on A Conceptual Framework on Self-Employment in Later Life: Toward a Research Agenda Work, Aging and Retirement, Volume 3, Issue 4, October 2017, Pages 313– (2016) Older adults consistently have a higher rate of self-employment than their younger counterparts, and the rates of self-employment among workers continue to rise as age increases from the “young old” to the “old old.” However, we know relatively little about why older adults decide to pursue self-employment in later life, the self-employment experience itself, and the individual and societal outcomes of this growing type of work.

Table 1.2 Gender

		Frequency	Percent	Valid Percent	Cumulative Percent	Rank
Valid	Male	41	41.0	41.0	41.0	2
	Female	59	59.0	59.0	100.0	1
	Total	100	100.0	100.0		

Table 1.2 displays the gender-specific demographic profile of responses. It shows that out of 100 respondents females obtained the highest percentage which is 59% whereas, the male respondents receive 41% which indicates that it is much lower compared to the male respondents.

This implicates that most women are interested in business and also engages themselves in customer service. In addition since women are more likely good in entertaining customer and also they are on the frontline and cashiering position. In addition, women are highly competent in achieving sales growth of the company. On the other hand, male are placed as bus runner, waiter, dishwasher, kitchen helper which they are more useful by utilizing their strengths and skills.

Al-Ismael, S. (2019) women were also the most positive about flexible employment practices. Nationals and expatriate Arabs reported higher levels of satisfaction with managerial aspects of their work.

1.3 Civil Status

Table 1.3 Civil Status

		Frequency	Percent	Valid Percent	Cumulative Percent	Rank
Valid	Single	94	94.0	94.0	94.0	1
	Married	6	6.0	6.0	100.0	2
	Total	100	100.0	100.0		

This table shows that out of 100 respondents, there are huge gap when it comes to civil status nine-four percent (94%) are single while six percent (6.00%) of respondents were married.

The table implies that civil status really matters when applying in food and beverages industry. It is really obvious that most company owner likely to have a single employee as they seem that they are focus on building career development and personality enhancement. However, married employee is limited with a single digit of percentage which they are usually the high professional and most of them are highly competent. In relation to that, their position are managers, head cook, and chief of staff. In addition, they are fully trusted and committed to their workplace and most of them are regular employee.

This is furthermore related to Louise (2020), which is psychological factors play a role. Factors substantially impact a worker's mental health and job performance. As single workers are seemed to be more personally focused in a hundred percent, while married are more into half-weighted devote on their jobs. Married workers are more prone to stress as they do not only on for their work, but also their home living errands.

1.4 Occupation

Table 1.4 Occupation

		Frequency	Percent	Valid Percent	Cumulative Percent	Rank
Valid	Back of the house	1	1.0	1.0	1.0	6
	Barista	5	5.0	5.0	6.0	3
	Cashier	7	7.0	7.0	13.0	2
	Chef	2	2.0	2.0	15.0	5
	Customer Service Representative	1	1.0	1.0	16.0	7
	Front Desk Associate	3	3.0	3.0	19.0	4
	Pastry Chef	1	1.0	1.0	20.0	8
	Restaurant Supervisor	1	1.0	1.0	21.0	9
	Service Crew	79	79.0	79.0	100.0	1
	Total	100	100.0	100.0		

Table 1.4 shows the demographic profile of the respondents according to their occupation status. It shows that the highest number with 79 out of 100 or seventy-nine percent (79%) of the respondents are service crews. In contrary to the category that got the lowest number of the respondents which are in different position in particular with Restaurant Supervisor, Pastry Chef, Customer Service Representative and back of the house who 1 out of 100 or one percent (1.0%) of the population.

Since most of the target restaurants are densely populated in terms of customer, the reason why most of employees are service crew which all around task and serve the customer properly. They are the frontline of the restaurant who handle customer face to face interaction. In relation to the lowest percentage, they are solely responsible for the position they are with and most of the restaurant owner hires specific people with specific position and tasks. This is supported by the fact that Haemi Kim and Hailin Qu are Haemi Kim and Hailin Qu, respectively (2018) Study reveals that the Front-line employees in the full-service restaurant business are mostly the who are affected of emotional job demands and fatigue on employee incivility toward customers and coworkers.

1.5 Educational Attainment

Table 1.5: Educational attainment

		Frequency	Percent	Valid Percent	Cumulative Percent	Rank
Valid:	Highschool Graduate	8	8.0	8.0	8.0	4
	Senior High Graduate	26	26.0	26.0	34.0	2
	College Graduate	21	21.0	21.0	55.0	3
	College undergrad	45	45.0	45.0	100.0	1
	Total	100	100.0	100.0		

Table 1.5 reveals the demographic profile of the respondents according to their educational attainment. Wherein, the majority of the respondents are in the category of college undergraduate having 45 of respondents out of 100 or forty five percent (45.00%). On the other hand, Highschool Graduate got the lowest frequency of 8 out of 100 or eight percent (8.00%) of the total population. It clearly shows that, more on company owner bears on the educational attainment of the employees as part of their qualification. Sometime, they prefer to hire more

educative people as they seem that they are more professional enough to handle different behavior of the customer. However, employees with educational attainment up to Highschool are also considered.

This result supported Crews Europe's (2019) study, which revealed that workers who developed the maturity and professionalism they'll need will help them in dealing with unpleasant customers. Addition to this is the Employ sure's (2020) study that states that, both the employee's reputation and the company's image benefit from having a neat and professional appearance. Regardless of any beauty bias or imagined halo effect, a well-kept, professional appearance delivers significant benefits in all social encounters. By projecting a professional image, an individual can increase their productivity at work assuming they can meet the role's requirements in the first place. Another benefit is that employees may be eligible for advancement as stated by (Osterman et al., 2017).

1.6 Length of service in the company

Table 1.6: Length of service in the company

		Frequency	Percent	Valid Percent	Cumulative Percent	Rank
Valid	1 month - 3 months	35	35.0	35.4	35.4	1
	3 months -6 months	19	19.0	19.2	54.5	4
	7 months- 1 year	22	22.0	22.2	76.8	3
	1 year- 5 years	23	23.0	23.2	100.0	2
	Total	99	99.0	100.0		
Missing	System	1	1.0			
Total		100	100.0			

Table 1.6 presents the demographic profile of the respondents to their length of service in the company. Most of the respondents are in the service with 1 months-3 months with 35 percent out of 100. Based on cumulative percent thirtyfive-point four present (35.4%). On other hand the lowest number of respondents is 3 months-6 months with 19 respondents out of 100 populations.

Table presents the demographic profile of the respondents to their length of service in the company, It implicates that there are more employees who have passion and eager to work as newbie in the company. They tend to work hard and engage themselves in company's Vision, Mission and Goal. However, the least were from 3-6 months which at this stage employees show their real personality and develop misleading conception about the company. Also, in this stage they are on the probationary observation and regularization but on the counter-part there are employees who will be end of contract.

Int. J. Environ. Res. Public Health (2020) When the length of service for the current company is taken into consideration,

transactional contract fulfillment, as the representation of a company's recognition of gig workers' effort, has a stronger effect on the organizational identification of gig workers who have been working for the company for less than a year compared with those who have been working for a longer period.

1.7 Service

Table 1.7 Department

	Frequency	Percent	Valid Percent	Cumulative Percent	Rank
Va Kitchen Staff or lid Back up	38	38.0	38.0	38.0	2
Dining Staff or Frontline	62	62.0	62.0	100.0	1
Total	100	100.0	100.0		

Table 1.7 shows the demographic profile of the respondents according to their department. The majority of the respondents are in the category of Dining or frontline staff having the 62 respondents out of 100 or sixty percent (60.00%). The category that got the lowest of the categories is Kitchen or back up staff having the 38 out of 100 or thirty eight percent (38.00%).

Since most of the restaurant requires more interaction to customer it is evidently given that most of the employees are Dining staff or frontline employees. They are assigned in different position in the dining area as they focus on the best customer service on their customer as they believe that customer is the bloodline of the restaurant. In relation to the back up or kitchen staff they are more likely to have their specific position.

Jurnal Metris (2018) This research was conducted on restaurant business in North Kalimantan Province, Indonesia. To improve the performance of service innovation, companies need knowledge gained from knowledge sharing activities. A number of 150 employees working in the restaurant businesses in North Kalimantan participated in this study.

2. How do the respondents assess the Impact of Stress Management in terms of the following variables? **2.1**

Physical

Table 2.1

Effects of Physical to Stress Management	Mean	Std. Deviation	Interpretation	Rank
1. My coworker assists me in maintaining proper business manners and becoming more useful in the store.	3.47	0.64	agree	4
2. I create a new environment in which to foster better relationships with coworkers.	3.42	0.59	agree	5
3. I encourage a desire to acquire new things daily.	3.43	0.79	agree	6
4. My coworker taught me how to stay calm and relax all the time	3.43	0.62	agree	7
5. Assists me in balancing my time between my family and career.	3.49	0.67	agree	3
6. Provided me with the opportunity to mature and improve my physical attractiveness.	3.59	0.60	strongly agree	1
7. Helped me deal with problems well.	3.53	0.70	strongly agree	2
Overall mean	3.48	0.53	high impact	

For physical table 2.1 reveals that the statement that got the highest rank is statement 6 “Provided me with the opportunity to mature and improve my physical attractiveness” with verbal interpretation of strongly agree. It gathered the score of a total mean of three point fifty-nine (3.59). On the other hand, the statement that got the lowest in terms of physical aspect is statement 2 “I create a new environment in which to foster better relationships with coworkers.” which received a total mean of three point forty-two or (3.42) and verbal interpretation of Agree.

This tells that most of the respondents agree that the impact of stress management provided them to mature and improve their physical attractiveness, despite pressure given by the consumers they were able to develop these aspects with the help of stress management. However, some employees didn't possess positive reinforcement with their coworkers to develop harmonious relationship.

This pertains to Kalakoski, V. (2020), which stated that, participation can be harmed by burying feelings, but so can being in a hostile setting. Employee engagement can be significantly impacted when people in your environment openly and frequently express unpleasant feelings. Thus, good relationship and reinforcement is a must in working places.

2.2 Emotions

Table 2.2

Effects of Emotions to Stress Management	Mean	Std. Deviation	Interpretation	Rank
1. Maintain my composure in front of people.	3.42	0.73	agree	6
2. Identifies and supports others.	3.53	0.64	strongly agree	2
3. I got cultivated to be joyful, positive, and pleasant to my coworkers.	3.54	0.64	strongly agree	1
4. It helps me assist in becoming more sensitive to the sentiments of other employees.	3.34	0.78	agree	8
5. Instilled in me the desire to always love my workplace.	3.48	0.66	agree	3
6. Motivated me to be interested in other people.	3.41	0.82	agree	7
7. Motivated me to manage my emotions such as anger, sadness, and joy.	3.42	0.73	agree	5
8. Assist me in becoming more sensitive to the sentiments of other employees.	3.43	0.76	agree	4
Overall mean	3.45	0.60	high impact	

The statement with the highest mean response is statement (3) with three point fifty-four (3.54) "I got cultivated to be joyful, positive, and pleasant to my coworkers." obtained the verbal interpretation of Strongly agree. However, the statement that got the lowest mean is statement 6 "Motivated me to be interested in other people." having the result of a total three point forty-one or (3.41) and verbal interpretation of Agree.

Here, it shows that most of the respondents strongly agreed, here we can see that the effect of stress management enables them to create knowledge in a way of good interaction with their co-workers entrusted positive and pleasant relationship among them. On the other hand, some employee agreed that they are not interested to motivate other people because they focus in their own work and they tend to do it by themselves all along and not to get interested with other people.

This I to favor the notion of Scott (2021), According to this, stress can be efficiently managed through a variety of methods. Another thing to keep in mind when dealing with stress is that everyone reacts to it differently. The most effective stress management regimens often include stress relievers that address the bio-psychosocial components of stress and aid in the development of resilience and coping abilities. People vary in their method to cope and improve themselves.

2.3 Cognitive

When it comes to cognitive aspect statement number (5) "Instructed me on how to become more proficient in the workplace by generating new thoughts and concepts" have the highest rank with verbal interpretation of Strongly agreed and mean of a three-point fifty-five percent (3.55%). Meanwhile, the statement that got the least in impact

of stress management in terms of cognitive aspect is statement number (2) “Assist me in making my own decisions in the store” with mean of a three- point forty-six (3.28%) and verbal interpretation of agree.

In table 2.3, cognitive aspects tells that the respondents strongly agreed that stress management helped with building a mindset of its employees and expanding with great ideas, it will help to develop a more efficient way of productivity in the restaurant. Employees are focusing to have a good service to the restaurant they didn’t have time to falsify the management by making their own decision as they are not permitted to do it without the approval of the high people of authority.

This is supported by the accordance to Ghazali et al., (2020) that employees' health and well-being can be harmed by both their mental and physical health being negatively affected by excessive and mismanaged stress. The design of workspaces and equipment is a key component of a sustainable working environment. Illness, stress, and frustration could all be a result of it. For a work environment that is tailored to the individual, their surroundings, and their employer it can be a necessity.

2.4 Behavior

Table 2.4

Effects of Behavior to Stress Management	Mean	Std. Deviation	Interpretation	Rank
1. Assist me in becoming a more disciplined employee at our store.	3.62	0.56	strongly agree	1
2. Assisted myself in controlling my attitude toward employees.	3.55	0.66	strongly agree	3
3. Created as a tool to mold my understanding of the store's goals as an employee.	3.54	0.66	strongly agree	4
4. Enabled me to increase my self-esteem by adhering to the company's policies and procedures.	3.53	0.58	strongly agree	5
5. Enabled me to recognize the value of each individual in the organization.	3.56	0.59	strongly agree	2
6. Made me realize how important it is to recognize my worth and values at work.	3.50	0.72	strongly agree	8
7. Made me understand how critical it is for me to be recognized for my value and worth at work.	3.51	0.67	strongly agree	7
8. Assisted me in becoming more conscientious at work.	3.53	0.63	strongly agree	6
Overall mean	3.54	0.52	very high impact	

In terms of behavior table 2.4 reveals that statement (1) “Assist me in becoming a more disciplined employee at our store” placed the highest rank with a mean of three point sixty-two (3.62) which has the verbal interpretation of strongly agree. Meanwhile, statement (6) “Made me realize how important it is to recognize my worth and values at work.” received the lowest rank with a mean score of three point fifty (3.50) and has a verbal interpretation of strongly agree.

In behavioral aspect it seems that the stress management has a great impact to the employees to be more disciplined in their work placed. In addition, helped them to build their own virtue and more professional as an effective and efficient employee. On the other hand, some employees are not into valuing their worth as an employee as they work along and have the wage and compensation that most important to them. This seconded the statement that majority of workplace interventions are aimed at increasing one's ability to cope under pressure. In the workplace, mental health refers to the interactions that take place between individuals, their workplace, its components, and the entire organization. Several studies have revealed that strong organizational and management abilities are required.

Elsevier Ltd (2021). In the context of career development and professional growth, people use their skills and seek several tactics in order to obtain favors from their seniors. This study seeks to explore employees' ingratiation behavior, which is the employee's helping behavior and the supervisors' ratings of the employee's task performance.

2.5 Reference table

Table: 2.5

Interval	Level of agreement/disagreement	Impact
1.0 – 1.49	Strongly disagree	Very low
1.5 – 2.49	Disagree	Low
2.5 – 3.49	Agree	High
3.5 – 4.49	Strongly Agree	Very High

3. Is there a substantial difference between the respondents' assessments of the Impact Stress Management and their demographic profile when they are grouped?

Age

Age	Mean	Std. Deviation	p-value	decision	interpretation	Rank
Physical						
18-21	3.5388	.48522				
22-25	3.4958	.50260				
30 above	3.0476	.77919	0.035	Reject Ho	There is a significant difference	2
Total	3.4800	.53434				
Cognitive						
18-21	3.5564	.46187				
22-25	3.4412	.46440				
30 above	3.0476	.69985	0.016	Reject Ho	There is a significant difference	3
Total	3.4714	.50293				
Emotional						
18-21	3.5197	.56536				
22-25	3.4228	.58793	0.107	Failed to reject Ho	No significant difference	4
30 above	3.0694	.76319				
Total	3.4463	.59941				
Behavioral						
18-21	3.6228	.45038				
22-25	3.5404	.49879	0.007	Reject Ho	There is a significant difference	1
30 above	3.0417	.78561				
Total	3.5425	.52351				
Overall						
18-21	3.5594	.45416				
22-25	3.4751	.49468	0.021	Reject Ho	There is a significant difference	
30 above	3.0516	.75172				
Total	3.4850	.51401				

The table above indicates the significant difference of the physical, cognitive, emotional, and behavioral when it is grouped by age. Wherein the p value of physical is 0.035 and cognitive has a p value of 0.016 which both interprets that there are significant difference and rejects the alternative hypothesis. For the emotional it has a 0.107 p value which means that there is no significant difference. In terms of behavioral it has a p value of 0.007 therefore it has a significant difference and also rejects the alternative hypothesis.

The result reveals that intervals of employer's age make no significant difference in how they work, manage or experience stress. This by all means that intervals in terms of age cannot or does not affect their working efficacy and stress management. All workers in all age can be affected by stress and can cop up with stress in a way they choose.

According on A Conceptual Framework on Self-Employment in Later Life: Toward a Research Agenda Work, Aging and

Retirement, Volume 3, Issue 4, October 2017, Pages 313 (2016) Older adults consistently have a higher rate of self-employment than their younger counterparts, and the rates of self-employment among workers continue to rise as age increases from the “young old” to the “old old.” employer’s age make no significant difference in how they work, manage or experience stress, we know relatively little about

Gender	Mean	Std. Deviation	p-value	decision	interpretation	Rank
Physical						
Male	3.4843	.49988	0.947	Failed to reject Ho	No significant difference	3
Female	3.4770	.56125				
Cognitive						
Male	3.4739	.44657	0.968	Failed to reject Ho	No significant difference	4
Female	3.4697	.54240				
Emotional						
Male	3.4848	.50790	0.595	Failed to reject Ho	No significant difference	2
Female	3.4195	.65848				
Behavioral						
Male	3.5671	.46275	0.698	Failed to reject Ho	No significant difference	1
Female	3.5254	.56514				
Overall						
Male	3.5025	.45267	0.779			

why older adults decide to pursue self-employment in later life, the self-employment experience itself, and the individual and societal outcomes of this growing type of work.

GENDER

The table above shows the results of a comparison of male and female respondents' perceptions on responsiveness, physical, cognitive, emotional, and behavioral issues.

Physical has a p value of 0.947, indicating that there is a significant difference and rejecting the alternative hypothesis, Also, cognitive has a p value of 0.968, indicating that there is a significant difference and rejecting the alternative hypothesis. In contrary, the emotion has a p value of 0.595, indicating that there is no significant difference. On the other hand, it has a p value of 0.698 in terms of behavioral, indicating that there is no significant difference and rejecting the alternative hypothesis. The overall interpretation reveals that genders cannot be a basis of stress handling or impacts. Employees can be affected and may show varies impact of stress depending on their own management and dealing.

S. Al-Ismail (2019) results in his study shows that the United Arab Emirates. Women were likewise the most favorable about flexible employment practices, demonstrating that there is no substantial difference between nationals and expatriate Arabs in terms of satisfaction with management parts of their jobs.

CIVIL STATUS

Civil status	Mean	Std. Deviation	p-value	decision	interpretation	Rank
Physical single married	3.4909 3.3095	.53270 .58146	0.423	Failed to reject Ho	No significant difference	2
Cognitive single married	3.4863 3.2381	.49413 .63030	0.243	Failed to reject Ho	No significant difference	3
Emotional single married	3.4588 3.2500	.59973 .61237	0.411	Failed to reject Ho	No significant difference	4
Behavioral single married	3.5612 3.2500	.51547 .61237	0.159	Failed to reject Ho	No significant difference	1
Overall single married	single	3.4993	.50795	0.275	Failed to reject Ho	

Table 3.2 shows the results of a comparison of civil status respondents' perceptions on responsiveness, physical, cognitive, emotional, and behavioral whereas the p value for physical is 0.423, whereas the p value for cognitive is 0.243, The emotional variable has a p value of 0.411, In terms of behavioral, it has a p value of 0.159, demonstrating that there is no substantial difference between hypotheses and rejecting the alternative hypothesis. The result shows that civil status does not generate changes or substantial difference on their stress management. Civil status is not a consideration for a certain employee to do not feel stress. It pertains that there is no significant difference in the Impact of Stress Management on restaurant's employees. The chance of being stress and handling stress can be both experienced by single or married person and may differ on the impact depending on other external factors.

This is also linked to Louise (2020), who states that psychological variables have a role. A worker's mental health and job performance are heavily influenced by a variety of factors. There is no discernible difference in the impact of stress management on restaurant employees. Single workers appear to be more personally oriented at 100%, but married workers appear to dedicate a half-weighted amount of time to their professions. Married workers are more prone to stress since they are responsible for both their job and their personal lives.

	Mean	Std. Deviation	p-value	decision	interpretation	Rank
Physical Highschool Graduate	3.6250	.53961	0.346	Failed to reject Ho	No significant difference	2
Senior High Graduate	3.5769	.47720				
College Graduate	3.3197	.65451				
College undergrad	3.4730	.50030				
Total	3.4800	.53434				
Cognitive Highschool Graduate	3.6607	.52315	0.183	Failed to reject Ho	There is no significant difference	3
Senior High Graduate	3.5495	.44756				
College Graduate	3.2789	.57228				
College undergrad	3.4825	.48473				
Total	3.4714	.50293				
Emotional Highschool Graduate	3.6719	.53842	0.416	Failed to reject Ho	There is no significant difference	4
Senior High Graduate	3.5385	.44409				
College Graduate	3.3155	.67154				
College undergrad	3.4139	.64942				
Total	3.4463	.59941				
Behavioral Highschool Graduate	3.8125	.35355	0.348	Failed to reject Ho	There is no significant difference	1
Senior High Graduate	3.5721	.47060				
College Graduate	3.4226	.65488				
College undergrad	3.5333	.50523				
Total	3.5425	.52351				
Overall Highschool Graduate	3.6925	.45851	0.303	Failed to reject Ho	There is no significant difference	
Senior High Graduate	3.5592	.42112				
College Graduate	3.3342	.62666				
College undergrad	3.4757	.50963				
Total	3.4850	.51401				

EDUCATIONAL ATTAINMENT

When the physical, cognitive, emotional, and behavioral characteristics are classified by educational attainment, the table above shows a considerable difference. Physical has a p value of 0.346, cognitive has a p value of 0.183. The emotional has a p value of 0.416, It has a p value of 0.348 in terms of behavioral, indicating that there are no significant difference and rejecting the alternative hypothesis as well.

The physical, cognitive, emotional, and behavioral characteristics of employees makes no difference in terms of their education attainment. The result reveals that educational attainment makes no significant difference for how the employee's characteristics and emotional perspectives are equal, neglecting that educational attainment of employees can matter.

This finding backed up Crews Europe's (2019) research, which found that workers who have achieved the maturity and professionalism they'll require will be better able to cope with difficult clients. have no significant difference and rejecting the alternative hypothesis In addition, according to the Employ sure's (2020) survey, having a tidy and professional look benefits both the employee's reputation and the company's image.

LENGTH OF SERVICE

The findings of a comparison of respondents' perception of responsiveness, physical, cognitive, emotional, and behavioral concerns based on length of service are shown in the table above. The p value for physical is 0.098, while the p value for cognitive is 0.083, with a p value of 0.108. In terms of behavioral differences, it has a p value of 0.181, which means that there are no significant difference and rejecting the alternative hypothesis.

The result shows that perceptions of employees based on their length of service makes no significant change in terms of behavioral differences. This pertains that length in service cannot state or make matter on how the perception responsiveness, physical, cognitive, emotional, and behavioral concerns of employees should be.

This can be due to the seminar or training stage that all employees undergo before having their regular working stage, as stated by Loo. P (2021). As it was expected that in this field of work dealing with customer complaints is one of the most difficult jobs for service professionals.

DEPARTMENT

The table above reveals a no significant difference in physical, cognitive, emotional, and behavioral qualities when classified by department. Physical has a p value of 0.143, whereas cognitive has a p value of 0.212, The emotional has a 0.055 p value, in terms of behavioral, it has a p value of 0.062, showing that there are no significant differences and rejecting the alternative hypothesis.

The result reveals that even in terms of department position, stress and in physical, cognitive, emotional, and behavioral qualities shows no significant difference on its impact.

This favors the implication and consideration of the

Sansom, M. (2018) statement that, by passing the Mental Health Act, the government took a significant step toward establishing the right to adequate mental health and mental health treatments for all Filipinos, not only those in the workforce. Act No. 11036 of the Republic of the Philippines. the Department of Labor and Employment has approved this letter, which is aimed to: 1) Develop guidelines and standards for workplace mental health initiatives that are suitable and evidence-based; and 2) Promote the use of evidence-based practices in workplace

mental health initiatives. 2) Develop policies that promote mental health and well-being while also removing the stigma and discrimination associated with mental illness and its treatment. This is because at all kind of work, work or job position, and in all demographic profiles, stress can be experienced. Thus, having a legitimate guidelines and ordinance on all types of job will generate a great positive worker's employment attributes.

6. CONCLUSION

Restaurant owners are increasingly concerned about job-related stress, which has a significant influence on employee performance and productivity. It is proven and revealed in the results that factor such as age, civil status, length in service and department position make no significant difference on how a certain employee can be stressed. Thus, it is revealed in this study that stress is a matter that all employees regardless of their education attainment and other factors does not matter and make significant effect on their mental state of being stress. It is therefore concluded that there is no significant difference in the Impact of Stress Management on restaurant's employee's in Dasmariñas Cavite when grouped according to their demographic profile. Employee's demographic profile cannot be a basis to conclude whether an employee can be stressed or affected by stress.

Age

The most of the responses are between the ages of 18 and 21, representing for 57 out of 100 or 57% of the total (57.00 percent). Employees aged 18-21 are clearly more active in using the online platform to answer questions. Furthermore, younger employees are more likely to work in the food and beverage business. As newcomers to the business and, of course, the sector in which they operate, they appear to desire to explore and learn more.

Gender

Displays the gender-specific demographic profile of responses. It shows that out of 100 respondents females obtained the highest percentage which is 59%. This implies that the majority of women are engaged in business and also work in customer service. Furthermore, women are more likely to be skilled at entertaining customers, as well as being on the frontline and in the cashiering role.

Civil Status

This figure illustrates that when it comes to civil status, there is a considerable disparity among 100 respondents. Ninetyfour percent (94%) are single. The table shows that civil status is important when applying for jobs in the food and beverage business. It is evident that the majority of business owners have only one staff since they appear to be focused on career growth and personality enhancement.

Occupation

Shows the respondents' demographic profile based on their occupation status. It reveals that service personnel had the largest number of responders, with 79 out of 100 or 79% (79%) of the total. The majority of employees are service crews that do a variety of tasks and provide excellent customer service. They are the face of the restaurant, interacting with customers on a one-on-one basis.

Educational attainment

Presents the respondents' demographic profile based on their educational attainment. Whereas the majority of the respondents are college undergraduates, accounting for 45 out of 100 or 45% of the total number of respondents (45.00 percent). It clearly shows that, more on company owner bears on the educational attainment of the employees as part of their qualification. Sometime, they prefer to hire more educative people as they seem that they are more professional enough to handle different behavior of the customer. **Length of service in the company**

provides the demographic profile of the respondents in relation to their length of employment. The majority of the responders are in the service for 1 to 3 months, accounting for 35% of the total. Based on a thirty-five-point-fourpercentage-point-four-percentage-point-four-per 35.4 percent. According to the demographic profile of respondents and their length of service in the organization, there are more employees who are passionate about working as newcomers in the company. They work hard and are invested in the company's Vision, Mission, and Goal. However, the least were from 3-6 months, during which time employees reveal their true personalities and form false impressions about the company.

Department

The majority of the respondents are in the category of Dining or frontline staff having the 62 respondents out of 100 or sixty percent (60.00%). most restaurants demand more customer connection, it's no surprise that the majority of the personnel are waiters or waitresses. They are allocated to various positions in the dining area in order to focus on providing the finest customer service to their customers, since they think that the client is the restaurant's lifeblood.

Physical

Indicates that statement 6 "Provided me with the chance to develop and increase my physical appearance" received the highest score, with a verbal interpretation of strongly agree. It received a cumulative mean score of three point fifty-nine (3.59). This indicates that the majority of respondents agree that stress management helped them grow and enhance their physical beauty, despite consumer pressure. With the support of stress management, they were able to develop these features despite consumer pressure.

Emotions

The statement with the highest mean response is statement (3), which received the verbal interpretation of Strongly agree with three point fifty-four (3.54) "I got nurtured to be joyous, optimistic, and nice to my coworkers". It can be shown that the influence of stress management helps people to develop knowledge in a way that is conducive to excellent contact with their coworkers, resulting in a nice and pleasant connection between them.

Cognitive

Statement number (5) "Instructed me on how to become more proficient in the job by producing new thoughts and concepts" has the greatest rank in terms of cognitive element, with a verbal interpretation of Strongly agreed and a mean of three-point fifty-five percent (3.55 percent). According to cognitive aspects, respondents strongly agreed that stress management assisted in the development of a mentality among employees and the expansion of amazing ideas, which would aid in the development of a more efficient style of productivity in the restaurant.

Behavior

Indicates that statement (1) "Assist me in becoming a more disciplined employee at our shop" had the highest score of three point sixty-two (3.62), which translates to strongly agree. it appears that stress management has a significant influence on individuals' ability to be more disciplined in their work environments. Furthermore, they were assisted in developing their personal virtue and being more professional as a successful and efficient employee.

7. RECOMMENDATION

In this matter, it is recommended for Restaurants on Dasmariñas Cavite to implicate the Republic Act No. 11036 that the Department of Labor and Employment has approved, which is aiming to; 1) Create guidelines and standards for workplace mental health initiatives that are appropriate and evidence-based. 2) Create policies that encourage mental health and well-being while eradicating the stigma and discrimination associated with mental illness. This is due to the fact that employee engagement has a major impact on a number of important business outcomes, making it a compelling argument for the importance of regulating emotions in the workplace. While burying one's feelings can make involvement more difficult, being in a hostile setting can have the opposite impact. The frequency with which people in your environment freely and repeatedly express unpleasant emotions might have a negative impact on employee engagement. The following are recommendation that Dasmariñas Cavite Restaurants can consider:

1. Physical

For the statement that got the lowest score: the stress management haven't been effective with fostering of relationships towards other employees, the researchers recommend that the government must apply legal actions towards the workers for being well mannered towards other co-workers for them to be able to connect and communicate well with each other, these actions can lead to creating great relationship.

2. Emotion

The researchers recommend building good communication for them to be able to be interested in each other. Well communicating is an act of socializing that creates relationships such as friendships that can be a good advantage in any working place.

3. Cognitive

We the researchers recommend for the statement that got the lowest point: the workers are being controlled by their manager; the workers should ask for the guidance of their manager for them to know what they should not do and should do around the working space.

4. Behavior

Self-esteem is needed to be added in the workers life, having the confidence and knowing your worth can be resulted into having a better work which will help to develop the working space surroundings, this would help the restaurants make its service better.

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