



De La Salle University – Dasmariñas

**EMOTIONAL EXHAUSTION AND ITS IMPLICATION
TO SOCIAL INTERACTION AMONG JOLLIBEE SERVICE CREW**

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ABSTRACT

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TITLE : Emotional Exhaustion and its
Implication to Social Interaction
among Jollibee Service Crew

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OBJECTIVE OF THE STUDY

A. General

The researchers aim to know if frontline service crews are emotionally exhausted in their work and to identify their experience why they become vulnerable to emotional exhaustion and its impact to their social interaction towards their co-worker.

B. Specific

In this study, the researchers sought to find out the experiences of the service crew and the level of their emotional exhaustion.

The following queries were investigated:

1. What is the profile of Jollibee Service Crew in terms of:
 - A. Gender,
 - B. Hours of work, and
 - C. Length of service?
2. What is the level of emotional exhaustion in line with the experiences of the service crew?
3. What is the implication of emotional exhaustion to social interactions towards their co-workers?



SCOPE AND LIMITATION

The study covered the emotional exhaustion on the Service Crews and their social interaction towards their co-workers in Jollibee. The variable emotional exhaustion was measured using a standardized test by MBI-HS. The demographic profile and concept of social interaction were taken through interview with the use of interview guide. This study covered the concept of service crew about emotional exhaustion and their social interaction towards their co-worker.

METHODOLOGY

The study used the Case Study Research Design. The research instruments used were Maslach Burnout Inventory Human Service (MBI-HS) as a qualifying test; survey forms for the demographic profile of the service crew regarding their gender, hours of work and length of service; and self – made questionnaire validated by selected professors.

MAJOR FINDINGS

The researchers used purposive sampling in selecting the respondents who were working in selected Jollibee stores. A standardized test was used on selecting the qualified service crew who had high level of emotional exhaustion. Interview and observation were also used in this study.



The researchers obtained the data based on the statement provided by the service crew that had been interviewed. It's about their profile, emotional exhaustion and their social interaction towards their co-workers.

On the basis on the data gathered, study revealed: Five out of twenty-four service crew qualified on the Maslach test. Their score fell on a high level of emotional exhaustion. The service crew who had a high level of emotional exhaustion work for 6 hours and have been in Jollibee store for six months to one year and six months. And from the five service crew who qualified, four of them are females. Their levels of emotional exhaustion range from forty to fifty four. The highest level of emotional exhaustion is fifty four and the lowest is forty.

All service crew were identified that they interact with their co-worker in a good way even though they feel they are emotionally exhausted because their work is very important for them. They don't like conflict on their work place because their co-workers are the person they see every single day on their work and they have families who need them to provide what they need in their everyday life. One service crew stated that the way he interacts with her co-worker depends on the attitude given by her co-worker. Three respondents, namely: Cathy, Beatrice and Eunice have the same idea of answer. They said that their attitude before and after their work varies. They stated that if their co-workers talk to them on the start of



their work or duty, they respond in more energetic way rather than responding in the end of their duty because they feel that their energy has been drained throughout their work.

All five respondents said that even though they feel that they are emotionally exhausted, they interact with their customer in a normal way because for them customers are very important for their work. Jollibee trains them to be good in front of the customer no matter what emotion they feel on that situation. Four out of five respondents said that they don't share their personal feeling and problems. They just keep it on themselves because the people who are close to them are not with them. But one of the respondents said that she shares his problems on his co-workers because he consider some of his co-workers as close friends. The interaction of the service crew with their co-worker when they feel emotionally exhausted is they just act on a normal way because it's difficult for them to have conflict on their co-worker and customers. But sometimes they said that they cannot totally control themselves because sometimes they become very irritated and cannot hold their feelings and temper anymore.

All five service crew said that they feel happy when they are with their co-workers, especially if they are chatting with each other. They talk about many things about the work, customers, etc. For the service crew, they chat with their co-worker as time for their bonding. Conflict is always



present especially when they feel emotionally exhausted on their work. Four of the service crew said that in all fields of work, conflict is present and most of them already have experienced it.

CONCLUSIONS

Based on the careful analysis on the data gathered the following conclusions were drawn:

1. Five out of twenty four frontliners qualified on Maslach Burnout Inventory Human Service, their score fell on the high level of emotional exhaustion.
2. They have been on their jobs from six months to one year and six months. It seems that the service crew who have been working in the store for a long time are already immune in having emotional exhaustion.
3. Female service crews seem to be more prone on experiencing emotional exhaustion compared to males.
4. The highest level of emotional exhaustion came from the service crew who have been working for six months and the lowest score came from those who have been working for only one year.
5. Emotional exhaustion has implication on the social interaction of service crew towards their co-worker because according to the data gathered in the interview, when they feel that they are



emotionally exhausted, they don't respond on their co-workers. They feel that their energy has been drained throughout their work.

6. Social Interaction has a positive effect on the service crew because it decreases emotional exhaustion when they interact with their co-worker. They feel that their level of emotional exhaustion decreases.

RECOMMENDATIONS

From this study, the researchers formulated some recommendations for the following:

1. Store Manager. They should give, learn and be sensitive about the feeling of all the service crew they handle in the store, because as they do this good treatment with their employee, they can reduce the occurrences of emotional exhaustion and can help to build their potentials.
2. Customers. For the customer they should be aware on how they should treat and approach all the service crew of all fast food restaurants. The management should provide posters that contain tag lines on how customers treat their service crew.



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3. For the future researchers. They should include all aspects of MBI-HS for more information about emotional exhaustion. The three aspects of the MBI-HS are depersonalization, emotional exhaustion and diminishing performance. They should also ask the participants things they do in coping when they feel that they are emotionally exhausted and the effects of being emotional exhausted towards their family after they get home from duty.

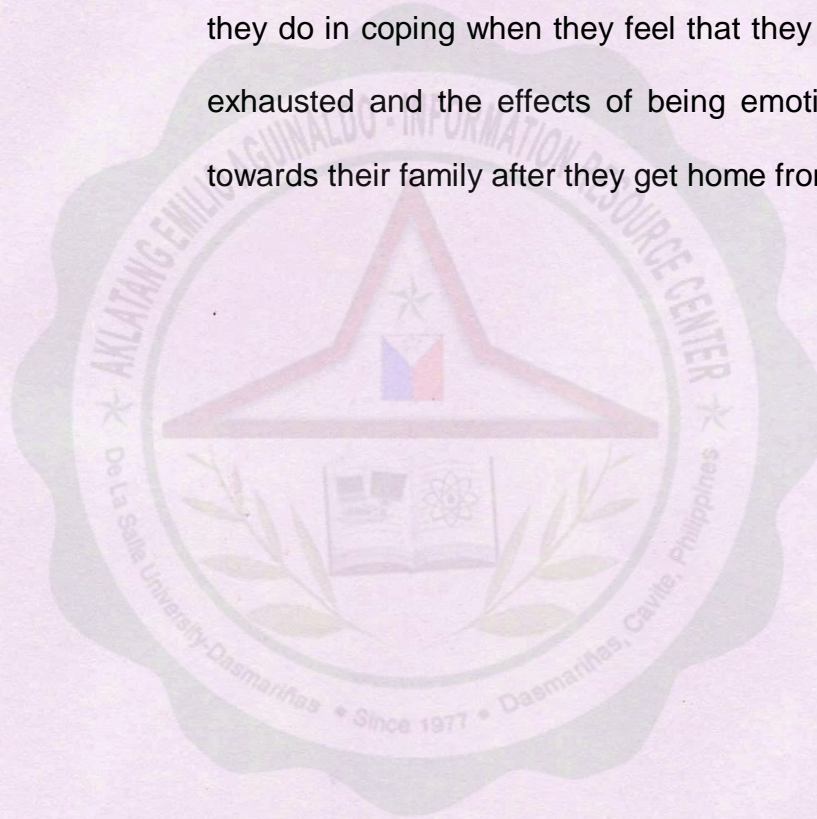




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