

**EFFECTS OF JOB BURNOUT, EMOTIONAL LABOR AND WORKPLACE
RELATIONSHIP ON WORK PERFORMANCE OF SELECTED FULL TIME FAST
FOOD SERVICE CREWS**

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ABSTRACT

This study sought to examine the effects of job burnout, emotional labor and workplace relationship on work performance of fast food employees. The respondents were composed of 41 service crews (20 males, 21 females) working on an 8-hour shift from a selected fast food establishment located within Iloilo City. This study is descriptive in nature. A Self-Diagnosis Instrument for Burnout by Pines and Aronson, Emotional Labor Scale by Brotheridge and Lee and Employee Evaluation Form for Food Service Personnel were the scales used throughout the study. Data were analyzed using a simple linear regression. Analysis revealed that job burnout and emotional labor were not predictive of work performance. However, positive work relationships have alleviated degrees of burnout and levels of emotional labor through producing positive work attitudes.