

5<sup>th</sup> Euro-Global Summit and Expo on

# Food & Beverages

June 16-18, 2015 Alicante, Spain

## Impacts of energy drinks to the work performance of selected call center agents in Makati city

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There have been few studies about the impacts of energy drinks on the individual. They may therefore, impact negatively on the individual in terms of work efficiency and work quality, consequently, work performance, making their use counter-productive to the user. In recent years the consumption of energy drinks has become popular among call center agents. This research investigates the impacts of energy drinks to the work performance of call center agents. During the months of April and May 2014, a self-administered questionnaire ( $\alpha=0.7174$ ) was completed by 465 call center agents in Makati City. Correlation analyses were used to investigate whether the consumption of energy drinks were associated with work quality and work efficiency. A total of 356 (76.56%) reported consuming energy drinks. Call center agents reported that they have exhibited work quality almost every time (4.25) while they reported that they show work efficiency every time (4.53). It was found out that these work performance indicators show low ( $r=0.307$ ) and negligible ( $r=0.189$ ) relationships to energy drink consumption respectively, both of which are statistically significant ( $P=0.05$ ). The current research suggests that work performance was unaffected by energy drink consumption. The results warrant further investigation into the effects of energy drinks to the performance of an individual.

### Biography

Imma Conception Navarro studied Pharmacy and graduated with honors at Saint Louis University in Baguio City. She was also the Philippine Association of the Colleges of Pharmacy 2016 awardee. She was a student leader during her undergraduate years, and was also the team leader of their thesis. After successfully passing the licensure examination for Pharmacy, she practiced her profession at The Medical City- a tertiary hospital in Pasig City. She joined the academe in Our Lady of Fatima University (OLFU) in November 2017 and was convinced that this was her rightful place. She was the national quiz bee coach of OLFU-Pharmacy. Last December 2, 2014 they championed the quiz show competing all other schools in the country. She conducted board reviews and tutorial classes for foreign students as well. Currently, she is finishing her research paper in order to graduate MS Pharmacy at Centro Escolar University.

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