

## Job Satisfaction Among DSWD Day Care Worker

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### Abstract

The study was conducted to determine the Job Satisfaction of Department of Social Welfare and Development (DSWD) Day Care Workers in San Jose City, Nueva Ecija. Descriptive correlation design was used in this study. A total of 61 Day Care workers from the Local Government of San Jose City, Nueva Ecija served as the respondents of the study. Descriptive statistics like Frequency, percentage, means, standard deviation and Pearson-r were used to analyze the data and to discuss the results. Result showed that the age of the respondents ranged from 26 to 65 years old above female, married, college graduate, and 6 to 10 years in service. The job satisfaction of day care workers in terms of salary, benefits and, workload of respondents were described "Highly Satisfied". In addition, the result shows that sex and job satisfaction have a significant relationship and have a moderate negative correlation. Lastly, the result shows that years in service and job satisfaction have a significant relationship and have a moderate positive correlation.

**Keywords:** Challenges, Benefits, Work load.

### Introduction

Job satisfaction is imperative for employee effectiveness. When workers are dissatisfied, they tend to disengage, leading to decreased productivity and poor quality of output over time. Conversely, satisfied employees are more likely to commit to their roles, foster positive workplace relationships, and contribute meaningfully to their organizations. As Swofford (2023) emphasized, job satisfaction is shaped by various factors such as appreciation from supervisors, fair compensation, and the degree of challenge in one's tasks. The Oxford Learner's Dictionary defines job satisfaction as "the good feeling you get when you have a job that you enjoy," highlighting its subjective nature that varies based on individual perception. Bourne (2020) further stated that job satisfaction is influenced by the work environment, recognition, and balance between effort and reward, and that improving job satisfaction enhances motivation, productivity, and overall well-being.

In the Philippine context, the Department of Social Welfare and Development (DSWD) serves as the lead agency tasked with delivering social welfare services to vulnerable populations. Under Republic Act No. 6972, or the Barangay-Level Total Development and Protection of Children Act, every barangay is mandated to establish a day care center. This initiative ensures early childhood care and development (ECCD) for children under six years old. DSWD day care workers are essential frontliners in implementing ECCD programs. Their role not only supports the foundational growth of young children but also contributes to long-term social and economic development. However, despite their importance, many day care workers face challenges such as low compensation, lack of permanent employment, and limited training opportunities, which may impact their job satisfaction (January 24, 2024).

Past research suggests that while many Filipino day-care workers express passion for their work, their satisfaction is often undermined by systemic issues. This indicates a need to explore and better understand the specific factors influencing job satisfaction within this group, particularly at the local level.

This study aims to determine the job satisfaction of DSWD day care workers in San Jose City, Nueva Ecija. Specifically, it seeks to assess their satisfaction in terms of salary, benefits, and workload, and to determine the relationship between their demographic characteristics in terms of sex and years in service—and job satisfaction levels. The study is guided by the following hypotheses: (1) there is a significant relationship between sex and job satisfaction, and (2) there is a significant relationship between years in service and job satisfaction.

### **Research Problem.**

The study aimed to determine the Job Ssatisfaction among DSWD Day Care Workers in San Jose City, Nueva Ecija.

### **Methods and Procedure**

This study used a descriptive-correlational design to describe the socio-demographic characteristics and job satisfaction of daycare workers in San Jose City, Nueva Ecija, and to determine the relationship between them. A researchers-made, pre-tested questionnaire with a reliability score of 0.724 (Cronbach's Alpha) was used to gather data. It consisted of two parts: socio-demographic characteristics and job satisfaction, rated on a 4-point Likert scale. The total population of 61 daycare workers was contained through total enumeration. Ethical considerations was obtained from the local government, and informed consent was secured from all respondents, ensuring voluntary respondents and confidentiality. Data collection was done through direct distribution of questionnaires, which were explained and gathered by the researchers. Descriptive statistics and Pearson Product-Moment Correlation Coefficient (Pearson-r) were used for data analysis.

### **Results and Discussion**

The result shows that 4 percent of the respondents were 26-30 years old, from 65 years old and above. It shows that majority of the respondents were middle-aged Which is implies that they have more experience, patient and people trust them. In terms of sex, the findings shows that majority (85.3 percent) were females, while the remaining (14.7 percent) were males. This implies that the dominant respondents of this study were females. Which is implies that the females dedicated in teaching than 57 respondents, 83.6 percent were married, and 3.2 percent were widowed and 2 respondents. It indicates that majority of the respondents were married during the conduct of this study. Which is implies that the job fits their skills in caring for children, has a good schedule, and is easy to find in their area. Educational attainment of the respondent's shows that 92.5 percent were college graduate, and college level were 7.5 percent. It implies that majority of the respondents are a degree holder. Which is implies that the job needs a degree, is easy to find, and suits their love for working with children. The result shows that 17 respondents, 27.9 percent were employed for 6 to 10 years, from 6.5 percent day care

workers served for 11 to 15 years. The respondents were working 6 to 10 years and 11 to 15 years in service. Which implies that the more they worked, the more satisfied they felt.

Table present Jobs satisfaction among DSWD Day Care workers. It obtained an overall mean 3.464 described Highly Satisfied it implies that the job satisfaction among DSWD in San Jose City Day Care Workers has a positive impact at their work lives. Because they are contended and controlled in their salary, benefits and workload.

**Table 1. Job Satisfaction of the Respondents**

STATEMENT	MEAN	DESCRIPTION
Salary	3.48	Highly Satisfied
Benefits	3.33	Highly Satisfied
Workload	3.582	Highly Satisfied
Overall Mean	3.464	Highly Satisfied

Legend:	3.25 - 4.00	Highly Satisfied
	2.50 - 3.24	Satisfied
	1.75 - 2.49	Unsatisfied
	1.00 - 1.74	Highly Unsatisfied

Table 1 present the result, shows that sex and job satisfaction have a significant relationship and have a moderate negative correlation ( $r = -0.326$ ,  $p < 0.05$ ). It indicates that female have a higher job satisfaction than male. Which implies that females dedicated in teaching than males. Additionally, female teachers were found to exhibit higher levels of job satisfaction compared to male teachers, with a specific emphasis on aspects such as remuneration, working conditions, co-worker relationships, and organizational climate (Yoon & Kim, 2022). Training was associated with lower job stress, but only for less educated provider's

The result of years in service and Job satisfaction also has a significant relationship and have a moderate positive correlation ( $r = 0.303$ ,  $p < 0.05$ ). Indicates that continued service leads higher jobs satisfaction to the day care workers. The longer they stay in service, the more satisfied they are with their According to Sim Pek Sis working tenure accounted for significant variance in vigor and dedication but did not account for variance in absorption. However, the overall interaction of working tenure with job satisfaction did not account for a variance for work engagement. Hence, working tenure does not appear to moderate the relationship between job satisfaction and work engagement.

**Table 2. Relationship between the Socio-Demographic Characteristics and Jobs Satisfaction**

Socio-Demographic Characteristics	Job Satisfaction
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	Salary, Benefits, Workload
Sex	-0.326*
Years in Service	0.303*

Legend: \* correlation is significant at 0.05 level (2-tailed)

\* \* correlation is significant at 0.01 level (2-tailed)

## Conclusions

Based on the findings of the study, the following were the conclusions: The results of the study showed that in terms of age, sex, civil status, educational attainment and years in service, it implies that the majority respondents of the study were female aged of 26 to 65 above years old, married, college graduate, and served for 6 to 10 years. The overall mean of the level of job satisfaction of day care workers in terms of salary, benefits and workload was described as "Highly satisfied". There was a relationship between the sex and years on job satisfaction of the respondents.

On the basis of proceedings, findings and conclusions of this study, the following recommendations were formulated: Since the study showed that majority of female respondents, the researchers aims to ensure equality of both female and males. Department of Social Welfare and Development please maintain high job satisfaction, regularly review salary and benefits, manage workloads, and introduce recognition programs of the day care worker. And for the future researchers compare jobs satisfaction in urban and rural areas to identify location specific challenges.

## Recommendations

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