
**THE EXTENT OF IMPLEMENTATION AND LEVEL OF JOB
SATISFACTION TOWARDS PROGRAMS AND SERVICES AMONG
BARANGAY HEALTH WORKERS**

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ABSTRACT

This study examined how the demographic profiles of barangay health workers (BHWs) influence their level of satisfaction with programs and services they deliver in Valencia City, Bukidnon. Using a descriptive-correlational design, data were gathered from BHWs across four barangays—Poblacion, Batangan, Lumbo, and Bagontaas—to assess satisfaction on financial assistance, family planning, environmental sanitation, and maternal check-ups. Respondents, exclusively female, ranged from 18 to 45 years and mostly had over 31 years of service. They represented diverse civil statuses, educational levels, and family incomes. Findings revealed a moderate level of satisfaction across all service areas. Importantly, there was no significant difference in satisfaction when groups were based on age, years of service, or educational attainment, indicating that demographic factors did not significantly affect satisfaction levels. This suggests intrinsic motivation and job fulfillment likely play stronger roles in driving BHWs' effectiveness than personal demographics. The results highlight the need for enhanced incentives and support measures to improve satisfaction beyond the moderate level. Recommendations include encouraging active collaboration between residents and BHWs, improved information dissemination, and full implementation of Republic Act 7883 incentives such as standardized honoraria and hazard pay. Facilitating regular training, health insurance integration, and recognition summits can sustain motivation among this committed workforce. Future research should consider longitudinal and qualitative approaches to explore motivational factors and monitor satisfaction changes post-

policy reforms, potentially broadening the understanding of how to optimize BHW performance for improved community health outcomes.

KEYWORDS: *Barangay Health Workers, level of job satisfaction, financial assistance, family planning, environmental, sanitation, maternal checkup.*

INTRODUCTION

In The concept of "job satisfaction" refers to how psychological and environmental factors combine to affect an individual's perspective on their work and the level of satisfaction with it. It significantly influences how committed and productive an employee is. Employee dissatisfaction may be an indicator of low output and high staff turnover (Luddy 2008). Barangay volunteers (BHW, BNS) in the Philippines are on the front lines of healthcare and social services delivery; hence their performance is a good reflection of how healthcare, education, and social services are delivered nationally.

The primary health and nutrition of the barangays are greatly influenced by BHW and BNS Volunteers, who are trained to perform physical examinations, treat patients for common illnesses in the neighborhood, provide knowledge on basic nutrition services, and address malnutrition. They also help guide patients needing advanced and specialized care to hospitals, health clinics, and medical professionals. According to DOH, there were 196,562 certified and working BHWs in the Philippines as of 2011. However, due to inadequate pay and challenging working conditions, a lack of qualified barangay health workers has been noted as a major issue, particularly in impoverished communities.

Local government entities will be granted enhanced powers, jurisdiction, responsibilities, and resources under the Philippine Local Government Code. The national government will undergo decentralization, and local governments will also be decentralized. The code must apply to all legally established provinces, cities, municipalities, barangays, and other political subdivisions, as well as to national government officials, offices, or agencies. Environment. According to Barrows and Watson (Luddy 2008), characteristics that deter workers from staying in government agencies include low compensation, restricted flexibility, and few prospects for promotion. In the public sector, these factors frequently lead to "loss of productivity and lack of continuity".

The government is responsible for protecting and promoting the people's right to a healthy, balanced ecosystem that operates in harmony with nature's cycles. To achieve sustainable development, the state must conserve and promote the environment, acknowledging that local

governments have the primary responsibility for addressing environmental challenges. The state is aware that cleaning the habitat and the environment is essentially a geographical obligation. The state also acknowledges the significance of a clean and healthy environment. Health care is one of the government's top priorities. The range of facilities, services, and programs offered—particularly within the health sector—significantly influences the overall well-being and development of communities. To effectively promote public welfare, a nation must establish a practical and integrated healthcare system that coordinates efforts between national and local governments. The degree of satisfaction experienced by citizens is closely tied to the efficiency and accessibility of the services they receive. Consequently, this satisfaction depends largely on the Department of Health's commitment to ensuring that healthcare delivery is both high in quality and operationally efficient. Community involvement and empowerment via volunteers is one of the tenets of the Barangay Basic Services Delivery.

The contributions of Barangay Health Workers (BHW) and Barangay Nutrition Scholars (BNS) are essential to the implementation of the primary health program within the barangay. Their roles should be acknowledged as significant volunteer initiatives that enhance community health and well-being. A BHW and BNS is a person who has completed training programs under any authorized government or non-government organization and who voluntarily offers primary healthcare services, according to the Department of Health (DOH).

Conceptual Framework of the Study

This research is based on Maslow's Hierarchy of Needs Theory (1943). This theory was designed to explain human motivation in general and to investigate the major elements of job satisfaction. For this study, the health services and programs provided by the health center in Barangay Población, Bagontaas, Batangan, and Lumbo are family planning, maternal check-up, and environmental sanitation.

Significance of the Study

Ensuring that barangay volunteers are satisfied in their roles is vital, as they represent the frontline of the Philippine healthcare system. The delivery of healthcare may be subpar as a result of their discontent. There is currently a sizable knowledge gap about the numerous factors that affect BHW job satisfaction. There have never been any studies or investigations into the level of job satisfaction among Barangay Volunteers. A baseline for this measure, as

well as an evaluation of how Volunteers feel about their job, co-workers, supervisors, and financial aid, would be provided by determining their current level of job satisfaction.

Examining the relationship between organizational and human characteristics and the work satisfaction of Barangay Volunteers would give policymakers clearer issues to address. The study's conclusions will help in comprehending and addressing the demands of Barangay Volunteers, resulting in improved satisfaction and contentment among healthcare and social services provider professionals.

Barangay Volunteers. To enhance their effectiveness and efficiency in delivering health services and nutrition programs to the residents. To enhance their effectiveness and efficiency in delivering health services and nutrition programs to the residents.

Residents of Barangay Poblacion. To ensure they receive quality health care and nutrition services, as well as an understanding of their client rights.

Barangay Officials. To develop a local strategy for better program execution and, eventually, to enhance budget allocation to Barangay Volunteers, as well as to focus more on meeting the needs of all volunteers.

Students. This study will help students become aware of the availability of health and nutrition services in the barangays where they live.

School Administrators. For them to incorporate suitable methods of assisting the community by teaching them and implementing school programs, such as community services to guide the people on proper awareness of the health and nutrition services provided.

Municipal Officials, to develop a strong commitment to local policy for program execution and to make better planning for each barangay volunteer in the community.

Future researchers. They can utilize this report as a resource for future research on health services and nutrition programs.

Definition of Terms

To aid clarity and comprehension, the following words are operationally and conceptually defined:

Barangay Health Workers. Barangay Health Workers are community volunteers whose responsibilities encompass a range of health-related services. These services include, but are not limited to, maternal health checkups, family planning initiatives, nutrition programs, food production activities, and environmental sanitation efforts. They are the volunteers who work closely with rural health midwives in the barangay.

Job satisfaction. Job satisfaction refers to a sense of accomplishment and success on the job. It refers to the set of positive or negative feelings and emotions that employees associate with their work.

Civil Status. Civil status refers to the individuals who are single, married, separated, widows or widowers. Sex refers to either male or female, and it is permanent and biological.

Educational Attainment. The highest level of education an individual has completed.

Years of service. Years in service is the total duration an employee has worked for a specific organization.

Average Monthly Income. Refers to the amount of money an individual earns in a month.

Financial Assistance. Refers to money, resources, or services provided by governments to individuals to overcome financial hardship.

Family Planning. The practice of controlling the number of children in a family.

Environmental Sanitation. The systematic removal of waste is designed to prevent the transmission of diseases and to enhance overall hygiene standards.

The Methodology

This study is a descriptive-correlational research design that includes data analysis and interpretation. The researcher collected data to determine the significance of the link between independent and dependent variables. This approach was used to determine the level of satisfaction of Barangay Volunteers in the context of maternal check-ups, family planning, and environmental sanitation as independent variables in the study. Furthermore, the demographic profile elements of the Barangay Health Workers, such as age, sex, marital status, educational level, and duration of service, are considered independent variables of the study. It assesses whether there is a correlation to the level of job satisfaction.

Research Locale

This study was conducted in Barangay Poblacion, Barangay Batangan, Barangay Lumbo, and Barangay Bagontaas in Valencia City, Bukidnon. Valencia City is a 2nd class component city in the Province of Bukidnon, Philippines. According to the 2020 census, it has a population of 216,546 people. Valencia attained its city status after the ratification of Republic Act No. 8985 on January 12, 2001.

Poblacion is one of the barangays in the City of Valencia, in the Province of Bukidnon. Its population, as determined by the 2020 Census, was 40,350. This represents 18.63% of the total population of Valencia. The population of Poblacion grew from 22,658 in 1990 to 40,350 in 2020, an increase of 17,692 people over the course of 30 years. The latest census figures in 2020 denote a growth rate of 2.55%, or an increase of 4,557 people from the previous population of 35,793 in 2015. Poblacion is situated at approximately 7.9073, 125.0920, in the island of Mindanao. Elevation at these coordinates is estimated at 314.3 meters or 1,031.2 feet above mean sea level.

Batangan has a population, as determined by the 2020 census, of 14,276. This represented 6.59% of the total population of Valencia. Batangan is situated at approximately 7.9058, 125.1172, in the island of Mindanao. Elevation at these coordinates is estimated at 298.7 meters or 980.0 feet above mean sea level.

Lumbo's population, as determined by the 2020 census, was 18,229. This represented 8.42% of the total population of Valencia. Situated at approximately 7.8971, 125.0818, in the island of Mindanao. Elevation at these coordinates is estimated at 337.9 meters or 1,108.6 feet above mean sea level.

Bagontaas is the fourth most populous barangay in Valencia City with a total population of 10,619 (as of 2015). The development of the Barangay became notable due to Robinsons Place, Toyota Valencia, and 7-Eleven near the MVC crossing.

Respondents of the Study

Barangay Poblacion, Batangan, Barangay Lumbo, and Bagontaas in Valencia City, Bukidnon. There were 35 Barangay Health Workers in Poblacion, 24 in Barangay Batangan, 39 in Barangay Lumbo, and 31 BHW in Barangay Bagontaas. The total number of participants in the study was 130.

Sampling Procedure

Purposive sampling, that is, the take all method, was used by the researcher to determine the sample of the four identified barangays, namely, Poblacion, Batangan, Lumbo, and Bagontaas. This strategy is used by the researcher to quantify the study's findings. To evaluate the validity, the researcher distributed thirty questionnaires to respondents in a different barangay not included in the study.

Research Instrument

A researcher-made questionnaire was used in this investigation. The survey questionnaire is divided into three parts. Part 1 contained the demographic profile of respondents. Part II examined the factors influencing the level of job satisfaction among Barangay Health Workers in Barangay Poblacion, Barangay Lumbo, Barangay Batangan, and Barangay Bagontaas, Valencia City, Bukidnon. The analysis was conducted within the context of their responsibilities in maternal check-ups, family planning, environmental sanitation, and financial assistance.

Data Gathering Procedure

The researcher began working on the revisions and instrument validation. The instrument will be validated by professional consultation before the final test of questionnaires. As a result, the legitimacy of the instrument was ensured. The researcher asked for permission from the City Mayor of Valencia City, Bukidnon. With the aid of a statistician, the outcomes will be added together, tabulated, and subjected to the statistical analysis tool known as the Statistical Package for the Social Sciences.

Scoring Procedure

This study used two (2) sets of Likert's Scale as indicated in Parts I and II of the research instrument, with the following descriptions: Part I: 5 for very highly satisfied, 4 for highly satisfied, 3 for moderately satisfied, 2 for fairly satisfied, and 1 for dissatisfied. Part II: 4 for strongly agree, 3 for agree, 2 for disagree, and 1 for strongly disagree.

While Part II had four choices that start at one end with "strongly agree and end at the other with strongly disagree. Likert scales were widely used in psychology and other social science research.

Statistical Treatment of Data

The tools used to evaluate and address the specific issues of the study focused on assessing the level of satisfaction of the Barangay Health Workers regarding their obligations and tasks. To address Problem 1, frequency counts and percentage distributions were employed to describe the demographic profile of Barangay Health Workers. These statistical tools were appropriate for summarizing categorical variables such as age, sex, civil status, educational attainment, and years of service, thereby providing a clear overview of the respondents' characteristics. To answer Problem 2, descriptive statistics—specifically the mean and

standard deviation—were utilized. The mean provided a measure of central tendency, reflecting the average level of job satisfaction across different dimensions, while the standard deviation indicated the degree of variability in responses. Together, these methods allowed for a systematic analysis of both the demographic composition of the respondents and the factors influencing their job satisfaction, ensuring that the data were presented in a concise yet meaningful manner. To answer Problem 3, the Pearson Correlation Coefficient (r) was used to determine the relationship between the services and programs and the level of job satisfaction among Barangay Health Workers.

Findings

Based on the data gathered, the following findings were drawn:

The majority of the respondents were female, confirming that barangay health work is largely a female-dominated role. Most were within the age range of 31–35 years old and had long years of service, with many serving for more than two decades. Respondents came from diverse civil statuses and educational backgrounds, and most belonged to low-income groups. The overall level of satisfaction in all four areas—financial assistance, family planning, environmental sanitation, and maternal check-up—was interpreted as moderately satisfied. This indicates that while services are being delivered, there are still areas that need improvement.

There was no significant difference in the level of satisfaction when respondents were grouped according to age. This means that age does not influence how BHWs perceive the programs and services.

Difference in Satisfaction When Grouped by Length of Service.

There was no significant difference in financial assistance, family planning, and maternal check-up. However, a significant difference was found in environmental sanitation, indicating that length of service affects how BHWs perceive sanitation-related programs.

There was no significant difference in all areas of services. This suggests that educational attainment does not affect satisfaction levels.

CONCLUSIONS

Based on the findings, the following conclusions were made:

Barangay health workers remain committed and dedicated to their roles despite limitations in financial support and resources. Their moderate level of satisfaction suggests that while they can perform their duties, their needs and expectations are not fully met.

The lack of significant differences across age and educational attainment implies that services are fairly distributed and consistently experienced among BHWs. This reflects a level of uniformity in how programs are implemented.

However, the significant difference in environmental sanitation based on length of service highlights the importance of experience and continuous exposure in understanding and appreciating certain health programs.

Overall, improving support systems, particularly in financial and operational aspects, is essential to enhance both the satisfaction of BHWs and the effectiveness of community health services.

RECOMMENDATIONS

In view of the findings and conclusions, the following recommendations are offered:

Local government units should provide more consistent and adequate financial assistance, incentives, and benefits to improve the welfare and motivation of BHWs.

Continuous learning opportunities should be provided to enhance the knowledge and skills of BHWs, especially in key service areas.

Ensure that sufficient materials, supplies, and logistical support are available to improve service delivery.

Those with longer years of service may be assigned leadership or mentoring roles, particularly in environmental sanitation programs.

Regular assessment of programs can help identify gaps and improve implementation strategies.

Encourage stronger collaboration among BHWs, local officials, and community members to improve health outcomes.

Future studies may explore other factors affecting satisfaction, such as workload, leadership support, and access to resources.

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