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The Level of Satisfaction of the Regular Employees of the Department of Tourism Region – 4a with their Benefits

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ABSTRACT

Receiving good benefits is a way of showing that the amount of dedication put to work is being rewarded. Government employees are definitely not excluded into receiving these benefits. The researcher together with the help of the Administration Unit of the Department of Tourism-Region IV-A determined the benefits that they are receiving. These are leaves, retirement, loans, healthcare, and monetary bonuses. This study aims to find out the level of satisfaction of the regular employees from the Department of Tourism-region 4A with their benefits. This study distributed 19 questionnaires and gathered 19 respondents from the regional office of the Department of Tourism-Region 4A in the City of Calamba, Laguna. The study used descriptive method of research to illustrate the level of satisfaction of the regular employees from the Department of Tourism-region 4A with their given benefits. The data were statistically treated using percentage, weighted mean, and chi-square. Based on the findings of the research study, it was established that the regular employees of the Department of Tourism-Region 4A were satisfied with such benefits, leaves, loans, retirement, and monetary bonuses. While healthcare received was not well perceived. Further, the independent variable of the study does not significantly affect is the level of satisfaction of DOT-Region 4A regular employees with the benefits they are receiving. In this light, the implementation of the following recommendations shall enhance the level of satisfaction of these government employees. The concerned government agencies such as the Civil Service Commission and the Department of Budget and Management to review and assess the current incentive schemes provided to regular government employees. Also, for the Department of Tourism to establish an organization within the agency, to raise and discuss concerns of regular employees in terms of job security and betterment of their working conditions.

INTRODUCTION

In this point in time, being employed or having a job is considered advantageous and sufficient if the person would like to have the feeling of fulfillment in the future. This primarily is the reason why people seek security in the workplace. Due to the recession in the economy, employee retention has become very challenging in which will require the attention and consideration of companies. Of necessity, this strategy leads to a difficulty in holding onto a talented workforce.

Each time we go to government offices, we can see how busy or occupied the employees are with the tremendous amount of paper works, tasks, and other duties assigned to them. Government work requires more than the job skill, with this, why do government employees choose to stay or work for the government?

Good benefits offered by government offices are initially the factors affecting employee's decisiveness on working and staying in public offices. Compared to those who work in private sectors, government workers enjoy more benefits.

Given the fact, are government employees satisfied enough with all the benefits that its agency has offered, or are there still hopes and wishes for these employees for additional benefits?

As per the Department of Tourism-Region 4A (CALABARZON), regular employees or plantilla positions receives the following benefits; Leaves, Retirement Plan, Healthcare, Loans, and Monetary Bonuses.

BACKGROUND OF THE STUDY

The Department of Tourism- Region 4A (CALABARZON) is one of the two regional offices in the Southern-Tagalog Region. The office of the DOT-Region 4A is located at the regional center of the region, which is Calamba City, Laguna.

The said agency, headed by the Regional Director has the following functions:

- a. Implement laws, policies, plans, programs, rules and regulations of the Department, particularly those relating to compliance therewith, and to the Accreditation of tourism enterprises promulgated by the Department;
- b. Coordinate with regional offices of other departments, bureaus, and agencies, Local Government Units, Non-Government Organizations and theregional offices of the Department's attached agencies in the implementation of such laws, policies, plans programs and rulesand regulations;
- c. Undertake research and data gathering on local tourism trends and otherrelevant tourism information;
- d. Together with LGUs, establish such tourist information and assistance

centers at strategic locations as are necessary to disseminate relevant information pertaining to the tourist locations and products and to assist tourists and tourism enterprises;

- e. Conduct trainings and information campaigns, and assist the Tourism Promotions Board in domestic promotions in the pertinent region on subject matters such as this Act, the functions of the Department, tourism traffic and new tourism sites, among others; and
- f. Make recommendations to the Secretary on all matters relating to tourism in the region.

The Department of Tourism-Region 4A has a total of 19 (nineteen) regular employees. It comprises the following offices:

- | | |
|---|------------------------------------|
| 4 | Office of the Regional Director |
| 2 | Tourism Standards and Development |
| 4 | Planning Unit |
| 6 | Administrative and Accounting Unit |
| 3 | Maintenance and Utility |

It can be clearly seen that the regional office is undermanned. With that, the region is still the number 1 tourist destination for same day arrivals in the country whichboast 26 million in 2017.

RESEARCH PARADIGM

The researcher identified the benefits of the Department of Tourism-Region 4A regular employees; such as Leaves, Retirement, Healthcare, Loans, and Monetary Bonuses.The paradigm of the study shows the relationship between the independent variables and the dependent variable.

The demographic profile of the respondents and the identified benefits of the DOT- Region 4A regular employees were the independent variables of the study. The dependent variable is the level of satisfaction of DOT-Region 4A regular employees with the benefits they are receiving.

Employees level of satisfaction as to the benefits they received and on with their demographic profile affects and influence each other. After determining the level of satisfaction, the researcher can recommend on how to ameliorate the government benefits for employee's retention and security.

A survey questionnaire was given to the respondents to obtain data. At the end of the study, the researcher can determine the level of satisfaction of regular employees of DOT-Region 4A with the benefits they are receiving.

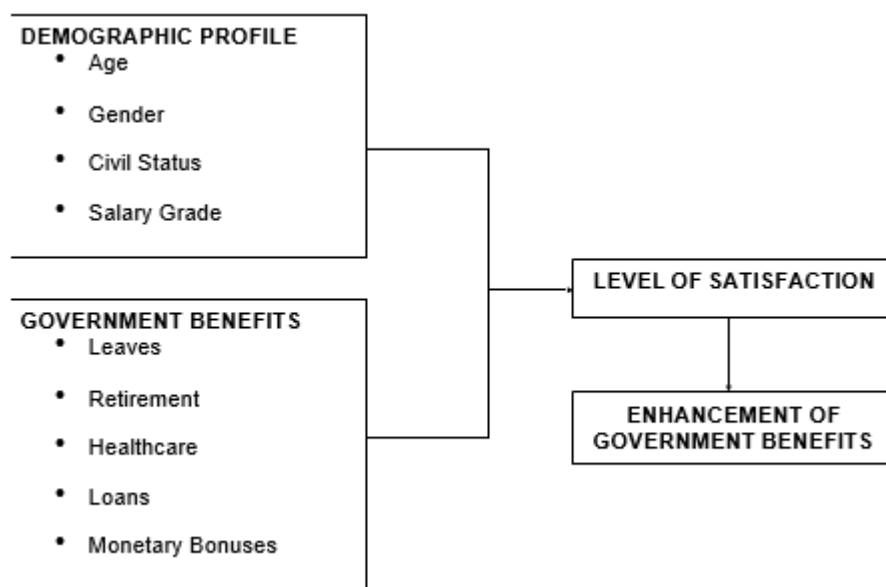


Figure 1. Research Paradigm.

STATEMENT OF THE PROBLEM

The study seeks to determine the level of satisfaction of government employees as to the indicated benefits they received based on their appointment letter.

Specifically, the study endeavored to answer the following:

1. What is the demographic profile of the respondents in terms of?
 - a. Age
 - b. Gender
 - c. Civil Status
 - d. Salary Grade
2. What is the perception of the regular employees of the Department of Tourism-Region 4A with regards to the benefits provided?
3. How satisfied the regular employees of Department of Tourism-Region 4A were to the benefits as follows provided to them;
 - a. Leaves
 - b. Retirement
 - c. Healthcare
 - d. Loans
 - e. Monetary Bonuses
4. Is there a significant relationship between the demographic profile and the level of satisfaction of the regular employees of the Department of Tourism Region 4A as to the benefits provided to them?
5. What action plan that could be adopted to enhance the level of satisfaction of the regular employees of the Department of Tourism-Region 4A as to the benefits provided to them?

HYPOTHESIS

The researcher adopted the following hypothesis in the discussion of this research paper. There is no significant relationship between the demographic profile and the level of satisfaction of the regular employees of the Department of Tourism Region 4A to the benefits they receive.

SCOPE AND LIMITATIONS OF THE STUDY

The study focused on establishing the level of satisfaction of the employees of the Department of Tourism-Region 4A with regards to their benefits.

The scope of the study used the benefits such as Leaves, Retirement, Healthcare, Loans, and Monetary Bonuses, of employees

during the period from November 2017 to March 2018.

It is noted that Job Order Employees were not included as respondents since they are not recipients of the benefits only regular employees are receiving.

SIGNIFICANCE OF THE STUDY

This study determined the level of satisfaction of government employees on their benefits. The study will help the following:

MANAGEMENT: If good benefits will be provided to employees, there will be likely to closely certain probability in achieving the department's goal because employees can be more committed in performing their work.

EMPLOYEES / STAFF: Employees will be more inspired and motivated to work efficiently knowing that all their hardship and sacrifices will be fairly and equally paid by their agency, not to mention the possibilities of receiving additional benefits other than the given ones.

GOVERNMENT: This study will provide awareness on the benefits given to the government employees, whether it still substantial or have to be upgraded.

FUTURE RESEARCHER: This study will be an effective tool and reference for future researchers who would like to make any further relevant study with regards to the level of satisfaction of regular government employees as to the benefits they receive.

DEFINITION OF TERMS

Civil Service	All the government departments of a state and the people who work in them.
Civil Status	Civil status corresponds to your family situation. It is identified in to two, which are single and married. (In this study widower and separated are classified into single)
DOT-Region 4A	A government agency who monitors the tourism industry in the CALABARZON region
Government	The governing body of a nation, state, or community. Government
Employee	A person who works for the government.
Healthcare	The provision of medical and related services aimed at maintaining good health, especially through the prevention and treatment of disease
Leave	Time when one has permission to be absent from work or from duty in the armed forces.
Life Insurance	A plan under which regular payments are made to accompany during somebody's lifetime, and in return the company pays a specific sum to the person's beneficiaries after the person's death
LGU	Officially local government in the Philippines, often called local government units or LGUs, are divided into three levels – provinces and independent cities; component cities and municipalities; and barangays.
NGO	Non-governmental organizations, nongovernmental organizations, or nongovernment organizations, commonly referred to as NGOs, are usually non-profit and sometimes international organizations independent of governments and international governmental organizations
Retention	The act of retaining something or the condition of being retained
Retirement	The act of leaving a job or career at or near the usual age for doing so, or the state of having left a job or career
Satisfaction	The payment of a debt or fulfillment of an obligation or claim

REVIEW OF RELATED LITERATURE

Receiving good benefits is a way of showing that the amount of dedication put to work is being rewarded. Government employees are definitely not excluded in receiving these benefits.

The researcher together with the help of the Administration Unit of the Department of Tourism-Region IV-A determined the benefits that they are receiving. These are leaves, retirement, loans, healthcare, and monetary bonuses.

Foreign Literature

Over the years, the benefits that the employers are providing to their employees have increased dramatically. This is why some of the employees have now become dependent to employer-provided benefits to help satisfy basic security needs (Ng &

Feldman, 2009).

According to Mathis and Jackson (2003), Benefits are forms of indirect compensation given to an employee or group of employees as a part of organizational membership. While Bratton and Gold (2009) define them as that part of the total reward package provided to employees in addition to base or performance pay. Safeto say, these benefits help a lot maintain and improve the life of employees by providing them protection and financial security for employees and not to forget family members.

Employee benefits are generally thought to be an effective way to attract and retain personnel, motivate performance, and increase job satisfaction (Woods, 2006). As a matter of fact, such benefits may create “golden handcuffs,” making employees more restrained into transferring to other organizations or companies. Some examples are; insurances, health-card or healthcare plan, Christmas bonuses, 13th and 14th month bonus, and some organizations even providing allowances transportation.

By providing all employees with incentives or benefits for doing their job well, most employers can expect a level of respect from their employees (Cunningham & Mahoney, 2004). Relating to Warren in 2010 he said that “employee motivation is an important concept in an organization. When workers are motivated in an organization, their productivity raises and therefore the organization realizes various advantages associated with the rise in labor productivity.”

Programs that give incentives helps keep the staff motivated especially on stress days. They can also build loyalty and create a positive trusting relationship between management and staff (Hatter, 2012). According to Griffin and Moorhead (2012), “motivation is a set of forces that causes people to engage in one’s behavior rather than some alternative behavior.” The objective of each company is to motivate its employees to perform in different ways that will lead to the company’s productivity.

People who practice positivity are more apt to build new skills and social connections, acquire new knowledge and reach for bigger goals. Over time, this can create an upward spiral of effectiveness and success (Sharma and Goel, 2012).

Leaves

The main purpose for vacation, or annual leave, is to give employees to renew or reboot themselves physically and mentally. Leaves cover absences due to personal obligations, unpleasant weather conditions, and of course in the time of personal sickness and illness of an immediate family member.

According to Mohn (2014) not having a vacation time is a terrible idea, as it harms productivity. According to a study, most managers recognize the benefits taking time off from work provide to employees: higher productivity, stronger workplace morale, greater employee retention, and significant health benefits.

Although, some employees tend to not use their privileges on taking leaves. All too often, employees are shy about asking for time off. They’re worried it will make them look lazy and unengaged, or they feel that they don’t have enough job security to take off (Pomeroy, 2013).

Retirement

Retirement benefits are funds paid as benefits to a retiree after the end of his other contract or service. Old age, disability (if any), and sickness are some considerations for an employee to go to retirement. Retirement can be really beneficial for workers moving away from the demanding, busy, and stressful career jobs. On the other hand, it may lead to diminished well-being for individuals who lose their occupational attachments, networks and identities (Kim and Moen, 2002).

Retirement can be very challenging because it changes so much about one’s life, work role, relationships, daily routines, and assumptions about oneself (Dittman, 2004).

Ogwuche (2006) says retirement means marking the end of ones’ employment or completion of a career and a shift to new beginning in the future.

Retirement is not a standard process; it’s a transition in life and an individual decision on when and how to retire. Retiring may vary from one individual to another, but this decision to retire is always made within the laws of each country and the perceived needs of individuals.

According to Williams (2009) the definition of retirement is changing, and that has caused a lot of confusion. Retirement used to be considered the end of things and the beginning of old age. Now, since the life expectancy is longer and healthier, more and more people see retirement as a great opportunity to do new things and find more meaning in their lives.

Based on the study of Von Bonsdorff (2009) entitled “Intentions of Early Retirement and Continuing to Work among Middle-Aged and Elder Employees”, she investigated personal, health, work and work related psychological factors in association with

employee intentions of early retirement then continue to work after retirement by bridge employment. The result of this study shows that adverse work and health factors detected in middle age and can predict subsequent early retirement. Employees may be willingly to continue work after early retirement engage in bridge employment because of the absence of negative perceptions about work, reward satisfaction, and high job control and job satisfaction. These findings highlight the importance of both organizational management practices and managers personal skills.

Healthcare

According to the World Health Organization (2017), The Universal Health Coverage or UHC means that all individuals and communities receive the health services they need without stressing financially. It includes the full spectrum of essential, quality health services, from health promotion to prevention, treatment, rehabilitation, and palliative care.

General recently described universal health coverage as “the single most powerful concept that public health has to offer” (Chan, 2012). The argument is that its power is not just for the rich nations or the developed countries, but that all nations, including developing countries, should regard this goal as “appropriate, feasible and important” (Yates, 2010). While this goal of universal health care has been more readily realized by the wealthiest nations of the world (apart of the USA), many middle-income and lower-income countries are making great progress. Among these nations include, Brazil, Mexico, Thailand, the Philippines, Vietnam, Rwanda and Ghana (Rodin & de Ferrani, 2012).

Loans

If a person doesn't have the money lying around, he or she needs financing, and one financing options is to secure a loan. Loans can offer certain tax breaks and have lower interest rates compared to credit cards. However, the employee must meet a range of loan requirements, and the burden of settlement can wear the person down.

With bank loans, the person only needs to worry about making installment payments on time. This is an advantage over overdrafts, where the full amount must be paid when the bank demands it. Also, banks don't usually monitor how the person uses the loan as long as the necessary payments are on time. Biggest challenge on bank loans is the payment burden, loan borrowers must make payments to their banks. Those who fall behind on payments face the prospect of having their assets apprehended. The repayment burden is a disadvantage compared to raising money through shareholders, because shareholders don't require regular repayments. Instead, they are typically paid dividends only on profits. (Green, 2018)

In an article by Bank Bazaar (2012), loans can serve a lot of purpose. It can be used for various different types of purposes, ranging from travel expenses, medical expenses, purchasing the latest jewelry to electronic gizmos or even house/car improvements.

Monetary Bonuses

One challenge for business owners or managers is employee motivation. In most cases, like for the government, monetary is one of the best example because people choose government work instead of the private sector. Monetary rewards motivate employees to perform at their best and strive to achieve both company and individual goals (Malone, 2015).

Bonus pay is a monetary reward given to employees in addition to their fixed compensation (Milkovich & Newman, 2005). This pay plan is also ostensibly based on individual performance, but bonuses do not increase employees' base pay and therefore are not permanent (Sturman & Short, 2000).

Bonus pay also has been widely used in organizations to motivate employees' performance (Joseph & Kalwani, 1998; Sturman & Short, 2000), and a number of surveys reported that the popularity of bonus pay is increasing (Sturman & Short, 2000).

Bonus pay is attractive from the company's point of view because the one-time cash reward links pay to performance (Lawler, 1981; Lowery, Petty, & Thompson, 1996) but does not increase fixed labor costs (Kahn & Sherer, 1990; Sturman & Short, 2000). Although bonus pay is flexible, it has similar potential problems to merit pay (Gomez-Mejia & Balkin, 1989; Lawler, 1981). Discretionary payment sometimes fails to provide a strong link between pay and employees' true performance; it is also possible that the difference in rewards between performers may not be very significant (Gomez-Mejia & Balkin, 1989; Lawler, 1981).

Local Literature Leaves

Leave of absence is a right granted to employees not to report or go to work with or without compensation. As for government officials the rules and regulations for leaves is under Rule I of the Omnibus Civil Service Rules Implementing Book V of the administrative Code of 1987 (Executive Order 292).

According to the Civil Service Commission of the Philippines (1998), permanent or regular employees who render work during the prescribed office hours shall be entitled to 15 days' vacation and 15 days sick leave annually with full pay exclusive of

Saturdays, Sundays, and Public Holidays.

Married women in the government service who have rendered a total of two

(1) or more years of service, shall, in addition to the vacation and sick leave granted them, be entitled to maternity leave of (60) calendar days with full pay. Moreover, maternity leave of those who have rendered one (1) year or more but less than two

(2) years of service shall be computed in proportion to their length of service, provided, that those who have served for less than one (1) year shall be entitled to 30 days maternity leave with half pay. This kind of leave is also only granted to married female employees in every instance of pregnancy disregarding its frequency.

While every married male employee is entitled to paternity leave of seven (7) working days for the first (4) four deliveries of his legitimate spouse. In an instance that the employee has more than (1) one legal spouse, the father would be entitled to avail of paternity leave for an absolute maximum of four deliveries regardless of whichever spouse gives birth.

In addition to the vacation, sick, maternity and paternity leave, regular employees are granted the following special leave privileges:

- a. Personal Milestones-such as birthdays, wedding, wedding anniversary celebrations and other similar milestones, including death anniversaries.
- b. Parental Obligations such as attendance in school programs, PTA meetings, graduations, first communion, medical needs, among others, where a child of the government employee is involved.
- c. Filial Obligations to cover the employee's moral obligation toward his parents and siblings for their medical and social needs.
- d. Domestic Emergencies such as sudden urgent repairs needed at home, sudden absence of yaya or maid, and the like.
- e. Personal Transactions to cover the entire range of transactions an individual does with government and private offices such as paying taxes, court appearances, arranging a house loan, etc.
- f. Calamity, accident, hospitalization leave pertains to force majeure events that affect the life and property of the employee or his or her immediate family.

An employee can avail of one special privilege leave for (3) three days or a combination of any leaves for maximum of three days in a given year.

Retirement

After years and years of public service, government employees or personnel can receive a retirement plan through the GSIS or Government Service Insurance System. The Government Service Insurance System is a government owned and controlled corporation (GOCC) of the Philippines. The agency is mandated to provide and administer retirement benefits for government employees.

Retirement under RA 8291 may be availed by those who have rendered at 15 years of service in government and must be at least 60 years of age upon retirement.

The GSIS or the Government Service Insurance system offers the following packages for retirement:

Option 1: 5 Year Lump Sum and Old Age Pension

Under this option, retirees can get their five-year pension in advance. The lump sum is equivalent to 60 months of the Basic Monthly Pension (BMP) payable at the time of retirement. After five years, retirees will start receiving their monthly pension.

Option 2: Cash payment and Basic Monthly

In option 2, retirees will receive a Cash Payment equivalent to 18 times the Basic Monthly Pension (BMP) payable upon retirement and then a monthly pension for life, payable immediately after retirement date.

It can also be advantageous for government employees in terms of retirement. According to the RA 660 (Republic Act 660 or Magic 87), members who are already 52 years old for as long as they have already been in government service for the past 35 years may be eligible for early retirement.

Healthcare

A regular or permanent government employee is entitled to have a healthcare benefit. Some government agencies provide a broad healthcare benefit which includes a healthcard and some annual checkups. For the Department of Tourism-Region IV A regular employees, they receive an annual dental and physical checkup.

The employee and the employer contribute for the medical insurance of the said employee in accordance with the Republic Act 7835 on Medicare Program which is administered by the Philippine Health Insurance Corporation (Philhealth). Monthly employee contribution depends on the employee's actual monthly salary. The contribution schedule is provided by Philhealth.

For the Philippines, the UHC or the Universal Health Coverage has a corresponding bill which is the Universal Health Coverage Bill or Bill Number 5784. This bill strives to guarantee that every Filipino would be entitled to a healthy living, working, and schooling conditions and access to a comprehensive set of health services without financial hardship. The presidential spokesperson of the Philippine president, Sec. Harry Roque (2017) said that golden opportunity for change for a better health system. In an article released by Imoney (2018), to make the most of the PhilHealth membership, it is necessary for the member to know the benefits that he or she is entitled to, as well as the requirements needed to procure to allow the beneficiaries to fully enjoy their entitlements.

The member and qualified dependents are entitled to benefits for medical expenses for every sickness or operation. Both the member and legal dependents can get equal benefits. Every year, there is an allocated 45 day hospitalization allowance for the member and 45 days to be divided to all qualified dependents. Hospitalization days in excess of 45 days will not be covered by PhilHealth.

Loans

There are many or a lot of loans which a government employee could avail. Some of these loans can be obtained through partnering government agencies like the Pagibig (Housing Loan), GSIS and Landbank (Monetary).

In 2014, Land Bank of the Philippines launched a new loan facility Landbank Mobile LoanSaver for companies that maintain payroll account with the bank. This service is in partnership with Smart e-Money, Inc., the project aims to provide an accessible, quick, and easy loan facility for government employees (Gatdula, 2014).

Aside from the retirement benefit that the GSIS or Government Service Insurance System is giving, the said government agency is also providing loans namely, consolidated, policy and emergency loans.

The policy loan which members may avail of from their GSIS's life insurance policy. The loan, bearing an 8% interest rate, may be paid either through monthly amortization or deduction from a member's existing life insurance policy contract. Under the Enhanced Conso-Loan Plus Program, members who have at least 15 years of service with paid premiums may borrow a 12-month salary loan while those with not less than 25 years of service will be eligible for a 14-month loan. Previously, the credit limit for these members was only 10 times their salary. The Emergency Loan is offered to members who are adversely affected by calamities. The loan is payable in three years or 36 equal monthly installments at an interest rate of six percent per annum. If renewed, the balance of the outstanding loan will be deducted from the proceeds of the new loan (GSIS).

The Home Development Mutual Fund or more popularly known as the Pagibig fund is a government owned corporation under the Housing and Urban Development Coordinating Council. This agency is responsible for programs for affordable shelter financing for Filipinos.

According to MyFinancialCoach (2016), Pag-IBIG also offers short-term loans to members who have made at least 24 monthly contributions. Housing loans are available to members under its end-user financial program. Eligible member is those with at least 24 monthly contributions, and those who will pass satisfactory background checks by the developer and Pag-IBIG fund.

Monetary Bonuses

Bonuses are one-time payments; they have less economic value than 7 permanent raises. In short, the effectiveness of the bonuses should also depend on the level of expectancy and valence of the compensation system.

Monetary bonuses that the regular employees of the Department of Tourism- Region 4A employees are the Mid-Year Bonus (14th Month Pay), Year End Bonus (13th Month Pay), PBB (Performance Based Bonus), Cash Gift (Productivity Enhancement Incentive), and PERA (Personnel Economic Relief Allowance).

The grant of a midyear bonus or "14th-month pay," equivalent to one month basic salary, is mandated by Executive Order (EO) No. 201 that President Aquino signed in 2016. Those who rendered at least a total or an aggregate of four months of service from July 1 last year to May 15 will receive this kind of monetary bonus (De Vera & Diokno, 2017).

All qualified government employees will receive the yearend bonus and cash gift during the last week of November or first week of December. The said bonus will be tax-free equivalent to their one month basic salary and a cash gift of P5,000. Under the 2017 national budget, the budget department has allocated P32.84 billion for yearend bonuses and P6.93 billion for cash gifts (Rey, 2017).

The PBB or the Performance Based Bonus will be subject to the achievement by departments/ agencies of performance targets and compliance with good governance and other conditions. This is based on a progressive rate system, as the position and responsibility go higher, so does the amount of PBB (Chua, 2017).

The personnel economic relief allowance (PERA) is granted to government personnel stationed in the Philippines in order to

supplement their salaries due to the rising cost of living. The PERA, in the amount of Two Thousand Pesos (P2,000) per month, shall be granted to civilian government personnel whether occupying regular, contractual, or casual positions, appointive or elective whose positions are covered by R.A. No. 6758.

Synthesis

The related studies mentioned the benefits of the regular employees of the Department of Tourism-Region 4A are receiving. It shows that these benefits have a huge factor on employee's productivity and feeling of security.

Leave benefits are being regulated and mandated by the Civil Service Commission, this includes sick leaves, vacation leaves, and other special leaves. The healthcare benefit of the agency is only being provided by the Philhealth.

When it comes to retirement benefits, the Government Service Insurance System is the sole government agency that gives this kind of service to retiring government employees. Loans on the other hand are being offered by government institutions such as Landbank and GSIS. Lastly, the Monetary benefit is being budgeted by the Department of Budget and Management, this includes the 13th and 14th month bonuses, cash gift, PERA, and CNA.

RESEARCH DESIGN AND METHODOLOGY

This chapter discusses the different procedures of research such as research design, population and sampling, research instrument, data gathering procedure and statistical treatment of data.

These procedures helped the researcher in formulating the findings of the study. The researcher used descriptive-survey which is an ordinal polytomous type of questionnaire to gather data from regular employees of Department of Tourism-Region 4A to determine the level of satisfaction unto their benefits.

Population and Sampling

The researcher used 100% population as the respondents of the study who are all employees of the Department of Tourism Region 4A, which is composed of nineteen (19) staff.

Job order employees were not included as respondents since they are not recipients of the benefits only regular employees are receiving.

Data Gathering Procedure

The researcher requested permission to the Administration Unit Head of the agency to conduct the survey. A survey questionnaire was given to the respondents personally by the researcher. A brief introduction and purpose of the study was placed on top of the questionnaire. Instructions were also stated clearly to tell the respondents how to answer the questionnaire. The first part of the survey questionnaire was used to identify the demographic profile of the respondents.

The second part of the survey questionnaire was used to identify the perception of the respondents with regards to the benefits given to them.

The third, part is where the researcher used the ordinal polytomous type of questionnaire which is categorized into five areas with three questions each, which was used to determine the level of satisfaction unto the benefits they receive.

Part A - Leaves

Part B - Retirement

Part C - Healthcare

Part D – Loans

Part E – Monetary Bonuses

The second and third part of the survey questionnaire was rated using a five point likert scale where 5, 4, 3, 2, and 1 means Strongly Agree, Highly Agree, Agree, Disagree, and Strongly Disagree.

After knowing that the research instrument is valid and dependable, the researcher will conduct a survey. The researcher validated the research instrument before the conduct of the study.

Statistical Treatment

Descriptive analysis was used for this research in order to present the accuracy and validity of this study. One hundred percent of the population which is composed of 19 regular employees of the Department of Tourism Region 4A was used.

Percentage. This was used to determine the frequency and ratio of the data. This was obtained by multiplying the proportion of an item by 100. Data was computed through the formula stated below.

$$\frac{\text{part}}{\text{whole}} \times 100 = \%$$

Weighted Mean. This was used to determine the impact of compensation management on the job satisfaction of the accounting services division employees at the Philippine General Hospital based on the data gathered.

Weighted mean is the mean of a set of values wherein each value or measurement has a different weight or degree of importance. The following is its formula:

$$\bar{x} = \frac{\sum xw}{\sum w}$$

where \bar{x} = mean

x = measurement or value

w = number of measurements

Likert 5 Point Scale. This was used to approach rating scale response in research survey.

Likert 5 Point Scale

ASSIGNED POINTS	NUMERICAL RANGES	INTERPRETATION
5	4.60 - 5.00	Strongly Agree
4	3.60 - 4.59	Highly Agree
3	3.00 - 3.59	Agree
2	2.00 - 2.99	Disagree
1	1.00 - 1.99	Strongly Disagree

Chi Square

The Chi-Square test of independence is used to determine if there is a significant relationship between two nominal variables. The frequency of each category for one nominal variable is compared across the categories of the second nominal variable.

$$E_{i,j} = \frac{\sum_{k=1}^c O_{i,j} \sum_{k=1}^r O_{k,j}}{N}$$

Where

$E_{i,j}$ = expected value

$\sum_{k=1}^c O_{i,j}$ = Sum of the i_{th} column

$\sum_{k=1}^r O_{k,j}$ = Sum of the k_{th} column

N = total number

PRESENTATION AND ANALYSIS OF DATA

The results of the study, analysis and interpretation the data gathered in the data collection and study are presented in this chapter.

Profile of the Respondents

The researcher presented the demographic profile of the respondents using tables; these are age, civil status, gender, and salary grade.

Age

Table 1. The Over-all Tally on the Demographic Profile Age

Age	Frequency	Percentage
18-35	7	36.84%
36-53	7	36.84%
54 and above	5	26.32%
Total	19	100%

Table 1 shows the percentage tallied responses on the demographic profile, age. The table is divided into 3 categories depending on their age. As shown on the above, table 1, about 36.84 % of the respondents are from the age group of 18-35 years old.

Also, 36.84% of the respondents are in the bracket of 36-53 years old, and 26.32% are in the age group of 54 years old and above.

Civil Status

Table 2. The Over-all tally on the Demographic Profile Civil Status

Civil Status	Frequency	Percentage
Single	10	52.63%
Married	9	47.37%
Total	19	100%

Table 2 shows the percentage tallied responses on the demographic profile, CivilStatus. The table is divided into two categories which are single and married. As shown in the table above, 10 or 52.63 % are single and 9 or 47.37 % of the respondents are married.

Gender

Table 3 The Over-all Tally on the Demographic Profile Gender

Gender	Frequency	Percentage
Male	7	36.84%
Female	12	63.16%
Total	19	100%

Table 3 shows the percentage tallied responses on the demographic profile, gender. The table is divided into two categories depending on their gender. As illustrated in table 3, 7 or 36.84 % of the respondents are male and 12 or 63.16% are female.

Salary Grade

Table 4. The Over-all Tally of the Demographic Profile Salary Grade

Salary Grade	Frequency	Percentage
6-12	8	42.11 %
13-19	8	42.11 %
20-25	3	15.78 %
Total	19	100%

Table 4 shows the percentage tallied responses on the demographic profile, salary grade. The table is divided into 3 categories depending on their salary grade. As shown on the above, table 4, about 42.11 % of the respondents are from the salary grade 6-12. Also, 42.11% of the respondents are in the bracket of salary grades 13-19, and 15.78% are in the salary grade 20-25.

Perception of the regular employees of the Department of Tourism-Region 4A with regards to the benefits provided. The researcher presented the benefits of the regular employees of the Department of Tourism Region 4A.

Table 5. Perception of the regular employees of the Department of Tourism-Region 4A with regards to the benefits provided.

BENEFITS	5		4		3		2		1		Total		WAM	Interpretation
	F	%	F	%	F	%	F	%	F	%	F	%		
1. Leaves	9	47	5	26	5	26	0	0	0	0	19	100	4.2105	Highly Agree
1.1 Vacation Leave	8	42	9	47	2	11	0	0	0	0	19	100	4.3158	Highly Agree
1.2 Sick Leave	5	26	9	47	5	26	0	0	0	0	19	100	4	Highly

		6		7		6					9	0		Agree
1.3 Emergency Leave	9	47	9	47	1	53	0	0	0	0	19	100	4.4211	Highly Agree
1.4 Special Leave	5	26	12	63	21	11	0	0	0	0	19	100	4.1579	Highly Agree
2. Retirement Plan	6	32	7	37	62	32	0	0	0	0	19	100	4	Highly Agree
3. Healthcare	1	53	2	11	42	21	10	11	2	11	19	100	2.4737	Disagree
4. Loans	8	42	7	37	42	21	0	0	0	0	19	100	4.2105	Highly Agree
5. Monetary Bonuses	8	42	62	32	52	26	0	0	0	0	19	100	4.1579	Highly Agree
Grand Mean													3.994	Highly Agree

As shown in table 5, almost all of the benefits are interpreted Highly Agree. 1. Leaves received a WAM of 4.2105, 1.1 Vacation Leave 4.3158, Sick Leave 4, Emergency Leave 4.4211, Special Leave 4.1579, Retirement Plan 4, Loans 4.2105, and Monetary Bonuses with 4.1579. While Healthcare received 2.4737, interpreted as Disagree.

Satisfaction of the regular employees of Department of Tourism-Region 4A with their benefits.

Table 6 Level of Satisfaction of the Regular Employees of the Department of Tourism Region 4A with their benefits.

	5		4		3		2		1		Total		WAM	Interpretation
	F	%	F	%	F	%	F	%	F	%	F	%		
Leaves														
Number of leaves	7	37	8	42	3	16	1	5.3	0	0	19	100	4.105263	Highly Agree
Use of leaves	8	42	2	11	6	32	2	11	1	5.3	19	100	3.736842	Highly Agree
Filing of leaves	8	42	4	21	5	26	2	11	0	0	19	100	3.947368	Highly Agree
B. Retirement														
Provided retirement plan	3	16	5	26	7	37	4	21	0	0	19	100	3.368421	Agree
Retirement security	2	11	4	21	7	37	2	11	4	21	19	100	2.894737	Disagree
Not to improve the retirement plan provided	1	5.3	2	11	8	42	5	26	3	16	19	100	2.631579	Disagree
C. Healthcare														
Provided healthcare	0	0	0	0	5	26	7	37	7	37	19	100	1.894737	Strongly Disagree
Healthcare security	0	0	1	5	5	26	9	47	4	21	19	100	2.157895	Disagree
Not to improve the healthcare provided	0	0	0	0	1	5.3	6	32	12	63	19	100	1.421053	Strongly Disagree
D. Loans														
Maximum loanable	4	21	9	47	5	26	1	5.3	0	0	19	100	3.842105	Highly Agree
Loan filing convenience	7	37	5	26	6	32	1	5.3	0	0	19	100	3.947368	Highly Agree

Flexibility of payment terms for loans	7	37	5	26	5	26	2	11	0	0	19	100	3.894737	Highly Agree
E. Monetary bonuses														
Monetary bonuses received	6	32	4	21	6	32	2	11	1	5.3	19	100	3.631579	Highly Agree
Monetary bonuses received commensuration on the level of performance	3	16	6	32	7	37	3	16	0	0	19	100	3.473684	Agree
Not to improve the monetary bonuses provided	2	11	5	26	7	37	2	11	3	16	19	100	3.052632	Agree
Grand Mean													3.2	Agree

As presented in table 6, the number of leaves, use of leaves, filing of leaves, maximum loanable amount, loan filing convenience, flexibility of payment terms for loans and monetary bonuses received has the highest level of satisfaction interpreted as highly agree with a weighted average mean of 4.10, 3.73, 3.94, 3.84, 3.94, 3.89, and 3.63 respectively. While the provided retirement plan, monetary bonuses received commensuration on the level of performance, and not to improve the monetary bonuses provided received a weighted average mean of 3.36, 3.47, and 3.05 respectively interpreted as agree. Retirement security, not to improve the retirement plan provided, and healthcare security was interpreted as disagree arriving with a weighted average mean of 2.89, 2.63, and 2.15 respectively. Lastly the provided healthcare and not to improve the healthcare provided received the lowest interpretation of strongly disagree with a weighted average mean of 1.89 and 1.42 respectively. The Grand mean of the table received 3.2, interpreted as Agree.

Significant relationship between the demographic profile and the level of satisfaction of the regular employees of the Department of Tourism Region 4A to the benefits provided them.

Table 7 Result of the Chi Square test based on Age

	Statement	Computed Value	Tabulated Value	df	Level of Confidence	Decision
a.1	number of leaves received	5.09	50.29	6	95%	Accepted
a.2	use of leaves	5.338	50.99	6	95%	Accepted
a.3	filing of leaves	7.329	50.99	6	95%	Accepted
b.1	provided retirement plan	5.61	50.99	6	95%	Accepted
b.2	retirement security	12.486	83.67	6	95%	Accepted
b.3	not to improve the retirement plan provided	5.61	83.67	6	95%	Accepted
c.1	provided healthcare	10.961	83.67	8	95%	Accepted
c.2	healthcare security	3.164	26.29	4	95%	Accepted
c.3	not to improve the healthcare provided	16.25	26.29	6	95%	Accepted
d.1	maximum loanable amount	4.89	26.29	6	95%	Accepted
d.2	loan filing convenience	8.376	26.29	6	95%	Accepted
d.3	flexibility of payment terms for loans	8.376	26.29	6	95%	Accepted
e.1	monetary bonuses received	14.761	83.67	8	95%	Accepted
e.2	monetary bonuses received commensuration on the level of	18.809	83.67	8	95%	Accepted
e.3	not to improve the monetary bonuses provided	11.829	83.67	8	95%	Accepted

Table 7 shows that the Chi-Square computed value is greater than the tabular value at 95% level of confidence with their given degrees of freedom. This leads to the confirmation of the research hypothesis which means that there is no significant relationship between the demographic profile and the level of satisfaction of the regular employees of the Department of Tourism Region 4A with their benefits.

Table 8 Result of the Chi Square test based on Gender

	Statement	Computed Value	Tabulated Value	df	Level of Confidence	Decision
a.1	number of leaves received	1.937	7.815	3	95%	Accepted
a.2	use of leaves	4.675	9.488	4	95%	Accepted
a.3	filing of leaves	4.18	9.488	4	95%	Accepted
b.1	provided retirement plan	2.178	7.815	3	95%	Accepted
b.2	retirement security	3.037	9.488	4	95%	Accepted
b.3	not to improve the retirement plan provided	1.953	9.488	4	95%	Accepted
c.1	provided healthcare	0.336	5.991	2	95%	Accepted
c.2	healthcare security	1.069	7.815	3	95%	Accepted
c.3	not to improve the healthcare provided	0.619	5.91	2	95%	Accepted
d.1	maximum loanable amount	2.788	5.91	3	95%	Accepted
d.2	loan filing convenience	5.841	7.815	3	95%	Accepted
d.3	flexibility of payment terms for loans	5.984	7.815	3	95%	Accepted
e.1	monetary bonuses received	9.488	9.526	4	95%	Accepted
e.2	monetary bonuses received commensuration on the level of performance	5.186	7.815	3	95%	Accepted
e.3	not to improve the monetary bonuses	4.327	9.488	4	95%	Accepted

Table 8 shows that the Chi-Square computed value is greater than the tabular value at 95% level of confidence with their given degrees of freedom. This leads to the confirmation of the research hypothesis which means that there is no significant relationship between the demographic profile and the level of satisfaction of the regularemployees of the Department of Tourism Region 4A with their benefits.

Table 9 Result of the Chi Square test based on Civil Status

	Statement	Computed Value	Tabulated Value	df	Level of Confidence	Decision
a.1	number of leaves received	3.075	7.815	3	95%	accepted
a.2	use of leaves	3.242	9.48	4	95%	accepted
a.3	filing of leaves	5.262	7.815	3	95%	accepted
b.1	provided retirement plan	8.457	9.488	4	95%	accepted
b.2	retirement security	7.11	9.488	4	95%	accepted
b.3	not to improve the retirement plan provided	5.095	9.488	4	95%	accepted
c.1	provided healthcare	0.434	5.991	2	95%	accepted
c.2	healthcare security	3.869	7.815	3	95%	accepted
c.3	not to improve the healthcare provided	3.365	9.488	4	95%	accepted
d.1	maximum loanable amount	2.621	7.815	3	95%	accepted
d.2	loan filing convenience	7.139	7.815	3	95%	accepted
d.3	flexibility of payment terms for loans	7.205	7.815	3	95%	accepted
e.1	monetary bonuses received	7.992	9.488	4	95%	accepted
e.2	monetary bonuses received commensuration on the level of	3.472	7.815	3	95%	accepted
e.3	not to improve the monetary bonuses provided	8.915	9.48	4	95%	accepted

Table 9 shows that the Chi-Square computed value is greater than the tabular value at 95% level of confidence with their given degrees of freedom. This leads to the confirmation of the research hypothesis which means that there is no significant

relationship between the demographic profile and the level of satisfaction of the regular employees of the Department of Tourism Region 4A with their benefits.

Table 10 Result of the Chi Square test based on Salary Grade

	Statement	Computed Value	Tabulated Value	df	Level of Confidence	Decision
a.1	number of leaves received	8.369	12.59	6	95%	accepted
a.2	use of leaves	7.587	15.507	8	95%	accepted
a.3	filing of leaves	7.659	12.59	69	95%	accepted
b.1	provided retirement plan	9.361	12.95	6	95%	accepted
b.2	retirement security	9.763	12.59	8	95%	accepted
b.3	not to improve the retirement plan provided	10.034	15.507	8	95%	accepted
c.1	provided healthcare	7.193	9.488	4	95%	accepted
c.2	healthcare security	3.554	12.95	6	95%	accepted
c.3	not to improve the healthcare	3.365	9.488	4	95%	accepted
d.1	maximum loanable amount	5.635	12.95	6	95%	accepted
d.2	loan filing convenience	6.582	12.95	6	95%	accepted
d.3	flexibility of payment terms for loans	6.107	12.95	6	95%	accepted
e.1	monetary bonuses received	14.193	15.07	6	95%	accepted
e.2	monetary bonuses received commensuration on the level of performance	0.357	12.95	6	95%	accepted
e.3	not to improve the monetary bonuses provided	9.986	15.07	8	95%	accepted

Table 10 shows that the Chi-Square computed value is greater than the tabular value at 95% level of confidence with their given degrees of freedom. This leads to the confirmation of the research hypothesis which means that there is no significant relationship between the demographic profile and the level of satisfaction of the regular employees of the Department of Tourism Region 4A with their benefits.

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

This Chapter presents the summary of findings, the conclusion arrived at, and the recommendations,

SUMMARY OF FINDINGS

The researcher, after interpreting the data gathered, came up with the following summary of findings.

1. Demographic Profile of the Respondents
 - 1.1. Age
 - a. 36.84 % of the respondents are from the age group of 18-35 years old.
 - b. 36.84% of the respondents are in the age group of 36-53 years old.
 - c. 26.32% of the respondents are in the age group of 54 years old and above.
 - 1.2. Civil Status
 - a. 10 or 52.63 % of the respondents are single.
 - b. 9 or 47.37 % of the respondents are married
 - 1.3. Gender
 - a. 7 or 36.84 % of the respondents are male
 - b. 12 or 63.16% of the respondents are female.
 - 1.4. Salary Grade
 - a. 42.11 % of the respondents are from the salary grade 6-12.
 - b. 42.11% of the respondents are from the salary grade 13-19.
 - c. 15.78% of the respondents are from the salary grade 20-25.

2. Perception of the regular employees of the Department of Tourism-Region 4A with regards to the benefits provided.
 - a. Leave benefit received a WAM of 4.2105 interpreted as Highly Agree.
 - b. Vacation Leave received a WAM of 4.3158 interpreted as Highly Agree.
 - c. Sick Leave received a WAM of 4 interpreted as Highly Agree.
 - d. Emergency Leave received a WAM of 4.4211 interpreted as Highly Agree.
 - e. Special Leave received a WAM of 4.1579 interpreted as Highly Agree.
 - f. Retirement benefit received a WAM of 4 interpreted as Highly Agree.
 - g. Healthcare benefit received a WAM of 2.4737 interpreted as Disagree.
 - h. Loan benefit received a WAM of 4.2105 interpreted as Highly Agree.
 - i. Monetary Bonus benefit received a WAM of 4.1579 interpreted as Highly Agree.
3. Satisfaction of the regular employees of Department of Tourism-Region 4A with their benefits.

Leaves

- a. Number of leaves received a WAM of 4.105263 interpreted as Highly Agree.
 - b. Use of leaves received a WAM of 3.736842 interpreted as Highly Agree.
 - c. Filing of leaves received a WAM of 3.947368 interpreted as Highly Agree.
- Retirement
- a. Provided retirement plan received a WAM of 3.368421 interpreted as Agree.
 - b. Retirement security received a WAM of 2.894737 interpreted as Disagree.
 - c. Not to improve the retirement plan provided received a WAM of 2.631579 interpreted as Disagree.

Healthcare

- Provided healthcare received a WAM of 1.894737 interpreted as Strongly Disagree.
- a. Healthcare security received a WAM of 2.157895 interpreted as Disagree.
 - b. Not to improve the healthcare provided received a WAM of 1.421053 interpreted as Strongly Disagree.

Loans

- a. Maximum loanable amount received a WAM of 3.842105 interpreted as Highly Agree.
- b. Loan filing convenience received a WAM of 3.947368 interpreted as Highly Agree.
- c. Flexibility of payment terms for loans received a WAM of 3.8947378 interpreted as Highly Agree.

Monetary Bonuses

- a. Monetary bonuses received arrived at a WAM of 3.631579 interpreted as Highly Agree.
- b. Monetary bonuses received commensurate on the level of performance received a WAM of 3.473684 interpreted as Agree.
- c. Not to improve the monetary bonuses provided received a WAM of 3.052632 interpreted as Agree.
4. Significant relationship between the demographic profile and the level of satisfaction of the regular employees of the Department of Tourism Region 4A to the benefits provided them.

For the all the demographic profile Age, Gender, Civil Status, and Salary, the Grade Chi-Square computed value is greater than the tabular value at 95% level of confidence with their given degrees of freedom.

CONCLUSIONS

Based on the findings of the study, the researcher arrived at the following conclusions.

1. Demographic Profile of the Respondents
 - a. The majority of the respondents came from the age group of 18 to 35 and 36 to 53 years old both with 36.84%.
 - b. The majority of the respondents are single with 52.63%.
 - c. The majority of the respondents are female with 63.16%.
 - d. The majority of the respondents came from the Salary Grade of 6 to 12 and 13 to 19 both with 42.11%.
2. Perception of the regular employees of the Department of Tourism-Region 4A with regards to the benefits provided. The benefits of the regular employees of the Department of Tourism Region 4A received are leaves (vacation leave, sick leave, emergency leave, and special leave), retirement plan, healthcare, loans, and monetary bonuses. Almost all of the benefits received a Highly Agree verbal interpretation, except for healthcare which was interpreted disagree.
3. Satisfaction of the regular employees of Department of Tourism-Region 4A with their benefits. The respondents' output showed that the level of satisfaction in terms of government benefits were somehow unanimous.

Government benefits such as leaves, loans, and monetary bonuses were perceived well by the employees regardless of their demographic profile. While retirement and healthcare benefits seem to be in need of improvement.

4. Significant relationship between the demographic profile and the level of satisfaction of the regular employees of the Department of Tourism Region 4A to the benefits provided them.

For all the demographic profile Age, Gender, Civil Status, and Salary Grade, the Chi-Square computed value is greater than the tabular value at 95% level of confidence with their given degrees of freedom. This leads to the confirmation of the research hypothesis which means that there is no significant relationship between the demographic profile and the level of satisfaction of the regular employees of the Department of Tourism Region 4A with their benefits.

RECOMMENDATION

Based on the findings and conclusions stated, the researcher recommends the following:

1. For the Civil Service Commission to review and assess the current incentive schemes provided to regular government employees, that may further boost morale and working spirit of these employees and staff.
2. For the Department of Budget and Management, the Civil Service Commission to lobby with law makers to pass a law for more pro-active health care programs that could complement the existing Philhealth benefits of employees.
3. Financial institutions affiliated to government offices who offer loans to government employees to provide competitive lending rates to cater for the financing needs of government.
4. The Department of Tourism to establish an ad hoc body that will raise and discuss concerns of regular employees in terms of job security and betterment of their working conditions.
5. For future researchers, this study can be used as a reference to supplement further research and complement the validity of the findings indicated in this paper.

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