

Factors Affecting Job Satisfaction of Medical Technologists in Public Hospitals in Quezon City, Philippines

*Gaviola, Jaime Rafael Hiroaki T. ¹, Gayamo, Jan Elliah D. ¹, Jayme, Katherine F. ¹, Manzano, *Bryan Harvey S. ¹, Pasamba, Maria Sophia H. ¹, Rivera, Celine Anne N. ¹, Olano, Maria Luisa R. ²*

¹Student, Department of Medical Technology, Faculty of Pharmacy, University of Santo Tomas, Manila, Philippines.

² Assistant Professor, Department of Medical Technology, Faculty of Pharmacy, University of Santo Tomas, Manila, Philippines.

Corresponding Author: bryanharvey.manzano.pharma@ust.edu.ph

Abstract: - In the Philippines, the demand for medical technologists has steadily risen over time, which has led to the needs of employers in the healthcare sector to satisfy their employees in order to maintain their staff and meet the demand. The purpose of the study is to identify the factors affecting the job satisfaction of medical technologists in Public Hospitals in Quezon City. Hence, if the issues that negatively affect job satisfaction are addressed, job satisfaction may considerably improve.

The participants were medical technologists from selected public hospitals in Quezon City, Philippines. The gathered data was analyzed through the Statistical Package for the Social Science, the non-parametric tests Mann Whitney U and Kruskal Wallis was used to compare the independent variables, the respondent's demographic profile, and Spearman rho to determine the correlation between the work-related factors and the job satisfaction of the respondents. The data for this study was collected through surveys given to participants chosen through stratified sampling and was distributed through online google forms.

Results showed that there is no significant correlation between demographic profile and job satisfaction of the respondents ($p > 0.05$), although, the respondents were generally satisfied with their job. However, there is a significant correlation between the work-related factors and the level of job satisfaction ($p < 0.05$). The work-related factor that was insignificant is supervision ($p = 0.247$), while job security had the highest value ($p = 0.000$) which could be due to the current pandemic.

The researchers concluded that the different work-related factors have an impact on job satisfaction and were able to quantify each of the factors, which are vital in maintaining the job satisfaction and good performance of medical technologists. It is important to provide them with job security, proper compensation, and good working conditions, especially during times of crisis like the current pandemic.

Key Words: — *Job Satisfaction, Factors, Medical Technology, Public Hospital, Quezon City, Philippines.*

I. INTRODUCTION

In the Philippines, the field of Medical Technology becomes more and more in demand each day.

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More students are strongly encouraged to enroll in the Medical Technology program to address the high demand in the country [1]. However, the high demand for medical technologists does not guarantee that students would take the program. Studies and data about working conditions, job satisfaction, and other factors are needed in order to convince students to take Medical Technology. So far, there have been previous studies which examine the constant need for improvement and enhancement of laboratory programs and training, and how this is affected by the “skyrocketing” demand for medical technologists in the

Philippines [2]. In relation to the emerging pandemic with Coronavirus disease 2019, medical technologists are being pursued to assist in the detection of the virus in the laboratory. The Department of Health hired around 1,356 medical technologists and is still trying to hire approximately 2,600 more for both government and private hospitals, to serve and protect patients amidst COVID-19 [3].

In light of the current pandemic, many medical technologists have been struggling with low motivation levels, and fear for their safety being put at risk, which leads to poor job satisfaction and may ultimately lead to resignation [4]. This poses a challenge for medical laboratories who are in need of workers to aid in the midst of the pandemic. Furthermore, this also affects medical technologists who, despite wanting to resign from their jobs, may encounter financial difficulties. With this in mind, medical technologists must take into consideration the advantages and disadvantages of their employment by investigating the different factors that may influence their job satisfaction.

Kaliski defined job satisfaction as “a worker’s sense of achievement and success on the job” [5]. Job satisfaction has forever been linked with job performance, either in a positive or negative way. When compared to their colleagues, better productivity has been observed in employees whose needs and expectations have been satisfied [6]. On the other hand, disgruntled employees produce poor quality work and may create problems within the organization due to their negative demeanor. The disgruntled employees are more likely to quit, leaving their responsibilities and work to the remaining employees, which can cause low quality results due to the decreased manpower and increased workload [7].

To examine the relationship between the effects of job satisfaction on job performance, Yu et al. quantified the job satisfaction of healthcare workers using extrinsic factors (subordinate relationship, management abilities, organizational policies and processes, salaries, and allowance) and intrinsic factors (work intensity, flexibility, diversity of work content, work position social status, and moral value) [8]. The demand for medical technologists in the Philippines is rising.

The demand will further increase if more medical technologists resign due to low job satisfaction. The purpose of this study is to identify the factors that affect the job satisfaction of medical

technologists in Public Hospitals in Quezon City from October 2020 to May 2021.

The researchers opted to conduct this study due to the lack of studies that determine the factors that affect the job satisfaction of Medical Technologists in the Philippines. The researchers want to provide Medical Technologists factors that they should consider when working. These factors relating to job satisfaction are important for both the laboratory personnel and their employers. Medical technologists can use these factors as points in weighing out the pros and cons of continuing to stay at their current employment. Moreover, the awareness of medical laboratory employers on these factors can help them in encouraging their staff to stay at their jobs, thereby meeting the present demand for medical technologists in the Philippines.

II. METHODOLOGY

2.1 Study Design

The study used a quantitative descriptive method to identify the factors that affect job satisfaction. The data gathered were quantified to identify the factors that impact the job satisfaction of medical technologists and established an association with the variables.

2.2 Subject and Study Site

The participants of the study were randomly selected from two different public tertiary hospitals in Quezon City and must be licensed Filipino medical technologists. The age bracket for the participants were ages: 23 to 59 and must have at least two years of work experience in the same institution. The study was conducted in Quezon City due to it having the highest cases of COVID-19 among the cities in the National Capital Region of the Philippines. The total population of medical technologists in the two public hospitals in Quezon City is 94. A minimum of 76 respondents are required to achieve a confidence level of 95% and a 5% margin of error.

2.3 Instrumentation

Survey questionnaires were distributed to the identified participants of this study. The survey tool mainly focused on the factors that affect job satisfaction which determined the employees’ needs, motivation, and improvements for the management of employees. The questionnaire was adapted from the Job Satisfaction Survey

(JSS) by Paul Spector [9]. The scoring and interpretation of the scale were similar to the example given by Paul Spector to exhibit precise and reliable findings. Evaluated and interpreted values were determined from the answers of the respondents in a form of a scale. The survey questionnaire was validated to assess the reliability, a Cronbach's alpha value of 0.906 was obtained which considered the questionnaire to have an excellent reliability.

2.4 Data Gathering Procedure

This survey questionnaire was distributed through online means (through social media, emails, and google forms) to the participants. And was analyzed through statistical means. Descriptive statistical analysis which involved the summary and descriptions of data that allowed the researchers to visualize the statistics needed for a interpretation. The mean and standard deviation summarizes the rating fulfilled by the respondents to which extent they agree to the work-related questions and level of job satisfaction in the scale of 1 to 4 (Table 3), verbal interpretation follows:

3.26 to 4.00 - Strongly agree/Highly satisfied

2.51 to 3.25 - Agree/Satisfied

1.76 to 2.50 - Disagree/Unsatisfied

1.00 to 1.75 - Strongly disagree/Highly unsatisfied

The Mann Whitney U test was used to observe the difference between two independent variables and Kruskal Wallis test was also used as an extension to Mann Whitney U test for comparing the difference of more than 2 independent variables regarding the demographics of the respondents. Non-parametric tests are statistical tests that do not follow the normal distribution curve, and the Spearman correlation is a type of non-parametric test that shows the relationship strength of two variables (CLES, 2020).

Since the population does not follow a normal distribution and the values may be too high or low to measure, the non-parametric Spearman correlation was chosen to know the strength of the relationship between the factors and job satisfaction of medical technologists. A licensed software nown

as Statistical Package for Social Science (SPSS) Version 27 and Microsoft Excel were used in the analysis of data.

2.5 Ethical Considerations

This study complied with the guidelines set by the Faculty of Pharmacy-Ethics Review Committee. Consent to use the respondent's information was established through a written consent form. The personal information of the participants in the study remains to be confidential at all times and shall only be used for academic purposes. The researchers assured the respondents that there will be no violation of rights and privacy.

III. RESULTS AND DISCUSSION

3.1 Demographic Profile

The majority of the demographic profile of the respondents are female (72.8%), while male (27.2%). A total of 37% are 23-30 years old, 33.3%, 24.7%, and 4.9% are 31-40, 41-50, and 51- 59 years old respectively. Additionally, 38% of the respondents have been working in service for 4-6 years while 30.9%, 16.0%, and 14.8% for 1-3, 7-9, more than 9 years respectively. In terms of the respondents' highest educational attainment, 90.1% are college graduates and 9.8% have masters' degrees.

Table.1. *Profile of the respondents*

	f	%
Age		
23-30 years old	30	37.0
31-40 years old	27	33.3
41-50 years old	20	24.7
51-59 years old	4	4.9
Total	81	100.0
Gender		
Female	59	72.8
Male	22	27.2
Total	81	100.0
Years in Service		
1-3 years	25	30.9
4-6 years	31	38.3
7-9 years	13	16.0
More than 9 years	12	14.8
Total	81	100.0
Highest Educational Attainment		
College Graduate	73	90.1
Masters	8	9.8
Total	81	100.0

Based on table.1, the majority of respondents consisted of females, aged 23-30 years old, medical technologists with 4-6 years of experience in service, and are bachelor's degree college graduates.

3.2 Perceptions on Work-Related Situations

The summary of respondent's perceptions of their work-related situations is shown in table 2. Under the category of salary and other monetary incentives, the majority of the gathered data have an agreed verbal interpretation. The average mean of salary and other monetary incentives is 2.910 with a standard deviation of 0.716. While for hospital policies its lowest mean is 2.975 and the highest mean is 3.086 under its category. The average mean is 3.031 with a standard deviation of 0.677. Under relationships the lowest mean is 3.025 and highest mean is 3.160. This category has an average mean of 3.086 with a 0.563 standard deviation. Lowest mean of job security is 2.815 as for its highest mean there is a tie between 2.963. With this an average mean of 2.904 and standard deviation of 0.776 under job security. Meanwhile, working conditions has the lowest mean is 3.012 and 3.185 for highest mean was. 3.099 was obtained as its mean average with a 0.633 standard deviation. Lastly 2.901 is the lowest mean and 3.012 as the highest mean under the supervision category. Resulting to 2.957 mean average and 0.807 standard deviation.

Table.2. Respondents' Perceptions on their Work-related Situations

Dimensions Variables	Mean	Std. Deviation	Verbal Interpretation
Salary and other monetary incentives	2.910	0.716	Agree
Hospital Policies	3.031	0.677	Agree
Relationships	3.086	0.563	Agree
Job Security	2.904	0.776	Agree
Working condition	3.099	0.663	Agree
Supervision	2.957	0.807	Agree
Work Related Average	2.998	0.590	Agree

As depicted above, under the category of salary and other monetary incentives, the respondents agreed that their salary is fair and enough. 34 respondents agreed that they are satisfied while only 22 respondents answered that they are highly satisfied. In addition, they also agreed that raises are often given but this may vary from hospitals that the respondents are associated with. Thus, respondents are satisfied with the raises given but not highly satisfied. According to Nugroho, proper compensation to employees such as salary raise, and other financial benefits would increase employees' motivation to work and perform their job well [10]. Under hospital policies, the respondents agreed that rules and procedures are up to date thus making their work easier. This means that hospitals are able to update their rules and policies from time to time. They also agreed that even if there is an abundance of red tape their work is still recognized. 33 respondents agreed that they are satisfied, and 29 respondents are only highly satisfied under this

category. In the relationship category shows that the co-workers of the respondents have a positive effect with their performance. From the results obtained the respondents are awarded when they do their job well. 43 satisfied respondents and 25 highly satisfied were gathered. High job security has a positive effect on the employees' job satisfaction. Under job security category 34 satisfied respondents and 23 highly satisfied respondents were obtained. Workplace policy, interpersonal relation-subordinate and job security which are categorized under extrinsic factors which affect the job satisfaction of employees (Bevins, 2018). In addition, for working conditions 40 satisfied respondents and 27 highly satisfied respondents while 30 satisfied respondents and 27 highly satisfied respondents in terms of supervision category were obtained. Overall, the respondents take pride in their job and agree that they are not burdened with too much paperwork. The gathered data can be interpreted that the respondents are satisfied but not highly satisfied, these results were obtained and were similar to other studies, this may be due to the effective hospital management which fulfills the needs of medical technologists in terms of job satisfaction.

3.3 Level of Job Satisfaction

The level of job satisfaction is shown in Table 3, based on this table, the respondents' level of satisfaction is found to have a mean of 2.998 and a standard deviation of 0.590. It can also be seen that the verbal interpretation of these results shows the respondents to be satisfied with their jobs. There were 29 respondents who indicated that they were highly satisfied, while 12 responded that they were unsatisfied with their jobs. Only 3 respondents were seen to have a highly unsatisfactory level of job satisfaction.

Table.3. Level of Job Satisfaction

	Mean	Std. Dev	Verbal Interpretation
Job Satisfaction (Work Related Average)	2.998	0.590	Satisfied

The level of satisfaction was measured on a scale of 1-4 with 0.75 increments, ranging from highly unsatisfied, unsatisfied, satisfied, and highly satisfied. Based on this scale, it can be seen that the respondents are satisfied with their jobs as medical technologists. These results are similar to that of a study done by Yu et al. wherein medical front liners were found to have a "relatively decent" level of job satisfaction in the midst of the current COVID-19 pandemic. According to the article, the level of satisfaction could be attributed to the fact that since the

emergence of the pandemic, the work of frontline medical workers has become widely recognized by society. On the other hand, it is considered only a “relatively decent” level due to the rapidly increasing cases of COVID-19 which lead to a considerable increase in the staff’s workload, as well as the increased risk of acquiring the infection [8].

3.4 Level of Job Satisfaction According to Personal and Professional Profile

The summary of the difference across ages is shown in Table 4. According to the data, those aged 51-59 years old have the highest work-related average, with a mean of 3.396 and a standard deviation of 0.650, while the lowest being those in the age group of 21-30 years old, with a mean of 2.792, and a standard deviation of 0.659. In terms of job performance and satisfaction, it can be seen that the mean increases as the age range increases. According to the results of the non-parametric Kruskal-Wallis Test, all work-related variables showed p-values of greater than 0.05 except for Working Conditions, with a p-value of 0.019. Those aged 51-59 years have the highest mean of 3.688, while those aged 21-30 years have the lowest mean of 2.858. Job performance on the other hand, generated a p-value of 0.002.

Table.4. *Difference across Ages*

Variables	21-30 yrs. old		31-40 yrs. old		41-50 yrs. old		51-59 yrs. old		Kruskal-Wallis Test	p-value
	Mean	Std. Dev	Mean	Std. Dev	Mean	Std. Dev	Mean	Std. Dev		
Salary and other monetary incentives	2.675	0.810	2.991	0.574	3.063	0.688	3.375	0.661	5.391	0.145
Hospital policies	2.867	0.776	3.037	0.458	3.225	0.697	3.250	0.957	4.708	0.194
Relationships	3.008	0.523	2.981	0.580	3.250	0.562	3.563	0.515	7.186	0.066
Job security	2.675	0.818	2.907	0.640	3.150	0.809	3.375	0.829	7.133	0.068
Working Condition	2.858	0.703	3.130	0.497	3.300	0.605	3.688	0.375	9.964	0.019
Supervision	2.667	0.903	3.111	0.610	3.150	0.745	3.125	1.181	5.774	0.123
Work Related Average	2.792	0.659	3.026	0.465	3.190	0.548	3.396	0.650	7.421	0.060
Job Performance	8.700	1.442	8.407	0.971	9.350	0.671	9.750	0.500	14.999	0.002

The results were tested to check for a significant difference among their personal and professional profiles, namely age, gender, years in service, as well as educational attainment. In order to obtain these results, non-parametric tests were done due to the limited amount of data gathered. The Kruskal-Wallis Test was used for age and years in service, while the Mann-Whitney U Test was done for gender and educational attainment. Table 4 shows the difference across ages, wherein

the overall job satisfaction is seen to have a p-value of 0.060. This indicates that there is no significant difference with regards to the level of job satisfaction when grouped according to their age. This result is consistent with a study conducted by Ghoreishi et al. wherein it was found that there was no significant relationship between age and job satisfaction among Kasha hospital workers [11]. Although there is no statistical significance, it can be seen that generally, the level of satisfaction increases as the age group increases. This can be attributed to the fact that older workers are more experienced, allowing them to better adapt to the job. Another reason may be that their experience allows for a more objective point of view when it comes to changes that may occur in the workplace [12].

Table.5 shows the summary of data showing the difference between genders. According to the results of the non-parametric Mann-Whitney U Test found in Table 5, all work-related variables show a p-value of greater than 0.05, with supervision having the highest p-value (0.921) and relationships having the lowest p-value of 0.413. A p-value higher than 0.05 was also found for job performance (0.218).

Table.5. *Difference between Genders*

Variables	Female		Male		Mann-Whitney U Test	p-value
	Mean	Std. Dev	Mean	Std. Dev		
Salary and other monetary incentives	2.915	0.775	2.898	0.544	578.500	0.450
Hospital policies	3.076	0.635	2.909	0.781	598.000	0.572
Relationships	3.114	0.558	3.011	0.585	573.500	0.413
Job security	2.894	0.831	2.932	0.623	620.000	0.755
Working Condition	3.106	0.665	3.080	0.553	626.000	0.805
Supervision	2.966	0.835	2.932	0.745	640.000	0.921
Work Related Average	3.012	0.616	2.960	0.527	596.000	0.573
Job Performance	8.847	1.297	8.727	0.703	538.500	0.218

With regards to gender, it was found that there is no significant difference between males and females (p=0.573) as seen in Table 5. A study conducted by Keeton et al. showed that females and males are equally highly satisfied with their jobs, although the number of satisfied females is slightly higher than that of the males, which is the same case in Table 5 [13]. According to the study, female physicians showed a slightly higher level of satisfaction than men due to their reports of having a healthier work-life balance and less burnout. The results are also consistent with another study that found no

significant difference between gender and job satisfaction among hospital workers [11]. However, according to Kapur, gender is one of the factors that determine job satisfaction due to females prioritizing working conditions and social relationships. Women also have a lower expectancy level, thus, making them more satisfied in their jobs than men [14].

Aside from age and gender, the difference across years in service was also measured. In order to determine if there is a difference across years in service in relation to job satisfaction, the Kruskal-Wallis Test was done, with results being shown in Table 6. In this table, it can be seen that the p-values for salary and other monetary incentives, hospital policies, as well as job performance all have p-values greater than 0.05, while the rest of the variables have p-values of less than 0.05. Those who have worked in the hospital for 7-9 years are shown to have the highest mean in terms of the total work-related average (3.314), while those who have been working for 1-3 years show the lowest mean of 2.720.

Table.6. *Difference across Years in Service*

Variables	1-3 years		4-6 years		7-9 years		More than 9 years		Kruskal-Wallis Test	p-value
	Mean	Std. Dev	Mean	Std. Dev	Mean	Std. Dev	Mean	Std. Dev		
Salary and other monetary incentives	2.610	0.854	2.944	0.569	3.288	0.380	3.042	0.838	7.796	0.051
Hospital policies	2.820	0.802	3.032	0.547	3.269	0.388	3.208	0.865	5.344	0.148
Relationships	2.990	0.538	2.960	0.581	3.365	0.390	3.313	0.614	8.834	0.032
Job security	2.630	0.860	2.839	0.676	3.365	0.463	3.146	0.888	9.947	0.019
Working Condition	2.810	0.701	3.065	0.536	3.442	0.435	3.417	0.643	12.405	0.006
Supervision	2.460	0.865	3.194	0.601	3.154	0.315	3.167	1.094	12.901	0.005
Work Related Average	2.720	0.690	3.005	0.473	3.314	0.278	3.215	0.672	10.275	0.016
Job Performance	8.760	1.562	8.548	0.995	9.308	0.751	9.083	0.793	6.517	0.089

In Table 6, it can be seen that there is a significant difference ($p < 0.05$) in the overall job satisfaction in relation to this attribute. As shown in the table, those who have worked at the hospital for 7-9 years have the highest satisfaction (mean=3.314), while those who have spent 1-3 years at work have the lowest (mean=2.720). Among the variables shown in Table 7, Relationships, Job Security, Working Condition, Supervision, and Work-Related Average all have p values of less than 0.05, indicating a significant difference in the level of job satisfaction. Generally, the level of satisfaction is seen to increase as the number of years in service increases. The reason for this may be attributed to the fact that those who have worked longer are more accustomed to their workplace as compared to those who are newer to the environment [15].

According to a study done by Kavanaugh et al. the major demographic variable that can affect overall job satisfaction is the number of years in service [16]. Furthermore, Fultz, et al.

conducted a study involving the job satisfaction of radiologic technologists and found that those with less years of experience in their workplace were less satisfied as compared to those who have been working there over a longer period of time [15]. The slightly decreased level of satisfaction among those who have worked for more than 9 years could be attributed to the sudden changes brought about by the pandemic, such as additional protocols, and fear of increased health risks [17].

The Mann-Whitney U Test was done in order to determine the difference between educational attainment. The results for this can be found in Table 7. As seen in the table, all variables generated p-values higher than 0.05, with salary and other monetary incentives being the highest (0.924) and job performance being the lowest (0.248).

Table.7. *Difference between Educational Attainments*

Variables	College Graduate		Masters' Degree		Mann-Whitney U Test	p-value
	Mean	Std. Dev	Mean	Std. Dev		
Salary and other monetary incentives	2.918	0.702	2.844	0.886	286.000	0.924
Hospital policies	3.007	0.695	3.250	0.463	237.000	0.363
Relationships	3.072	0.575	3.219	0.452	253.500	0.533
Job security	2.897	0.782	2.969	0.773	273.000	0.761
Working Condition	3.089	0.649	3.188	0.496	283.000	0.886
Supervision	2.938	0.790	3.125	0.991	238.500	0.381
Work Related Average	2.987	0.600	3.099	0.517	272.000	0.751
Job Performance	8.767	1.196	9.250	0.707	222.500	0.248

Lastly, Table 7 shows the difference between educational attainments. In this table, it is found that there is no significant difference ($p = 0.751$) between the two educational attainments in terms of their overall level of job satisfaction. The same case was seen in the study done by Fultz et al. wherein it was found that there was no significant difference between those with bachelor's degrees and associate degrees when it comes to job satisfaction [15].

In line with the results obtained, there is mostly no significant difference in the level of job satisfaction when grouped according to their personal and professional profile. As seen in Tables 4, 5, 6, and 7, in terms of personal and professional attributes, the results show that there is only a significant difference in the level of job satisfaction across the respondents' years of service. All other demographic attributes (age, gender, and educational attainment) showed slight differences in their means, but ultimately have no significant difference ($p > 0.05$).

3.5 Relationship between the Perception of Work-Related Situations and Level of Job Performance to Job Satisfaction

The values for the relationship between work-related situations and job performance to job satisfaction are shown in Table 8. According to the results using Spearman's Rho, there is a positive correlation. The values for the correlation coefficient ranges from 0.3 - 0.5, which is consistent with a low positive relation, where 0.441 is the highest while 0.130 is the lowest. All the variables are deemed to be significant except for one, which is Supervision.

Table.8. Correlations of the Variables to Job Performance and Job Satisfaction

Dimensions Variables	Correlation Coefficient	p-value	Significance
Salary and other monetary incentives	0.303	0.006	Significant
Hospital Policies	0.388	0.000	Significant
Relationships	0.370	0.001	Significant
Job Security	0.441	0.000	Significant
Working Condition	0.345	0.002	Significant
Supervision	0.130	0.247	Not Significant
Work Related Average	0.361	0.001	Significant

Table.8. shows a positive outlook wherein as the job performance increases, job satisfaction also increases. According to Temesgen, satisfaction in factors such as salary, recognition, and benefits affect the delivery of health care by the individual hence job performance and job satisfaction have a directly proportional relationship [18]. The values for the correlation coefficient range from 0.3 to 0.5, which is a low positive relation, meaning it does not greatly affect job satisfaction but is still significant. Among the variables, only Supervision was deemed Not Significant, which is in contrast to a study made by Anin, he stated that Salary, Job Security, Working Condition, and Supervision are all significant sources of job satisfaction [19]. The highest value is 0.441, Job Security, which can be due to the time of the pandemic, wherein the majority of staff and workers from various sectors became jobless. Among the variables, only Supervision was deemed not significant. Based on the given results, there is a significant relationship between the respondents' perceptions on each of their work-related situations and the level of job satisfaction. Belanger et al. found that peer support, work conditions, quality of supervision, interpersonal relationships, and working conditions were significant factors that affect job satisfaction

[20]. This is consistent with the findings found on Table 8 except for Supervision which may be attributed to the difference of management styles amongst hospitals and unlike the results, Job security was found to not be considered a significant factor as the respondents were unionized, as stated by the researchers. Another study conducted by Atif et al. had similar findings in regard to salary or as phrased in their study, income per month which had a p-value of $p < 0.001$ when correlated with job satisfaction [21]. This is similar to the findings found on Table 8 which show a significant correlation between job satisfaction and salary amongst the respondents.

IV. CONCLUSION

The researchers were able to determine the different factors that affect the job satisfaction of medical technologists in public hospitals in Quezon City. Moreover, the proponents were also able to measure job satisfaction in relation to different variables such as work-related situations and job performance. This research identified the significant factors that keep medical technologists satisfied. The information, if applied in hospitals, is vital in maintaining job satisfaction and good job performance. During this pandemic, medical technologists are not only physically exhausted from their jobs, but they could also be mentally, financially, or spiritually tired.

It is important to provide the medical technologist with job security, proper compensation, and good working conditions, especially in times of crisis.

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