

**ABSTRACT**

**INSTITUTION/AGENCY** : Cavite-based Institution/Manpower Agency

**ADDRESS** : Dasmariñas, Cavite/ Makati City

**TITLE** : The Influence of Sourcing on the Job Satisfaction  
and Job Performance of Selected  
Housekeepers in a Cavite-based Institution.

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**OBJECTIVES OF THE STUDY****General:**

The primary purpose of the study is to find out if there exist significant relationship among job sourcing, job satisfaction and job performance of the external and internal housekeepers.

**Specific:**

1. To determine the demographic profile of the respondents in terms of age, gender, civil status and length of service.
2. To determine the job sourcing profile of the respondents.
3. To determine the job satisfaction level of the respondents when grouped according to external and internal sourcing.
4. To determine the job performance level of the respondents when grouped according to external and internal sourcing.
5. To determine whether there is a significant relationship between sourcing of employees and job satisfaction of the respondents.
6. To determine whether there is a significant relationship between sourcing of employees and job performance of the respondents.
7. To determine whether there is a significant relationship between job satisfaction and job performance of the respondents.

**Scope and Coverage**

The respondents of this study were 44 external and internal housekeepers. Twenty-two (22) were regularly employed by the Cavite-based Institution in Dasmariñas, Cavite and 22 were employed on a contractual basis from a Manpower agency in Makati City.



## **Methodology**

The descriptive-correlational method was used to conduct this study. A standardized test by Paul E. Spector was used to measure the job satisfaction of the respondents and performance appraisal was requested to measure their job performance.

In the analysis of the data gathered, solving for the frequency count, percentage, mean, pearson's  $r$  and cramer's  $v$  were used to determine the 44 external and internal housekeepers' profiles of job satisfaction and job performance.

## **Major Findings**

As for the demographic profile of the respondents, in terms of age range and out of the 44 respondents, majority of the housekeepers were older ones. As for the gender, most of the housekeepers were males. As for the civil status, it was clearly shown that married respondents composed the most number of respondents and as for the length of service, results showed that almost everybody has been able to stay quite long in their organizations.

As to the profile of the job satisfaction of the respondents, it shows that internal housekeepers appeared to be more satisfied compared with that of the external housekeepers.



As to the profile of the job performance of the respondents, it shows that the external housekeepers performed better than the internal housekeepers especially in terms of quality of work, dependability, job knowledge and professional appearance.

As to the relationship between job sourcing and job satisfaction, there is a moderate significant relationship between job sourcing and job satisfaction of the respondents.

As to the relationship between job sourcing and job performance, there is a moderate significant relationship between job sourcing and job performance of the respondents.

As to the relationship between job satisfaction and job performance, there is a strong significant relationship between job sourcing and job performance of the respondents.

## **Conclusion**

When it comes to job satisfaction of the respondents, it has been concluded that internal housekeepers have higher job satisfaction compared to external housekeepers.

When it comes to job performance of the respondents, external housekeepers performed better in their work compared to internal housekeepers.



As to the relationship of job satisfaction and job performance, it is concluded that it does not follow that job satisfaction alone influence the outcome of the respondents' performance.

It is also concluded that job sourcing affects the job satisfaction and job performance of the housekeepers.

### **Recommendation**

To improve the lifestyles of the housekeepers, particularly in their jobs, the administrators of such institutions should plan of giving extra credits or incentives by means of rewards or bonus to their employees whenever they would be acknowledged of doing something good. Especially for the external housekeepers, since they do not have the chance to have their wages increased, this would rather serve as a token for a good deed.

The students must be responsible enough to manage their own garbage, implement cleanliness and avoid littering. This could be done if they would start having discipline and control in themselves and this would be of great help for the housekeepers to lessen the load of their work.

The management of the institution should have the sense of responsibility of extending help to the housekeepers through their programs and activities. They should come up with interesting activities wherein their students may have the chance to interact with the housekeepers. This may



perhaps implement indiscrimination and develop a good professional relationship with the people in their working environment.

The researchers must always take into consideration establishing rapport and building good relationship with the respondents by giving corresponding respect and showing humility. This could somehow make them feel at ease and relax during interpersonal communication that may be helpful for the researchers in gather information essential to their study.

Aspiring researchers must take into consideration sufficient research literature to further support their study by gathering references as early as possible. Also, it is recommended that they would add some other factors that are contributory and essential to this study like the educational attainment of the respondents for instance, to further have a stronger and reliable result and study.