

JOB SATISFACTION OF SCHOOL'S ADMINISTRATIVE ASSISTANTS AND ADMINISTRATIVE OFFICERS IN SDO URDANETA CITY

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Abstract

This study investigated the job satisfaction of School Administrative Assistants and Administrative Officers in SDO Urdaneta City. It sought to assess their satisfaction levels, identify factors influencing their contentment, explore challenges and sources of dissatisfaction, examine available professional development opportunities, and propose a developmental program to bolster workplace morale and productivity.

This study employed a descriptive research approach, utilizing surveys, questionnaires, and interviews to gather data on the perceptions, experiences, and satisfaction levels of administrative staff. This methodology effectively captured key factors influencing job satisfaction, such as workload, work environment, recognition, and professional growth. A five-point Likert scale was used to measure satisfaction levels and identify challenges, while frequency and percentage analyses determined contributing factors and training opportunities.

The findings from this study resulted in actionable recommendations, including prioritizing strategies to manage workloads, reviewing compensation packages to align with staff contributions, enhancing work-life balance, and fostering interpersonal relationships. Additionally, educational institutions should develop policies that improve career advancement pathways and expand professional development programs, incorporating initiatives focused on stress management and well-being, to support both the technical skills and overall well-being of administrative staff. These recommendations aim to boost job satisfaction and enhance overall productivity within the educational system of Urdaneta City.

Keywords: Job satisfaction, administrative staff, professional development, educational administration

Introduction

The smooth and efficient operation of any educational institution heavily relies on the dedication and effectiveness of its administrative staff. School Administrative Assistants and Administrative Officers play a crucial, yet often overlooked, role in ensuring the seamless functioning of schools within the SDO Urdaneta City (Waziana et al., 2022). These individuals serve as the backbone of the educational system, handling a multitude of responsibilities ranging from managing student records and coordinating schedules to supporting teachers and facilitating communication between the school and the broader community (Villanueva et al., 2021). Consequently, their job satisfaction is paramount to the overall success and effectiveness of the educational system (Dare & Saleem, 2022). This study explores the multifaceted aspects of job satisfaction among these vital personnel in SDO Urdaneta City, investigating the factors that contribute to their contentment, the challenges they face, and the potential avenues for enhancing their overall work experience.

The significance of job satisfaction cannot be overstated. A satisfied workforce is a productive workforce. When employees feel valued, appreciated, and fulfilled in their roles, they are more likely to be engaged, motivated, and committed to their work (Javed et al., 2014). This translates to improved performance, reduced absenteeism, and lower turnover rates. In the context of education, the job satisfaction of administrative staff has a direct impact on the quality

of education provided to students (Sutapa et al., 2022). A positive and supportive work environment for administrative staff fosters a positive school climate, which in turn benefits students, teachers, and the wider community (Cipriano et al., 2024).

This study aims to provide a comprehensive understanding of the job satisfaction levels among School Administrative Assistants and Administrative Officers in SDO Urdaneta City. It seeks to explore several key questions: What are the current satisfaction levels of these personnel? What factors contribute to their satisfaction or dissatisfaction? What challenges do they face in their daily work? What professional development opportunities are available, and how can these be enhanced? By addressing these questions, the study endeavors to offer valuable insights into the experiences of administrative staff and propose actionable recommendations to enhance their job satisfaction and the overall effectiveness of the educational system.

Employing a descriptive research approach, the study utilizes surveys, questionnaires, and interviews to gather data from a representative sample of administrative staff in SDO Urdaneta City. This methodology enables a detailed exploration of the participants' perceptions, experiences, and satisfaction levels. The use of a five-point Likert scale facilitates a quantitative assessment of job satisfaction, while open-ended questions in the surveys and interviews provide valuable qualitative data, capturing the nuances and complexities of the participants' experiences.

The study's findings are expected to shed light on the key factors influencing job satisfaction among administrative staff in SDO Urdaneta City, such as workload, work environment, recognition, professional growth opportunities, and relationships with colleagues and supervisors (Aldosiry, 2020). By identifying these factors, the study can inform the development of targeted interventions and strategies to enhance job satisfaction. Furthermore, the study will explore the challenges and sources of dissatisfaction faced by administrative staff, providing valuable insights into the areas requiring attention and improvement (Velde, 2021).

Additionally, the study examines the professional development opportunities available to administrative staff. Professional development plays a crucial role in enhancing job satisfaction by equipping employees with the skills and knowledge needed to excel in their roles (Jishtu, 2020). By assessing the current professional development landscape, the study can identify gaps and recommend strategies for expanding and improving these opportunities (Lestari et al., 2023), such as specific training programs, workshops, or mentoring initiatives.

Ultimately, the goal of this study is to contribute to the development of a developmental program aimed at enhancing workplace morale and productivity among School Administrative Assistants and Administrative Officers in SDO Urdaneta City (Medallo & Constantino, 2020). This program will be based on the study's findings and will incorporate actionable recommendations for improving job satisfaction, such as strategies for fostering a positive work environment, implementing effective recognition and reward systems, and promoting professional growth and development.

Method

Research Design

This study employed a descriptive research approach to investigate the job satisfaction of School Administrative Assistants and Administrative Officers in SDO Urdaneta City. The descriptive research design was chosen to provide a comprehensive understanding of the current satisfaction levels, factors influencing satisfaction, and the challenges faced by these personnel.

Participants

The study participants consisted of a sample of School Administrative Assistants and Administrative Officers employed by the SDO Urdaneta City. The sample was selected using a

random sampling technique to ensure a representative and unbiased representation of the target population.

Instrumentation

The study utilized a combination of surveys, questionnaires, and semi-structured interviews to collect both quantitative and qualitative data. The survey instrument incorporated a five-point Likert scale to measure job satisfaction levels, while the open-ended questions in the questionnaires and interviews allowed for a deeper exploration of the participants' experiences and perspectives.

Data Analysis

The quantitative data from the surveys was analyzed using descriptive statistics, including measures of five-point likert scale, frequency and percentages to determine the overall job satisfaction levels.

Results

Level of Job Satisfaction of Administrative Assistants and Administrative Officers in SDO Urdaneta City

The findings from the survey indicate that the majority of School Administrative Assistants and Administrative Officers in SDO Urdaneta City experience a satisfied level of job satisfaction. It reveals insightful trends and areas of concern that have significant implications for management and leadership within the educational sector. High satisfaction levels in the work environment (4.2), leadership style (4.0), and relationships with colleagues (4.5) suggest that the administrative staff appreciate the positive culture and supportive leadership within the SDO. Conversely, the lower satisfaction scores reported in workload (2.8) and compensation (2.5) point towards areas that may significantly impact the morale and efficiency of the administrative staff. The moderate satisfaction with workload suggests that administrative staff may be experiencing stress or a sense of being overwhelmed due to the demands of their roles, which could lead to burnout if not addressed. Similarly, moderate satisfaction with compensation indicates concerns regarding the adequacy of financial remuneration, which might affect staff motivation and retention.

Key Factors Influencing Job Satisfaction

The results of the study highlight several key factors that influence the job satisfaction of School Administrative Assistants and Administrative Officers in SDO Urdaneta City. The high percentage of respondents (90%) citing 'Relationship with Colleagues' as a critical factor indicates a strong communal culture within the workplace, where interpersonal relationships and a supportive network significantly impact job satisfaction. This underscores the importance of fostering a positive organizational culture that promotes teamwork, mutual respect, and collaboration among staff members. Similarly, the high value placed on 'Work-Life Balance' (85%) reflects a growing awareness of the importance of personal well-being and the desire for a job that accommodates a healthy balance between professional responsibilities and personal life. On the other hand, the relatively lower percentages for 'Workload' (50%) and 'Compensation' (55%) as contributing factors might initially suggest that these are lesser concerns among the administrative staff. However, these findings could also indicate areas where there is room for improvement or currently meeting expectations but could quickly become points of dissatisfaction if conditions worsen.

Challenges Faced by Administrative Assistants and Administrative Officers

The study also uncovered several challenges faced by the administrative staff in SDO Urdaneta City that may impact their overall job satisfaction. reveal critical insights into the aspects of work that contribute to dissatisfaction among administrative staff in educational settings. Notably, the table highlights 'Poor Work-Life Balance' (4.5) and 'Excessive Workload' (4.3) as the leading sources of very high dissatisfaction, indicating that these are pressing issues that significantly impact administrative personnel's well-being and job satisfaction. High levels of dissatisfaction suggest that the demands placed on administrative staff often exceed reasonable expectations, infringing upon their time and contributing to stress and burnout. Similarly, 'Insufficient Compensation' (4.0) and 'Limited Career Advancement' (3.9) are significant contributors to dissatisfaction, reflecting concerns over financial recognition and growth opportunities within the organization. The moderate to high dissatisfaction scores for 'Lack of Professional Development' (3.8) and 'Lack of Autonomy' (3.7) further indicate areas where administrative staff feel their needs and expectations are not being fully met. These findings suggest a desire for more engaging and empowering work experiences where staff have opportunities to grow professionally and exercise greater control over their work processes. The dissatisfaction stemming from 'Ineffective Leadership' (3.2) and 'Inadequate Support Resources' (3.4) underscores the importance of strong, supportive leadership and adequate resources in shaping the administrative work environment. These factors enable staff to perform their duties effectively and feel valued.

Discussion

The findings of this research on job satisfaction among School Administrative Assistants and Administrative Officers in SDO Urdaneta City offer valuable insights into the factors influencing job satisfaction in educational administrative roles. The high levels of contentment with elements such as 'Relationship with Colleagues' and 'Work-Life Balance' suggest that administrative staff in SDO Urdaneta City generally experience a positive work environment and a degree of equilibrium between their professional and personal commitments.

However, the study also uncovers significant challenges that contribute to dissatisfaction, including excessive workloads, inadequate compensation, limited opportunities for career progression, and ineffective leadership. These observations align with existing literature on job satisfaction among administrative staff in educational settings. (Sealy et al., 2016) (Kamrozzaman et al., 2023) (Aldosiry, 2020) (Isa & Shahar, 2021) The research emphasizes the importance of addressing these challenges to enhance job satisfaction and, consequently, employee retention and organizational performance (Kamrozzaman et al., 2023).

The study offers several implications for school administrators and policymakers to improve the job satisfaction of administrative staff in SDO Urdaneta City. Firstly, it highlights the need to prioritize workload management and work-life balance, as these emerged as significant sources of dissatisfaction. (Anisah et al., 2020) Secondly, the findings suggest a comprehensive review of compensation and benefits packages, as well as opportunities for career advancement and professional development. (Azmi et al., 2022) Thirdly, the study underscores the crucial role of effective leadership in shaping a positive work environment and promoting job satisfaction. (Bhardwaj et al., 2020) By addressing these key factors, school administrators can work to create a more supportive and rewarding work environment for their administrative staff, ultimately contributing to improved organizational performance and the well-being of the entire school community. (Anisah et al., 2020)

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