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“Work-Related Quality of Life, Work Engagement and Empowerment of Social Workers in the Philippines”

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Abstract

This study aimed to demonstrate the level of work-related quality of life (WRQOL), work engagement and empowerment of Filipino social workers. And explore if these concepts can be related. The WRQOL is measured through the WRQOL scale, the work engagement is measured by the Utrecht Work Engagement Scale (UWES) 9-item version, and the empowerment is explored through questionnaires and individual and group interviews. The participating social workers (N=52) responded to a link to the scales and questionnaire which were sent online. The interviews were also conducted virtually.

The results showed that the social workers working in the private sectors have higher level of WRQOL and work engagement than those working in the government. The same is true for regular employees who have higher level of WRQOL and work engagement than those working on contractual basis. The social workers considered themselves empowered by they acknowledge the need for the improvement in the support they are getting from their work organization and the local professional organization. The results also show that people who have average to high level of both WRQOL and work engagement are more empowered than those who have low or varying levels on these aspects.

The implication of this study includes links to professional practice and ethical principles, proactive approach to protect social workers, improvement of services through empowering social workers and improving their wellbeing and the standardization and regularization of social work profession for proper support and recognition.

Based on the findings, the researcher closed with the discussion and recommendation pertaining advancing social work profession by being innovative and radical in the new challenges faced by social workers, establishment of social work organizations and unions, and finally for organizations to invest in the social workers' human capital to improve services and programs.

Keywords: WRQOL, empowerment, social workers' welfare, work engagement, social work, wellbeing

Chapter 1: Introduction

1.1 Background

The Philippine context of social work is both rooted in the local and international practice. It is also a well-regulated profession but surprisingly not well acknowledged. Many service users and even other professionals do not really know what social workers do and how important they are in nation building. Shier and Graham (2013) argues that jobs for social workers are meaningful at a personal level and therefore the need to address satisfaction at work needs to be addressed at the workplace itself. But it is common knowledge in the sphere of social workers that the job of empowering others is a no easy task. But one thing is certain, to promote the empowerment of the population, social workers themselves must feel empowered by the profession. Sometimes, social workers themselves are affected by their experiences in the practice, which then affect their quality of life, how engage they are at work, and how they see themselves in the power relationship with the organization and the society itself.

The world is starting to realize that as job demand changes from being just physical to becoming mental and emotional, organizations should adapt by investing to maintaining and improving the mental capital of their employees. And understanding the factors that contribute to the overall perceived wellbeing of social workers can be leveraged for the improvement of occupational conditions (Graham and Shier, 2010).

Ferguson (2016) and Powers and Engstrom (2020) argue that new radical social workers must be critical in the approaches of empowerment. This includes being able to be critical and innovative in how social work is taught and practiced in a specific context. Being radical is trying to explore new ideas and put them into practice. Hence, this study aims to explore the level of WRQOL, work engagement and empowerment of Philippine social workers and draw implications and recommendations.

1.2 Significance of the study

This study is significant in opening the awareness of the society, social workers included, that being in the profession entails a lot of responsibilities and challenges and these challenges negatively affects our lives inside and outside our workplace. Thus, giving emphasis to the fact that social workers, and those in the similar field, also need help. Organizations and the society should acknowledge and act upon these needs as social rights of employees. In the context of the Philippines, there is a notion that social workers should be able to handle any form of stress and so organizations disregard their welfare to meet objectives and deliverables

of the programs. Social work organizations are more focused on the improvement of the professional development, such as through various seminars and symposium, and less emphasis on social workers' welfare and personal preservation and development. Laws passed in the country are more focused on standardizing the profession and less focused on acknowledging contributions and rights of social workers. The very idea of social workers fighting for their own rights is a taboo topic that old and young generations of social workers would not talk about.

This study also has societal importance because not only it will open up a new concept of welfare for service providers themselves, but it will also shape how social work is going to be taught in the level of the academe and continuous professional development. As of now, in the bachelor's level, there is no course in the curriculum that talks about how social workers could empower themselves. On another important note, the society and even at the professional environment, the practice of social work is highly romanticized by being resilient to the point that one cannot be called a social worker if they experience burnout or reach a breaking point.

This topic is relevant in the local context of practice in the Philippines and in the world as well. The call for improving the working experience for social workers, in cases and instances that it is possible will improve the dignity of work in the field. This will also hope to contribute to the decrease of social workers who constantly change fields because they are not supported in the workplace, those who seek to work abroad for a better social work setting, and those who completely leave the profession because they cannot handle stress and cannot live up to the expectation that entails the practice.

1.3 Research Question and Objectives

Taking to account this this framework, the following questions were raised and guided the research:

- What is the level of work-related quality of life (WRQOL) of social workers, work engagement and empowerment of social workers?
- How is the level (low, average, and higher) of work-related quality of life (WRQOL) of social workers in the Philippines related with their work engagement and empowerment, and vice versa?
- What strategies and possible solutions are being adopted by organisation to empower, and maintain and or improve the quality of life of social workers at work?

The researcher assumed that the level of WRQOL of social workers in the private sectors will be higher compared to those working in the government. In the same way, social workers with

regular employment has higher level of WRQOL, and work engagement compared to contractual employees. Also presume that social workers are empowered, they are still longing to be even more supported and recognized by their organizations and the society in general.

Considering this point of view some research objectives are define:

- Identify the level of WRQOL of social workers in the Philippines (general well-being, job and career satisfaction, working condition, stress at work, home-work interface, and control at work) using the WRQOL scale and level of work engagement using UWES; and explore relation and implication to the empowerment of social workers.
- Identify organizational strategies and resources being employed by social work organizations for their social workers to achieve, maintain or improve quality of life of social workers and level of empowerment.
- Identify the role of social injustices such as pertaining to human rights of the social workers, the lack of policies and programs, and the cultural values that contributes to the level of quality of life of social workers.
- Formulate recommendations that will address the issues surrounding the WRQOL and empowerment of social workers.

To achieve these goals, the researcher adopted quantitative and qualitative methodology in data gathering and processing. This was made possible using the WRQOL scale and UWES which measured the level of quality of work life and work engagement of the respondents, respectively. The researcher also defined other strategies such as interviews, focus-group discussion, and the use of survey questionnaire to identify the status of empowerment of social workers in their work; and associated the results of these strategies to come up with overall analysis and recommendations.

Chapter 2: Framework

2.1 Literature Review

2.1.1 Social Work and quality of life

Conventionally, every social worker is expected to know how to do casework, group work, and community organizing. Although your choice of work will dictate mostly which method you will be using. All social workers are also expected to know how to make a social case study report. It is a kind of report that tells the history of the case of the client, the intervention plan for the problem, assessment, evaluation, and recommendation. The roles of social workers can be an educator, an advocate, a case management worker, a disaster response expert, a resource mobilizer, crisis intervention officer, enabler, network officer, field worker, coordinator, manager, supervisor, and many other roles.

But the social worker is also expected to be an activist that promotes change in structural terms and for that, he/she must be empowered not only in terms of the values of the profession but in critical perspectives as well, which defend the participation and rights of all citizens. However, for social workers to carry out their work, it is important that they have a good quality of life and quality of life at work.

The 'quality of life' in general can be a difficult term to define as it can mean many things including ones that pertain to economic, social, and political among many other aspects. The Aristotelian line of thought for example is concerned about the quality of life at a general level (Megone, 1994). Because of its ambiguity, researchers try to define the quality of life based on what specific aspect of life they are trying to measure.

Researchers have been dealing with studies about health-related quality of life (Post, 2014), employment (Jayasinghe et al., 2009; Karacaer et al, 2016; and Preto et al., 2016), age, household size, education, and gender (Erhabor et al., 2018) and work-related (Cheng and Gan, 2020; Sehrish and Zubair, 2020) to name a few.

No matter what specific aspect of quality of life we investigate, two major aspects are always dominant, the social, and the economic, which dictate the welfare and wellbeing of individuals in general (Baldwin et al., 1994). Many studies have been conducted to understand the correlation of the economic aspect of life to the general quality of life. But the economy is only one side of a coin, and although it has been proven in many studies that economic status does contribute to a good quality of life, the social aspect also plays a major role in the individual's perception of what is a good quality of living. One concrete example would be a person who can afford all his medical expenses but cannot be with his friends or family because he needs constant medical attention and bed rest all the time.

In their attempt to explore correlations of work-to-family conflict and family-to-work conflict of social workers in India and Australia, Kalliath et al. (2017) found out that these factors greatly affect the satisfaction and well-being of the said population. They also found out that family satisfaction has both mediating roles in the conflicts between work and family and vice versa.

Filipinos are known to have strong family ties and have always wanted to relate to their familial roots. But because developing countries have characteristics of a large migration to urban areas for employment, the traditional family ties are fragmented by physical distance (Shah, 2009). Thus, resulting in minimal physical support and companionship during periods of stress experienced by social workers. This is especially significant because as Martinez et al. (2020) argue, Filipinos generally prefer seeking help from families and friends when experiencing psychological distress instead of seeing a mental health expert. The absence of family members to depend on during difficult times and the unfavorable attitude towards formal mental health support from experts threatens the well-being of Filipino social workers.

Another factor that affects the quality of life of social workers when it comes to the performance of their work, is gender. Gender however still plays a role in the well-being and quality of life of social workers. Aziz (2004) argued that gender roles are clearly defined with women assuming a majority of the responsibility of home maintenance and taking care of children and older members of the family.

Another factor that affects the welfare, satisfaction, and well-being of social workers in the field they are working. While social work itself is a challenging profession, there are sectors and service-user experiences that make the actual practice complicated compared to other fields of social work. In fact, voluntary turnover of social workers, particularly in the child-welfare sectors, is increasing (Scales and Quincy Brown, 2020). Relative to this scenario, it also results in the decline of organizational commitment and passion in giving services to target service users (Scales and Quincy Brown, 2020). Because of this, there is a high demand of social workers in these challenging fields and organizations offer a more attractive salary, benefits, and support to encourage social workers to take on the challenge. But the loss of interest in a particular field of social work is not only the problem.

There are those who argue that social workers' overinvolvement with clients, motivated by the desire to help, is a source of stress (Acker, 1999; Egan, 1993). A common driving force of social work practitioners to be engaged in this profession is the desire to help. But often, there is difficulty in drawing the line between what social workers can and cannot do for their service users. Overall direct interaction of social workers with their service-users causes satisfaction but also burn-out and negative psychological effects (Acker, 1999).

Relative to the sector where social workers work, the length of their work in such settings also affects their work-related quality of life. The challenging experiences and the length of exposure to these may result in vicarious trauma, secondary traumatic stress, and burnout. Figley (1995) argues that although these terms are used interchangeably by other researchers and in other fields, they are completely different and can be measured separately.

Regardless of similarities or differences, these negative effects can also cause burnout (Pearlman and Mac Ian, 1995), which is common work-based challenges faced by those in helping professions (Figley, 1995). Armes et al. (2020) and Caringi et al. (2017) argues that secondary traumatic stress, caused by indirect exposure to trauma which is experienced by service-users and related to social workers, causes distress and impairment in some cases. Long years of working with difficult cases also affect judgment and perception on cases handled by social workers (Denne et al., 2019).

Understanding the factors that contribute to the overall perceived well-being of social workers can be leveraged for the improvement of occupational conditions (Graham and Shier, 2010). The congruence with which social workers' expectations match their work environment and accomplishment influences their overall well-being (Shier and Graham, 2013). In contrast, not meeting these expectations could lead to self-doubt and work-place interpersonal conflict (Savaya et al., 2011). Shier and Graham (2013) argue that jobs for social workers are meaningful at a personal level and therefore the need to address satisfaction at work needs to be addressed at the workplace itself. Singer et al. (2020) suggest that it is not enough to just focus separately in providing prevention and interventions on vicarious trauma, secondary traumatic stress, and burnout, instead they should be addressed together.

The job-satisfaction of workers are affected by many factors and are correlated with issues of mental or psychological problems, burnout, low self-esteem, etc. (Faragher et al., 2005).

2.1.2 Social work and Work Engagement

Social workers work satisfaction is also related to their work engagement. Many organizations are becoming more aware of the importance of keeping their employees motivated at work and thus making these employees to stay in that organization longer while allowing them to grow more (Kosaka and Sato, 2020). This of course results to not only higher productivity but also a higher quality of performance, good working environment within the organization, stronger rapport among coworkers (Schaufeli et al., 2002; Schaufeli et al., 2006; Christian et al., 2011) and a healthy work-family balance (Znidarsic and Bernik, 2021).

Schaufeli et al. (2003) defines work engagement as a positive, affective-motivational state of fulfillment that is characterized by vigor, dedication, and absorption. Rather than being a temporary state, work engagement is a longitudinal attitude and behavior manifested by employees. Basically, work engagement is the organic willingness of employees to do their job in their organization without resulting in burnout. While burnout and work engagement can be both applicable to professionals from various fields and work context (Schaufeli et al., 2009), they are not the same. In fact, Schaufeli et al. (2003; 2006) argues that they are completely opposite.

Work engagement is the ability to become more enthusiastic and energized at work resulting in positive personal, social and professional growth (Schaufeli et al. 2011; Kosaka and Sato, 2020). Work engagement is also not similar to workaholism, and they are two different concepts (Shimazu et al., 2015; Schaufeli, 2011). Workaholism is different in the sense that employee tends to work excessively hard and be obsessed with the work which is manifested in working compulsively (Schaufeli et al., 2008).

Although there are other words associated with and or relating to work engagement, researchers and practitioners argue that each of the concepts can vary from smaller to greater sense when applied in the practical world with each of them having a different approach and target (Shuck et al., 2017; Kosaka and Sato, 2020; Saks, 2006; Soane et al., 2012).

Schaufeli et al. (2003; 2006, 2011) developed the concept of work engagement and the work engagement scale as a response to the trend in psychology that is focused on the negative, and instead, draw a fresh new perspective and focus on what is positive that is happening in the field. Myers (2000) found out that there is a significantly big difference in literature in psychology focused on the negative aspect and the positive psychology. With less focus on those who 'thrive' in the field, a new approach to looking at the positive began. And the world is starting to realize that as job demand changes from being just physical to becoming mental and emotional, organizations adapt by investing in maintaining and improving the mental capital of their employees. This means, that aside from being physically healthy, employees should also be more motivated and have a high level of mental health awareness.

2.1.2.1 Driving Forces of Work Engagement

As an adult, you may know for sure that working involves a lot of physical, mental and emotional stress and these affect your work-related quality of life (Jayasinghe et al., 2009). And the situation can be amplified by different factors revolving around the working environment and condition (Cheng and Gan, 2020), family affairs (Kalliath et al. 2017), the nature of the job (Scales and Quincy Brown, 2020; Acker, 1999; Egan, 1993) ,etc. And thriving

in the workforce is no easy task. On the other hand, people can also embrace a positive attitude and behavior towards their job (Forde-Johnston, 2019; Dent and Holton, 2016). And that is what work engagement is all about --- finding meaning, enthusiasm, dedication, and healthy outlook in performing your tasks as an employee. Schaufeli et al. (2003;2006, 2011) emphasized that to achieve work engagement job resources and personal resources should be exhibited in the working environment by respective actors. Absence of these resources could spell out burnout among workers as opposed to performing well when these are present and maintained.

Demerouti et al. (2017) and Bakker and van Dierendonck (2003) suggests that there is a strong correlation between the job resources and the improvement of wellbeing of employees as well as their work engagement in general. Job resources are manifested in the organization's physical, emotional, social and job conditions which not only help in accomplishing goals but also constitute to the prevention of burnout (Demerouti et al, 2001) and promotion of wellbeing (Luu, 2019, Wright and Hobfoll, 2004; Ravalier, 2018). Job resources also stimulate learning and growth (Hakanen and Roodt, 2010; Reis et al., 2015) and even results to conservation of tangible and intangible job resources (Lesener et al., 2019).

Job resources include satisfying the employees' need to grow and be autonomous (Hakanen and Roodt, 2010), be provided with financial, technical equipment and variety of tasks and personal and professional development (Reis et al., 2015), be supported by the organization in terms of mental, emotional, and developmental aspects (Xanthopoulou et al., 2007; Bakker et al., 2004) and be involved in the decision-making process (Bakker et al., 2003; Bakker and Schaufeli, 2001; Bakker et al., 2003).

Another dimension of work engagement is the personal resources of the employees. It is defined as the ability of the individual to control and impact their environment successfully and characterized by a positive self-evaluation (Hobfoll et al., 2003). Schaufeli (2011) emphasized that engaged workers are stable, conscientious, optimistic, social, and self-confident by nature.

Personal resources on their own create a working atmosphere that is positive and engaging. People with a positive personality and healthy mental health can serve as inspiration for other employees. Overall, the combination of job and personal resources increase the task performance and contextual performance (Christian et al., 2011). The task performance being the individual's stipulated and expected tasks and contextual performance being tasked beyond what is expected of you in the organization in a healthy context.

Other authors, like Christian et al. (2011) also argued that there is a positive correlation between work engagement and job satisfaction. Aside from satisfaction and work engagement, the organization should also focus on addressing the relationship between job demands and resources, personal resources, and burnout to achieve organizational outcomes (Schaufeli et al., 2003; 2006; 2011; Hakanen and Roodt, 2010). Salanova et al. (2006) also suggests that for work engagement and job satisfaction to be achievable, organization should consider an upward 'gain' spiral model which starts from job resources, self-efficacy, work engagement, job performance, and satisfaction. Bakker et al. (2006; 2009) also suggests that work engagement, in relation to job satisfaction as well is emotional contagion.

2.1.3 Empowerment and social work professionalization

Relative to work-related quality of life and work engagement, empowerment plays a vital role in the work and professional satisfaction of social workers. Empowerment is used in many fields and how it is defined is greatly affected by the field it is associated with. For example, in the field of economics, consumer empowerment enables the consumers to control issues that are usually controlled by the marketers (Wathieu et al., 2002), while psychological empowerment on the other hand is a process of change involving interpersonal, interactional, and behavioral components (Zimmerman and Rappaport, 1988). In social welfare, empowerment is defined as the process that a person undergoes to gain greater control over the decision-making and activities that influence a person's wellbeing (Harris, 2016).

2.1.3.1 Importance of Social Work Empowerment

Empowerment in social work is greatly driven by the goal of improving the social functioning of the service users (Boehm and Staples, 2002). This means, as an empowering profession, social work acknowledges the importance of understanding the experiences of people, whether individual or collective, utilizing theories and formulating tools that will improve the current situation into a desired one while being guided by the ethics, values, and principles of the profession (Coady, et al., 2016, 383).

And although the perspectives of empowerment can depend on the time, the sector, and the approaches involved, there are variables that are always constant in seeking to empower individuals, groups, and communities. The first one being empowerment as a response to an oppressive situation. It is important that there is an awareness that inequalities, injustices, and power imbalances exist that prevent people from living a desirable life and or achieving higher quality of living (Freire, 1970; Gutierrez, 1990; Solomon, 1976; Lee, 2001; Gutierrez, et al.,

1998). This is commonly known as critical consciousness. Critical consciousness assesses the role of one's belief and the system that perpetuates the oppressive situation experience by the member or members of the community (Freire, 1997; Sakamoto and Pitner, 2005).

Aside from being a response to a situation, the second characteristic common in the empowerment in social work is that it requires collective action (Hossen, 2005; Medina, 2007). Empowerment requires both people who experience injustice and those who do not but are moved by others' experiences to take action that will put a stop to the injustice and to prevent it from happening again in the future (Medina, 2007). To achieve social change, one must be aware that his or her contributions create ripples that build up to create waves strong enough to capsize any vessel. In social work, to take action is materialized by many things including the creation of tools that will ensure empowerment (Maguirre et al., 2016).

The third thing that is common in empowerment is to recognize that empowerment is a process and the product, and it is the social workers' role is to be nondirective but rather an enabling facilitator (Boehm and Staples, 2002). Empowerment analyzed the current situation and continue to evolve to address the changes in the concern. Although Foucault (1978; 1982) argues that there is a kind of empowerment that is constant, which is the empowerment characterized by the person's innate ability to do what is right, that idea of empowerment is completely different approach in addressing social issues because it rather focuses on individual's ability to remain upright in the turmoil of the society. Empowerment as a process and product recognizes that personal, interpersonal, and political/community aspects in empowering individuals, groups and communities (Freire, 1970; Gutierrez, 1990; Solomon, 1976; Lee, 2001; Gutierrez, et al., 19980. The person-in-environment perspective for example emphasizes the interdependence of people and their social and physical environment which cause the problems but also provides solution to them (Mills, 2000; Kondrat, 2002; Green and McDermott, 2010).

2.1.3.2 Professional values, ethics, and empowerment

Social work empowerment is also deeply rooted in the profession's values, ethics, and principles. One of the basic ethical principles of social work is that we, as professionals, respect the inherent worth and dignity of all persons. Despite the differences in the amplification of the definition of social work according to respective regions, the values and principles are constant across the globe. These guiding principles give distinct identity to the social work profession. It also provides a bridge for international social workers to come in the middle and get a unified understanding of the social work practice despite having different cultural background, welfare systems, approaches, and various intervention, programs, and

services (Bell and Hafford-Letchfield, 2015; Barsky, 2010; Banks, 2012). The global social work ethics set by the IFSW (2018), and the social work code of ethics set by the PASWI (1998) provide framework for the highest possible standard of professional integrity for social workers internationally and locally, respectively.

Like the application of the code of values, principles, and professional ethics in the helping process with service users, these concepts can also be applied when tackling the empowerment of the social workers themselves or the social work profession in the general sense.

2.1.3.3 Empowerment as Promotion of Human Rights

When we think of human rights when we were studying our social work undergraduate degree and or while performing your task as a social worker, most of the time, the emphasis would be on the rights of service users. And it is rightfully so because the profession's main purpose is to help those in need to be able to assert and fight for their rights as human being. But in the process of understanding and fighting for human rights, social workers, and the organizations they work for, have been giving less attention on the human rights of social workers. Human rights are a global right to which every human being is entitled to by virtue of them being a 'human'.

Ife (2008) argues that human rights are important in the practice of social work. He later argues in his book that human rights perspective can provide a basis for an assertive practice that seeks to realize social work objectives in any setting, which includes work settings of social workers. A strong argument on the applicability of empowerment of social workers is also the fact that human rights is not an exclusive context.

2.1.3.4 Challenging social injustices through empowerment

Promoting social justice is at the heart of the social work profession and it is constant in any practical context around the world (IFSW, 2018; Allen, 2019; Grant and Austin, 2014; Finn and Jacobson, 2008). Although some argues that social justice should have a more social work inspired definition due to conflicting arguments over the use in other fields (Nicotera, 2019; Allen, 2019), promoting social justice and challenging social injustices have played major role in empowering different groups of service users, making changes in the society, and even promoting for the improvement of the social work profession. While many western social work organizations have established themselves to fight for the injustice's experiences by their social work members, the same cannot be said for other parts of the globe.

In the Philippines for example, most social workers employed by the government are contractual. Although, it may seem to be a bit of minor concern, having a secure position after years of working will be a necessity. The social injustice in this context is that there is a huge difference between being employed in a permanent position than working on a contractual basis. Even if an employee spends years or even decades in a contractual position, he or she cannot be fully absorbed by the government as a regular employee with proper benefits that come with that title. Friedman et al. (2020) also suggest that aside from being radical, social workers should also exercise their rights to be politically involved in the discussion of matters concerning them, the profession, and the service users.

2.1.3.5 Empowerment through Social Responsibility

The history of human and community survival and development has always been greatly affected on how each member can depend on each other during times of crisis. The mechanisms provided by the community members and the social institutions alleviate and eradicate injustices, abuses, poverty, and other social concerns. Social responsibility acknowledges the interdependence of people and system to create a better environment and situation especially for the vulnerable groups (Getele, et al., 2020). Social responsibility goes way beyond charitable actions or spiritual obligations but the acknowledgment that everyone has a role to play in improving the society, encouraging contributions from the private sectors, the government, the academe (Stachowicz- Stanusch, 2018) the public and the vulnerable population who are not seen as an entity that can also contribute to alleviating their situation.

Getele et al. (2020) also suggests that the inclusion of the awareness of sustainability in terms of environmental practices should also be included in the organizational mandate and practices. This would not only give positive perception of the organization but also improve human behavior which can be manifested inside and outside the working sphere. Blanco-Gonzalez et al. (2020) also found out that engaging employees in social responsibility activities improve social capital and the feeling of legitimacy among themselves. In relation to the empowerment of social workers, inculcating social responsibility activities different from their assigned field will provide them other opportunities to contribute to the improvement of society. Organizations' acknowledgment of their contribution, innovation, and initiative on these activities and engagement will also improve their wellbeing and the validation of their professional principles and mandates.

2.1.3.6 Empowerment and Environmental Sustainability

The growing idea of social workers including the physical environment aspect of the people's problem (Dominelli, 2012; Kemp, 2011; Teixeira and Krings, 2015) is gaining popularity. It seeks to understand how the interactions between the people and the environment can be used to identify the issues and give solutions to them. That is why it is important as social workers; we explore how we can further improve the practice of profession while at the same time addressing the growing concern in the degradation of our environment and natural resources (Rocha, 2018; Dominelli, 2012; Norton, 2012).

Knight and Gitterman (2016) argues that for social workers to better achieve success and improvement of the welfare of the clients or service users, the former should also begin to intervene in the social and environmental aspects of the community and the problem. Meanwhile, Thurber (2019) also suggests that intentional learning, caring and empowering environment can benefit the members of the group and the community where the group operates. This relates to the empowerment of social workers and service users by understanding the environmental aspects of the problem, developing a sense of compassion and empathy towards nature, and later empowering the physical environment by working together is key to improving the lives of people in the community.

Barthold and Bloom (2020) argue that organizations can be considered as another space where people can acknowledge responsibility and take actions for the consequences of human activities that have negative and positive impacts on the environment.

Aside from inculcating the environmental sustainability in the practice of social work, Teixeira and Krings (2015) suggest that it should also be included in the education and training of social workers. This also calls for experienced practitioners to engage in training that will boost they knowledge about the perspectives and approach than can be associated with the environment to fully understand the situation of the service users.

2.2 Social Work in the Philippines

Filipinos are known to be hospitable and helpful, with a strong sense of community and commitment to the betterment of their neighbours. One major characteristic that prove this is through the spirit of '*bayanihan*'. Although there is no actual English translation for this expression, it basically means helping your neighbour in times of need. The idea and practice of 'bayahanihan' can be considered the early, informal practice of social work in the country and a proof of 'the humanitarian impulse' argued by Almanzor (1966). It was strengthened

with the arrival of Catholic faith that amplifies the burning desire to do good to others as it would result to favourable conditions to reach heaven in the afterlife. This was evident within the establishment of formal institutions such as schools, churches and hospitals and other institutions that cater to the poor.

It was during the American occupation of the Philippines that the profession would start to achieve formal recognition and practice (Almanzor, 1988). In 1919, Josefa Jara-Martinez was sent to the United States to study social work and became the first ever officially recognised social worker in the country. On her return, she founded the first school of social work, and there, along with her colleagues, they localised the practice of social work----- a mixture of practice rooted in European, American, and Philippine context (Lee-Mendoza, 2008). The establishment of that school led to the formulation of the social work curriculum in other universities and colleges; and ultimately led to the legislation of social work laws and founding of social work organisations such the Philippine Association of Social Workers, Inc. (Price and Artaraz, 2013).

To be able to be a social worker in the Philippines, one specifically needs to have a diploma on Bachelor of Social Work. There are various private and public colleges and universities that offer social work program and the curriculum is regulated by the Commission on Higher Education (CHED) with the support from the National Association of Social Work Educators, Inc. (NASWEI).

The curriculum includes theories used in the social work practice, policies, programs, fields, methodologies, methods of social work, roles of social workers, jurisprudence, etc. After three years of academic and practical learning, social work students will undergo the field instruction for one whole year.

There are few organizations of social workers in the Philippines. Although the one major organization would be the Philippine Association of Social Workers, Inc. (PASWI). Which is the only professional organization of social workers duly recognized by the PRC which a social worker must be a member of before renewing his or her license. The board of social workers of the PRC is also the ones responsible in the implementation of the ethical and professional standards of the social work profession. This is also supported by various social work laws and guidelines.

Other organizations include NASWEI and Association of Local Social Welfare and Development Officers (ALSWODOPI) which is a professional organization of provincial, city and municipal social workers in the Philippines.

There are also other organizations with mostly social workers as members such as Area-Based Standards Network (ABSNET) which is an organization of agencies in a provincial setting which works in partnership with DSWD to monitor the compliance of the guidelines and standards set for the operation of institutions for clients in the Philippines. There is also an organization for social work students in the country called the Junior Social Workers Association of the Philippines (JSWAP) which is formed in national, regional, and provincial clusters. There is over 30, 000 social workers in the Philippines (PRC, 2021).

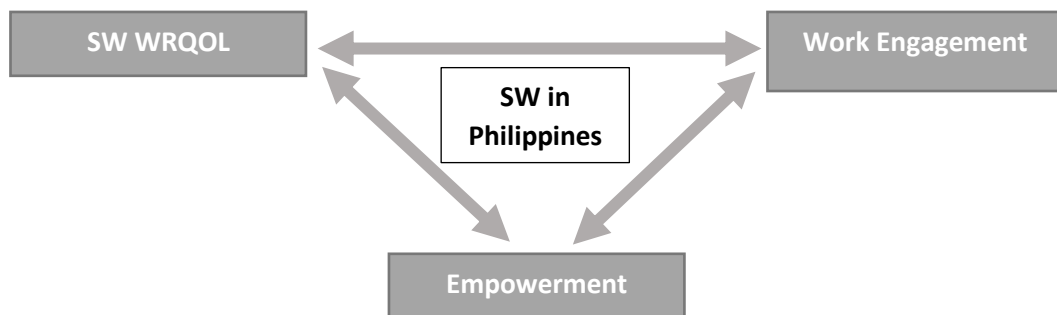
The fields of social work in the Philippines are generally categorized in public (or government) and private sectors. Being a government social worker means you are working in any government office as a social welfare officer or estate social worker. Although most government social workers are working with the Department of Social Welfare and Development (DSWD), the main welfare agency in the Philippines, social workers can also be found in trial courts, foreign affairs, special sectors, and various other government offices. Those working in the private sectors are mostly working for non-government organizations (NGOs) and other international organizations catering to a wide range of service-users which do casework, group work, and even community organizing.

Whether you are working with the government or the private, the sectors of service-users are consisting of children, women, indigenous people, farmers, fishermen, PWD, CICL, families, workers, disaster victims and survivors, LGBT, and many other special groups and individual service-users.

3.1 Conceptual model for research

To research the social work in the Philippines, the researcher assumed that it is important for the professionals to have a certain high level of quality of life, work engagement and empowerment to be able to perform their duties without compromising their well-being.

Figure 1 - Conceptual Model



In this research, the level of WRQOL of social workers was based on the six subfactors of WRQOL (general well-being, home-work interface, job and career satisfaction, control at work, working conditions and stress at work). These subfactors were measured independently; and the overall result of each subfactor determined the level of WRQOL of social workers whether it is lower QOL, average QOL or higher QOL.

The work engagement was measured using the 9-scale version of the Utrecht Work Engagement Scale (UWES). UWES measured the three aspects of work engagement developed by the authors of the scale which are vigor, dedication, and absorption. For the purposes of the study, these concepts were measured independently and as a whole to determine the difference in work engagement of various participants of the study.

The empowerment perception was determined by the results of the questionnaire pertaining to the concepts of human rights, social justice, and social responsibility. The questions explored how social workers are engaged in activities that promote or develop their values and principles in these three concepts as relating to their empowerment as a professional.

The conceptual model on this study explored the correlation between these three concepts: social workers' WRQOL, work engagement level and their empowerment. And how these concepts play a role in improving the quality of professionalism among social workers and the

possible creation or improvement of organizational services and programs for social workers – figure 1.

This model has several dimensions the researcher wanted to analyze; such as SWs profile and socio-graphical identity, general wellbeing, homework interface, job and career satisfaction, control at work conditions, and stress at work. Also, the work engagement related to vigor, dedication, and absorption. And, professional empowerment related to human rights, social justice, social responsibility environmental sustainability.

Operative dimensions of the conceptual model

Concept	Dimensions
SWs profile	Socio-graphic Characterization
Work-Related Quality of Life / WRQOL (scale) <i>(The numbering is how they appear on the scale)</i>	General well-being (GWB)
	Home-work interface (HWI)
	Job and Career Satisfaction (JCS)
	Control at Work WRQoL (CAW)
	Working Conditions (WCS)
	Stress at Work (SAW)
Work Engagement	Vigor
	Dedication
	Absorption
Professional Empowerment	Human Rights
	Social Justice
	Social responsibility
	Environmental Sustainability
	Summary question

Table 1: Operative dimensions of the conceptual model. (see appendix 1)

Source: WRQOL Scale – University of Portsmouth, UK; Utrecht Work Engagement. Scale (UWES) – Utrecht University, Netherlands; Empowerment questionnaire- made by the author.

3.2 Mixed Research Method

To carry out the research, the study used a mixture of quantitative and qualitative methods. The quantitative approach is represented using the WRQOL scale and the work engagement scale. While the results from these scales and the answers for the empowerment questionnaire were interpreted qualitatively.

The analysis of the results of the WRQOL, work engagement, and empowerment were analyzed using quantitative approach to prove the relation they have with one or two of the variables mentioned. The quantitative results provided a scientific measurement of the WRQOL and work engagement while the qualitative aspect showed findings grounded in the participants' experiences as represented by their answers. A combination of both approaches

ensured that both the statistical significance and the qualitative significance of the results are presented for discussion and analysis.

3.2.1 Questionnaires

The researcher used a survey questionnaire via google forms to achieve the objectives of this research study. The research questionnaire was a three-part survey that uses (a) work-related quality of life scale, (b) work engagement scale, and (c) questions about empowerment of the social workers in their workplace. The results of the scales and the questionnaire were recorded and statistically interpreted using the SPSS tool. The correlation of the three factors, WRQOL, work engagement, and empowerment, will be analyzed using the conceptual framework created by the researcher for this study.

Questionnaire - WRQOL scale

With regards to the use WRQOL, the scale has been used by more than 500 researchers in 45 countries to assess and improve the quality of work-life of employees of different backgrounds and from different contexts.

For this study, the definition of the work-related quality of life (WRQOL) is based on the scale developed by the University of Portsmouth in the UK. The scale is a 23-item psychometric scale used to gauge the perceived quality of life of employees as measured through six psychosocial subfactors: general well-being (GWB), home-work interface (HWI), job and career satisfaction (JCS), control at work WRQOL (CAW), working conditions (WCS) and stress at work. There are two percentile table available for the interpretation of the results of the scale: UK National Health Service Norms which is primarily used for NHS run and supported organizations and the UK Higher Education Norms which is meant for the general use of the scale and therefore used in this study. The qualitative interpretation of the scale ranges from lower, average or higher WRQOL. There is also a portion in the scale where participants are asked of possible plans they might want to take in connection to the result of the scale.

General Well-Being (GWB)

GWB reflects psychological well-being and general physical health aspects. Your sense of GWB may be more or less independent of your work situation. General well-being both influences, and is influenced by, work. It warrants attention and action where necessary as it is closely linked with your overall Quality of Working Life.

Home-Work Interface (HWI)

The degree to which you think the organization understands and tries to help you with pressures outside of work is measured by this subscale. HWI is related to your work-life balance and is about having a measure of control over when, where, and how you work. It is achieved when you feel you have a more fulfilled life inside and outside paid work, to the mutual benefit of you and your work. A poor work-life balance can have negative effects on your well-being.

Job and Career Satisfaction (JCS)

This WRQoL subscale reflects the extent to which you are content with your job and prospects at work. JCS is a very important subscale in overall quality of working life. How you score on the JCS subscale relates to whether you feel the workplace provides you with the best things at work - the things that make you feel good, such as: a sense of achievement, high self-esteem, fulfilment of potential, etc. The JCS subscale is influenced by clarity of goals and role ambiguity, appraisal, recognition and reward, personal development career benefits and enhancement and training needs.

Working Conditions (WCS)

This subscale assesses the extent to which you are satisfied with the conditions in which you work. Your score for the WCS subscale indicates the extent to which you are satisfied with the fundamental resources, working conditions, and security necessary to do your job effectively. This includes aspects of the work environment such as noise and temperature, shift patterns and working hours, pay, tools and equipment, safety, and security. Dissatisfaction with these aspects can have a significantly adverse effect on your overall WRQoL score.

Stress at Work (SAW)

This subscale assesses the extent to which you see work pressures and demands as acceptable and not excessive or „stressful“. The UK Health & Safety Executive (HSE) define stress as: “the adverse reaction people have to excessive pressure or other types of demand placed on them“. Work pressures and demands can be a positive aspect of our work experience, providing challenge and stimulation, but, where we see them as excessive and beyond our ability to cope, we are likely to feel overloaded and stressed.

Control at Work WRQoL (CAW)

Lastly, this subscale shows how far you feel you are involved in decisions that affect you at work. Control at Work reflects the level to which you feel you can exercise what you consider to be an appropriate level of control within your work environment. That perception of control might be linked to various aspects of work, including the opportunity to contribute to the

process of decision making that affects you. Leading authors in the field suggest that perception of personal control can strongly affect both an individual's" experience of stress and their health.

Answers for each of the items in the survey has corresponding points and the interpretation of the results of the sum of the subfactors and overall score are determined by these points.

The negatively phrased questions (items 7, 9 and 19) are to be scored using this format: strongly disagree = 5, disagree = 4, neutral = 3, agree = 2, strongly agree = 1. The rest of the items will be scored in this format: strongly disagree = 1, disagree = 2, neutral = 3, agree = 4 strongly agree = 5.

For this study, the interpretation of the data was based on the UK Higher Education Norms template of the WRQOL scale which is described in the table below.

Percentile Table								
Percentiles		Subfactor Total Points						Full Scale WRQOL
		GWB	HWI	JCS	CAW	WCS	SAW	
Lower WRQOL	10	6-13	3-7	6-13	3-7	3-7	2-3	1-56
	20	14-16	8-9	14-16	8	8-9		57-65
	30	17-18		17-18	9	10	4	66-71
Average WRQOL	40	19-20	10	19-20	10		5	72-76
	50	21		21		11		77-80
	60	22-23	11	22	11		6	81-84
Higher WRQOL	70	24	12	23		12	7	85-88
	80	25	13	24-25	12	13		89-91
	90	26-27	14	26	13	14	8	92-97
	99	28-30	15	27-36	14-15	15	9-10	98-110

Table 2: WRQOL Percentile Table

Questionnaire - Work Engagement Scale

Dimensions of Work Engagement

Schaufeli et al. (2003) developed the Utrecht Work Engagement Scale or UWES to measure the level of work engagement of different professionals. It is also a positive adaptation of the Maslach Burnout Inventory or MBI which measures burnout. Initially, UWES was a 24-item scale but changes were made over the years which lessen the items down to 17 and then to the current item of just 9. Over the years, the dimensions or constituting aspects of the UWES remain constant ---- vigor, dedication, and absorption.

Vigor is characterized by high levels of energy and mental resilience while working. People who has this characteristic also shows willingness to work and learn and maintain positive mental state and behavior amidst challenges. People inhibiting vigor are the ones whose energy to complete old and new tasks remain at a high level, if not more. They do not easily physically or mentally get tired and instead, always up for new challenges.

Dedication refers to one's strong involvement in work driven by their sense of significance. People who are dedicated do not give up easily but are always enthusiastic and inspired to do more. They believe that their work is meaningful, and that sense of meaning gives them fulfilment. It is the same feeling that enables them to offer their help to other members of the organization especially on tasks that they are very capable of. They do not hesitate to explore new tasks and are not afraid to make mistakes because they are steppingstone to becoming a better member of the organization.

Absorption refers to being fully concentrated and happy at work that time seemingly passes quickly that sometimes it is difficult to detach from work itself. This is of course in a healthier sense. People who inhibit absorption live to the values and principles of their work even outside the organization. They are excited to always go to work and contribute tirelessly for the aim of the organization. They also love to work with others which encourage them more to think of the positive and focus less on the negative experience which they do not dwell for longer period.

Answers for each of the items in the survey has corresponding points and the interpretation of the results of the score are determined by these points. For this study, the results will be interpreted based on the overall score of all the three dimensions and not based on the independent results of each dimension. The items will be scored in this format: Never (Never) = 0, Almost Never (a few times a year or less) = 1, Rarely (once a month or less) = 2, Sometimes (a few times a month) = 3, Often (once a week) = 4, Very often (a few times a week) = 5, Always (everyday) = 6.

Questionnaire – Professional Empowerment

To explore how social workers experience and practice empowerment, the questions are grouped into different operative dimensions. This will help them focus on evaluating themselves to ultimately reflect whether they consider themselves empowered or not.

Human Rights

The section of human rights in the empowerment questionnaire explores how social workers are supported in the empowerment process especially during this pandemic, how the services offered by social workers within the organization is perceived and how social workers would exercise their rights to raise opinion in issues concerning areas where they work.

Social Justice

The social justice section of the empowerment questionnaire explores how social workers perceive injustice, particularly not being able to have regular employment status even after working for years in the same organization, their interest to participate in social issues outside their work, how resourceful they can be in order to serve service users.

Social Responsibility

The social responsibility section of the empowerment questionnaire explores how social workers are supported to gain knowledge about social responsibility at work, how they are supported to manage stress, and how social workers themselves would react to issues and concern encountered by vulnerable groups outside what they organization actually serve for.

Environmental Sustainability

The environmental sustainability section of the empowerment questionnaire explores how social workers are aware of environmental sustainability, how they would it practice within their organization, what activities are available in the organization to promote environmental sustainability.

Summary question

The summary question sums up the overall perception of social workers when it comes to their awareness and exercise of empowerment while performing their roles in the organization and when dealing with service users and respond to issues that they face.

3.2.2 Interviews

There were individual interviews conducted after the survey. The survey questionnaire has a section where participants can express their desire to take part in an unpaid interview to share

more their insights about the questionnaire in relation to their actual experiences in their work. This is where the researcher were able to identify the participants for the interview.

3.2.3 Focus Group

Aside from individual interviews, there was also a focus group discussion on the results of the questionnaire which was participated by those who expressed interest to participate. This strategy helped understand the common understanding and experiences of the participants in their work and how they manage or not manage to maintain the quality of life, work engagement, and empowerment; and how these affect their work in general.

3.3 Population and Sample

The population of this research study were the registered social workers in the Philippines. They fall under the definition of a social worker stipulated in the Republic Act 4373 of 1965, otherwise known as the Philippine Social Work Law, which states that a 'social worker is a practitioner who by accepted academic training and social work professional experiences possesses the skill to achieve the objectives defined and set by the Social Work Profession' (RA 4373, s.3(k)).

And is further defined and amended by the Republic Act 10847 of 2016, as someone who, aside from obtaining license from the Professional Regulation Commission, is also engaged in Continuous Professional Development (CPD), earning 45 CPD points every three years (or before the renewal of his or her license) (s.26) ; and is a member of the sole integrated national organization of social workers (s.27), which is the Philippine Association of Social Workers, Inc.

From this population, the local registered social workers, the sample of the study were all social workers working in the government or private institutions. Each sample unit were limited to those who are working as practitioners whose job and task performance requires direct interaction with service users. Those invovled in the management of the organisation or those social workers at the administrative level were not included in the sample of this study. This was to highlight the experiences pertaining to work-related quality of life, work engagement and empowerment of the majority of social workers in the Philippines in terms of their participation in the delivery of services of their organisations.

The samples were also from any of the following demographic, such as gender orientation, religious background, age, civil status, place of work, income, sector working with, etc. It was required though, that the sample unit has been working in the organisation on his or current

position for more than a year to capture the experience of transition to adaptation to the work environment.

The researcher employed snowball sampling in the study. The researcher sent the research questionnaire's link to his friends and colleagues who then forwarded the link to their friends, co-workers, and colleagues. This type of non-random sampling technique ensured the utilisation of the network of the researcher and then the maximisation of the chain of referral to reach the number of target sample for the study. This is also irrespective of the type of organisation a social worker is working with, whether it is a government or a private institution. The nature of the work and the tasks are identical if you are working in the government. And if you are working in the private sector, it is also identical (with slight variations on the services depending on the license and accreditation granted by the Department of Social Welfare and Development) with other private organisations. Since the practice of social work in the Philippines and the welfare system is anchored in the generalist approach, despite having only participants from different parts of the country resulted to have reliability.

3.4 Procedural Ethics

To undertake the research, and before engaging with the sample of the study, the researcher made sure that the questionnaire and the procedure had been properly approved by the supervisor and if needed, by the ADVANCES consortium and the University of Lisbon. This was to ensure that the questionnaire was properly reviewed and approved before it is handed over to the participants for data collection. This gave more confidence to the participants that the study that they are participating into provided confidentiality that the data gathered are professionally managed, processed and disposed.

Informed Consent

Before participating in the survey, the participants were asked to sign a consent form that they acknowledge that they qualify for the survey and that they are giving their consent for their response to be recorded and be subjected for studies. They were also given assurance that the researcher will only share information to relevant person/s or organisation should there be a need to. In case that a sample unit decided to withdraw his or her data after already completing the survey, he is informed to request for the withdrawal of these data, no later than seven days after the information were given.

Confidentiality

The researcher assured the participants that the information gathered during the study will all be confidential. The survey questionnaire does not also ask for the name of the participants to maintain their anonymity. Instead, they were asked to give a 'code name' so for when they

asked for their data to be withdrawn, the researcher will be able to identify it from the rest of the data in the pool. Those who participated in the interview and focus group discussion via virtual meeting had the right to not open their cameras during the session. And even if they had their cameras open, the researcher assured them the information that they gave were strictly confidential. Recorded videos or audio of the interview were treated with utmost confidentiality and were shared with anyone.

3.5 Data Collection, Data Processing, Retention and Disposal

The data collected from the participants were confidential and were not used in any other purposes aside from this study.

The data were collected in an excel database and then coded and entered using the SPSS version 26 program. With this program, descriptive analysis, means, medians, standard deviation and psychometric analysis were performed, which allowed to present the internal consistency of the scales, with reliability statistics and cronbachs alpha. Correlations were also carried out using the Pearson's bivariate correlation. The open-ended questions of the professional empowerment questionnaire were coded and statistically treated. Regarding interviews and focus groups, the researcher used thematic analysis to record the meaning of experiences by the professionals and data collected in the questionnaires.

Collected information will also be used and stored only during the duration of the study and the length of time agreed by the parties involved. These included results of the survey questionnaire, recorded audio and video and email communications between the participants and the researcher in cases such as withdrawal of data from the study and any other circumstances where communication was required. Certain data gathered were deleted after the study and no copies were distributed to the public or were made accessible to the public.

Chapter 4: Results

4.1 Characterization of the sample (N=52)

Characteristics	n	%		Characteristics	n	%
Gender				Social Work Academic Degree		
Female	43	82.7		Post-graduate degree/specialization	3	5.8
Male	6	11.5		Social Work graduate	49	94.2
LGBTQ+	2	3.8		Total	52	100
Preferred not to answer	1	1.9		Employment Status		
Total	52	100		Contractual Employee	18	34.6
Age group				Regular Employee	34	65.4
20-24	17	32.7		Total	52	100
25-29	25	48.1		Years in current position		
30-34	6	11.5		1 to 2 years	30	57.7
35-39	3	5.8		3 to 4 years	11	21.2
40-44	1	1.9		5 to 6 years	7	13.5
Total	52	100		7 to 8 years	3	5.8
Civil Status				8 years or more	1	1.9
Married (Consensually/Legally)	9	17.3		Total	52	100
Single	43	82.7		Type of Organization		
Total	52	100		Government	35	67.3
Area of Assignment - Region				Private/ Non-Governmental Organization (NGO)	17	32.7
CALABARZON	32	61.5		Total	52	100
MIMAROPA	6	11.5		Number of sectors working with		
NATIONWIDE	1	1.9		1 sector	47	90.4
National Capital Region (NCR)	6	11.5		2 or more sectors	5	9.6
Region III	1	1.9		Total	52	100,0
Region V	6	11.5				
Total	52	100				

Table 3: Characterization of the sample

Table 3 shows that there of the 52 participants, 43 or 82.7% are female. This reflects the reality of the Philippine context of social work practice that it is a female dominated field in terms of

gender ratio (Professional Regulation Commission, 2021). The ages of the participants also vary from one gender to the other.

The average age of the participants is 26.87 years. Twenty-five or 48.1% of the participants belong to the age-group 25-29 and 17 or 32.7% belong to the 20-24 age group. Combined, they make up a total of 42 participants or 80.8% of the total sample. The participants are from 5 different regions of the country: 32 participants or 61.55% are working at the CALABARZON region which consists of the provinces of Cavite, Laguna, Batangas, Rizal and Quezon; 6 or 11.5% from the regions of MIMAROPA, National Capital Region and Region V respectively; 1 or 1.9 participant from Region III, and 1 or 1.9% works nationwide.

Only 3 of the participants or 5.8% have post-graduate academic degree or specialization. This is because it is not common for majority of the Filipino social workers to take post-graduate degrees. Thirty-four or 65.4% are regular employees while the remaining 18 or 34.6% are contractual employees. Considering the average age of the sample, 30 or 57.7% of them have been in their current work position from 1 to 2 years. Many of these young professionals have just recently graduated or had a previous job after graduation prior to holding the current position.

Thirty-five or 67.3% are working as government social workers and the remaining 17 or 32.7% are working with private or non-government organizations. The Philippine government, through the Department of Social Welfare and Development (DSWD) and the Local Government Units (LGUs) under the administration of municipal mayors, is the number one employer of social work professionals. Forty-seven or 90.4% are working with only one sector, these includes crisis intervention, child protection and other children services, medical social work setting, women, community, corporate social responsibility (CSR), disaster risk reduction and management (DRRM), senior citizen, etc., and the remaining 5 or 9.6% are working with 2 or more sectors including a combination of the previously mentioned sectors

4.2 Work-Related Quality of Life (WRQOL) Scale Results

4.2.1 WRQOL Individual Item Results

The results of the scale will be presented in many ways. Firstly, the results will be discussed based on the percentage of responses of the participants for each of the item in this scale.

WRQOL individual-item result						
Items		1	2	3	4	5
1. JCS_ I have a clear set of goals and aims to enable me to do my job	Score	1	0	5	23	23
	% N	1,9%	0,0%	9,6%	44,2%	44,2%
2. CAW I feel able to voice opinions and influence changes in my area of work.	Score	0	1	7	29	15
	% N	0,0%	1,9%	13,5%	55,8%	28,8%
3. JCS_ I have the opportunity to use my abilities at work.	Score	1	0	3	22	26
	% N	1,9%	0,0%	5,8%	42,3%	50,0%
4. GWB_ I feel well at the moment.	Score	2	0	13	27	10
	% N	3,8%	0,0%	25,0%	51,9%	19,2%
5. HWI_ My employer provides adequate facilities and flexibility for me to fit work in and around my life.	Score	1	0	14	27	10
	% N	1,9%	0,0%	26,9%	51,9%	19,2%
6. HWI_ My current working hours / patterns suit my personal circumstances.	Score	1	1	15	27	8
	% N	1,9%	1,9%	28,8%	51,9%	15,4%
7. SAW_ I often feel under pressure at work.	Score	4	10	24	11	3
	% N	7,7%	19,2%	46,2%	21,2%	5,8%
8. JCS_ When I have done a good job, it is acknowledged by my line manager.	Score	0	3	15	27	7
	% N	0,0%	5,8%	28,8%	51,9%	13,5%
9. GWB_ Recently, I have been feeling unhappy and depressed.	Score	0	3	15	27	7
	% N	0,0%	5,8%	28,8%	51,9%	13,5%
10. GWB_ I am satisfied with my life.	Score	1	2	20	22	7
	% N	1,9%	3,8%	38,5%	42,3%	13,5%
11. JCS_ I am encouraged to developed new skills.	Score	0	0	7	26	19
	% N	0,0%	0,0%	13,5%	50,0%	36,5%
12. CAW_ I am involved in decisions that affect me in my own area of work.	Score	1	1	11	29	10
	% N	1,9%	1,9%	21,2%	55,8%	19,2%
13. WCS_ My employer provides me with what I need to do my job effectively.	Score	0	1	14	29	8
	% N	0,0%	1,9%	26,9%	55,8%	15,4%
14. HWI_ My line manager actively promotes flexible working hours/patterns.	Score	2	2	9	30	9
	% N	3,8%	3,8%	17,3%	57,7%	17,3%
15. GWB_ In most ways, my life is close to ideal.	Score	1	4	27	18	2
	% N	1,9%	7,7%	51,9%	34,6%	3,8%
16. WCS_ I work in a safe environment.	Score	1	2	15	28	6
	% N	1,9%	3,8%	28,8%	53,8%	11,5%
17. GWB_ Generally, things work out well for me.	Score	0	2	14	31	5
	% N	0,0%	3,8%	26,9%	59,6%	9,6%
18. JCS_ I am satisfied with the career opportunities available for me here.	Score	0	5	12	30	5
	% N	0,0%	9,6%	23,1%	57,7%	9,6%
19. SAW_ I often feel excessive levels of stress at work.	Score	5	3	29	14	1
	% N	9,6%	5,8%	55,8%	26,9%	1,9%
20. JCS_ I am satisfied with the training I receive in order to perform my present job.	Score	2	5	17	22	6
	% N	3,8%	9,6%	32,7%	42,3%	11,5%
21. GWB_ Recently, I have been feeling reasonably happy all things considered.	Score	0	3	18	27	4
	% N	0,0%	5,8%	34,6%	51,9%	7,7%
22. WCS_ The working conditions are satisfactory.	Score	2	2	14	30	4
	% N	3,8%	3,8%	26,9%	57,7%	7,7%
23. CAW_ I am involved in decisions that affect members of the public in my own area of work.	Score	1	1	10	35	5
	% N	1,9%	1,9%	19,2%	67,3%	9,6%

Table 4: WRQOL individual-item result

Legend: **JCS** – Job and Career Satisfaction; **WCS** – Working Conditions; **CAW** – Control at Work; **GWB** – General Well Being; **HWI** – Home-Work Interface; **SAW** – Stress at Work

The percentage of response for each item as presented by table 4 shows that out of the 23 items of the scale, 18 items got a score of 4 with the highest responses. Three items garnered a score of 3 as the highest number of responses, and only 1 item got a score of 5 as the highest number of responses. One item also got the equal highest number of responses for the score of 4 and 5. Overall, the table shows that based on the score with the most number of responses, the result of the scale will be between average and higher level of WRQOL.

4.2.2 Internal consistency, mean and standard deviation.

The second way that the results are presented is through the presentation of measurement of the Cronbach's alpha of the WRQOL scale for this study. Tables 5 show the measurement of the consistency of the individual items based on the responses. It also shows the metric data of the mean and standard deviation of all the items used.

Subfactor group, individual item mean, internal consistency (Cronbach's Alpha) and standard deviation

Items	Mean	Cronbach's Alpha	Standard Deviation
Job and Career Satisfaction (Average)	3.96		
Item number 1	4.29	0.924	0.8
Item number 3	4.38	0.923	0.771
Item number 8	3.73	0.918	0.77
Item number 11	4.23	0.920	0.675
Item number 18	3.67	0.917	0.785
Item number 20	3.48	0.916	0.96
Control at Work (Average)	3.93		
Item number 2	4.12	0.922	0.704
Item number 12	3.88	0.923	0.808
Item number 23	3.81	0.921	0.715
General Well Being (Average)	3.54		
Item number 4	3.83	0.916	0.879
Item number 9	3.13	0.918	0.908
Item number 10	3.62	0.918	0.844
Item number 15	3.31	0.918	0.755
Item number 17	3.75	0.917	0.682
Item number 21	3.62	0.916	0.718
Home-Work Interface (Average)	3.81		
Item number 5	3.87	0.918	0.793
Item number 6	3.77	0.919	0.807
Item number 14	3.81	0.921	0.908
Stress at Work (Average)	3.02		
Item number 7	2.98	0.924	0.98
Item number 19	3.06	0.918	0.895
Working Conditions Average)	3.72		
Item number 13	3.85	0.918	0.697
Item number 16	3.69	0.921	0.805
Item number 22	3.62	0.917	0.844

Table 5: Subfactor group, individual-item media, internal consistency (Cronbach's Alpha) and standard deviation

Based from the information presented by table 5, it shows that the internal consistency of each items, as represented by the Cronbach's alpha, suggests that it is high. That means, each item or set is consistent with the group when measured. The acceptable starting level of reliability is '0.7'. Any result lower than that suggests a low level of consistency and reliability. The table shows that all items have '0.9' indicating a very high level of reliability when it comes to consistency of the results.

The table also shows that the standard deviation for each item is close to 'zero' which indicates that they are close to the mean. This also translates that the average amount of variability in each set, as represented by the participants responses is close to each other and has less differences. Therefore, factors like age, length of years in the organization, employment status, etc. does not greatly make a difference in the WRQOL of the sample.

The individual result of the survey is collated to arrive to the collected array of data which has already been presented. Each individual and collated data are both compared to the standard measurement required by the WRQOL as presented by table 2. Hence, the next way of processing and presenting the data is through the use of standard interpretation template offered by the scale.

Comparing table 5 (the result of the questionnaire) and table 2 (standard measurement of the scale) suggests the following result:

1. The mean job and career satisfaction of the sample has a higher-average result on the scale. This suggests that the job and career satisfaction of the participants is far from low and almost close to being high. They perceive their present role and their professional career as social worker in higher-average satisfactory. This can be translated as the work and the profession are both contributory to a positive quality of life. They find their job and practicing social work as both fulfilling and rewarding.
2. The mean control at work of the sample has a high-average result on the scale. This suggests that their control at work is far from being low and almost close to being high. Therefore, the average number of participants expressed that they have some form of autonomy exercised in their work. Although the range of flexibility of this autonomy varies from one organization to the other, the result indicates that organizations offer some sort of this opportunity to their employees.
3. The mean of the general wellbeing of the participants yields a mid-average result on the scale. This suggests that most of the participants perceive their wellbeing to be average. There could be internal and external factors to explain this, such as their

interaction with each other, what personal strategies they employ to combat stress, how their wellbeing is considered by the organization, etc. Whatever the case is, the aim is to improve the level of general wellbeing of these social workers.

4. The mean of the home-work interface of the participants resulted to a high-average result on the scale. This means that the balancing personal or family life does not negatively affect work or vice versa. Social workers can manage their time and energy both in performing duties with loved ones and family and work. It is also important to note that majority of the participants belong to the youth category and therefore, they seem to have developed strategies to avoid stress and burnout. Which is important because as someone starting your professional career, you do not want to be experiencing compassion fatigue, burnout, etc.
5. The mean of the stress at work resulted to a high average on the scale. The questions asked on this subfactor are negatively phrased and the result of the scale does not necessarily mean that they have average stress at work, on the contrary, their coping mechanism and the strategies they employ are working so they can manage stress at work. In fact, very few of the sample actually felt extreme stress based on the survey. That is despite being in the pandemic right now.
6. The mean of the working condition resulted to an average level on the scale. This means that the working condition, whether with the government or NGO, provides an average impact on the quality of life of the employees.

These results are still going to be further qualified by the interviews conducted which is discussed towards the latter part of this section.

4.2.3 Correlation of each subfactors (Pearson/bivariate correlation)

The correlation of each subfactors to each other will be first descriptively presented through their Pearson correlation results. It will be followed by the analytical interpretation of the correlation presented and their connection with the experiences of the sample.

WRQOL Subfactors		JCS	CAW	GWB	HWI	SAW	WCS
Job and Career Satisfaction	Pearson correlation	1	,681**	,772**	,545**	,406**	,679**
Control at Work	Pearson correlation	,681**	1	,547**	,519**	,182	,440**
General Wellbeing	Pearson correlation	,772**	,547**	1	,723**	,494**	,818**
Home-Work Interface	Pearson correlation	,545**	,519**	,723**	1	,253	,665**

Stress at Work	Pearson correlation	,406**	,182	,494**	,253	1	,517**
Working Conditions	Pearson correlation	,679**	,440**	,818**	,665**	,517**	1
	N	52	52	52	52	52	52

** . The correlation is significant at the 0.01 level (2 ends).

* . The correlation is significant at the 0.05 level (2 ends).

Table 6: Correlation of each subfactor to each other

Table 6 shows the following correlation:

1. Job and careers satisfaction are positively correlated with all subfactors. The highest correlation for JCS and the other subfactors is between JCS and GWB.
2. Control at work is moderately positively correlated with other subfactors including JCS, GWB and HWI. CAW positively affects these subfactors and vice versa. It is important to note that CAW has the highest correlation with JCS.
3. General wellbeing is positively correlated to all other subfactors. GWB has high correlation with JCS and HWI, WCS. WCS has the highest correlation with GWB. Noticeably, GWB has low positive correlation with SAW.
4. Home-work interface is significantly correlated with all other subfactors except for stress at work. HWI has the highest correlation with GWB. However, HWI has no significant correlation with SAW.
5. Stress at work has low positive correlation with JCS, GWB and WCS. Significantly, SAW has no significant correlation with CAW and HWI.
6. Working conditions is positively correlated with all subfactors. WCS has high positive correlation with GWB and low positive correlation with CAW. WCS also has a low positive correlation with SAW.

The relationship and application of the results of the mentioned correlation of subfactors to the experiences of the sample is as follows:

1. The high positive correlation between JCS and GWB signifies that social workers who are satisfied with their work and career creates positive influences on their general wellbeing, and vice versa.

The low level of positive correlation between JCS and SAW suggests that higher level of JCS does not significantly increase the level of SAW. This means that the stress level will continue to move upward or downward depending on the level of JCS. Furthermore, an increase in JCS does not mean a lesser level of SAW. In other words, Filipino social workers who have high level of JCS should not expect a lower level of stress at work in association with that increase in JCS.

2. The results of the correlation between CAW and other subfactors mean that the more the social workers have control over their work have positive influence over their wellbeing and how they manage their work and life. More importantly, the higher the level of CAW significantly increases the level of how social workers perceive their work and the profession.

However, the table shows that there is no significant degree of correlation between CAW and SA. It means that an increase in the level of CAW of social workers will not lead to lesser or higher level of stress at work and vice versa.

3. The positive correlation between GWB and all other subfactors shows that all the other factors contribute to the high or low level of GWB. The higher the level of the subfactors, the higher the level of GWB. This means that the general wellbeing of social workers is greatly affected by these factors, and vice versa. Especially the general wellbeing of Filipino social workers is greatly determined by their satisfaction at work, their balance work and life relationship and how they are supported and appreciated in their working environment.

The low level of correlation between GWB and SAW suggests that the higher level of GWB will also increase the level of SAW but not significantly high. Since the it is not a negative correlation, this means that a higher level of GWB will not result to a lesser SAW, or vice versa.

4. The positive correlation between HWI and the other subfactors, except SAW, suggests that the higher level of HWI, the higher the level of these subfactors as well. Especially with GWB. This can be translated to the balance of work and life relationship resulting to a higher GWB, and as supported by other subfactors.

One the other hand, since there is no significant correlation with HWI and SAW, the results suggests that a higher or lower level of HWI will not increase or decrease the level of SAW respectively, and vice versa.

5. The low level of positive correlation between SAW, and JCS, GWB and WCS suggests that an increase in the level of SAW also increases the level of JCS, GWB and WCS but on a significant degree, and vice versa. Although it is important to highlight that this correlation is not significantly high. Although, the interactions between these subfactors are substantial in achieving higher WRQOL.

Since there is not significant correlation between SAW, and CAW and HWI, this suggests that an increase or decrease on the level of stress of social workers will not increase or decrease the level of CAW and HWI respectively and vice versa.

6. The data shows that an increase in the WCS will also translate to increase in the level of other subfactors. Most importantly to GWB which has high positive correlation. This means that the higher level of WCS, the higher the level of GWB and vice versa.

Interestingly, the data also shows that the low positive correlation between WCS and stress suggests that having a high level of WCS will also increase the level of SAW, although not significantly high.

4.2.4 Item 24 Results

Item 24 is not part of the items to be measured by the scale, but it gives opportunity to ask a general question about the WRQOL of the participants. Here is the result of the responses of the participants in item 24. The result will be presented by how many rated according to their level of agreement and its equivalent percentage.

Item number 24 "I am satisfied with the overall quality of my working life."	Frequency	%
1 Strongly Disagree	0	0
2 Disagree	4	7.7
3 Neutral	13	25
4 Agree	29	55.8
5 Strongly Agree	6	11.5
N	52	100

Table 7: Item 24 results

Table 7 shows that when the participants are asked about how satisfied they are with their overall quality of life; it came with the following results.

1. No one among the participants perceive that they are absolutely not satisfied with their quality of life. However, there are 4 or 7.7% who are not satisfied with their WRQOL.
2. Thirteen or 25% of the participant said that it is neither satisfying nor it is worse. But they feel like it is a combination of both, and no factor is greater than the other.
3. Majority of the participants, which is 29 or 55.8 percent, agreed that they are satisfied with their WRQOL. This means that for the most part, they healthily thrive in their workplace.
4. Only six or 11.5% of the participants are convinced that they are completely satisfied with the quality of their working life. This means that their day to day working experience is exemplary.

4.2.5 WRQOL Subfactors Results

The WRQOL subfactor results, shows the result of the responses as grouped according to the subfactors of the scale. The data will be first presented based on how many received a particular level of each subfactor and what percentage does it consist from the total number of the sample.

WRQOL Subfactors	Lower		Average		Higher	
	Frequency	%	Frequency	%	Frequency	%
Job and Career Satisfaction	6	11.54	10	19.23	36	69.23
Control at Work	5	9.61	13	25	34	65.38
General Wellbeing	12	23.08	28	53.85	12	23.08
Home-Work Interface	7	13.47	19	36.54	26	50
Stress at Work	6	11.54	26	50	20	38.46
Working Conditions	15	28.85	13	25	24	46.15

Table 8: WRQOL Subfactors results

Table 8 shows the following:

1. For the JCS subfactor, there are 6 participants or 11.54% who scored lower level; 10 or 19.23 who scored average level; and 36 or 69.23% who received higher level of JCS.
2. For the CAW subfactor, there are 5 participants or 9.61% who fall under the lower level; 13 or 25% who fall under average level; and 34 or 65.38% who fall under higher level of CAW.
3. For the GWB subfactor, there are 12 participants or 23.08% who fall under the lower level; 28 or 53.85% who fall under average level; and 12 or 23.08% who fall under higher level of GWB.
4. For the HWI subfactor, there are 7 participants or 13.47% who fall under the lower level; 19 or 36.54% who fall under the average level; and 26 or 50% who fall under higher level of HWI.
5. For the SAW subfactor, there are 6 or 11.54% who fall under the lower level; 26 or 50% who fall under the average level; and 20 or 38.46% who fall under the higher level of SAW.
6. For the WCS subfactor, there are 15 or 28.85% who fall under lower level; 13 or 25% who fall under the average level; and 24 or 46.15% who fall under the higher level of WCS.

According to the table, these data are also presented:

In respect to the result of the each subfactors, only JCS, CAW, HWI and WCS have most of the participants who achieved a higher level. Quite notably, most participants achieved an average quality of life for the subfactors SAW and GWB. The data suggests, that when the survey was conducted, most of the participants are having average level of wellbeing and that they are stressed. This can be attributed to the current pandemic situation in the country. Social workers, despite having measures to protect and ensure their employees, are facing challenges within the organization. This may include to the worries associated with safety,

services provided for them, adaptation to the situation, medical and mental interventions offered to social workers, etc. The increase in the stress level affected the general wellbeing of the social workers. If we look back at the correlations of these two subfactors, it is not as significant as the others, but they are positively correlated.

Still comparing this data with the correlation of each subfactors, it is important to note that the increase in CAW and HWI does not contribute to less level of stress. Also, the increase in GWB creates a positive effect on all the subfactors, suggesting that it is necessary for social workers and their organizations to invest on improving the GWB of employees to achieve a high level of WRQOL for social workers.

4.2.6 WRQOL Overall Results

The overall result of the WRQOL will be first presented by their numerical results as shown in the table. It will be followed by the descriptive analysis of the results of these data including their application and implication to the experiences of the social workers.

Overall WRQOL	Frequency	%
Lower	5	9.61
Average	18	34.62
Higher	29	55.77
N	52	100

Table 9: Overall WRQOL results

Table 9 shows the following:

1. Five or 9.61% of the participants garnered lower level of WRQOL.
2. Eighteen or 34.62% garnered average level of WRQOL.
3. Twenty-nine or 55.77% garnered a higher level of WRQOL.

Based from the results, out of the 29 samples who received a higher level of WRQOL, 12 or 41.38% are working with private/non-government organizations, and the remaining 17 or 52.62% are working in the government. That is 70.59% and 48.57% of the total number of participants from private/non-government organization and government organization respectively. This goes to show, that social workers working with private/non-government organization have more likelihood of achieving higher WRQOL than compared to those working with the government.

On the other hand, of those who have higher level of overall WRQOL results, there are 22 or 75.86% working as regular employees and 7 or 24.14% working as contractual employees. That is 64.71% and 38.89% of the total regular and contractual employees, respectively. This

data suggests that those who have regular employment status are more likely to have higher level of WRQOL than those working on a contractual basis. This can also be associated with the benefits that come with being a regular employee which later contributes to a higher quality of life such as security of tenure, leave schemes, more flexible working arrangements, etc.

4.3 Work Engagement Scale Results (UWES 9-item scale)

The results of the UWES will be presented in many ways. The first one is through the presentation of the responses, and percentage of responses, for each of the items in the scale. Secondly, it will be presented by identifying the metric results of the data which includes the Cronbach's alpha, standard deviation, mean and the correlation of each individual items to each other. It will be followed by the presentation of the analysis of the results which are drawn from the comparison based on age group, gender, civil status, and employment status to determine from which among these categories have higher work engagement. The data are also analyzed upon presentation. For the tabular results, kindly see the appendices.

4.3.1 Tally of Raw Results

This table presents the tally of the number of responses received, and their corresponding percentage, for each items in the UWES.

Items	0	1	2	3	4	5	6
	Never	Almost never	Rarely	Someti mes	Often	Very often	Always
1. Vigor_ At my work, I feel bursting with energy.	0 0%	2 3.85%	1 1.92%	18 34.62%	6 11.54%	17 32.69%	8 15.38%
2. Vigor_ At my job, I feel strong and vigorous.	0 0%	0 0%	1 1.92%	14 26.92%	8 15.38%	18 34.62%	11 21.15%
3. Dedication_ I am enthusiastic about my job.	0 0%	0 0%	2 3.85%	6 11.54%	6 11.54%	24 46.15%	14 26.92%
4. Dedication_ My job inspires me.	0 0%	0 0%	1 1.92%	5 9.62%	7 13.46%	16 30.77%	23 44.23%
5. Vigor_ When I get up in the morning, I feel like going to work.	0 0%	0 0%	3 5.77%	9 17.31%	10 19.23%	17 32.69%	13 25
6. Absorption_ I feel happy when I am working intensely.	1 1.92%	1 1.92%	0 0%	7 13.46%	13 25	16 30.77%	14 26.92%
7. Dedication_ I am proud of the work that I do.	0 0%	0 0%	0 0%	1 1.92%	12 23.08%	9 17.31%	30 57.69%
8. Absortion_ I am immersed in my work.	0 0%	0 0%	3 5.77%	3 5.77%	10 19.23%	16 30.77%	20 38.46%
9. Absorption_ I get carried away when I am working.	1 1.92%	1 1.92%	7 13.46%	13 25	8 15.38%	14 26.92%	8 15.38%

Table 10: Tally of raw results

4.3.2 Internal consistency, mean and standard deviation

The second way that the results are presented is through the presentation of measurement of the Cronbach's alpha of the WRQOL scale for this study. Table 11 shows the metric data of the mean and standard deviation of all the items used.

Mean, Standard Deviation and Cronbach's Alpha of each item of the scale

Individual Items	Mean	Standard Deviation	Cronbach's Alpha
Item number 1 -Vigor	4.1	1.3	.898
Item number 2 - Vigor	4.46	1.163	.886
Item number 5 - Vigor	4.54	1.212	.886
Vigor - Mean	4.36		
Item number 3 – Dedication	4.81	1.085	.890
Item number 4 - Dedication	5.06	1.074	.890
Item number 7 – Dedication	5.31	0.897	.893
Dedication - Mean	5.06		
Item number 6 – Absorption	4.58	1.304	.884
Item number 8 – Absorption	4.9	1.159	.889
Item number 9 - Absorption	3.92	1.48	.927
Absorption - Mean	4.46		

Table 11: Mean, Standard Deviation and Cronbach's Alpha of each item of the scale

Table 11 shows the following results:

1. The mean for the work engagement determinant vigor is 4.36. This translates to the overall result on that determinant to be in the average level. The Cronbach's alpha for items 1, 2 and 5 under the vigor determinant all came back to be above '0.8' which indicated high level of reliability on the results of the scale.
2. The mean for work engagement determinant dedication is 5.06. This translates to the overall result of the determinant to be in the higher level. The Cronbach's alpha for items 3, 4 and 7 under the dedication determinant all came back to be higher than '0.8' which indicated high level of reliability on the results of the scale.
3. The mean for work engagement determinant absorption is 4.46. This translates to the overall result on that determinant to be in the average level. The Cronbach's alpha for items 6, 8 and 9 under the absorption determinant all came back to be higher than '0.8' which indicated higher level of reliability on the results of the scale.

4.3.3 Correlation of individual items

The next part of the presentation and analysis of the results is through the presentation of the correlation of each individual item to each other. The analysis of the results can be read following the table.

Items	Item 1 Vigor	Item 2 Vigor	Item 3 Dedication	Item 4 Dedication	Item 5 Vigor	Item 6 Absorption	Item 7 Dedication	Item 8 Absorption	Item 9 Absorption
Item 1 Vigor	1	,505**	,569**	,497**	,465**	,452**	,504**	,538**	,395**
		,000	,000	,000	,001	,001	,000	,000	,004
Item 2 Vigor		1	,787**	,622**	,766**	,739**	,669**	,587**	,260
		,000	,000	,000	,000	,000	,000	,000	,062
Item 3 Dedication		,569**	1	,716**	,602**	,593**	,545**	,546**	,296*
		,000	,000	,000	,000	,000	,000	,000	,033
Item 4 Dedication		,497**	,622**	1	,714**	,704**	,632**	,650**	,151
		,000	,000	,000	,000	,000	,000	,000	,286
Item 5 Vigor		,465**	,766**	,602**	1	,805**	,728**	,666**	,209
		,001	,000	,000	,000	,000	,000	,000	,136
Item 6 Absorption		,452**	,739**	,593**	,704**	1	,666**	,686**	,318*
		,001	,000	,000	,000	,000	,000	,000	,022
Item 7 Dedication		,504**	,669**	,545**	,632**	,728**	1	,670**	,181
		,000	,000	,000	,000	,000	,000	,000	,200
Item 8 Absorption		,538**	,587**	,546**	,650**	,666**	,686**	1	,316*
		,000	,000	,000	,000	,000	,000	,000	,023
Item 9 Absorption		,395**	,260	,296*	,151	,209	,318*	,181	1
		,004	,062	,033	,286	,136	,022	,200	,023

** . The correlation is significant at the 0.01 level (2 ends).

*. The correlation is significant at the 0.05 level (2 ends).

Table 12: Correlation of individual items.

Table 12 shows the following data:

1. Vigor, as a determinant of work engagement, is positively correlated with determination and absorption. However, when individual items are considered, items 2 and 5 does not actually have a significant correlation with item 9. This means that feeling excited for work and enthusiastic, as what items 2 and 5 suggest, does not a significant impact on getting carried away while working, which is what item 9 suggests. The feeling of excitement and enthusiasm would not lead to the samples being over committed while working.
2. Dedication, as a determinant of work engagement, is positively correlated with the vigor and absorption. However, when individual items are considered, items 4 and 7 do not have significant correlation with item number 9. This means that being inspired and proud of the work, as items 4 and 7 would suggest respectively, it does not contribute to getting carried away at work, and vice versa. Being proud and inspired do not cause the sample to organically overcommit to work.
3. Absorption, as a determinant of work engagement, is positively correlated with the two other determinants, vigor and dedication. It is however, not as high as the others are

correlated to each other. In particular, item 9, despite having positive correlation with items 1, 3 6 and 8, does not have strong correlation with the mentioned items. Notably, item 9 is not significantly correlated with items 2, 4, 5 and 7. Meaning, being overcommitted to work, as item 9 suggests, does not result to being excited, enthusiastic, inspired and proud at work, as items 2, 4, 5 and 7 suggests.

4. Overall, all determinants have positive correlation with each other. When the items are considered, item number 9 does not actually have significant correlation with some of the other items of the other two determinants.

4.3.4 Identifying groups with higher level of work engagement

The next process of presenting and analyzing the data is through the comparison of the results of the scale among different groups, e.g. age group, gender, civil status and employment status. The tabular results of the data can be found in the appendices section of this paper.

4.3.4.1 Comparison of individual items to sample age group

Table 13 (see appendix 2.1) shows that according to the result of the survey, the age group of 25-29 has a higher level of work engagement than from other age group determined in this study. This is followed by the age group of 20-24. This is also in respect of the ratio of the age distribution of the participants in the study. The result also suggests that social workers below the age of 30 have higher work engagement than those beyond that age bracket. Factors like length of working in the same organization and familiarity with the work and the routine can be some of the reasons why people beyond 30 years old have lesser work engagement than those younger.

4.3.4.2 Comparison of individual items to gender

Table 14 (see appendix 2.2) shows that women has higher level of vigor than men and the other genders. However, when the ratio of the gender of the participants are considered, men have higher level of vigor than women and other genders.

It also shows that the level of dedication of women is higher than men and the other genders. This is also true when the ratio of the gender of the participants are considered.

The table also shows that the level of absorption is higher for women than any other genders. This is also true if the ratio of the genders is considered in the analysis.

Overall, this set of data shows that women have higher level of work engagement than any other genders who took part in this study.

4.3.4.3 Comparison of individual items to civil status

Table 15 (see appendix 2.3) shows that single participants have higher level of vigor as compared to married samples. Single persons also have higher level of vigor even when the ratio of the civil statuses of the participants are considered.

It shows that single participants have higher level of dedication as compared to married samples. Single persons also have higher level of dedication even when the ratio of the civil statuses of the participants are considered.

Additionally, the table shows that single participants have higher level of absorption as compared to married samples. Single persons also have higher level of absorption even when the ratio of the civil statuses of the participants are considered.

Overall, the participants who are single showed higher level of work engagement as compared to married participants. This could be due to more responsibilities performed by married participants especially that it is more likely that they have children to attend to after work. And even so, they would constantly need to be a parent even while working.

4.3.4.4 Comparison of individual items to employment status

Table 16 (see appendix 2.4) shows that regular employees have higher level of vigor as compared to those working on a contractual status. Regular employees also have higher level of vigor even when the ratio of the work status of the participants are considered.

It also shows that regular employees have higher level of dedication as compared to those working on a contractual status. Regular employees also have higher level of dedication even when the ratio of the work status of the participants are considered.

Additionally, it shows that regular employees have higher level of absorption as compared to those working on a contractual status. Regular employees still have higher level of absorption even when the ratio of the work status of the participants are considered.

Overall, the set of data shows that regular employees have higher level of work engagement compared to those who are working under contractual employment. This can be a consequence of not having a security of tenure and the worries that are associated with the constant possibility of getting unemployed due to your working status. The length of years in the organization, especially for government employees, does not guarantee a regular employment status in the long run. Bureaucracy and lack of creation of regular position is one

reasons for chances of employee turnover. They are also in constant search of finding a job that can offer them decent benefits and incentives, which they seemed one of the reasons to increase work productivity and work engagement in general.

4.4. Empowerment survey questionnaire and interviews results

The results of the empowerment section of the study will be presented in two ways. The first one is through the presentation of the responses, and percentage of responses, for each of the items in the survey which are grouped according to their sub-concepts . Secondly, it will be presented through the thematic analysis of the individual and group interviews conducted with the sample.

4.4.1 Human Rights

The section of human rights in the empowerment questionnaire explores how social workers are supported in the empowerment process especially during this pandemic, how the services offered by social workers within the organization is perceived and how social workers would exercise their rights to raise opinion in issues concerning areas where they work.

Table 17 (see appendix 3.1) shows that the highest score for the support offered to them to provide safety and ensure their wellbeing belong to monetary compensation, provision of medical equipment and ensuring their safety while during their duties. These factors are important especially that social workers are continuously working physically in the organizations amidst the covid 19 pandemic. But it is important to cite that very few of them receive such services. More noticeably, provision of psychological and mental health support or making it accessible for social workers are not being provided. Currently, it is necessary that we acknowledge that social workers also need to have access to these services because they need it due to the nature of their job and more importantly because of the pandemic.

Table 18 (see appendix 3.2) shows that social workers perceive their work as contributory factor to improving people's lives. Now this is important because social workers empowerment also comes from knowing that they serve a purpose and the organization help them achieve that. Quite notably, the data shows that aside from their services being accessible, and effective, aspects like gender/ culture sensitivity and promotion of professional development also top the list. This suggest that these services are made with social work principles in mind.

Table 19 (see appendix 3.3) shows that 96.2% of the participants will take their opportunity to raise concern and voice their opinion when given opportunity. This proves that social workers

have the awareness to maximize their right to free expression and the right to advocate for the concerns faced by them and the people they serve.

Overall, the human rights section of the empowerment questionnaire proves that social workers are equipped by their principles to do what is right. However, there is a need for them to be supported by their organizations. Psychological and mental health also needs to be taken into consideration because that it is also part of the human rights aspect of every individual, including social workers.

4.4.2 Social Justice

The social justice section of the empowerment questionnaire explores how social workers perceive injustice, particularly not being able to have regular employment status even after working for years in the same organization, their interest to participate in social issues outside their work, how resourceful they can be in order to serve service users.

Table 20 (see appendix 3.4) shows that 62.3% of the sample would want to advocate for the creation of more permanent positions for those who are on contractual basis. This is because, in the Philippine setting, aside from security of tenure, being in a regular position would also mean law-entitled benefits and compensations.

Table 21 (see appendix 3.5) shows 32.7% are actually already doing some volunteering and getting involved in other social issues outside their work. Although, there are 59.6% who said they want to be part of other activities tackling other social issues but their responsibilities at work are preventing them. This suggests for the creation of activities or schemes developed by the organization and employee organizations to expand the scope of addressing social issues outside the sector they are working with as part of their job.

Table 22 (see appendix 3.6) shows that 94.2% of social workers would explore other options outside the standard protocols to make their services more accessible to service users. This is of course without directly violating procedures but being empowered to explore options that would best serve their service users.

Overall, the social justice sections shows positive result in the engagement and participation of social workers in tackling social justice issues they encounter within and outside their work.

4.4.3 Social Responsibility

The social responsibility section of the empowerment questionnaire explores how social workers are supported to gain knowledge about social responsibility at work, how they are supported to manage stress, and how social workers themselves would react to issues and concern encountered by vulnerable groups outside what they organization actually serve for.

Table 23 (see appendix 3.7) shows that the social workers are well supported by their organizations to develop and improve their professional knowledge including social responsibility. These trainings and seminars are also usually sponsored by the organization. However, there could be some limitations on how many social workers can be sponsored or allowed to participant in one organization because of budgetary limitations. However, they provide an opportunity for attendees of these trainings and seminar to share their learning during a meeting, or write a report about the experience and share it with the rest of the employees.

Table 24 (see appendix 3.8) shows that 41.5% of the sample were given opportunity to have a flexible working scheme to alleviate their stress. However, there is still less emphasis on services to tackle or improve their mental health.

Table 25 (see appendix 3.9) shows that 53.8% of the sample would immediately take action when they get aware of injustices being experienced by vulnerable groups. Interestingly, the second highest answer, which is 30.8%, responded to do research before taking actions. This is because fake news in the Philippines is rampant, and as social workers, they want to get to know more details before they can plan actions on the concerns.

Overall, the social responsibility section, which is a combination of organization's social responsibility to social workers, and social workers social responsibility to wider society showed positive results.

4.4.4 Environmental Sustainability

The environmental sustainability section of the empowerment questionnaire explores how social workers are aware of environmental sustainability, how they would it practice within their organization, what activities are available in the organization to promote environmental sustainability.

Table 26 (see appendix 3.10) shows that 65.4% of the sample will raise concerns pertaining to being wastefulness in the organization in a meeting. This provides them formal opportunities to plan and take actions about this concern on an organizational level.

Table 27 (see appendix 3.11) shows that there are actually plenty of opportunities and activities being offered and practiced in the organization about environmental sustainability. And social workers are aware of it. Therefore, this concept is not new to them. There are very few who are not aware which therefore translates to very few organizations not taking efforts to practice environmental sustainability. Or at the least, are not making formal policies about this.

Table 28 (see appendix 3.12) shows that 84.6% of the participants agree that the concept and practice of environmental sustainability be embedded in the organizational thrust, and also be included in the social work academic field. There is no official course about environmental sustainability or green social work in the Philippine context. However, it is gaining popularity through seminars and publications.

Overall, the environmental sustainability section showed positive results with organizations supporting social workers to practice this, the high level of awareness of social workers about the topic, and environmental sustainability being recognized as important new concept in the study and practice of social work.

4.4.5 Summary Question

13. Do you think social workers in the Philippines are empowered in terms of their ability to influence policies, programs and services provided by them and for them? Explain your answer:

Answers	Number of responses	% N
Yes, because social worker help people in need.	7	13.46
Yes, because social workers promote and advocate for human rights.	4	7.7
Yes, they are empowered. (no further explanation given)	27	51.92
Yes, because social workers influence policies.	12	23.08
Yes. Because they are involved in CPD.	4	7.7
Yes, but needs to be improved and be supported.	10	19.23
Yes, but only some social workers are empowered.	5	9.62
Social workers are not empowered at all.	11	21.15
Neutral	1	1.92

Table 29: Empowerment summary question / item 13 results

Overall, table 29 shows that majority of the sample consider social workers as empowered in the Philippine context. However, for some, it still needs to be accomplished and improved.

4.4.6 Thematic Analysis of Individual and Group Interviews

This presents the results of the interviews/focus group and the themes that were considered highlighted.

Theme 1 - Social Work Empowerment is Achieved through Unity and Collaboration

Social work is an empowering profession because it is geared towards improving people's lives. And this does not only mean empowerment of service users but also of the social workers themselves. However, social workers empowerment as a process, should be taken part of as a collective in order to make greater impact. Empowerment of the profession should be aimed by all social workers and thus, should be felt by all social workers and not only by few.

Theme 2 - Recognition of the social work profession is one key to empowerment

The way society perceive the profession and the social workers themselves play an important role in empowering the profession. This topic was raised due to social workers feeling powerless in fields which are dominated by other professionals, such as in the hospital setting and in the academe. Social workers feel that their voices and opinions are not being heard because the management and the organization in general does not truly understand the role and importance of social workers. Oftentimes, not recognizing their efforts and possible contribution for the improvement of services for service users.

Theme 3 - Social Work Organization's Contribution to Social Workers' Empowerment

For the most part, the social work organization in the Philippines has been very significant in providing trainings and seminars for the continuous professional development of social workers in the country. However, their contribution to improving the situation and welfare of social workers are not very much felt by social workers. Social workers demand more than just passive response on issues they face. During meetings and other similar opportunities where, social workers can raise their concerns, they are always told that these will be raised to proper authorities, but social workers are not aware of any update about the concern after the event where it was raised.

Theme 4 - Bureaucracy limits social workers autonomy

Social workers, particularly working in the LGUs under the administration of their local chief executives are seen to have less autonomy and power because of bureaucracy. This is also related to the aspect of organizations not knowing what roles social workers actually occupy in improving the welfare of the society in general. Now this situation is not always true to all but for the most part, LGU social workers are restricted by the mayors plan Social workers

have developed strategies to adapt to the bureaucratic system and practice but more work are still to be done.

Theme 5 - Young Professionals' Opinions and Ideas being Disregarded in the Organization

Interestingly, this theme was raised during the interview. This is also somehow related to the theme of lack of awareness of other employees in the organization. However, this theme also talks about experienced social workers disregarding the opinions of young social workers, citing lack of experience and being too idealistic of changing what already has been established in the organization. This results to young social workers to feel powerless and therefore they are forced to go with the current flow and wait for years for them to make the change, if they will even stay longer in the organization to do it. It is important to talk about this because sometimes, the culture developed over years of practicing social work needs to challenge to adapt to the new faces of current needs. Social workers, young or not, experienced or not, should allow each other to be empowered.

4.5 Cross analysis between the overall results and relationship of WRQOL, Work Engagement and Empowerment

The presentation of the overall results and the relationship of the three concepts of this study is represented through the number of participants, and their corresponding percentage, who gained low, average, and high level of WRQOL, who among those gained low, average and high work engagement level and finally who among those considered being not empowered, who feels empowered but acknowledge the need for improving this power and lastly, who are feeling empowered during the study. The second part of the presentation is the analysis of the relationships between these three concepts.

WRQOL, Work Engagement and Empowerment									
Number of responses		WRQOL			Work Engagement			Empowerment	
%		Low	Ave	High	Low	Ave	High	Not Empowered	Needs Improvement
9	17.31								
1	1.92								
7	13.46								
1	1.92								
4	7.69								
2	3.85								
2	3.85								
2	3.85								
2	3.85								

1	1.92								
7	13.46								
1	1.92								
1	1.92								
3	5.77								
2	3.85								
1	1.92								
2	3.85								
1	1.92								
1	1.92								
2	3.85								
N-52	100								

Table 30: WRQOL, Work Engagement and Empowerment

Table 30 provides a 20 combinations of different relationships between the three concepts based on individual responses.

- 9 individuals or 17.31% scored high level of WRQOL with average level of work engagement and considers themselves empowered.
- 1 or 1.92% scored average level of WRQOL with high level of work engagement and does not considered themselves empowered.
- 7 or 13.46% scored average level of WRQOL with average level of work engagement and consider themselves empowered.
- 1 or 1.92% scored average level of WRQOL with low level of work engagement but consider themselves empowered.
- 4 or 7.69% scored high level of WRQOL with high level of work engagement and consider themselves empowered although acknowledge that it needs to be improved.
- 2 or 3.85% scored high level of WRQOL with low level of work engagement and consider themselves empowered although acknowledge that it needs to be improved.
- 2 or 3.85% scored average level of WRQOL with high level of work engagement and consider themselves empowered.
- 2 or 3.85% scored average level of WRQOL with average level of work engagement and consider themselves empowered although acknowledge that it needs to be improved.
- 2 or 3.85% scored average level of WRQOL with low level of work engagement and consider themselves empowered although acknowledge that it needs to be improved.
- 1 or 1.92% scored high level of WRQOL with low level of work engagement and does not consider themselves empowered.
- 7 or 13.46% scored high level of WRQOL with high level of work engagement and consider themselves empowered.
- 1 or 1.92% scored high level of WRQOL with average level of work engagement and consider themselves empowered although acknowledge that it needs to be improved.

- 1 or 1.92% scored high level of WRQOL with high level of work engagement and do not consider themselves empowered.
- 3 or 5.77% scored high level of WRQOL with low level of work engagement and consider themselves empowered.
- 2 or 3.85% scored low level of WRQOL with low level of work engagement but still consider themselves empowered.
- 1 or 1.92% scored average level of WRQOL with high level of work engagement and do not consider themselves empowered.
- 2 or 3.85% scored high level of WRQOL with low level of work engagement and do not consider themselves empowered.
- 1 or 1.92% scored low level of WRQOL with average level of work engagement and consider themselves empowered.
- 1 or 1.92% scored low level of WRQOL with low level of work engagement and do not consider themselves empowered.
- 2 or 3.85% scored average level of WRQOL with average level of work engagement and do not consider themselves empowered.

Based on the above results, the researcher was able to draw the following analysis:

1. There are 25 or 48.08% who scored between average and high level for both WRQOL and UWES and perceive they are empowered. This provides a strong argument that those who are experiencing a good level of WRQOL, and work engagement feel that they are empowered. And those who are empowered experience a good level of WRQOL and good level of work engagement. An increase in the level of one of these concepts positively affects the other concepts and vice versa.
2. There are 7 or 13.46% who scored between average and high level for both WRQOL and UWES who perceive that they are empowered, but they recognize the need to improve their level of empowerment.
3. The remaining number and percentage of the participants have mixed results of relationship between the three concepts. This is majorly affected by the level of their WRQOL and work engagement. People who have varying results on both the scales, whether between low and high, but have different consistency do not consider themselves empowered or they recognize the need to increase their level of empowerment. This suggests that the level if any of the concepts of the study is not at a high level, the level of WRQOL, work engagement and empowerment negatively varies.

4. Overall, to increase the consistency in the level of WRQOL, work engagement and the perception of empowerment, these concepts should move parallel on a positive direction. A decrease in the level of any of these concepts increase the likelihood that the level of the other concepts will also go down.

Chapter 5: Results

5.1 Discussion and main results

In these chapter we present que main results of these study.

Fist result - WRQOL and Work Engagement is higher for social workers in the private sector than those in the government.

The study found out that the WRQOL and the level of work engagement of social workers are higher for those who are working in the private sector than those working in the government. Several factors might lead to this, including the difference in the level of bureaucracy in the government and the NGOs. It can also be associated with the status of employment, and the security and benefit that come with it, for which is easier to achieve in working with the NGO than with the government. In fact, those who are regular employees scored higher level of WRQOL and work engagement than those who are working the contractual basis. Personal and organizational resources also play an important role in achieving a higher level of WRQOL and work engagement. Although both the government and the NGOs extend various support for the social workers, the bigger the organization, the harder it is to be accessed since there are limited resources for quite a number of actors.

Secund result - Empowerment of social workers and additional support

Most Filipino social workers perceived that they are empowered. Although reasons vary depending on the individual, it is highlighted during the interviews that this empowerment is associated with how well they are recognized in the organization they work with. In working environments where social workers are the main actors, they feel empowered and there is a strong sense of understanding of their roles in the different levels of the organizations. However, in other fields which social workers are not the main actors (e.g. hospitals and the academe), the initial need for recognition is highly needed for social workers to be empowered. And this is where they mostly need the help of the social work community to advocate for support and acknowledgement.

Third result - Social work organization's support to professional development and social workers welfare

Social work organizations are mainly invested in the improvement of the professional development of social workers. And from the theoretical and practical knowledge of this venture that social workers feel that they are empowered. However, when it comes to issues being faced by social workers, social work organizations are reactive. This is not to say that there is no contribution on their part, but social workers do not feel the impact of their actions as much as they feel their contributions to developing and improving their professional knowledge.

Fourth result - Interaction with WRQOL, work engagement and empowerment of social workers

The level of WRQOL, work engagement and the perception of being empowered by social workers affect their wellbeing and how engaged they are at work. The results showed that an imbalance in any of these factors will lead to a disruption in their quality of life, engagement and empowerment. Although there could be some exception such as having low WRQOL but high work engagement, etc. But the overall study resulted to the positive relationship of the three concepts.

Other findings - Resiliency of social workers and General wellbeing is a major key to higher WRQOL

The study also revealed, that based from the results, having a higher level of WRQOL and work engagement, do not equate to lesser stress. The perspective of social workers towards stress as constant companion is evident during the interviews. Somehow, even during the pandemic, they are extremely optimistic about their role and the profession. But even if they manage, they still seek solutions to issues which bring about these stressors such as improved mental health services, proper benefits, etc.

A higher WRQOL, which in turn results to higher engagement, is strongly associated with the level of wellbeing of the social worker. And this is where organizations should try to maintain or better yet, improve. The genuine concern for employee wellbeing and being proactive to issues they may face could lead to a thriving working environment.

5.1 Implication to social work practice

Social work practice and ethical principles

As per social work ethical principles, social workers should take necessary actions to improve personal and professional wellbeing. In relation to this study, it is important for social workers to draw the line of what is actionable at their level and when it is time to take more external actions to improve their situation. The self-care aspect of the ethical principle is to recognize

that stress is inevitable, but it can be mitigated or avoided with awareness and the help from the people around you. Self-care is not only a social workers responsibility to themselves, but also their organizations' responsibilities to their social workers.

Proactive approach to protect social workers from burnout

It is necessary that the organization that hire social workers, and even the government in general, to take actions that will ensure their welfare and wellbeing. This is not a matter of assessing risks to their overall wellbeing or health, but a social responsibility to care for the carers. This is a response to a culture that does not look into social workers' wellbeing but focus on the achievement of deliverables.

Empowering social workers leads to improved service delivery

Empowering social workers, improving or maintaining their wellbeing and getting them engaged into work translates to better service they give to the organization and the service users. Social workers stay in the organization, despite the difficulties they face, because they are in an environment that is supportive and allows innovation.

Standardization and regularization of social work profession

The Philippine social work setting is a proof that despite being a country where social work is well regulated, there are still pressing issues that need to be addressed. Situations can be far more complicated for those contexts where social work is not recognized and regularized. The lessons drawn from the reality of Philippine social work practice are bases to improve existing social work practices internationally, and to countries who are yet to standardized social work, and to contribute to the improvement of the knowledge foundation and formal studying of the profession.

5.2 Limitations of the study

Feasibility of physical interview and visit

Because of the Covid-19 pandemic, the distribution of survey questionnaires and the conduct of the interviews were all done virtually. Although, the visit to the Philippine to observe the social workers in their working environment and organizations would have been possible upon approval request to, and approval from, the European Union through the Advances consortium.

Lack of Previous Studies

There is no studies or literature in the Philippines that talk about the welfare and quality of life of social workers. Whether it is caused by the lack of interest or awareness on the topic or the

focus is more on other pressing issues of service users and the wider Philippine society, the researcher found it difficult to locally compare the study for reference and or relate the result of this study to an existing local study.

Timing and Size of the Study

Since this is a short study, a more in-depth approach is limited by the time to complete the study. A shorter study also meant lesser participants. Despite this limitations, the results showed significant correlations and reliability.

5.3 - Conclusion and recommendations

The study showed that the level of WRQOL, work engagement and empowerment of social workers are mixture of low, average and high. Although, the majority of the individual results came as high level. The level of WRQOL, work engagement and empowerment was also analysed to be related to each other. Those with higher level of WRQOL and work engagement perceive that they are empowered, and vice versa. The support from the organization to maintain and improv the well-being, work engagement and empowerment of social workers include trainings, seminars, benefits, CPD opportunities, inclusion. But, the social workers also need more attention particularly in the aspect of their mental and psychological health, which is less prioritized by organizations as areas which social workers should be supported in order to perform their duties.

It was also found out that, despite efforts from social work organizations, the government, private sectors and individual effort from social workers themselves, there are still more that can be done to achieve and maintain higher quality of life of social workers and preventing them from being a subject of injustices. But, social workers, despite the lack of necessary support and innovative interventions, are still able to keep their level of well-being and work engagement high. Despite of this, there is still a need to improve working conditions and environment to increase professional empowerment.

So is important that the agenda of advancing social work profession take to account the wellbeing of the professionals. The emerging social work practices, concepts, and ideas as product of innovation and radical thinking should be included in the international social work discussion. The empowerment of social workers and the profession is a new topic that needs to be deliberated and further studied. Social workers and organizations continue to improve the quality services for the service users, and their situation in general, but there is also a need to improve the situation where social workers are. Especially in contexts where social workers

are subjected to injustices and possible threat, and settings where there is a high risk of burnout and other psychological stress.

It is also important that there is a formulation of social work union and laws. Social work organization, particularly unions, are necessary to ensure that the welfare and rights of the social workers, and those involved in the social service industry, are protected. It is one thing to provide opportunities for continuous professional development but there is a growing need for social workers to unite and look after themselves as well. This is not to deny responsibilities as duty bearers in the helping relationship, but to acknowledge that social workers are rights holders as well.

Social work laws are also important to protect social workers from any situation that will compromise their safety or deny them of exercising their rights.

The Investment in the social work human capital is another relevant issue that needs to be discussed. To combat existing social issues, governments have resorted to improving the human capital of their constituents by providing them opportunities that will improve their situations. The same is applicable to social workers. The organizations and the state should invest in the improvement of social workers' human capital to improve the profession and the practice of social work.

The researcher thinks that this study can also be a reference to both members of global north and global south, particularly those planning to establish social work as a licensed profession, that they include in the formation of social workers, they will emphasize the contribution of social work organizations and support of the government to protect social workers.

The same way, social work organizations, locally and internationally, can benefit from the study by exploring innovative solutions faced by the modern social workers. Afterall, the quality of the service provided to service users will depend on the quality of social workers.

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Appendix 1 – Operative dimensions of the conceptual model

Appendix 1.1– Table 1: – Operative dimensions of the conceptual model

Concept	Dimensions	Indicators /questions
SWs profile	Socio-graphic Characterization	Age, gender, civil status, SW academic degree, professional category/current position, number of years working, work location (in region), type or organisation (government or private), sector involved.
Work-Related Quality of Life / WRQOL (scale) <i>(The numbering is how they appear on the scale)</i>	General well-being (GWB)	4. I feel well at the moment. 9. Recently, I have been feeling unhappy and depressed. 10. I am satisfied with my life. 15. In most ways, my life is close to ideal. 17. Generally, things work out well for me. 21. Recently, I have been feeling reasonably happy, all things considered.
	Home-work interface (HWI)	5. My employer provides adequate facilities and flexibility for me to fit work in around my family life. 6. My current working hours/patterns suit my personal circumstances. 14. My line manager actively promotes flexible working hours/patterns.
	Job and Career Satisfaction (JCS)	1. I have a clear set of goals and aims to enable me to do my job. 3. I have the opportunity to use my abilities at work. 8. When I have done a good job, it is acknowledged by my line manager. 11. I am encouraged to develop new skills. 18. I am satisfied with the career opportunities available for me here. 20. I am satisfied with the training I receive in order to perform my present job.
	Control at Work WRQoL (CAW)	2. I feel able to voice options and influence changes in my area of work. 12. I am involved in decisions that affect me in my own area of work. 23. I am involved in decisions that affect members of the public in my own area of work.
	Working Conditions (WCS)	13. My employer provides me with what I need to do my job effectively. 16. I work in a safe environment. 22. The working conditions are satisfactory.
	Stress at Work (SAW)	7. I often feel under pressure at work. 19. I often feel excessive levels of stress at work.
Work Engagement <i>(The numbering is how they appear on the questionnaire)</i>	Vigor	1. At my work, I feel bursting with energy. 2. At my job, I feel strong and vigorous. 5. When I get up in the morning, I feel like going to work.
	Dedication	3. I am enthusiastic about my job. 4. My job inspires me. 7. I am proud of the work I do.
	Absorption	6. I feel happy when I am working intensely. 8. I am immersed in my work. 9. I get carried away when I am working.

<p>Empowerment</p> <p><i>(The numbering is how they appear on the questionnaire)</i></p>	<p>Human Rights</p>	<p>1. In what ways does your organisation ensure your safety and wellbeing at work?</p> <p>7. Scenario: Your organisation sends an invitation to give your opinion in the possible changes that might happen in the implementation of the services provided for your clients/ service users, what would you do?</p> <ul style="list-style-type: none"> A. Give my opinion and maximize the opportunity to participate in the decision-making at the organizational level. B. Pay no attention on the invitation because you feel like your opinion will not matter in the decision-making. C. Do not give opinion because you feel like others will be giving the same opinion that you have. <p>1. Which describes your organisations programs and services?</p> <ul style="list-style-type: none"> a. Accessible b. Timely c. Well-funded d. There is efficient workforce e. Effective f. Culture/gender sensitive g. Has proper communication h. Promotes professional development i. Up to date
	<p>Social Justice</p>	<p>2. What is your opinion in the contractualization of employees in your organisation?</p> <ul style="list-style-type: none"> a. There is no contractualisation in my organisation. b. Most employees in my organisation are contractual and I think they need to be given permanent position because that is their right. c. Most employees in my organisation are contractual but they are given high salary and I think that should be enough. d. Employees, contractual or not, and the management are working to lobby for more permanent positions in the organisation. e. I am not aware of any action by employees or the management to advocate or create more permanent positions in the organisation. <p>3. Which of the following statements are true for you?</p> <ul style="list-style-type: none"> a. I volunteer on activities outside my work because I know I can still contribute in other societal concerns. b. I want to participate in activities promoting social justice and human rights but I have many responsibilities that prevent me from doing so.

		<p>c. I believe my work as a social worker is enough contribution to the society and I don't want to be involved in any other activities outside my work.</p> <p>d. I am not aware of any other social justice activities outside my work but I am willing to participate.</p> <p>8. Scenario: A client or service user from a very rural place approached you to avail a certain service that your organisation offers. You assessed that the person urgently needs the service but has incomplete documents, what would you do?</p> <p>a. Tell the client to comeback because as per the organisation's mandate, only those with complete documentary requirements will be served.</p> <p>b. Assist the client in exploring options to complete the documents needed so he or she does not need to comeback.</p> <p>c. Refer the client to other institution or office, hoping they will consider to offer service despite having incomplete documents.</p>
	Social responsibility	<p>6. What services are offered by your organisation to alleviate your stress at work? (for example counselling, flexible working hours, etc.)</p> <p>4. What are the regular activities provided by your organisation to develop and improve your personal and professional knowledge?</p> <p>a. Seminars</p> <p>b. Trainings</p> <p>c. Scholarship</p> <p>d. Workshops</p> <p>e. Mentoring</p> <p>f. Recreational activities</p> <p>g. Team building activities</p> <p>h. I am not aware of any activities</p> <p>12. Scenario: There are indigenous people (IP) communities in a rural province that are forced to leave their ancestral land by mining companies, what would you do?</p> <p>a. I would be involved in campaigns and advocacies for the rights of the IP.</p> <p>b. I will let my family members and friends know what is happening in these IP communities.</p> <p>c. I will do my own research to find out if it is actually happening and to what extent and then decide to get involved or not.</p> <p>d. I do not have time to get involved in other sectors aside my work sphere.</p> <p>e. I am not interested in getting involved in issues that are not directly connected with my work.</p>
	Environmental Sustainability	<p>11. What is your opinion about environmental sustainability as one of the approaches in the social work practice?</p> <p>a. I think social work must focus more on other social issues and let the environmental sustainability</p>

		<p>concerns be addressed by other professionals or experts.</p> <ul style="list-style-type: none"> b. I am not aware of this topic but would love to know more about it. c. I believe it is everyone's concern to practice environmental sustainability and the social work profession must also be radical in inculcating the approaches related to this, both in academe and practice. d. I am aware of this and already learning and putting it into practice whenever possible. <p>10. What activities does your organisation provide relating to environmental sustainable development?</p> <ul style="list-style-type: none"> a. Advocacy campaign and information drive b. Trainings c. Seminars d. Implementation of policies and guidelines e. Recognition of remarkable employees who are practicing environmental sustainability in the organisation. f. Provision of materials and resources g. Meetings and discussions h. I am not aware of any activities <p>9. Scenario: You noticed that other employees are being wasteful of organisational materials and resources (e.g. paper, ink, electricity, water, etc.), what would you do?</p> <ul style="list-style-type: none"> a. Confront the employee and remind them to save materials and resources. b. Turn a blind eye because you are sometimes being wasteful and feel that you have no right to confront them. c. Tell other employee to confront them because you are afraid you are not in the position to tell them what to do. d. Raise this concern during a meeting so proper measures can be done in the future.
	Summary question	<p>13. Do you think social workers in the Philippines are empowered in terms of their ability to influence policies, programs and services provided by them and for them? Explain your answer:</p>

Source: WRQOL Scale – University of Portsmouth, UK; Utrecht Work Engagement Scale (UWES) – Utrecht University, Netherlands; Empowerment questionnaire- made by the author

Appendix 2 – Tabular Results of UWES 9-item scale

Appendix 2.1 – Table 13: Comparison of individual items to sample age group

Age group		Item 1 Vigor	Item 2 Vigor	Item 3 Dedication	Item 4 Dedication	Item 5 Vigor	Item 6. Absorption	Item 7 Dedication	Item 8 Absorption	Item 9 Absorption
20-24	1	1,9%	0,0%	0,0%	0,0%	0,0%	1,9%	0,0%	0,0%	0,0%
	2	0,0%	0,0%	0,0%	0,0%	3,8%	0,0%	0,0%	1,9%	3,8%
	3	7,5%	15,1%	5,7%	5,7%	7,5%	7,5%	1,9%	3,8%	13,2%
	4	1,9%	1,9%	1,9%	3,8%	3,8%	7,5%	5,7%	3,8%	5,7%
	5	13,2%	5,7%	15,1%	7,5%	7,5%	3,8%	9,4%	9,4%	3,8%
	6	5,7%	9,4%	9,4%	15,1%	9,4%	11,3%	15,1%	13,2%	5,7%
25-29	0	0,0%	0,0%	0,0%	0,0%	0,0%	1,9%	0,0%	0,0%	1,9%
	1	1,9%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	1,9%
	2	0,0%	1,9%	3,8%	1,9%	1,9%	0,0%	0,0%	3,8%	3,8%
	3	17,0%	9,4%	5,7%	3,8%	7,5%	3,8%	0,0%	0,0%	9,4%
	4	9,4%	9,4%	7,5%	7,5%	13,2%	11,3%	13,2%	11,3%	5,7%
	5	11,3%	17,0%	17,0%	13,2%	15,1%	17,0%	3,8%	13,2%	17,0%
30-34	6	7,5%	9,4%	13,2%	20,8%	9,4%	13,2%	30,2%	18,9%	7,5%
	2	1,9%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	3,8%
	3	5,7%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	1,9%	1,9%
	4	0,0%	3,8%	0,0%	1,9%	1,9%	3,8%	1,9%	1,9%	1,9%
	5	3,8%	5,7%	9,4%	5,7%	7,5%	7,5%	1,9%	5,7%	3,8%
	6	0,0%	1,9%	1,9%	3,8%	1,9%	0,0%	7,5%	1,9%	0,0%
35-39	3	1,9%	1,9%	0,0%	0,0%	1,9%	1,9%	0,0%	0,0%	0,0%
	4	0,0%	0,0%	1,9%	0,0%	0,0%	0,0%	1,9%	0,0%	1,9%
	5	3,8%	3,8%	1,9%	1,9%	1,9%	1,9%	1,9%	1,9%	1,9%
	6	0,0%	0,0%	1,9%	3,8%	1,9%	1,9%	1,9%	3,8%	1,9%
40-44	2	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	1,9%
	3	1,9%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	4	0,0%	0,0%	0,0%	0,0%	0,0%	1,9%	0,0%	1,9%	0,0%
	5	0,0%	1,9%	1,9%	1,9%	0,0%	0,0%	0,0%	0,0%	0,0%
	6	0,0%	0,0%	0,0%	0,0%	1,9%	0,0%	1,9%	0,0%	0,0%

Table 13: Comparison of individual items to sample age group

Appendix 2.2 – Table 14: Comparison of individual items to gender

Items	Female							LGBTQ+				Male						
	0	1	2	3	4	5	6	2	4	5	6	0	1	2	3	4	5	6
Item 1 Vigor	0,0 %	1,9 %	1,9 %	34,0 %	9,4 %	20,8 %	11,3 %	0,0 %	0,0 %	1,9 %	1,9 %	0,0 %	1,9 %	0,0 %	0,0 %	0,0 %	9,4 %	0,0 %
Item 2 Vigor	0,0 %	0,0 %	0,0 %	24,5 %	13,2 %	24,5 %	18,9 %	0,0 %	1,9 %	1,9 %	0,0 %	0,0 %	0,0 %	1,9 %	1,9 %	0,0 %	5,7 %	1,9 %
Item 5 Vigor	0,0 %	0,0 %	1,9 %	17,0 %	13,2 %	26,4 %	22,6 %	0,0 %	1,9 %	1,9 %	0,0 %	0,0 %	0,0 %	3,8 %	0,0 %	3,8 %	1,9 %	1,9 %
Item 3 Dedication	0,0 %	0,0 %	1,9 %	11,3 %	11,3 %	35,8 %	20,8 %	0,0 %	0,0 %	1,9 %	1,9 %	0,0 %	0,0 %	1,9 %	0,0 %	0,0 %	5,7 %	3,8 %
Item 4 Dedication	0,0 %	0,0 %	0,0 %	7,5 %	13,2 %	26,4 %	34,0 %	0,0 %	0,0 %	0,0 %	3,8 %	0,0 %	0,0 %	1,9 %	1,9 %	0,0 %	1,9 %	5,7 %
Item 7 Dedication	0,0 %	0,0 %	0,0 %	1,9 %	17,0 %	17,0 %	45,3 %	0,0 %	0,0 %	0,0 %	3,8 %	0,0 %	0,0 %	0,0 %	0,0 %	3,8 %	0,0 %	7,5 %
Item 6 Absorption	0,0 %	0,0 %	0,0 %	11,3 %	22,6 %	22,6 %	24,5 %	0,0 %	1,9 %	1,9 %	0,0 %	1,9 %	1,9 %	0,0 %	1,9 %	0,0 %	3,8 %	1,9 %
Item 8 Absorption	0,0 %	0,0 %	3,8 %	5,7 %	15,1 %	24,5 %	32,1 %	0,0 %	1,9 %	0,0 %	1,9 %	0,0 %	0,0 %	1,9 %	0,0 %	1,9 %	3,8 %	3,8 %

Item 9 Absorption	1,9 %	0,0 %	9,4 %	20,8 %	11,3 %	24,5 %	13,2 %	1,9 %	0,0 %	0,0 %	1,9 %	0,0 %	1,9 %	1,9 %	3,8 %	1,9 %	1,9 %	0,0 %
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Table 14: Comparison of individual items to gender

Appendix 2.3 – Table 15. Comparison of individual items to civil status

Items	Married (legally or consensually)					Single						
	2	3	4	5	6	0	1	2	3	4	5	6
Item 1 Vigor	0,0%	7,5%	0,0%	7,5%	1,9%	0,0%	3,8%	1,9%	26,4%	11,3%	24,5%	11,3%
Item 2 Vigor	0,0%	1,9%	1,9%	9,4%	3,8%	0,0%	0,0%	1,9%	24,5%	13,2%	24,5%	17,0%
Item 5 Vigor	0,0%	0,0%	1,9%	9,4%	5,7%	0,0%	0,0%	5,7%	17,0%	17,0%	22,6%	18,9%
Item 3 Dedication	0,0%	0,0%	0,0%	13,2%	3,8%	0,0%	0,0%	3,8%	11,3%	11,3%	32,1%	22,6%
Item 4 Dedication	0,0%	0,0%	0,0%	7,5%	9,4%	0,0%	0,0%	1,9%	9,4%	13,2%	22,6%	34,0%
Item 7 Dedication	0,0%	0,0%	1,9%	1,9%	13,2%	0,0%	0,0%	0,0%	1,9%	20,8%	15,1%	43,4%
Item 6 Absorption	0,0%	0,0%	3,8%	7,5%	5,7%	1,9%	1,9%	0,0%	13,2%	20,8%	22,6%	20,8%
Item 8 Absorption	0,0%	0,0%	3,8%	5,7%	7,5%	0,0%	0,0%	5,7%	5,7%	15,1%	24,5%	30,2%
Item 9 Absorption	3,8%	1,9%	5,7%	3,8%	1,9%	1,9%	1,9%	9,4%	22,6%	9,4%	22,6%	13,2%

Table 15: Comparison of individual items to civil status

Appendix 2.4 – Table 16. Comparison of individual items to employment status

Items	Contractual Employee						Regular Employee						
	1	2	3	4	5	6	0	1	2	3	4	5	6
Item 1 Vigor	1,9%	1,9%	15,1%	1,9%	11,3%	1,9%	0,0%	1,9%	0,0%	18,9%	9,4%	20,8%	11,3%
Item 2 Vigor	0,0%	0,0%	11,3%	7,5%	11,3%	3,8%	0,0%	0,0%	1,9%	15,1%	7,5%	22,6%	17,0%
Item 5 Vigor	0,0%	1,9%	9,4%	5,7%	13,2%	3,8%	0,0%	0,0%	3,8%	7,5%	13,2%	18,9%	20,8%
Item 3 Dedication	0,0%	0,0%	7,5%	5,7%	11,3%	9,4%	0,0%	0,0%	3,8%	3,8%	5,7%	34,0%	17,0%
Item 4 Dedication	0,0%	0,0%	7,5%	7,5%	7,5%	11,3%	0,0%	0,0%	1,9%	1,9%	5,7%	22,6%	32,1%
Item 7 Dedication	0,0%	0,0%	0,0%	7,5%	7,5%	18,9%	0,0%	0,0%	0,0%	1,9%	15,1%	9,4%	37,7%
Item 6 Absorption	0,0%	0,0%	3,8%	11,3%	17,0%	1,9%	1,9%	1,9%	0,0%	9,4%	13,2%	13,2%	24,5%
Item 8 Absorption	0,0%	1,9%	3,8%	5,7%	13,2%	9,4%	0,0%	0,0%	3,8%	1,9%	13,2%	17,0%	28,3%
Item 9 Absorption	0,0%	5,7%	9,4%	3,8%	11,3%	3,8%	1,9%	1,9%	7,5%	15,1%	11,3%	15,1%	11,3%

Table 16: Comparison of individual items to employment status

Appendix 3 – Tabular Results of Empowerment Questionnaire

Appendix 3.1 – Table 17: Empowerment item 1 results

**1. In what ways does your organisation ensure your safety and wellbeing at work?
(observance of respect of your time outside office hours, provision of hazard pay, etc.)**

Answers	Number of responses	% N
Provision of hazard pay	18	34.62
Flexible working arrangements	11	21.15
Medical health services/ equipment	13	25
Respect of time outside work	3	5.77
Safe and supportive working environment	10	19.23
Psychological and mental health support	2	3.85
Provision of allowances	9	17.31
None	3	5.77

Table 17: Empowerment item 1 results

Appendix 3.2 – Table 18: Empowerment item 2 results

2 - Which best describes your organisations programs and services?

Answers	Number of responses	% N
Accessible	36	67.9%
Timely	20	37.7%
Well-funded	20	37.7%
There is efficient workforce	21	39.6%
Effective	34	64.2%
Culture/ Gender Sensitive	24	45.3%
Has proper system of communication	16	30.2%
Promotes professional development	27	50.9%
Up to date	13	24.5%

Table 18: Empowerment item 2 results

Appendix 3.3 – Table 19: Empowerment item 7 results

7. Scenario: Your organisation sends an invitation to give your opinion in the possible changes that might happen in the implementation of the services provided for your clients/ service users, what would you do?

Options	Number of responses	% N
Do not give opinion because you feel like others will be giving the same opinion that you have.	1	1.9
Give my opinion and maximize the opportunity to participate in the decision-making at the organizational level.	50	96.2
Pay no attention on the invitation because you feel like your opinion will not matter in the decision-making.	1	1.9
Total	52	100.0

Table 19: Empowerment item 7 results

Appendix 3.4 – Table 20: Empowerment item 3 results

3. What is your opinion in the contractualization of employees in your organisation?

Options	Number of responses	% N
Employees, contractual or not, and the management are working to lobby for more permanent positions in the organisation.	13	25.0
I am not aware of any action by employees or the management to advocate or create more permanent positions in the organisation.	5	9.6
Most employees in my organisation are contractual and I think they need to be given permanent position because that is their right.	22	42.3
Most employees in my organisation are contractual but they are given high salary and I think that should be enough.	1	1.9
There is no contractualisation in my organisation.	11	21.2
Total	52	100

Table 20: Empowerment item 3 results

Appendix 3.5 – Table 21: Empowerment item 4 results

4. Which of the following statements are true for you?

Options	Number of responses	% N
I am not aware of any other social justice activities outside my work but I am willing to participate.	2	3.8
I believe my work as a social worker is enough contribution to the society and I don't want to be involved in any other activities outside my work.	2	3.8
I volunteer on activities outside my work because I know I can still contribute in other societal concerns.	17	32.7
I want to participate in activities promoting social justice and human rights but I have many responsibilities that prevent me from doing so.	31	59.6
Total	52	100

Table 21: Empowerment item 4 results

Appendix 3.6 – Table 22: Empowerment item 8 results

8. Scenario: A client or service user from a very rural place approached you to avail a certain service that your organisation offers. You assessed that the person urgently needs the service but has incomplete documents, what would you do?

Options	Number of responses	% N
Assist the client in exploring options to complete the documents needed so he or she does not need to comeback.	49	94.2
Refer the client to other institution or office, hoping they will consider to offer service despite having incomplete documents.	1	1.9

Tell the client to comeback because as per mandate, only those with complete documentary requirements will be served.	2	3.8
Total	52	100

Table 22: Empowerment item 8 results

Appendix 3.7 – Table 23: Empowerment item 5 results

5.What are the regular activities provided by your organisation to develop and improve your personal and professional knowledge?

Answers	Number of responses	% N
Seminars	43	82.7
Trainings	40	76.9
Scholarship	7	13.5
Workshops	19	36.5
Mentoring	25	48.1
Recreational activities	15	28.8
Team building activities	20	38.5
I am not aware of any activities	2	3.8

Table 23: Empowerment item 5 results

Appendix 3.8 – Table 24: Empowerment item 6 results

6. What services are offered by your organisation to alleviate your stress at work? (for example counselling, flexible working hours, etc.)

Answers	Number of responses	% N
Counseling	7	13.2
Flexible Working Hours	22	41.5
Team Building	2	3.8
Staff Augmentation	2	3.8
Supportive environment	3	5.7
Good Communication	4	7.5
Leave Scheme	3	5.7
Seminars and Trainings	7	13.2
Work from Home Scheme	2	3.8
Stress management Sessions	7	13.2
Compensation	2	3.8
None	10	18.9%

Table 24: Empowerment item 6 results

Appendix 3.9 – Table 25: Empowerment item 12 results

12. Scenario: There are indigenous people (IP) communities in a rural province that are forced to leave their ancestral land by mining companies, what would you do?

Options	Number of responses	% N
I am not interested in getting involved in issues that are not directly connected with my work.	2	3.8
I do not have time to get involved in other sectors aside my work sphere.	2	3.8
I will do my own research to find out if it is actually happening and to what extent and then decide to get involved or not.	16	30.8

I will let my family members and friends know what is happening in these IP communities.	4	7.7
I would be involved in campaigns and advocacies for the rights of the IP.	28	53.8
Total	52	100

Table 25: Empowerment item 12 results

Appendix 3.10 – Table 26: Empowerment item 9 results

9. Scenario: You noticed that other employees are being wasteful of organisational materials and resources (e.g. paper, ink, electricity, water, etc.), what would you do?

Options	Number of responses	% N
Confront the employee and remind them to save materials and resources.	14	26.9
Raise this concern during a meeting so proper measures can be done in the future.	34	65.4
Tell other employee to confront them because you are afraid you are not in the position to tell them what to do.	3	5.8
Turn a blind eye because you are sometimes being wasteful and feel that you have no right to confront them.	1	1.9
Total	52	100

Table 26: Empowerment item 9 results

Appendix 3.11 – Table 27: Empowerment item 10 results

10. What regular activity does your organisation provide relating to environmentally sustainable development?

Answers	Number of responses	% N
Advocacy campaign and information drive	32	60.4
Trainings	23	43.4
Seminars	25	47.2
Implementation of policies and guidelines	27	50.9
Recognition of remarkable employees who are practicing environmental sustainability in the organisation.	9	17.0
Provision of materials and resources	17	32.1
Meetings and discussions	25	47.2
I am not aware of any activities	5	9.4

Table 27: Empowerment item 10 results

Appendix 3.12 – Table 28: Empowerment item 11 results

11. What is your opinion about environmental sustainability as one of the approaches in the social work practice?

Options	Number of responses	% N
I am aware of this and already learning and putting it into practice whenever possible.	2	3.8
I am not aware of this topic but would love to know more about it.	3	5.8

I believe it is everyone's concern to practice environmental sustainability and the social work profession must also be radical in inculcating the approaches related to this, both in academe and practice.	44	84.6
I think social work must focus more on other social issues and let the environmental sustainability concerns be addressed by other professionals or experts.	3	5.8
Total	52	100

Table 28: Empowerment item 11 results