

THE ANALYSIS OF WORK-LIFE BALANCE ON JOB PERFORMANCE AMONG MEDICAL OFFICE PRACTITIONERS

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ABSTRACT

This research aims to explore how work-life balance affects job performance among medical office practitioners in Barangay Maniki, Kapalong, and Davao del Norte, using a descriptive-correlational approach. The respondents in this study were medical office practitioners residing at the mentioned address. There were 156 total respondents in this study. The results gathered from this study showed that the average level of work-life balance is 3.92. The level of job performance among medical office practitioners is very high, with an overall mean of 4.25. The test for the significant impact of work-life balance on job performance among medical office practitioners in Barangay Maniki, Kapalong, Davao del Norte, yielded an R-value of 0.52 and a probability value of 0.001 at a 0.05 level of significance. In relevance to this, the study concludes that work-life balance directly influences the job performance of medical office practitioners. Thus, it is suggested that hospitals must strengthen the work-life balance of their office employees to enhance their performance in their duties.

Keywords: work-life balance, job performance, medical office practitioners

INTRODUCTION

Due to their profound negative impact on human life, healthcare practitioners endure one of the most stress-inducing occupations. A sustained and cross-sectional investigation reveals that practitioners face stress levels significantly higher than the general working population. Numerous studies highlight the adverse effects of stress on the physical and psychological well-being of healthcare practitioners globally. Factors contributing to heightened stress include long

working hours, handling critically ill patients, emergency and night duties, ongoing medical education, personal development pursuits, and pursuing higher goals. The stressors intensify when practitioners lack control over their work environment, face insufficient job recognition, contend with a rigid organizational structure, and experience financial strain (Aslam et al., 2017).

The COVID-19 outbreak has caused significant physical and psychological concerns for

all medical practitioners worldwide. The rapid changes in the health care system frequently cause a lot of stress, which has an adverse effect on the job stability and performance of medical professionals, negatively affecting patient care. As such, a study that was conducted in one of the government hospitals in Dubai, United Arab Emirates, examined the impact of work stress during the COVID-19 pandemic on healthcare practitioners' job fulfillment and performance. The findings show that stress at work significantly affects job performance. The pandemic crisis caused 21% to 36.8% of the staff to experience high or very high levels of stress, with workload being the major cause of this. In accordance with the study, stress may have an influence or cause for this. According to the study, stress may influence the productivity and well-being of medical practitioners. Due to the discomfort that a heavy workload may bring, medical professionals' poor job performance may affect their patients' health (Joshua et al., 2021).

Meanwhile, initial studies from the Philippine context indicated that health practitioners were subjected to an unorganized medical facility and a heavy amount of work during the COVID-19 problem, which exposed them to a relatively high extent of weariness on physical, emotional and mental increased exhaustion, which had a negative impact on job performance, productivity, and clinical outcomes. A study carried out in Baguio City under COVID-19 sought to examine the association between nurse exhaustion and productivity at work in facilities for adults. This means that as Job performance declines, burnout rises, and vice versa. Burning and performance at work did not significantly change when considering practitioners' years of working experience and assignment units (Al Sabei et al., 2022).

The researchers have not encountered the study of Employment Performance and a Balance between the Life and Work of medical office staff

members. There have been studies that are related, such as the studies of Melayansari and Bhinekawati (2020), Sheppard (2016), and Dousin et al. (2019), which focused on work-life balance but showed no relationship with job performance, and the respondents were not medical office employees. It is on the premise that the researchers see their necessity to conduct this kind of study to determine the effectiveness of how work-life balance affects job performance. Moreover, this study is based on the spillover theory proposed by Wilensky (1960), the in-role conflict theory developed by Greenhaus and Beutell (1985), and the work-family enrichment theory that was attributed to Powell and Greenhaus (2006). These theories state that there is a specific relationship between the perceived work-life balance and job performance.

Studying this concern is timely since some medical employees are struggling with how they can balance their personal life and there have been medical employees not sure how to balance their work and personal life as a result of poor job performance. Some employees are good at their jobs even though they are not sure about balance because they prioritize and focus on their work rather than their personal lives. Also, having this study is relevant to the improvement of organizations as this could give valuable information that would give a new perspective with regards to work-life balance and its relationship with the employee, particularly in the locality where this study will be conducted. Thus, this study could be used by medical employees to be productive as a basis for possible programs that will be used to efficiently deliver services to the people.

OBJECTIVES OF THE STUDY

This study specifically aims to evaluate medical office practitioners' job performance and work-life balance in Maniki, Kapalong, and Davao



del Norte. In essence, the research seeks to address the following specific objectives.

1. To determine the amount of work-life balance, there is among the medical office practitioners in terms of:
 - 1.1. managing self;
 - 1.2. managing time;
 - 1.3. managing stress; and
 - 1.4. managing leisure
2. To determine the level of job performance among medical office practitioners in terms of:
 - 2.1. work habits;
 - 2.2. work skills, and
 - 2.3. social skills
3. To determine the significant relationship between work-life balance and job performance of medical office practitioners.

METHODOLOGY

This study employed a quantitative research design with descriptive-correlational techniques to examine ambulant vendors' financial inclusion and well-being in Kapalong, Davao del Norte. The focus was gathering and analyzing numerical data to identify patterns and averages, develop projections, assess casual relationships, and generalize results to a broader population (Babbie, 2014).

The study targeted medical practitioners from the Rural Health Unit, Kapalong District Hospital, and Corpuz Medical Clinic in Maniki, Kapalong, Davao del Norte, chosen based on established inclusion and exclusion criteria. The selected offices recognized as significant medical institutions within Barangay Maniki, Kapalong, included 33 respondents from the Rural Health Unit, 122 from Kapalong District Hospital across Clinical, Nursing, and Administrative Departments, and one respondent from Corpuz Medical Clinic.

Data collection involved obtaining permission from the heads of the target medical offices and utilizing research instruments approved by a panel of experts. After distributing and collecting completed questionnaires, the researchers verified, tabulated, and analyzed the statistical

data, interpreting the findings. Conclusions and recommendations were drawn from the study.

Strict adherence to precautionary measures and sanitary procedures was maintained by the concerned offices and the Department of Health (DOH) to address public health emergencies.

Statistical tools included using mean to determine the level of work-life balance and job performance among medical office employees. Pearson r was employed to establish the causal link between balancing life and work and job success for medical office employees in Maniki, Kapalong, and Davao del Norte.

RESULTS AND DISCUSSION

1. Summary of the Level of Perceived Quality of Mathematics Instruction Summary on the Level of Work-life Balance of Medical Office Practitioners

Table 1
Summary on the Level of Work-life Balance of Medical Office Practitioners

Indicators	Mean	Description
Managing Self	3.91	High
Managing Time	3.88	High
Managing Stress	3.96	High
Managing Leisure	3.92	High
Overall	3.92	High

Presented in Table 1 is the overall level of work-life balance of medical office practitioners in terms of managing self, managing time, managing stress, and managing leisure. The data revealed that the level of work-life balance of medical office practitioners has a total mean of 3.92 with the descriptive equivalent of high. This indicated that the level of work-life balance of medical office practitioners is oftentimes manifested. The findings supported the assertion made by Wedgwood (2022), which claims that having a good work-life balance is crucial for one's health and relationships



and has the potential to boost one's productivity and, ultimately, performance.

2. Level of Job Performance of Medical Office Practitioners in Terms of Work Habits

Table 2
Summary of the Level of Job Performance of Medical Office Practitioners

Indicators	Mean	Description
Work Habits	4.26	Very High
Works Skills	4.23	High
Social skills	4.26	Very High
Overall	4.25	High

Displayed in the Table 2 is the overall level job performance of medical office practitioners in terms of work habits, works skills, and social skills. The data revealed that the level of job performance of medical office practitioners has a total mean of 4.25 with the descriptive equivalent of high. This indicated that the level of job performance of medical office practitioners is oftentimes manifested. This lends credence to the finding of Tummer et al. (2022) which states that effective job performance is required to enhance interventions at the levels of macro, mesa, and micro that these interventions pertain to governing, leading, and personal qualities and skills to guarantee that healthcare will continue to be available at reasonable costs and to the greatest number of people, organizations that provide medical care, governments, and lawmakers all face substantial obstacles.

3. Significant Relationship between Work-Life Balance and Job Performance

Exhibited in Table 3 was the outcome of the significant relationship between work-life balance with a mean of 3.92 and job performance with 4.25 as a mean, respectively, of medical office

practitioners in Maniki, Kapalong, and Davao del Norte.

Table 3
Significant Relationship between Work-Life Balance and Job Performance among Medical Office Practitioners

Variable	Mean	R-Value	P-Value	Decision @=0.05
Work-Life Balance	3.92	.52***	<.001	H ₀ Rejected

This is based on a result that showed a probability level of <.001, which is less than the significance level of 0.05. Thus, this implied that there is a substantial connection between the two variables, work-life balance and job performance. The findings supported Wilensky's (1960) claim that there is a connection between one's professional and personal lives, implying that both spheres impact one another.

CONCLUSIONS

This research provides an in-depth response to sub-questions posed in the preceding chapter. Respondents, consisting of various medical office practitioners in Maniki, Kapalong, Davao del Norte, demonstrated a high level of work-life balance. This indicates frequent manifestations of effective self-management, time management, stress management, and leisure management. The results suggested that despite the demanding nature of their work, medical employees effectively balance their personal and professional lives. This balance is crucial for stress avoidance, allowing them to explore and enjoy both aspects of life, ultimately contributing to good job performance.

Furthermore, the findings indicated that job performance among medical office practitioners surpassed work-life balance, reaching a very high level. This suggests consistent manifestations in work ethics, job competencies, and social competencies. The conclusion is that medical employees exhibit a strong focus on their careers,

excelling in prioritization, training, development, and commitment to their duties. Adherence to government regulations and rules further contributes to their high job performance.

The overall correlation between the two variables unveiled a significant link between the work-life balance and job performance of medical office practitioners in Maniki, Kapalong, and Davao del Norte. As a result, the hypothesis was rejected, concluding that work-life balance affects some medical practitioners' job performance.

RECOMMENDATIONS

The study indicates that the work-life balance of medical office practitioners in Maniki, Kapalong, Davao del Norte is at a high level. Recommendations include encouraging practitioners to maintain this balance to avoid work conflicts. Administrators should emphasize the importance of self-discipline, self-awareness, and self-care for both staff and them. The study suggests practical ways to effectively manage time and promote a sensible balance between work and home. Stress management is emphasized, advising practitioners to take breaks and address stressful situations to protect their mental health.

Leisure management is highlighted as crucial, suggesting that practitioners utilize their free time for relaxation and administrators provide opportunities for staff to enjoy downtime. The study underscores the high level of job performance among medical office practitioners, recommending continued excellence and the implementation of workplace motivators, such as appreciation and reward systems. It also advises administrators to recognize and appreciate good work habits, social skills, and talents, while encouraging continuous learning and development.

The study concludes by emphasizing the significant relationship between work-life balance and job performance, recommending a continued

focus on balancing personal and professional lives. Team-building exercises and family outings are suggested to enhance life enjoyment during free time. Future research is encouraged to explore other predictors of job performance and investigate the study further with different populations.

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AUTHORS' PROFILE



Aira Joy I. Aet finished her Bachelor of Science in Office Administration, majoring in Office Management at Kapalong College of Agriculture Sciences and Technology (KCAST) last June 2023. While studying, she was an intern at Kapalong Cooperative last June 2022 as an office staff and at Provincial Health Office as administrative assistant. Moreover, she is currently working as sales revenue auditor at BananaTel Company.



Jean Mae Concon successfully attained her Bachelor of Science degree in Office Administration with a specialization in Office Management from the esteemed institution, Kapalong College of Agriculture Sciences and Technology (KCAST), last June 2023. Presently, she holds the position of an office staff at BananaTel Company, where she is engaged in professional pursuits within the organizational framework.



Michelle B. Dasas started her professional journey as she successfully accomplished the requirements for the degree, Bachelor of Science in Office Administration, with a specialization in Office Management, in Kapalong College of Agriculture Sciences and Technology (KCAST). Concurrently, she remains diligently engaged in her pursuit of professional opportunities, seeking a suitable placement to apply and further enhance her acquired skills and knowledge.



Mary Joy Manlaunan attained her Bachelor of Science in Office Administration, with a distinct focus on Office Management, from the Kapalong College of Agriculture Sciences and Technology (KCAST) in June of 2023. Presently, she occupies the role of a field auditor at BananaTel Company. This vocational engagement signifies a practical application of her academic accomplishments and underscores her commitment to the integration of theoretical principles of office operations with professional responsibilities



Jandy D. Daga-As, LPT, MAED, finished his baccalaureate degree in Bachelor of Secondary Education major in English at Kapalong College of Agriculture, Sciences, and Technology (KCAST) last April 2018. He graduated with his master's degree in St. Mary's College of Tagum, Inc. in 2022. He has been a faculty member of KCAST since 2018. He continued to widen his specialization by attending and completing numerous trainings and seminars conducted by different organizations in teaching and research.

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Grace P. Ganiera, MBA, CHRA, finished her undergraduate degree of Bachelor of Science in Business Administration major in Management Accounting in Kapalong College of Agriculture, Sciences and Technology. She earned her master's degree in Business Administration in the University of Mindanao Tagum College. She also holds an eligibility as a Certified Human Resource Associate (CHRA). She was once a senior high school teacher in the Department of Education, being assigned in Kapalong National High School at that time. Currently, she is the program head of Office Administration Program of Kapalong College of Agriculture, Sciences and Technology. She is an active member of different organizations and associations such as the People's Management Association of the Philippines and Kapalong Davao North Lady Eagles Club. As an entrepreneur, BIR-accredited bookkeeper, mentor, and a mother of three, she is an empowered woman who is always striving for professional excellence and career success in her fields which include business administration, office administration, and human resource management.

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