

**WORKLOAD SYSTEM OF MUNICIPAL AND CITY SOCIAL
WELFARE AND DEVELOPMENT OFFICES IN CAVITE
AND ITS IMPACT ON THE PHYSICAL AND MENTAL
WELL-BEING OF SELECTED SOCIAL WORKERS**

Thesis

LIEZEL GRACE N. ASO

MA. CARIELLA RINNEZA U. ILAGAN

ANNA MARIE B. OLARTE

College of Arts and Sciences

CAVITE STATE UNIVERSITY

Indang, Cavite

June 2022

**WORKLOAD SYSTEM OF MUNICIPAL AND CITY SOCIAL WELFARE
AND DEVELOPMENT OFFICES IN CAVITE AND ITS IMPACT
ON THE PHYSICAL AND MENTAL WELL-BEING OF
SELECTED SOCIAL WORKERS**

Undergraduate Thesis
Submitted to the Faculty of the
College of Arts and Sciences,
Cavite State University
Indang, Cavite

In partial fulfillment
of the requirements for the degree
Bachelor of Science in Social Work



00081933

*Workload system of municipal and city
social welfare and development offices in*
361.32 As5 2022
T-9061

**LIEZEL GRACE N. ASO
MA. CARIELLA RINNEZA U. ILAGAN
ANNA MARIE B. OLARTE
June 2022**

ABSTRACT

The number of social workers in every social welfare and development office in Cavite was limited compared to the uncontrolled number of demands on their workload. The unbalanced ration between a social worker and the workload may impact the worker's physical and mental well-being. Because of this, the researchers conducted a research study which determined the workload system applied in the municipal and city social welfare and development offices in Cavite and its impact on the physical and mental well-being of selected social workers. It provided information regarding the workload systems used in every office; how social workers managed their workloads; the impact of the system on their physical and mental well-being; and their suggestions regarding the workload system used in their office.

The researchers used a narrative analysis with a qualitative approach to gather detailed information regarding the topic. For the participants of this study, the researchers chose two (2) social workers from Silang, two (2) from Imus City, one (1) from Naic, Alfonso, Magallanes, Trece Martires City, and Dasmariñas City, for a total of nine (9) registered social workers employed in the social welfare and development offices in the province of Cavite. They were handling at least twenty-five (25) cases within three to six (3 to 6) months and had at least one (1) year of experience in the aforementioned offices.

The researchers present the study's findings; in relation to first statement of the problem the workload system applied in MSWD and CSWD offices in Cavite, the majority of the social welfare and development offices that were listed in the study used a client-sectoral basis depending on the type of client they were servicing, the head manager was in charge of delegating responsibilities to the employees. The social workers were able to concentrate on the tasks they were managing as a result.

The participants responded to the second problem statement, which is the management of social workers' duties at the office, by saying that they used the concepts of prioritization, time management, and demand balance to handle their workloads at work. They were able to complete their jobs and deliver services to customers. While other social workers struggled to manage their duties because of a lack of resources, including office personnel and an internet connection. It was concluded that managing workloads can have an impact on a worker's physical health. The participants mentioned that they had migraines, vertigo, hypertension, a lack of sleep that caused headaches, and were physically exhausted to complete tasks in the third statement of the problem, which is related to the effects of the workload system on the social workers' physical and mental well-being. They regularly experienced stress, burnout, and emotionality in terms of mental health, which had an impact on their ability to make rational decisions about their jobs. Lastly, for the third problem statement that is connected to the social workers' proposals, the participants said that having more staff and social workers would allow them to concentrate more on their individual job responsibilities in accordance with their education. By doing this, staff members would be able to give their allotted caseloads and clients more of their time and focus.

TABLE OF CONTENTS

	Page
BIOGRAPHICAL DATA	iii
ACKNOWLEDGEMENT	vi
ABSTRACT	viii
INTRODUCTION	1
Statement of the Problem	3
Objectives of the Study	3
Significance of the Study	4
Time and Place of the Study	5
Scope and Limitation of the Study	6
Definition of Terms	6
Theoretical Framework	8
Conceptual Framework	10
REVIEW OF RELATED LITERATURE	11-39
METHODOLOGY	40
Research Design	40
Sources of Data	40
Sampling Technique	40
Data Gathering Procedure	41
Research Instrument	42
Participants of the Study	42
Data Analysis	43
Ethical Considerations	44
RESULTS AND DISCUSSIONS	45
Workload System	45

Workload Management.....	51
Impacts of Workload System on Physical and Mental Well-being	58
Suggestions Regarding the Workload System	66
SUMMARY CONCLUSION AND RECOMMENDATIONS	71
Summary.....	71
Conclusion.....	73
Recommendation.....	74
REFERENCES	76-81
APPENDICES.....	82

LIST OF FIGURES

Figure		Page
1	Place Where Study Took Place	5
2	Model of Multiple Resource Theory	8
3	Research Paradigm	10

LIST OF APPENDICES

Appendix	Page
1 Research Instruments	83-89
2 Approval of Thesis Title	90-91
3 Request for Proposal Defense	92-93
4 Certificate of Completion of Thesis Proposal	94-95
5 Request for Oral Defense	96-97
6 Certificate of Completion	98-99
7 Routing Slip	100-103
8 Comments and Suggestion	104-110
9 Letter of Inquiry to the Office	111-118
10 Letter to the Office.....	119-126
11 Letter to the Participants.....	127-128
12 Letter to Validators of Instrument	129-132
13 Certificate of Instrument Validation	133-136
14 Informed Consent	137-138
15 Interview Transcription	139-319

WORKLOAD SYSTEM OF MUNICIPAL AND CITY SOCIAL WELFARE AND DEVELOPMENT OFFICES IN CAVITE AND ITS IMPACT ON THE PHYSICAL AND MENTAL WELL-BEING OF SELECTED SOCIAL WORKERS

**Liezel Grace N. Aso
Ma. Cariella Rinneza U. Ilagan
Anna Marie B. Olarte**

An undergraduate thesis manuscript submitted to the faculty of the Department of Social Science, College of Arts and Sciences, Cavite State University, Indang Cavite in partial fulfillment of the requirements for the degree of Bachelor of Science in Social Work with Contribution No. T-CAS-2022-SW-019. Prepared under supervision of Ms. Merlie C. Nahilat, RSW, MSSW.

INTRODUCTION

Social workers are known to be a generalist in handling client's problems. According to Lee-Mendoza (2008), generalist social workers work with clients on an individual, group, or community level in the society, depending on the need and appropriateness of the situation.

According to Child Welfare Information Gateway (2016), workload was defined as the amount of time and effort required to successfully manage and resolve assigned cases. It involves the average time it takes a worker to: (a) complete the work required for each given case and (b) complete additional non-casework obligations which is referred also as a workload.

On the other hand, managing the workload of an agency is not an easy task to do. Administrators face several challenges in reducing and managing workloads, according to Munson, et al. (2014, as cited in Child Welfare Information Gateway including negotiating budget crises, and hiring freezes, addressing worker turn-over