

**HIGH PERFORMANCE WORK SYSTEM: IMPLICATIONS TO EMPLOYEE
WELL-BEING AND SERVICE QUALITY OF SELECTED
PRIVATE HOSPITALS IN CAVITE**

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ABSTRACT

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This study was conducted in order to determine the implications of high performance work system to employee well-being and service quality. Specifically, the study aimed to: 1) identify the degree of implementation of high performance work system in selected private hospitals; 2) know the state of employee well-being in selected private hospitals; 3) know the significant relationship between high performance work system and well-being of employees in selected private hospitals; 4) know the level of quality of service of employees in selected private hospitals; 5) know the significant relationship between high performance work system and service quality in selected private hospitals; and, 6) know the significant relationship between employee well-being and service quality in selected private hospitals.

Data were collected with the use of survey questionnaire. Participants of the study were chief nurses and/or HR staff, staff nurses and hospital clients in selected private secondary and tertiary hospitals in Cavite. Weighted mean, percentage, standard deviation and Spearman Rank Correlation Coefficient were computed to analyze the data.

Results showed that there was minimal implementation of high performance work system. This in turn helped private hospitals to modify and furnish behavior of their employees to make them perform better. Moreover, it was found that there was a healthy state of employee well-being in selected private hospitals in Cavite. This implies that employees were productive, involved and satisfied with their job. In addition, degree of

implementation of high performance work system was found to have positive significant relationship to state of employee well-being. This indicates that by investing in high performance work system private hospitals can generate more productive, involved and satisfied hospital staff.

On the other hand, findings showed good level of service quality was provided to clients of private hospitals. This indicates that high quality of service is provided and meets the expectation of clients. Furthermore, degree of implementation of high performance work system and level of service quality was found to have significant relationship. This means that better implementation of high performance work system leads to higher level of service quality. This implies that delivering good quality of service retain hospital clients and attract new ones. Lastly, state of employee well-being and level of service quality was found to have significant relationship. This indicates that healthy state of employee well-being enables hospital staff to deliver good quality of service to their clients.

Therefore, better implementation of high performance work system can lead to higher state of employee well-being as well a higher level of service quality.