

**SATISFACTION OF THE LIAISON OFFICERS OF THE DIFFERENT
EMPLOYMENT AGENCIES ON THE SERVICES OF THE
LANDBASED CENTER OF THE PHILIPPINE OVERSEAS
EMPLOYMENT ADMINISTRATION**

THESIS

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April 2016

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ADMINISTRATION**

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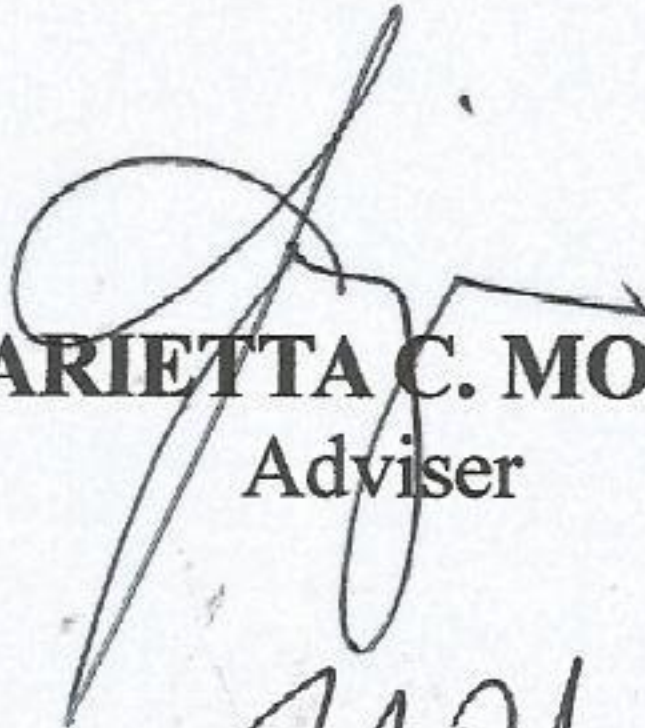
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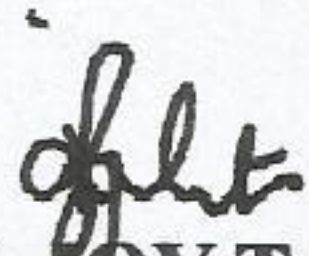
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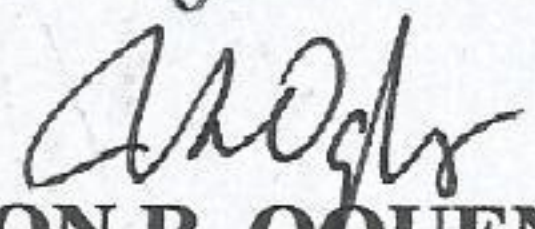
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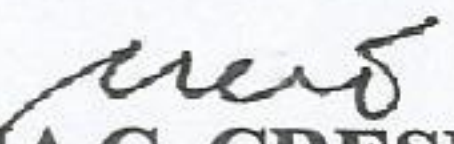
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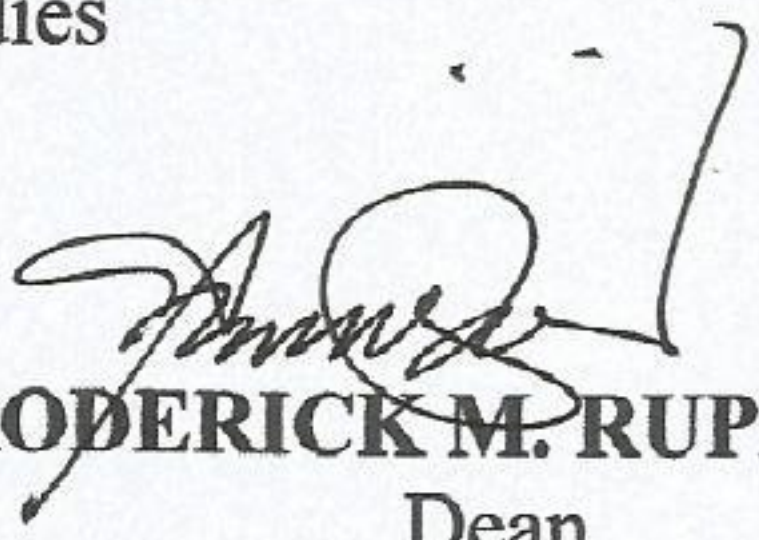
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ABSTRACT

BAUTISTA, ELEONOR C. and MARGALLO, ALJOHN B. Satisfaction of the Liaison Officers of the Different Employment Agencies on the Services of the Landbased Center of the Philippine Overseas Employment Administration. Undergraduate Thesis. Bachelor of Science in International Studies, major in European Studies. Cavite State University. Indang, Cavite, April 2016. Adviser: Dr. Marietta C. Mojica.

The study aimed to : 1) describe the demographic characteristics of the Liaison Officers of the different licensed employment agencies in the Philippines; 2) determine their actual duties and responsibilities; 3) describe the other work-related characteristics of the participants; 4) determine the satisfaction level of the Liaison Officers towards the Landbased Center of the POEA; 5) determine the relationship between the participants' demographic characteristics and their level of satisfaction on the Landbased Center; 6) determine the relationship between the participants' work-related characteristics and their level of satisfaction on the Landbased Center ; 7) identify the problems encountered by the Liaison Officers in the performance of their duties and responsibilities ; and 8) list the liaison officers' suggested solutions to the problems encountered.

A total of 130 Liaison Officers of the different employment agencies were surveyed from November to December 2015 using the survey instrument which was reviewed and pre-tested for its reliability. Descriptive and correlational analyses were used such as mean, percentage, standard deviations and weighted mean and Spearman-rank correlation for significant tests of relationship between and among the selected independent and dependent variables,

More than half of the participants were male, single and college graduate. Their ages varied from 18 to 62 years old with a mean of 33 years. The number of years in

service also varied from four months to 26 years with an average of 4.95 or nearly 5 years. Consequently, their monthly income ranged from ₱2,000 to ₱30,000 with an average of ₱14, 400 .00.

Many of the participants were engaged in 12 duties and responsibilities with an average of 10. More than half of them visited Landbased Center everyday, but the average was four days in week, lasting for 6 hours on the average in a day, and handling 13 documents per day. Very few of them were employed to agencies that were recipients of an award or recognition.

Overall, the participants were “very satisfied” with the Landbased Centers’ Documentation Processes/Services and the Center’s Personnel and Offices.

The demographic characteristics found significantly related to level of satisfaction towards the Centers’ Documentation Processes/Services were educational attainment and monthly income while for the Center’s Personnel and Offices level of satisfaction, only educational attainment was significantly related.

Among the work-related characteristics, only the award/recognition received by the employee was found significantly related to the level of satisfaction towards the Centers’ Personnel and Offices.

Very few participants encountered difficulties while performing their duties and responsibilities as Liaison Officers of the different licensed employment agencies.

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