

Group 8



Alternative Work Arrangements in PhilHealth

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One hundred percent of the respondents expressed that Flexible Work Arrangements positively contribute to employees' quality of life.

RATIONALE

- The occurrence of the Novel Coronavirus Disease (COVID-19) and other infectious diseases, current traffic congestion problems, and the existence of natural and man-made calamities brought about significant changes in HR policies.
- Being the central human resource agency of the government and mandated to establish rules and regulations to implement the constitutional and statutory provisions on human resource (HR) policies, systems, and standards, the Civil Service Commission (CSC) issued Memorandum Circular No. 06, s. 2022 with subject title Policies on Flexible Work Arrangements in the Government to address the evolving changes in the area of human resource. The issued Memorandum Circular aims to boost the morale and enhance the welfare of government officials and employees by giving them the opportunity to accomplish their task/s through appropriate work arrangement/s thereby increasing employee productivity and performance, and allowing work-life balance.

SIGNIFICANCE OF THE STUDY

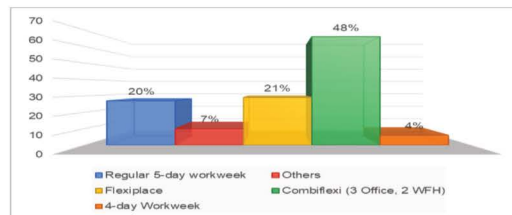
- The outcome of the Study on Alternative Work Arrangements in PhilHealth shall aid PhilHealth Management to support the alternative work arrangement preferences of its employees thereby nurturing a work-life balance within the Corporation.

RESULTS AND FINDINGS

A. Socio Demographic Profile of Respondents. The following summarizes the socio-demographic profile of the 138 employee-respondents in PhilHealth Head Office:

- Most of the respondents (36%) are generally middle-aged, between the ages of 42-49.
- Sixty-nine percent (69%) of the respondents are females and thirty-one percent (31%) of the respondents are males.
- Fifty-nine percent (59%) of the respondents are married, and forty-one percent (41%) are living with their nuclear families.
- Sixty-four percent (64%) of employees at the Head Office are in good health, and thirty-six percent (36%) have comorbidities and/or other medical concerns.
- Composition of respondents: regular employees (72%), casual employees (27%), and in job order contractor post (1%).
- Functional assignments: Twenty-three percent belong to technical/operations or tasks that require the use of computer and internet for reading, encoding, printing or submission of written outputs for review; seventeen percent in policy formulation task, and the rest belong to project work, data encoding/processing, IT database maintenance, budget planning, evaluation and formulation and other support functions.
- As to place of residence, 38% are from Quezon City, 14% from Pasig, and 12% from Rizal.
- Most of the respondents (37%) have been in their position for more than 10 years.

B. Work Arrangement Preferences



- Most or forty-eight percent (48%) prefer the Combination of Flexible Work Arrangement (3 days at the Office, and 2 days WFH)
- The Study likewise probed into the motivation of PhilHealth employees in the Head Office as to their work arrangement (Please refer to the table below).

Motivation	Agree	Disagree	Total
Positive contribution to quality of life	138	0	100%
Capacity to personally attend to the needs of family/ dependents	136	2	99%
Job satisfaction, reduced absenteeism, cut down on turnover, no measurable decline in productivity	135	3	98%
Same commitment to work regardless of preferred work arrangement	131	7	95%
Hassle free from daily travel to work whether thru own vehicle or public transportation	130	8	94%



- The respondents also signified which work arrangement they are more efficient in (as shown in the table below).

Efficiency	Agree		Disagree		Total
Can facilitate more work deliverables in a work from home arrangement	131	95%	7	5%	100%
With complete equipment and tools to work on tasks despite working remotely	126	91%	12	9%	100%
More productive in an output-oriented work arrangement; prefer to work either at home, a satellite office or another fixed place	124	90%	14	10%	100%
Have a separate and suitable space for work in home	123	89%	15	11%	100%
Presence of monitoring system for remote work reporting	121	88%	17	12%	100%

When respondents were asked what can PhilHealth-HRD can do more in the effective implementation of Flexible Work Arrangements, the following responses focus on the following:

POLICY RECOMMENDATIONS

- Effective implementation of Alternative Work Arrangements/Flexible Work Arrangements** (guidelines as set forth by the Civil Service Commission) taking into account the welfare of employees (in consideration of good work-life balance, and information from this Survey) ; clarification/cascading of policy through orientation.
- On Support Mechanisms from HRD-Management:** Provision of office equipment-gadgets, cellphones, data/wifi connectivity, and quarters (sleeping quarters) in the Head Office where employees can be accommodated during emergency situations; other support mechanisms as set forth in the CSC Memorandum Circulars.
- Standardized monitoring tool** (automated monitoring tool) to monitor output /accomplishments of employees
- Regular review/evaluation on the implementation of AWA/FWA** through conduct of Study/Survey
- On Work Reporting:** Use of time-tracking software (enhanced e-DTR to include preferred work arrangement, filed leaves, leave counts, official business/CPO reflected: updated/corrected e-DTR per DTCF filed); Implement one schedule for all (to save on water and electric utilities).
- Adoption of AWA** even in normal work situation
- Replication of this Study** with consideration of the following:
 - Inclusion of PRO employees as respondents
 - The Study utilized the descriptive and exploratory research design. The numbers as to preference of work arrangement, motivation and efficiency was established across socio-demographic, employment variables but to test which of the variables will significantly affect the preferred work arrangement will require inferential statistics like correlation and logistic regression, recommended for further or future studies.

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- ✓ Flexitime
- ✓ WFH (Work From Home)
- ✓ Compressed Work Week
- ✓ Flexiplace
- ✓ Work From Another Flexiplace
- ✓ Combination of Flexible Work Arrangement



BENEFITS

- Greater work balance
- Greater employee satisfaction
- Fewer unscheduled absences
- Increased retention
- Enhanced individual performance
- Increased productivity

CHANGE is CONSTANT



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