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## UNCHARTED TERRITORY: BREAKING THE CULTURE OF SILENCE AMONG COMPANY NURSES WORKING IN THE HOTEL AND RESORT INDUSTRY

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### ABSTRACT

This novel type of study attempts to describe the lived experiences of company nurses working in the hotel and resort industry from various areas in the Philippines where hotel and resort nursing is regarded as an occupational health nursing specialism exploring the reasons why they chose to work in the hospitality industry, their challenges, fears, and realizations. Using purposive, snowball and research self-identification sampling, the researcher chose participants based on a list of pre-prepared researcher-created criteria. Descriptive phenomenology - more specifically, Husserlian phenomenology—was used to study their answers. Based on participant narratives, the results show that few benefits were identified as operating as OHNs. However, the drawbacks continue to exceed the benefits. From their vantage point, the bad encounters had a significant influence on how they saw OHN. Even though OHN is not a very profitable nursing subspecialty, the firsthand accounts from OHNs employed in the hotel and resort sector should draw people’s eyes to the need for reform in the sector that benefits all parties involved. To corroborate the concerns expressed by these nurses working in the hospitality business, this study suggests doing more research in this nursing sector. The OHN will have a bright future in the nursing field if they can combine considerable support from the public and commercial sectors in the form of a fair and appropriate salary with well-maintained working conditions.

**Keywords:** *lived experiences, occupational health nurses, hotels and resorts*

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## Background of the Study

A specialization of occupational health nursing is hotel nursing. Very few people are aware that nurses exist, work in the hotel industry, and support the health of both establishment visitors and staff. In hotel nursing, facilities that allow individuals to be housed temporarily or permanently on a voluntary basis for medical treatment, rehabilitation, recreational activities, or expert aid with everyday tasks are included.

Since Phillipa Flowerday, the first known industrial nurse, was engaged by J&J Coleman (Coleman's Mustard) in 1878, occupational health nurses (OHNs) have provided care for workers all over the world. Regarding worker safety, health promotion, case management, industrial cleanliness, and education, a large portion of their practices are comparable (Ornek & Esin, 2015).

In addition to industrial settings, nurses worked in retail stores, hotels, and insurance businesses in the years leading up to the turn of the century (AAIN, 1976).

Suligoj (2011) posits that the integration of the hotel industry with the healthcare industry empowers patients, who are now viewed as guests with little capacity for self-sufficiency. This innovation happens not just in hotels but also in social service and health care facilities, as well as in the homes of patients. Sociologically speaking, the hotel sector entails competent individuals (workers) satisfying the wants, desires, and expectations of others (guests) as well as existential requirements.

Carefully rerouting patients' early impulses toward patient-centrism, which undermines the partnership in the patient-nursing care provider connection, is the key to their activities (in hotel-type nursing). To achieve the best possible outcome for patient health and self-sufficiency, nurses must offer patients expert information based on personal contact and consideration for the patient's emotional state. They must also reach an autonomous agreement with patients regarding the limitations placed on them (Kamin, 2006).

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The James Lind Institute (2018) emphasizes the importance of training individuals in medical tourism, highlighting the need for collaboration between the hotel and hospitality industries. The institute emphasizes the role of multidisciplinary professionals in medical and hospitality fields and offers programs and courses for human resources training.

Health tourism is becoming more and more popular among travelers (Heung, Kucukusta, & Song, 2011; Soysal, 2017). It is a diverse industry that benefits both patients and healthcare professionals. In multicultural settings, providing nursing care and treatment to individuals from diverse cultural backgrounds might be necessary at times.

In the context of health tourism, nurses must possess certain cultural competencies and knowledge to deliver adequate and suitable treatment (Amiri and Heydari, 2017) to those seeking medical care from abroad (Soysal, 2017). To provide sensitive care to international patients, nurses should, first and foremost, be knowledgeable of other cultures as well as their own (Mubita-Ngoma and Mayimbo, 2017).

Sections 3 through 5 of RA 7160, also known as the Local Government Code of 1991, mandate the provision of a 24-hour medical clinic for guests and employees, enhancing the regulatory function of the Department of Tourism.

There are only a few published studies regarding the interaction between hotels and healthcare, but there are no studies regarding the lived experiences of nurses working in the hotel and resort industry. In addition, there are no studies regarding nurses working in the hotel industry at the international or local level.

The novel type of study aims to delve into the experiences of nurses working in hotels and resorts. The lack of studies regarding the subject matter can be used to create policies and recommendations. It will also provide certain information on the importance of nurses working in this sector and shed light on what kind of life they will have in venturing this occupation.

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## Theoretical Lens

Eisenberger, Huntington, Hutchison, & Sowa's (1986) Perceived Organization Support theory emphasizes the role of employee support in enhancing business performance and motivation. The theory suggests that varying approaches to support influence employees' perceptions of the organization, fostering a positive work environment.

## Objective of the Study

In this study, uncovering the nurses working in hotels and resorts from various areas in the Philippines will be the target of interviews about their encounters working in such industries. The central question to be asked was: "What are your lived experiences working as a nurse in the hotel and resort industry?"

## METHOD

This section presents and explains the methods and procedures that were used in this study. This includes the research design, research participants and data gathering tools and procedures, and data management.

## Research Design

Waters' (2017) qualitative study employs phenomenology and participant reports to explore lived experiences, utilizing Giorgi's modified Husserl's approach to explain and explain experiences.

## Participants of the Study

Participants in this study include 30 nurses working in hotels and resorts from different parts in the Philippines. Participants who met the following criteria were chosen through a purposeful, snowball and research self-identification sample process: (1) being a registered nurse; (2) working in a hotel, resort, or any leisure establishment; (3) being of any age, sex,

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or job position; (4) having held a commission for at least one year; and (5) had resigned from the company with an experience of at least one year.

Excluded participants from the study are the following: (1) unregistered nurses; (2) caregivers; (3) nursing assistants; (4) first aiders; and (5) student nurses who assume the role as company nurses.

The researcher collected data based on participant availability and researcher's availability. Interviews were conducted, and participant rights were protected using informed consent. Data was collected from June to September 2024, ensuring comprehensive understanding of the topic.

### Data Gathering Tool and Procedure

Participants were invited via Facebook messenger and scheduled face-to-face interviews after approval from the Ethics Review Board. Data was collected through informal conversation, observations, and unstructured questionnaires. The researcher conducted online video, voice calls, and face-to-face interviews as needed, ensuring consistency and respectful treatment.

### Ethical Considerations

The study used a phenomenological approach to gather participants' stories, ensuring ethical considerations and informed consent. Confidentiality was maintained, and participants' identities were protected. Despite 264 dropouts, the study adhered to bias prevention measures.

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## Data Management

The researcher conducted simultaneous data gathering and analysis using observations and interviews, utilizing Giorgi's phenomenological approach to uncover authentic phenomena.

## Transcript Digest and Level of Analysis

The study utilized Giorgi's data interpretation strategy and Husserlian technique to analyze information and attitudes towards evidence-based practice, focusing on major reports and delicate subjects, and involving group discussions.

## Establishing Trustworthiness of the Data

Merriam' (1998) techniques were used to assess data validity, ensuring credibility, reliability, conformability, and transferability. The researcher used Lincoln and Guba's (1994) techniques, such as assigning numerical values and providing a review trail, to reduce data validity. Triangulation and persistent observation were also employed to ensure the reliability of participant reactions to the study's findings.

## RESULTS AND DISCUSSIONS

From the analyses of the data gathered from the verbalizations of the experience of nurses working in hotel and resorts, there were three themes that emerged: (1) reasons for becoming a hotel or resort nurse; (2) the challenges they encountered; (3) their fears in their line of work; and (4) their realizations.

"Uncharted Territory", a form of research examining the challenges nurses face in the hospital setting, highlighting the unknown and undefined pathways they often navigate, as many nurses venture into unknown areas unaccompanied, leading to undefined outcomes.

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## A Change of Pace (Reasons for Becoming a Hotel or Resort Nurse)

The study's initial premise, which explains the nurses' need to work as hotel and resort nurses, came into focus. Their careers saw "A Change of Pace" as a result of these occurrences. To become Company Nurses, these nurses had to follow these routes for a variety of reasons.

Applying for a new job is another challenge for recent grads. A lack of experience makes it difficult for many people to get employment.

Participant 3 Shared:

*"Nag apply ako sa government hospital pero di ako nakuha. Nag apply rin ako sa private di pa rin nakuha, kaya nagbakasakali na lang ako kaya hotel nurse ako ngayon".*

I applied to a government hospital, but I was not accepted. I also applied to the private sector and still didn't get it, so I'm just taking a chance, so I'm a hotel nurse now.

Participant 19 Shared:

*"Nag hotel nurse kasi after board exam, mahirap po mag apply sa ospital kaya ayun meron naman vacancy po as a hotel nurse, so grinab ko na po yun."*

I became a hotel nurse because after the board exam, it's difficult to apply to the hospital, so there is a vacancy as a hotel nurse, so I grabbed that.

Notwithstanding the nursing shortage, several healthcare facilities and businesses have voiced reservations about recruiting prospective candidates, particularly recent graduates, due to their inexperience (Cox, Willis, & Coustasse, 2014).

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Additionally, several participants stated that they applied to be company nurses because they needed time flexibility and had obligations that needed to be fulfilled. Others expressed a desire for work-life balance and a reluctance to work at a hospital.

Participant 9 Shared:

*"Nag hotel ako kasi hindi siya toxic and nag mamasteral kasi ako. Mas convenient sa time."*

I stayed in a hotel because it is not toxic, and I stayed because I am taking my master's degree. More convenient in time.

Participant 27 Shared:

*"Nag decide ako na mag hotel nurse kasi hesitant ako mag hospital. At the same time kasi gusto ko ng work-life balance."*

I decided to become a hotel nurse because I was hesitant to go to the hospital. At the same time because I want a work-life balance.

Brough et. al (2020) research highlights the concept of work-life imbalance, where an individual perceives that their work demands conflict with their time and energy for personal or family life. Thorel et. al (2022) research highlights the significant impact of work-life imbalance on healthcare workers, highlighting the need for effective strategies to address this imbalance.

As they prepare for greater prospects, several of the participants also worked as company nurses to supplement their income.

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Participant 11 Shared:

*"Nag resort nurse ako muna kasi for the meantime habang nag aayos ako ng papel ko bago mag abroad. Hindi rin naman kasi maganda and working environment dito."*

I worked as a resort nurse first because for the meantime while I was preparing my papers before going abroad. It's also not a good working environment here.

Migration is the act of moving both physically and spatially, and it may lead to many other kinds of mobilities, such as financial and occupational mobility (Thompson, 2019). Mata-Codesal (2015) suggests that international migration is often considered the most reliable method for ensuring upward socioeconomic mobility in regions with a migration culture.

In order to make a livelihood, the participants also disclosed that they were forced to work as company nurses. One participant also mentioned that he felt compelled to work in order to provide for his family. They would prefer to work at low-paying occupations in order to make money and prevent employment gaps rather than being jobless and causing one.

Participant 12 Shared:

*"Kailangan ko ng work na may sahod kaya nag hotel ako. Kasi nag start na rin ako ng family. Kasi pag nag ospital ako, mahirap pumasok and mahirap ma permanent."*

I needed a job with a salary, so I stayed in a hotel. Because I also started a family. Because when I go to the hospital, it's hard to go in and it's hard to be a permanent employee.

Participant 13 Shared:

*"Nag hotel nurse ako kasi ng kailangan ko ng work and for the meantime kasi need ko mag abroad. Kaysa ma tambay ako, dito muna ako."*

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I became a hotel nurse because I needed work and for the meantime because I needed to go abroad. Rather than hanging around, I'm here.

Participant 23 Shared:

*"Hindi ko ma recommend ang mag hotel nurse kasi sa totoo lang pag wala kang work pang tawid mo lang eto. Parang ako kailangan ko mag NCLEX kaya dito lang ako nag iipon."*

I can't recommend becoming a hotel nurse because honestly, if you don't have a job, this is just to fill the gap. I feel like I need to take the NCLEX so I'm just saving money here.

Furthermore, "bad jobs" can nonetheless communicate less negativity to potential employers than unemployment, which could make it easier to get a work (Gebel, 2013).

Participant 24 Shared:

*"Sa totoo lang, ang pag hohotel nurse ay isa lang pang fill ng gap lalo na kapag nag resign ka sa work para lang hindi ka mabakante. Mas lalo kapag wala kang pera and need mo mag abroad, then dun ka pwede mag trabaho, pero hindi lahat ng hotels mataas magpasahod gaya ng company ko, mababa magpasahod. Agency pa kami so wala kami mga benefits tulad ng service charge."*

Being a hotel nurse is just another gap filler especially when you resign from work just so you don't have to be vacant. Especially when you don't have money and you need to go abroad, then you can work there, but not all hotels pay high wages like my company, low wages. We are still employed through an agency, so we do not have benefits such as service charge.

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Participant 7 Shared:

*"Na realize ko na ang pagiging hotel nurse ay pang tapal lang sa gap habang di pa ako mag aabroad or hindi mag ospital. Kumbaga past time ko muna eto habang nag aayos ng papel pang abroad."*

I realized that being a hotel nurse is just filling in the gap while I don't go abroad or go to the hospital. I guess this is my past time while I'm preparing papers abroad.

The literature explores the long-term effects of low-wage jobs, suggesting they help disadvantaged workers avoid human capital depreciation, increasing their chances of higher-paying careers, contrasting with prolonged unemployment. (Pavlopoulos & Fouarge, 2010; Fok et al., 2015).

Some participants claimed that they became corporate nurses because their contracts were not extended and that they had little chance of getting a government position if they applied without a backer system. In the Philippines, this depressing reality is still very common.

Participant 14 Shared:

*"Nag hotel nurse ako kasi yun nga ang hirap kasi maghanap ng work nung. 3 months lang po ako sa Municipal Health Office. Ung NDP po un. E bigla pong nagtanggalan kaya ayun po reason ko na nag hotel nurse. Hindi na po na renew yung contract namin. Tapos wala rin po ako backer sa hospital kaya ayun po nag hotel nurse po ako."*

I became a hotel nurse because it was difficult to find work back then. I have only been at the Municipal Health Office for 3 months. It's the NDP. I was suddenly laid off, so that's the

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reason I became a hotel nurse. Our contract has not been renewed. Also, I didn't have a backer at the hospital, so I worked as a hotel nurse.

Participant 17 Shared:

*"Nung pumasa ako ng board exam, hotel nurse agad ang una kong naging trabaho kasi mahirap naman pumasok sa government hospital kasi wala naman ako backer. Kahit sa private hospital mahirap rin pumasok kasi kapapasa ko lang."*

When I passed the board exam, my first job was a hotel nurse because it was difficult to enter a government hospital because I didn't have a backer. Even in a private hospital, it's difficult to enter because I just passed.

Participant 8 Shared:

*"Nag apply ako sa government hospital, nakapasa ako pero dalawa pa lang ang kinuha nila. Tapos sinabihan kami na pag meron na opening tsaka kami tatawagan, e matagal pa yun kaya nag hotel muna ako."*

I applied to the government hospital, I passed but they only took two. Then we were told that when there is an opening, we will be called, but that will take a long time, so I went to a hotel first.

According to Brookins' (2017) research, when employees are hired by a company through nepotism, other employees may question if the friend or family member is qualified for the role.

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Juan Linz (1975) highlights the influence of "Trapos" in Philippine politics, where voters elect patrons in exchange for personal or promised favors (Manacsa & Tan, 2012). This reverse accountability is driven by voters' interests, loyalty rewards, and fear of vengeance.

Participant 7 Shared:

*"Gusto ko sana mag apply sa gobyerno na ospital pero wala ako backer kaya nung nagkaroon ako ng work dito sa resort, pinatulan ko lang"*

I wanted to apply to the government hospital, but I didn't have a backer so when I got a job here at the resort, I just took the job.

Nowadays, despite their desire or lack of credentials, a lot of individuals still use the patronage system to deal with a friend's, family member's, or relative's unemployment. It could also be a way to honor someone for their political support of a certain politician they assisted during an election or other such events. According to Prof. Jocano, nepotism is a creation of modernity rather than customary culture (Jocano, 2008).

Former Senator Miriam Defensor Santiago sponsored Senate Bill 2616, the Anti-Political Recommendations Act, to reform government candidate hiring and reduce power-relations (Villaluz, 2015).

Due to a shortage of hospital employment opportunities, several participants also stated that they were forced to work as corporate nurses. Additionally, they mentioned that in the past, after passing the board test, they had to pay a specific sum to volunteer as nurses in order to obtain experience.

Participant 20 Shared:

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*"May nag recommend sa akin mam na mag hotel nurse ako dito Boracay, e hiring daw kasi in need daw talaga. E that time kasi way back 2014 rampant pa yung kailangan mo mag volunteer para lang magka experience."*

Someone recommended me to work as a hotel nurse here in Boracay, they said they are hiring because they are really in need. At that time, way back in 2014, it was still rampant that you had to volunteer just to get experience.

Participant 22 Shared:

*"Nag hotel ako kasi mahirap pumasok sa hospital nun. Kailangan mo magbayad ng para sa experience e wala naman ako pera that time kasi kakapasa ko lang naman."*

I worked in a hotel because it was difficult to go to the hospital. You must pay for the experience, and I didn't have any money at that time because I had just passed.

Underemployment and widespread unemployment are currently plaguing graduate nurses. 150,000 Filipino nurses were unemployed in 2008, according to statistics. To obtain the necessary training and experience, recently licensed nurses would volunteer to serve in hospitals. By charging volunteers for their professional services while also utilizing them, the Philippine Nurses Association (PNA) contends that volunteer nurses are being taken advantage of. The study indicates that newly graduate nurses often volunteer due to a lack of work opportunities, gaining clinical experience for future employment. (Pring & Roco, 2012).

Some participants claimed that they had chosen to become hotel nurses because they had sufficient hospital job experience and had spent enough time overseas. They said that

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they just want to work in a less demanding atmosphere because they are already getting close to retirement age.

Participant 15 Shared:

*"Parang retirement ko na lang eto kasi tapos na ako mag ospital kasi. Pero hindi ko siya ma recommend sa mga baguhan kasi limited lang experience mo. Maganda kung may experience ka sa ospital bago ka mag hotel kasi lahat ng nalalaman mo dun ma apply mo sa hotel. Past time ko na to kasi advanced age na rin ako. Limited knowledge ka lang sa hotel. Stagnant ka. Mga basic lang naman ang ginagawa. Lalo na kapag may plan ka mag abroad e ang hinahanap dun may bedside experience. Kasi ang experience mo is clinic lang kapag nag abroad ka clinic rin ang pwede sayo."*

It's like my retirement here because I'm done with the hospital. But I can't recommend it to beginners because you have limited experience. It's good if you have experience in a hospital before you go to a hotel because you can apply everything you know to the hotel. It's my past time because I'm at an advanced age. There is only limited knowledge here in the hotel. You are stagnant. Only the basics are done. Especially when you plan to go abroad, what you are looking for is bedside experience. Because if your experience is only clinic, when you go abroad, you are limited to clinics.

Participant 28 Shared:

*"Pang retirement na lang ang pag hotel nurse."*

Being a hotel nurse is just retirement.

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The study reveals that nurses, who play a crucial role in hospitals, are more likely to retire early than their younger counterparts. The current retirement age for senior and intermediate titles is 60, and many hospitals are struggling with a shortage of nurses due to high work pressure and a tense working environment. Wang et. al.'s (2009) research highlights the persistent high work pressure among nurses, leading to a significant shortage of qualified professionals.

Participants also discussed how they became hotel nurses after becoming disillusioned with the hospital environment after working there for a long time and needing to move to a more laid-back nursing situation.

Participant 28 Shared:

*"Nag hotel nurse ako kasi matagal na ako nagtrabaho sa ospital. Gusto ko rin ng ibang area kaya ayun. Kumbaga nagsawa na rin ako sa ospital kasi galing rin na ako ng abroad."*

I became a hotel nurse because I worked in the hospital for a long time. I also want another area so that's it. I guess I'm tired of the hospital because I'm from abroad.

Participant 15 Shared:

*"Mai recommend ko ang mag hotel nurse kapag pagod ka na sa mga ospital. Kasi lalo sa mga patient ratio dito sa Pilipinas."*

I can recommend hotel nursing when you are tired of hospitals. Especially with the patient ratio here in the Philippines.

Participant 16 Shared:

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*"Sa hotel, working as a company nurse ay mas ok naman po kasi mas less stress po compare sa public hospital."*

In the hotel, working as a company nurse is better because it is less stressful compared to the public hospital.

Burnout is a long-term negative change in attitudes and behaviors towards clients, often linked to workers' disillusionment with their job ideals (Cherniss, 1989). Gustavsson et. al (2010) discovered exhaustion as the initial phase of burnout in early career nurses, with further progression if they exhibit dysfunctional coping mechanisms.

Shirom (2003) suggests that burnout is not solely an occupational syndrome, but rather a result of individuals exhausting their resources due to emotionally demanding work and life situations. When structural issues like shift work, inconsistent hours, and high emotional demands increase a nurse's workload, burnout occurs (Kim et. al 2019; Scheepers et. al 2020).

One participant said that she became a hotel nurse because she was bored and was previously employed in Kuwait.

Participant 5 Shared:

*"Gusto ko bumalik ng abroad, nag hotel nurse ako kasi galing ako ng Kuwait, and bored ako kaya nag apply ako."*

I want to go back abroad, I'm a hotel nurse because I'm from Kuwait, and I'm bored so I applied.

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According to O'Hanlon (1981) and Barbalet (1975), professional boredom is closely linked to bad performance and discontent with one's job. This issue is more pronounced in younger workers with less work experience than in more seasoned workers. Binnema (2004) suggests that boredom can result from a person's general lack of interest and drive to progress in life (MacDonald & Holland, 2002).

Another participant, who lives in Puerto Princesa, Palawan, revealed that she felt compelled to work as a hotel nurse after applying to a local hospital and being turned down due to her religious beliefs.

Participant 20 Shared:

*"Wala rin hiring that time e nag try ako mag apply sa \_\_\_\_\_ e Catholic ako, sabi hindi sila tumatanggap ng hindi \_\_\_\_\_."*

There was no hiring that time, so I tried to apply at \_\_\_\_\_ but I was Catholic, and they said that they do not accept applicants who are not \_\_\_\_\_.

Religious discrimination involves treating individuals differently based on their religious group or sect, often leading to unfair treatment and discrimination (Religious Discrimination, 2013). Ensher, Grant-Vallone, and Donaldson (2001) state that Employee perceptions of prejudice can impact important areas including hiring, corporate culture, pay, employee relations, and legislative choices. In the end, discrimination can also have a financial impact on firms.

### **Obstacles En Route (Challenges Encountered)**

The study emphasizes the second topic that came to light about the difficult situations and challenges that participants faced, which inspired them to work toward a better

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future as OHNs. These experiences, referred to as "Obstacles En Route," serve as a reminder of the difficulties people meet.

A specialization of occupational health nursing is hotel or resort nursing. Occupational health nurses are commonly referred to as "company nurses" in the Philippines. Participants in this research experienced difficulties. The type of work and distinctive activities, (2) employment, (3) work environment, (4) relationships, (5) remuneration, (6) institutional/organizational support, (7) growth and development, (8) promotion, (9) guests, and (10) cooperation and teamwork were the challenges faced.

### **Nature of Work/Peculiar Activities**

Participants said that rather of working as hotel or resort nurses, they are assigned tasks unrelated to clinical operations. As a result, they have stated that they must perform odd jobs outside of their contracts in order to maximize their pay. Their employment has suffered as a result of this. They just labor without receiving more money for the increased burden they are assigned. Nurses are frequently employed to do non-nursing duties.

Participant 2 Shared:

*"Ang reason kaya ang nurses nagiging HR assistant o admin kasi nga wala daw naman kami ginagawa kapag nasa clinic lang so useless ang sahod. Buti sana kung malaki ang pasahod e maliit lang naman. I mean 320 a day kahit probationary kami, as in provincial rate ng Palawan talaga. Marami ka na nga trabaho, dalawa o tatlo pa ang item mo sa kontrata."*

The reason why nurses become HR assistants or admins is because they say we don't do anything when we are in the clinic, so the salary is useless. It would be good if the salary was big, but it is small. I mean 320 a day even though we are probationary, as in Palawan's

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provincial rate. You already have a lot of work; you have two or three more items in the contract.

Participant 6 Shared:

*"Kami pa ang naglilinis ng swimming pool. Kapag walang Zumba instructor ako pa mismo magtuturo pero wala naman bayad."*

We even clean the swimming pool. When there is no Zumba instructor, I will be the instructor but without payment.

Participant 7 Shared:

*"Meron rin kami mga admin function kasi under kami ng HR kaya ang trabaho sa HR trabaho na rin namin. Sa totoo lang bawal ang dual position sa trabaho in accordance with DOLE."*

We also have admin functions because we are under HR, so HR work is also our work. Dual position is not allowed at work according to DOLE.

*"Day off mo tinatawagan ka ng HR para mag report kasi all around ang trabaho namin sa hotel. Minsan housekeeping kami. Nag aayos ng mga beds and linens. Minsan kami pa ang magdidilig sa halaman, kahit gardening sa amin na rin. Cost cutting measures nila yan kasi ayaw nila mag hire. Trabaho ng HR sa amin na. supposedly dapat may additional pa na 3 HR na I hire pero dahil ayaw nila mag hire kaming 3 na nurse na ang gumagawa at para may silbi ang pinapasahod sa amin kaya pati HR functions sa amin na rin kasi nga daw as hotel nurses wala naman daw kami ginagawa."*

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# INSTABRIGHT e-GAZETTE

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On your day off, HR calls you to report because our work at the hotel is all around. Sometimes we are housekeeping. Making beds and linens. Sometimes we even water the plants, even gardening. It's their cost cutting measures because they don't want to hire. We also do the job of HR. Supposedly there should be an additional 3 HR to hire but because they don't want to hire, us 3 nurses who are already working and so that what we are being paid is useful, so they also have HR functions for us because as hotel nurses they say we don't do anything.

The administrative role of nurses in Jordan is critical, as they provide direct patient care and advocate for patients' well-being. However, they often face non-nursing tasks (NNTs) that detract from their primary responsibilities, such as administrative work, answering phones, and cleaning. This gap in knowledge highlights the need for better understanding of the prevalence and impact of NNTs on nurses, both within Jordan and internationally (Ayasreh et. al, 2022; Jackson et. al, 2021; Kusi-Appiah et. al, 2018).

Participant 11 Shared:

*"Pati gardening akin. Nurse ako pero nag gagarden ako."*

I also do gardening. I'm a nurse but I do gardening.

Participant 12 Shared:

*"Maximized ang sweldo ko kaya imbes na nurse lang, housekeeping supervisor din ako".*

My salary is maximized so instead of just being a nurse, I am also a housekeeping supervisor.

Participant 14 Shared:

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*"Ang isa pang work ko bilang isang hotel nurse is Front Desk Officer pero same salary pa rin. Mahirap talaga pero nasanay na lang ako. Mas naging priority ang pagiging Front Desk Officer ko kaysa sa pagiging nurse. Wala rin po ako reliever that time."*

My other work as a hotel nurse is Front Desk Officer but still the same salary. It's hard but I just got used to it. Being a Front Desk Officer became more of a priority than being a nurse. I also didn't have a reliever at that time.

Because of organizational demands and moral obligations, nurses sometimes find themselves pulled away from their primary caring responsibilities and into a variety of non-nursing tasks (Jackson et. al, 2021; Allen, 2014; Grosso et. al, 2019).

Participant 17 Shared:

*"Sa usaping sahod naman, para sa akin mababa and wala rin kami service charge. Hindi lang naman nurse ang trabaho ko, HR assistant rin ako kasi nga sabi sa akin wala naman daw masyado ginagawa ang nurse kaya para hindi sayang ang pinapa sweldo sa akin dinagdagan pa ang trabaho ko pero mababa naman ang sahod."*

As for the salary, for me it's low and we don't have a service charge either. My job is not only a nurse, but I am also an HR assistant because it is said that a nurse doesn't do much, so in order not to waste my salary, my work has been increased, but the salary is low.

Participant 18 Shared:

*"Kasi ang problema, kahit nurse ka marami kang slash na trabaho. For example, hotel nurse slash front desk officer. Dapat nurse lang sana wala nag dagdag. E di rin naman tumaas masyado ang sahod."*

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Because the problem is, even if you're a nurse, you have a lot of slash work. For example, hotel nurse slash front desk officer. It should just be a nurse, nothing extra. And the salary did not increase too much.

Participant 27 Shared:

*"Hindi lang nurse ang trabaho kundi HR assistant. Mas marami ang trabaho ko sa HR kaysa sa pagiging hotel nurse."*

The job is not just as a nurse but also as an HR assistant. I work more in HR than being a hotel nurse.

Nursing services involve various roles, including physical examinations and research, with challenges like job ambiguity and work overload faced by nurses in low-middle-income countries (Bruce, 2018; Hancock, 2010; Ntopi et. al, 2020). Collaboration amongst professionals that encourages job allocation according to competence is in line with worldwide trends toward team-based care models and may help reduce NNT loads (Rosen et. al, 2018)

One participant also mentioned that, although going above and above in her service to the organization and its visitors, she does not receive compensation for her efforts. She added that doing such services carries some risk.

Participant 28 Shared:

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*"Ang problema lang ay wala kami extra payment sa mga extra services na binibigay namin like sasamahan namin yung guest sa ospital o mag refer ng guest. Kasi kapag maghahatid kami ng guest andiyan rin ang hazard e. Sana may hazard pay rin."*

The only problem is that we don't have extra payment for the extra services we provide, like accompanying the guest to the hospital or referring a guest. Because when we deliver a guest, the hazard is also there. Hopefully there will be hazard pay as well.

Local nursing organizations are unhappy with delayed disbursement of benefits like hazard pay and special risk allowance, in addition to salaries (Casas, 2020).

### Employment

One participant revealed that her age nearly prevented her from being hired. She had difficulties when completing her application.

Participant 18 Shared:

*"Sana kung mag hire sila ng nurse, wag sila mag lagay ng age requirement. May bearing ang age sa ibang hotel. E kahit naman matanda ang nurse ang kailangan naman diyan is collaboration."*

I hope if they hire a nurse, they don't put an age requirement. Age has a bearing in other hotels. Even though the nurse is old, what is needed is collaboration.

The Employment Discrimination Against Age, also known as Republic Act No. 10911 of 2017 was enacted to ensure equal employment opportunities for all individuals. The Act in the Philippines encourages employers to hire based on abilities, knowledge, skills, and

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qualifications, prohibiting arbitrary age limitations, and promoting equal treatment in compensation, benefits, promotion, and training.

Participant 8 Shared:

*"Always ang micromanaging dito. Kahit mga ibang department pinapakialaman kami. Ang baba ng tingin sa amin dito. Sabi nga sa amin wala naman kami ginagawa kasi for compliance lang kami."*

Always micromanaging here. Even other departments interfered with us. We are looked down upon here. They told us that we are not doing anything because we are only for compliance.

Continuous oversight and micromanagement can lead to decreased job satisfaction, frustration, demoralization, and burnout among healthcare professionals, causing increased turnover rates, patient safety compromises, and strain on resources (Shinde, 2024).

Another worry of some research participants is the possibility of losing their jobs. Removing someone from their job without following the proper procedures is bad for their career.

Participant 11 Shared:

*"Ang nakakatakot dito is may magawa ka lang na mali tanggal ka agad. Kasi napag alaman ko na yung mga previous nurses dito e konting mali lang nila e tanggal agad without due process."*

The scary thing here is that if you do something wrong, you will be fired immediately. Because I found out that the previous nurses here were just a little wrong and were fired immediately without due process.

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Presidential Decree 442, under Article 294 of the Labor Code, mandates employers to terminate employees only for just cause or authorized by Title. Unjustly dismissed employees are entitled to reinstatement without loss of rights, full back wages, allowances, and other benefits, computed from the time of compensation withholding until reinstatement.

The majority of participants were outsourced or employed by an agency. In addition to preventing them from taking use of regular workers' perks, this has damaged their working relationships with regular employees.

Participant 15 Shared:

*"Dahil sa agency kami, hindi maganda ang pakikitungo sa amin kasi meron talagang gap between agency and regular employees."*

Because we are hired through an agency, we are not treated well because there is really a gap between agency employees and regular employees.

Recent studies reveal that non-regular workers generally face poorer working conditions, including lower wages, additional benefits, and job stability, and transitioning from non-regular to regular employment is challenging (Cho & Lee, 2015). Non-regular workers reported lower health levels in chronic and acute diseases, social physiological health, and self-rated health compared to regular workers (Kim et. al, 2005).

The participants' salaries are a common denominator of the difficulties they encounter. They said that they are unhappy with their jobs since they are not paid enough. The participants wanted their pay to be flexible.

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Participant 10 Shared:

*"Ang offer sa mga private companies are not flexible. Either you take it or leave it. I chose to leave it kasi may mas malaking offer sa ibang company. Money talks."*

The offer of private companies is not flexible. Either you take it or leave it. I chose to leave it because there is a higher offer in other companies. Money talks.

High salaries are linked to increased nurse retention, while low compensation leads to a strong desire to leave (Perry et. al, 2017)

Another participant said that her employment is pointless and has no end in sight. This suggests that there is a noticeable lack of job satisfaction.

Participant 11 Shared:

*"Na realize ko na ang mag trabaho sa ganitong lugar ay walang patutunguhan."*

I realized that working in this place has no destination.

Several academic studies have identified factors that contribute to nurses quitting their careers, such as inadequate career opportunities, generational divides, low visibility, stress at work (Roth et al., 2022), and deplorable working conditions (Trinidad & Alvarado, 2021).

Nearly every participant has stated that they believe they belong in the Occupational Safety and Health Department, yet they are under the Human Resources Department. They also asserted that the Human Resources Department is a difficult place to work.

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Participant 2 Shared:

*"Nagtataka ako bakit under kami ng HR department, dapat nasa OSH department kami. Ang rami pinapagawa na wala naman sa kontrata."*

I wonder why we are in the HR department; we should be in the OSH department. A lot of work is done that is not in the contract.

Van De Voorde, Paauwe, & Veldhoven (2012) emphasize the importance of a strong HRM system, based on Kelley's attribution theory, for improved organizational performance and effectiveness. Whereas unintended consequences are brought about by a weak HRM system. In addition, the demands and preferences of their workers should also be understood by HR specialists (Delmotte et. al, 2012; Parasuraman et. al, 1988)

### **Working Environment**

According to the report, nurses who work in demanding environments frequently feel underappreciated and undervalued, which harms their industry's reputation. Nurses want to be viewed as skilled persons rather than compliance-focused, despite the fact that they are essential in avoiding fines for non-compliance.

Participant 2 Shared

*"Compliance lang naman ang tingin sa amin para sa DOLE or DOT. Di ba nila naisip na kapag wala kami na nurses kahit for compliance lang kami e sinasalba naming sila sa penalty, pero kung itrato kami parang alipin lang."*

They only look at us as compliance for DOLE and DOT. Didn't they think that if not for us nurses, even if we are just for compliance, we save them from the penalty, but if we are treated like slaves.

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Participant 14 Shared:

*"Kaya ako na hire kasi ung company di pa siya qualified para maging hotel nung binisita ng DOLE and DOT. Ngayon di matanggap nung may ari ng hotel kaya yun ang reason nag hire sila at dun naman na ako pumasok. So yes, compliance lang ako talaga. Ginamit lang ang license ko para maka comply, para lang masabi na qualified na siya maging hotel."*

That's why I was hired because the company was not yet qualified to be a hotel when DOLE and DOT visited. Now the hotel owner didn't accept it so that's the reason they hired me and that's where I entered. So yes, I'm just a compliance. My license was only used to comply, just to say that the establishment is qualified to be a hotel.

Participant 18 Shared:

*"Nung time na may requirements na para sa hotel, kapag 100-200 employees na ang tao sa hotel, tapos dapat may first aiders and doctors ganyan, dun na sila nag dagdag kaya pang compliance lang talaga ang mga nurses."*

At the time when there were requirements for the hotel, when there were 100-200 employees in the hotel, then there should be first aiders and doctors like that, that's when they added more so the nurses were just for compliance.

Participant 19 Shared:

*"The moment na dumating ako, nagpapasalamat ang management na may nurse na kasi nga po they were after po sa compliance ng company."*

The moment I arrived; the management was grateful that there was a nurse because they were after the company's compliance.

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Participant 28 Shared:

*"Na realize ko na ang nurse sa hotel is palamuti lang out of compliance."*

I realized that the nurse at the hotel is just a decoration out of compliance.

Republic Act 11058 mandates insured workplaces to have qualified occupational health personnel and supplement medical supplies proportionately to workers, with the DOLE prescribing the best risk reduction ratio.

Section 28 of Republic Act 11058 states that employers, contractors, or subcontractors failing to comply with OSH standards or compliance orders can face an administrative fine of ₱40,000 per day until corrected under DO 198. The maximum fine is applied when infringement puts workers at risk of death, serious damage, or disease.

The administration, particularly the Human Resource Department, believes that nurses are subpar workers, according to the participants. These folks frequently despise them.

Participant 10 Shared:

*"Ang tingin ng management sa amin ay maliit lalo na ang HR."*

Management thinks we are small, especially HR.

The study found that the lack of servant leadership in upper management led to a negative work environment and a decrease in nurses' decisions to quit, both indirectly due to the negative impact on the work environment and directly due to a lack of value and respect from management (Greenleaf, 1998). Studies show that professional pride does not significantly

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contribute to job dissatisfaction among nurses, but they are dissatisfied when they feel devalued (Fletcher, 2001).

Gossip is a very destructive form to destroy the integrity of a person. Some of the participants have expressed these kinds of encounters in the company. They also shared that specifically, the Human Resource Department is number one is making issues towards them.

Participant 6 Shared:

*"Alam mo ang nakakatakot dito e yung makisama ka. Di mo alam kung sino pagkakatiwalaan mo. Kasi sa totoo lang pati buhay ko na personal pinapakialaman ng HR. Yun bang tapos na ang trabaho mo, lumabas ka para mag enjoy tapos pagkabalik ko sa hotel meron na chismis na kesyo sino daw kasama ko. Wala na sila pakialam dun kasi di naman work related yun. Kaya nag resign ako."*

You know what's scary here is, how you engage with others. You don't know who to trust. Because in truth, even my life is personally being interfered by HR. Your work is done, you went out to enjoy yourself and then when I returned to the hotel there was gossip about who was with me. They shouldn't care about that because it's not work related. So, I resigned.

Despite these crucial roles, gossip is not well regarded since it is thought to be intrinsically harmful to individuals and the community (Farley, 2011; Hartung and Renner, 2013; Peters and Kashima, 2013). The aim of the people acting out the activity determines whether it may be deemed good or harmful, at least in part.

## Relationships

A few others talked about their experiences with bullying in general. Employee treatment is heavily impacted by their employment position, which can lead to bullying and unfavorable

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working conditions. In the nursing profession, where the term "equal" is seldom utilized, this is particularly true. Leaders need to deal with this problem immediately.

Participant 2 Shared:

*"Maraming bully sa amin lalo yung F&B Manager kasi siya ang kanang kamay ng resort manager. Kung makaasta akala mo tagapagmana ng kumpanya. Papahiyain ka pa sa harap ng guests."*

There are many bullies among us, especially the F&B Manager because he is the right hand of the resort manager. He acts as if he is the heir to the company. He will embarrass you in front of the guests.

Bullying in the workplace among nurses is a serious problem that has an adverse effect on both nurses and organizations, leading to psychological discomfort, anxiety, and depression (Rodwell & Demir, 2012; Boudrias et al, 2021).

Participant 6 Shared:

*"Walang empowerment dito sa resort. Rampant ang bullying dito sa amin na nurses. Ang tingin sa amin dito talaga e alalay."*

There is no empowerment here at the resort. Bullying is rampant here among us nurses. They view us here like orderlies.

Participant 10 Shared:

*"Yung ibang ka work ko, may instance na tinawanan nila ako nung nag abdominal thrust ako sa isang guest, napakabastos parang alam nila kung anu gagawin kapag may incidents."*

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My other colleagues, there was an instance where they laughed at me when I did an abdominal thrust on a guest, it was very rude as if they knew what to do when there were incidents.

Unfortunately, bullying still affects nurses today despite years of study in this field because so many leaders, organizations, and even nurses themselves either downplay or accept bullying as the standard, fostering a culture of silence that obstructs finding solutions (Castronovo et. al, 2016).

The word "sipsip," or "sycophantic" in English, refers to a common and obedient method of gaining a greater benefit at work. This is harmful because individuals such as these have the ability to compromise someone's moral character in order to advance in their career.

Participant 9 Shared:

*"Dito ang problema, pag hindi mo ka close ang HR, hindi ka pinapaboran di tulad ng mga sipsip."*

Here's the problem, if you're not close to HR, you're not favored like sycophants.

Judge and Bretz's (199) study found that sycophancy behavior positively impacts career success and growth, and its influence on career success was compared.

The study by Mangi et al. (2012) found that sycophancy, and nepotism are critical factors in HRM functioning, affecting decisions like recruitment, selection, and promotions in the private sector. Cultural factors, including collectivism, cronyism, and sycophancy, significantly influence HRM practices.

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Participant 9 had seen a lack of empathy from her fellow nurses in the organization. There are observable reasons why not all nurses are empathetic. According to the participant's account, HR is protecting her coworker.

Participant 9 Shared:

*"Mga colleagues ko ay walang compassion, even kahit ireklamo na sila ng mga kasamahan namin na empleyado, ok pa rin sila. Kahit na report na sila sa management ng hotel or sa agency walang nangyayari. Dinedefend kasi ng HR ang mga maling gawain nila".*

My colleagues have no compassion, even if our colleagues who are employees complain about them, they are still ok. Even if they report to the hotel management or the agency, nothing happens. Because HR defends their wrongdoings.

Compassionate care may not emerge in health care settings if managers do not promote it and do not include it in the evaluation of nurses' performance (Henderson & Jones, 2017).

Lack of ethical value means that quality healthcare delivered is compromised in addition to lack of compassion in the workplace.

Participant 9 Shared:

*"Mahirap makibagay sa nurse na walang ethical values. Ayoko makipag work sa setup na gusto mo man I correct yung mga maling gawain ng kasama mo pero ang lumalabas e ikaw pa ang mali. Kahit itama mo ang mali nila, sa kanila ikaw ang mali. Kasi ang gusto ng HR e kahit mali ang ginawa ng kasama kong nurse e dapat depensahan ko siya. Sa akin hindi pwede yun."*

It's hard to get along with a nurse who doesn't have ethical values. I don't want to work with the setup where you want me to correct the mistakes of your partner, but it turns out that

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you are still the one who is wrong. Even if you correct their mistakes, for them you are wrong. Because what HR wants is that even if my fellow nurse did something wrong, I should defend her. That's not possible for me.

Storch et. al (2013) study revealed that registered nurses frequently faced ethical leadership issues, with nursing leaders lacking necessary support and guidelines, and front-line nurses lacking the necessary support to provide safe, compassionate, and ethical care.

Unprofessional behavior by nurses can negatively impact patient safety, and nursing colleagues may face challenges reporting suspicious situations if they are unsure whether to do so (Maurits et al., 2016; Moore & McAuliffe, 2012; Jones & Kelly, 2014; Pohjanoksa et al., 2019).

The need of building trustworthy connections at work was also discussed by the participants. The majority expressed their feelings about finding it hard to trust others. An institution's management should be the first to cultivate a culture of trust as it is essential to encouraging collaboration inside the organization.

Participant 10 Shared:

*"Wag ka magitiwala dito sa work kasi anytime pwede ka sirain ng kapwa mo."*

Don't trust anyone at work because they can destroy you anytime.

Participant 20 Shared:

*"Sinasabi ng mga ibang staff na yang mga nurses, naka aircon lang, pwede sila matulog kapag wala kami pasyente, sinusumbong kami sa HR. Kaya ayan binabantayan ang galaw namin."*

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*Pero hindi naman totoo ang mga kinakalat nila. Mga nasa front office and mahilig gumawa ng kwento."*

The other staff say that the nurses are in the air conditioning units, they can sleep when we don't have patients, they report us to HR. That's why our movements are being watched. But what they spread is not true. Those who are in the front office love to create stories.

Trust has always been one of the elements that has contributed to and allowed conduct oneself positively at work by cooperating with others, addressing problems, and communicating openly (Taylor et al., 2023). According to research, those who are trustworthy are happier and have healthier lives than those of mistrusting persons in question (Kahkonen et al., 2021).

### Compensation

Participants discussed how important a solid pay is to meeting their demands, particularly for those who have kids. They also support pay that is commensurate with their level of expertise. They are also having trouble paying for essentials.

Participant 2 Shared:

*"Ang hirap maging hotel nurse kasi ambaba ng sweldo, imagine mo 10k lang kada buwan, talagang linagay nila sa minimum rate. Dinadaan lang nga sa service charge para tumaas ang sahod. Pero kung konti ang guests, konti lang ang service charge. "Ang rami ko hawak, HR Assistant ka, Hotel Nurse ka tapos OIC ka pa ng waterpark pero ang sahod napakababa. Kapag walang 50% ang occupancy rate kada araw sa isang buwan, di pa aabot ng 7k ang service charge."*

It's hard to be a hotel nurse because the salary is low, imagine only 10k per month, they really put it at the minimum rate. It's just going through the service charge to increase the salary.

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But if there are few guests, the service charge is small. I have a lot of workloads, you are an HR Assistant, you are a Hotel Nurse and then you are the OIC of a waterpark, but the salary is very low. When the occupancy rate is not 50% per day in a month, the service charge will not reach 7k.

Participant 7 Shared:

*"Mababa ang sweldo kahit regular ka. Umaasa kami sa service charge. Pero pag talagang mababa ang occupancy lalo ngayon na tag ulan na at hindi na peak season, expect mo mababa na ang service charge."*

The salary is low even if you are regular. We rely on the service charge. But when the occupancy is low, especially now that it's the rainy season and it's not peak season, you can expect the service charge to be low.

Participant 3 Shared:

*"Ambaba ng sweldo ko, 435 lang as in minimum rate, meron pa ako HR function. Sa baba ng sweldo ko ka rate ko na ang high school graduate na nag wowork sa mall samantalang ako nurse na ako."*

My salary is low, only 435 as in minimum rate, I still have HR function. My salary is just equivalent of a high school graduate that works in a mall the fact that I am a nurse.

Participant 19 Shared:

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*"Mababa ang sahod ko nasa 17k lang. Boracay na ako pero ganyan lang ang sweldo. Sa ibang hotel mataas ang mga pasahod. Umaasa lang ako sa service charge para tumaas ang income ko."*

My salary is low at only 17k. I'm in Boracay but that's the salary. In other hotels the wages are high. I only rely on the service charge to increase my income.

Participant 24 Shared:

*"Kung sa sahod rin lang naman, talo pa kami ng mga agency na room service attendants. Ang lalaki ng tip nila. Ung sahod lang nila is parang allowance lang samantalang kami na nurses wala man lang increase. Doble doble pa ang trabaho."*

If it's just for the salary, we still lose to those agency hired employees that are room service attendants. They have huge tips. Their only salary is like an allowance while we nurses don't even get an increase. We also do more work.

Participant 20 Shared:

*"Ang expect ko malaki ang sahod kasi may classmate ako na nurse at safety officer sa isang construction company. Ang sahod daw niya is 35,000. E nag apply ako ngayon na interview ako ng HR pero hindi ka naman pwede mag demand na dapat ganito ang sahod mo. Tapos ayun nagulat ako nung may contract na 9,000 lang pala sahod ko."*

I expect a high salary because I have a classmate who is a nurse and safety officer in a construction company. His salary is said to be 35,000. I applied and I was interviewed by HR, but you can't demand that your salary should be like this. Then I was surprised when there was a contract that my salary was only 9,000.

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Qasim et al. (2013) said that having a decent wage reward can remarkably have an effect to a person's gratification.

High living costs lead individuals to seek higher salaries for future success. However, unsatisfactory compensation can lead to disappointment and dissatisfaction, ultimately causing employees to become dissatisfied and dissatisfied with their work.

Overtime is any work hours exceeding the employee's regular schedule, often including the employee's remunerations for such work. For the participants, since the income is low, they must work beyond the regular hours to increase their pay.

Participant 28 Shared:

*"Dito ako sa Manila employed, pero mababa ang sahod namin minimum rate lang kami. Para tumaas ang sahod ang duty ko is 12 hours a day. Hindi lang naman isang hotel ang employed ako, dalawa. Kaya kailangan ko kumayod kasi mababa ang pasahod kung sa isang hotel ka lang."*

I am employed here in Manila, but our wages are low, we are only at the minimum rate. To increase the salary, my duty is 12 hours a day. I am not only employed at one hotel, but two. So, I must scrape by because the salary is low if you are only in one hotel.

Extra working hours lead to reduced rest and entertainment time, and long-term high-load overtime can negatively impact employees' health status (Dembe et al., 2005).

(Leslie et. al, 2012; Guo et. al, 2020) research highlights workaholism as a socially accepted behavior in organizations, where overtime length is used for performance appraisal and

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evaluation of subordinates. This has evolved into a requirement implicit in normal work, requiring employees to accept overtime work.

The impact of overtime work on corporate organizational performance remains a contentious issue, as explored by Ko and Choi (2018) and Nguyen and Giang (2020).

A person's employability is also greatly influenced by their credentials. Regrettably, qualifications may not always be a factor in pay increases.

Participant 6 Shared:

*"Dito sa totoo lang, ang sweldo hindi base sa experience. Ang tagal ko na dito aabot na ako ng 8 years ganun pa rin ang sweldo. Kahit gamitin mo credentials mo wala pa rin ang sweldo."*

Here to be honest, the salary is not based on experience. I have been here for 8 years, and the salary is still the same. Even if you use credentials, the salary is still the same.

According to research, obtaining a certification can improve a person's chances of finding work and increasing their earning potential, among other labor market outcomes (Hout, 2012; Gittleman, Klee, & Kleiner, 2018).

Anthony Carnevale, head of the Georgetown University Center on Education and the Workforce, emphasized that having more education doesn't always lead to more money. The study found that 16% of high school graduates make up more than half of workers with a bachelor's degree. Individuals with an associate degree earn 28% more than those with a bachelor's degree, and 36% more than those with a master's degree. Top-paying professions include engineering, computer and math employment, and medical practice, but pay disparities persist across all educational levels (CNBC, 2021).

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Additionally, one individual expresses a reduction in income or benefits. The participant who was receiving a low pay and the management cutting off some of the other avenues for generating money within the organization also had difficulties.

Participant 10 Shared:

*"Binawasan pa ang service charge namin. Ginawang incentives para daw hindi mabigyan ang mga casual and agency employees. Pero bakit nabawasan ang service charge namin and yet wala naman nabibigyan na non-regular employees. Yun lang ang nagtataka ako."*

Our service charge has been reduced. Incentives are said to not be given to casual and agency employees. But why has our service charge been reduced and yet none are given to non-regular employees. That's all I'm wondering about.

The Labor Code's Article 100, Prohibition Against Elimination or Diminution of Benefits, states that employers are not permitted to reduce or eliminate the benefits that their employees get. This is known as the "Principle of non-diminution of benefits" (laborlaw.ph, 2024).

Because they were not directly employed by the firm, participants who had worked through employment agencies or outsourcing argued that they were not eligible for the company's service fee benefits. Additionally, they stated that these institutions adhere to the law regarding service charges.

Participant 8 Shared:

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*"Mababa ang sweldo kasi agency kami. Wala nga kami service charge. Yun ang problema kung di ka direct hire, yung mga benefits ng regular wala kami. Grabe ang inequality sa amin na nurses."*

The salary is low because we are an agency. We do not have a service charge. That's the problem if you're not a direct hire, we don't have the regular benefits. Inequality is severe among us nurses.

Participant 13 Shared:

*"Wala rin kami service charge dito. Kasi nga agency kami. Ang nakalagay sa batas kahit agency hired dapat meron makukuha pero dito wala."*

We also have no service charge here. Because we are hired through an agency. What is stated in the law is that even if an employee is agency-hired, something should be available, but here there is none.

Participant 14 Shared:

*"Mababa lang ang sahod po kasi limited nga naman ang ginagawa sa hotel kaya ganun po. Sa service charge po wala rin po ako nakukuha kasi agency po ako."*

The salary is low because we only have limited work in the hotel. We don't have any service charge because we are hired through an agency.

Participant 27 Shared:

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*"Pumunta yung agency sa hotel para isali kami sa service charge pero nag decline ang hotel sa proposal."*

The agency went to the hotel to include us in the service charge, but the hotel declined the proposal.

Republic Act 11360, called the Service Charge Law, revised Article 96 of the Labor Code in 2019. Department Order 206, series of 2019 was released by the Department of Labor and Employment (DoLE) and outlines the process for assigning service charges to covered employees. All workers, with the exception of administrative staff, who are directly employed by the covered business are considered covered employees under DO 206, regardless of their jobs, titles, or employment status. The Service Charge Law, revised in 2024, ensures equal distribution of service charges among regular and non-regular workers in hotels, restaurants, and other establishments. DO 242 allows both regular and non-regular workers to collect from the service charge, based on actual hours or days of work (Philippine News Agency, 2024).

One of the participants stated that tips are another source of money. She claims that because of her poor pay, she is tip-driven and would not refuse this type of money.

Participant 19 Shared:

*"Kapag nag hotel nursing ka dapat tip driven ka. Sa baba ng sahod dapat yun ang isang priority mo."*

When you do hotel nursing you must be tip driven. The salary is low, that should be your priority.

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Isik et. al (2017) highlight the significant role of the tourism industry in the economy but highlight the low wages and high working hours of its labor. These workers often live on minimum wages and tips, making tipping crucial for their livelihood in the tourism sector.

### **Institutional/Organizational Support**

The lack of organizational support, standards, and rules makes it difficult for participants to carry out safety and well-being programs, and it prevents corporate nurses from making ideas or comments. Management frequently disregards participants in worker welfare programs, despite their eagerness to launch such efforts, since they lack the essential backing to carry them out successfully.

Participant 2 Shared:

*"Ilang beses na ako nag request ng ambulance para sa hotel pero to no avail talaga. Kapag may emergency yung guest van ang gagamitin sa paghahatid. Ang problema pa e minsan walang guest van na magamit pag emergency kaya ang galit ng mga guest napupunta sa amin."*

I have requested an ambulance for the hotel several times, but it was not available. When there is an emergency, the guest van will be used for delivery. The problem is that sometimes there is no guest van that can be used in an emergency, so the anger of the guests goes to us.

*"Wala kami ambulance o kahit anung sasakyan na pang emergency. Ang problema, kapag nagalit ang guest sa amin, mismong resort manager di man lang tumulong mag explain."*

We don't have an ambulance or any emergency vehicle. The problem is, when the guest gets angry with us, the resort manager himself doesn't even help explain.

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Participant 18 Shared:

*"Service van lang po ang meron sa hospital, wala po silang ambulance. Pero dapat sana may ambulance kasi kahit paano is complete po ang gamit nun kaysa service van na wala man lang oxygen tank."*

The hospital only has a service van, they don't have an ambulance. But there should have been an ambulance because somehow it is more complete than a service van that doesn't even have an oxygen tank.

Garcia-Herrero et al. (2012) emphasize the importance of work welfare, aiming for safe conditions that empower workers and their organizations to perform their work productively and avoid potential injuries.

The situations described by the participants indicate that many, if not all, of them are exploited in their work. From salary to unusual activities, these are harmful working circumstances for nurses in the sector.

Participant 2 Shared:

*"Iba ang treatment sa mga nurses dito sa Pilipinas. Even everywhere mapa hotel, manufacturing, school at iba pang kumpanya. Masyado na natin inallow na I exploit tayo na nurses. We cannot change the culture talaga in the first place, sa napakaliit na sweldo nag oo na tayo kaya ganyan."*

Nurses are treated differently here in the Philippines. Even everywhere, hotels, manufacturing, schools, and other companies. We have allowed too much to exploit us nurses. We cannot

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really change the culture in the first place, with a very small salary we just have to say yes, that's why.

When applied to an organizational setting, forcing certain employees to work longer hours or perform activities unrelated to their job responsibilities without receiving additional compensation or a material benefit would be exploitative for management, who represent the objectives and interests of the company (Kim et al., 2020).

As seen by the verbatim below, the participant speaks for the others on the need of organizational support, and all of the participants want their plights to be acknowledged.

Participant 2 Shared:

*"Sana we have good support from the government, sa PRC, sa Board of Nursing para hindi ganito ang nangyayari. We can talk a lot pero we cannot implement. Kaya at the end of the day, there is no change, go with the flow na lang".*

I hope we have good support from the government, the PRC, and the Board of Nursing so that this does not happen. We can talk a lot, but we cannot implement. So, at the end of the day, there is no change, just go with the flow.

Participant 18 Shared:

*"Hindi nabibigyan ang mga nurses na makapag decide para sa sarili nila kasi under ka pa rin ng HR. Kukuha ka pa rin ng permission sa HR lalo kapag emergency."*

Nurses are not given the power to decide for themselves because you are still under HR. You will still get permission from HR especially in case of emergency.

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Participant 20 Shared:

*"Wala kami staff house. Walang support yung company sa amin na malalayo ang residence. Kailangan namin mangupahan kaya dun rin na pupunta ang sweldo namin."*

We don't have a staff house. The company has no support for us whose residence is far away. We need to rent so that's where our salary will go.

*"Ang mahirap minsan kasi mag isa mo lang sa isang shift tapos ang laki ng resort, 100 hectares."*

It's difficult sometimes because you're the only one on a shift and the size of the resort is 100 hectares.

*"Ang gusto ng management pa is yung tip dapat centralized. E binigay sa akin yung tip dapat akin yun kasi ako nahirap. Alangan naman ilagay ko yung sa tip box. Kaya nga patago kami sa tip kasi pag nalaman ng company yan pwede ka ma terminate."*

What management wants is that the tip should be centralized. I was given the tip and that should be mine because I worked hard for it. Why should I put it in the tip box? That's why we hide the tip because if the company finds out about it, you can be terminated.

*"Nakakatakot na masira ang pangalan ng hotel dahil lang sayo. Meron kasi mga guest na mareklamo at babaliktarin ang mga nurses. Kahit man lang sana depensahan kami ng management, wala. Kasi takot ang management na lagyan ng mababang rate ng mga guest ang hotel. Natatakot sila mabigyan ng one star."*

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It's scary to ruin the name of the hotel just because of you. Because there are guests who will complain and will make stories about the nurses. We hoped that the management would defend us, but no. Because the management is afraid that the guests will give a low score on the hotel review. They are afraid of being given one star.

A study by Castro-Palaganas et. al (2017) found that poor working conditions and limited career opportunities are major factors in nurses' migration decisions, further exacerbating their risk of burnout. The issue is exacerbated by a subpar working environment, which increases the likelihood of burnout among employees (Reyes, 2017).

Low salaries, lack of benefits, high patient-nurse ratios, lack of opportunities, professional growth, and poor enforcement of nursing laws contribute to concerns (Brush & Sochalski, 2007; Perrin et. al, 2007; Labrague et. al, 2018).

Even with these established challenges, the profession is still fighting to press for legislative and executive reforms. Despite the fact that there are 200,000 jobless nurses in the nation, overworked and underpaid nurses work in both government and private institutions (Pring & Roco, 2012).

Filipino nurses face burnout, job dissatisfaction, and high turnover due to inadequate organizational support, which must be addressed to prevent their continuous departure (Castro- Palaganas et. al, 2017; Reyes, 2017). The Philippines' healthcare services are facing challenges due to a loss of skilled workers and increased workloads. Experienced workers are being replaced by new, inexperienced nurses, resulting in a negative impact on patient care quality (Masselink & Lee, 2010).

## Growth and Development

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Participants have voiced fear that working in the hotel and resort business may impair their talents. For them, this was an expected consequence of working in a non-hospital business. Furthermore, the corporation would not spend on their training needs to enhance their abilities, with the employee bearing the entire expense of the trainings.

Participant 7 Shared:

*"Hindi mo ma practice and pagiging nurse mo dito kasi hanggang first aid ka na lang. Talagang ma sacrifice and skills mo".*

You can't practice being a nurse here because you're only up to first aid. Your skills are sacrificed.

*"May mga trainings and seminars dito pero hindi siya pang nursing. BLS yun lang ang pang nursing. Kung tutuusin wala kang growth and development dito, kasi as nurse, wala kang chance ma promote. Hanggang nurse ka lang".*

There are trainings and seminars here, but it is not for nursing. BLS is the only nursing training. In fact, you have no growth and development here, because as a nurse, you have no chance to be promoted. You are just a nurse.

Participant 8 Shared:

*"Walang support ang company kasi agency kami. Hindi kami kasali sa anumang trainings and development."*

The company has no support because we are hired through an agency. We are not involved in any training and development.

Participant 16 Shared:

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*"Wala rin po training na pwede pong pang enhance sa skills mo. Hanggang first aid lang po ang training."*

There is also no training that can enhance your skills. The training is only first aid.

Participant 20 Shared:

*"May kulang talaga kapag nag work ka sa hotel. Kaya ako nag resign kasi mas iba pa rin ang setup ng ospital kaya nag dialysis nurse ako. Sa 3 years nay un na stay ko sa hotel, marami ka na hindi alam na skills."*

Something is really missing when you work in a hotel. That's why I resigned because the hospital setup was still different, so I became a dialysis nurse. In the 3 years that I have stayed at the hotel, you have forgotten many skills.

Participant 21 Shared:

*"Kung ako tatanungin mo, hindi maganda mag hotel nurse kasi wala kang growth and development dito. Stagnant ang skills mo dito kasi limited lang hindi tulad sa hospital. Wala ka rin chance for promotion."*

If you ask me, it's not good to be a hotel nurse because you don't have growth and development here. Your skills are stagnant here because they are limited, unlike in the hospital. You also have no chance for promotion.

One possible explanation for why nursing is still mostly a low-wage, poorly regarded profession is that it offers inadequate opportunities for professional advancement (Bayliss-Pratt et. al, 2020). These unfavorable working circumstances, coupled with limited opportunities for professional growth, a dearth of in-service training, and the intrinsic difficulties of nursing

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(Simpson & Simpson, 2019; Kox et. al, 2020), might turn nursing into a profession with little job security (Bodin et. al, 2020).

Participant 12 Shared:

*"May mga regular trainings ako para hindi mangalawang skills ko nung nasa hotel ako pero puro gastos ko lahat yun. Hindi yun supported by the company."*

I have regular trainings so that I don't lose my skills when I'm at the hotel, but it's all my expenses. That is not supported by the company.

According to Kataoka-Yahiro and Mobley (2011), several healthcare professionals are asking for fair financial assistance for their professional development initiatives. But since not everyone has access to this, a lot of professionals wind up paying for their own CPD activities on their own. This barrier takes the form of the costs involved with attending conferences, seminars, and courses; the expenditures of lodging, food, and transportation; and the loss of income from a paid employment to participate in activities that would offer them CPD credit units (Summers et al., 2015).

## Promotion

The participants also voiced worry about the lack of promotion inside the organization. Some of them mentioned that you may get promoted, but there is a limit. Others have claimed that there is no road to advancement at all.

Participant 12 Shared:

*"Sa salary grading ng company, sagad ka na kaya hindi ka na pwede ma promote."*

In the company's salary grading, you are already high enough that you can no longer be promoted.

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Participant 12 Shared:

*"Sa promotion, as a nurse, walang promotion per se, fixed na ang position mo as hotel nurse unlike nung housekeeping supervisor ako."*

In promotion, as a nurse, there is no promotion per se, your position is fixed as a hotel nurse unlike when I was a housekeeping supervisor.

Participant 19 Shared:

*"Dito may chance ka na ma promote pero limited lang. Hanggang supervisor lang ang maximum na pwede ka ma promote."*

Here you have a chance to be promoted but only limited. The maximum you can be promoted is up to supervisor.

The study by Jamieson, Kirk, Wright, and Andrew (2015) aimed to improve job satisfaction in nursing management positions by focusing on better autonomy, work-life balance, higher pay, and improved working standards. They also highlighted the positive correlation between recognition from supervisors and advancing career in nursing management positions. Ayalew (2016) also suggested a significant relationship between job satisfaction and professional progress, recognition, compensation, and work aspects.

## Guests

Some participants also stated that, in addition to the difficult conditions they face in their workplace and with management, they are also stressed while dealing with visitors.

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Participant 4 Shared:

*"Ang kinakatakot ko e mga guests na napaka arte. Sila ang stressor ko."*

What scares me are the guests who are very dramatic. They are my stressors.

Participant 20 Shared:

*"Ang gusto pa ng mga guests ay dapat one minute andiyan ka na e ang laki ng resort."*

What the guests want is one minute you will be there, and the size of the resort is huge.

Participant 27 Shared:

*"Meron pa yung instances na inoorasán kayo kung gaano kayo kabilis makapunta sa guest."*

There are even instances where you are clocked on how fast you can get to the guest.

Because employees frequently encounter competing expectations from the organization, managers, and clients, and because these conflicts induce dissonance for workers, work stress can be a special issue in customer-oriented sectors (Ruyter, Wetzels, & Feinberg, 2001). Studies have indicated a negative relationship between job stress and the provision of high-quality customer service; that is, employees who are less stressed tend to provide better customer service than those who are more stressed (Varca, 1999), and employees who report chronic stress perform particularly poorly on the job (Beehr, Jex, Stacy, & Murray, 2000).

## Collaboration/Teamwork

Participants were also concerned about the absence of collaboration and teamwork in management. This has had an impact on their job performance and prevented them from providing the best treatment possible.

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Participant 6 Shared:

*"Nakakainis yung ibang first aider. For example, may humihingi na guest ng Kremil S, e nakakalat naman ang medicine box sa buong resort, talagang tatawagin pa kami ng mga first aider e pwede naman sila na mismo ang magbigay."*

The other first aiders are annoying. For example, if a guest asks for Kremil S, and the medicine box is scattered all over the resort, the first aiders will still call us even if they can give it.

Participant 17 Shared:

*"Hindi rin cooperative ang mga non-medical staff. Meron yung time kailangan ko mag refer ng guest, ang hirap kasi kailangan mo pa ipaalam sa HR na gamitin ang hotel service para lang maihatid ang guest e emergency na ang sitwasyon."*

Non-medical staff are also not cooperative. There are times when I must refer a guest, it's difficult because you must inform HR to use the hotel service just to deliver the guest and the situation is an emergency.

Participant 18 Shared:

*"Isa pa yang may mga na train na first aider pero tatawagin pa rin ang mga nurses."*

Another one is that there are trained first aiders, but the nurses will still be called.

Participant 20 Shared:

*"Meron yung mga first aiders, mga security guard ganun, alam naman na nila na toxic na kami, kami pa talaga tatawagin. What is the point na nag training pa sila?"*

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There are first aiders, security guards like that, they already know that we are toxic, they will actually call us. What is the point that they had training?

Participant 27 Shared:

*"May mga instances na may mga first aiders na nga e tatawagin pa kaming mga nurses."*

There are instances where there are first aiders, they will still call for the nurses.

Healthcare systems and policymakers should focus on elements of the workplace that increase employee happiness, such as adequate staffing ratios, ongoing nursing education, and encouragement of multidisciplinary cooperation (Shah et. al, 2021).

It has been discovered that the patient safety climate may be predicted by collaboration and respect (Manojlovich et al., 2014). Interprofessional collaboration, however, appears to be less appreciated, according to some research (Braithwaite et al., 2013). It is also clear that environments in which bullying and other humiliating actions are common cause difficulty in coordination and teamwork. Bullying and undermining conduct are prevalent in clinical learning environments (Irish Medical Council, 2015).

## Language Barriers

Some interviewees also mentioned communication limitations as one of the obstacles they faced while working in the hotel and resort business. Some of them had a hard difficulty comprehending guests.

Participant 17 Shared:

*"Ang isang challenge ko bilang isang hotel nurse language barrier lalo na sa mga guest na hindi magaling mag English. Kailangan mo pa ng translator para maintindihan mo."*

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One of my challenges as a hotel nurse is the language barrier, especially for guests who don't speak English well. You still need a translator to understand.

Participant 19 Shared:

*"Language barrier pa ang isang problema ko lalo kapag mga foreigners talaga."*

Another problem I have is the language barrier, especially with foreigners.

Participant 27 Shared:

*"Language barrier ang isang challenge working in hotel kasi mga foreigners na iba hindi sila magaling mag english."*

Language barrier is a challenge working in hotels because foreigners are different, and they don't speak English well.

Differences in language, culture, and educational attainment give rise to semantic barriers. It is difficult to communicate when hotel staff are serving guests from different cultural and geographic backgrounds who speak with distinct accents or slang (Sneha, 2017).

Holding regular training sessions that include the most recent methods and trends. Workshops, seminars, and lectures enhance departmental staff communication and provide guests with regal, and devoted service (Grossman, 2015). Professionalism and warmth are always increased when staff and guests communicate well with one another (Tziora Nektaria et. al, 2009).

### **Standing on a Precipice (Fears)**

Participants felt anxious while working. Furthermore, they hold a significant amount of accountability and responsibility. When it comes to their health and safety, nurses

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in the hotel and resort industries prioritize what is best for their clients. They experienced anxieties during their work; it seemed like "Standing on a Precipice" to them.

Among the fears include: (1) retaliation at work, (2) guests, (3) lack of growth and professional development.

### Retaliation in Work

Some individuals indicated fear of reprisal at work. They are constantly careful with their activities in order to keep their job. Even one participant stated that she was hesitant to engage in the research because she was concerned that Human Resources would find out about her presence in the interview.

Participant 24 Shared:

*"Kapag nag trabaho ka sa hotel industry, expect mo meron always retaliation diyan. Kasi ang hotel and resort industry, perfectionist na companies yan kasi nga more on hospitality and guest service. Ang mga guest ay diyos. Kaya isang kamali mo lang ay pwede ka na matanggal agad. Mag file ka man ng illegal dismissal, swerte mo na kung mananalo ka kasi magaling rin sila maghanap ng butas para matanggal ka sa trabaho. Walang second chances kapag sa industry na eto."*

When you work in the hotel industry, you expect that there will always be retaliation there. Because the hotel and resort industry, those are perfectionist companies because they are more on hospitality and guest service. Guests are gods. So, you just make one mistake and you can be fired immediately. Even if you file an illegal dismissal, you will be lucky if you win because they are also good at finding loopholes to get you fired. There are no second chances in this industry.

Participant 7 Shared:

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*"Sa totoo lang, ayoko sana magpa interview kasi natatakot ako na malaman ng HR Manager namin na may ganitong interview. Dito kasi sa resort, isang pagkakamali mo lang, tanggal ka agad, kahit 10 years ka na sa trabaho".*

Honestly, I don't want to do an interview because I'm afraid that our HR Manager will know that there is such an interview. Because here at the resort, if you make one mistake, you will be fired immediately, even if you have been on the job for 10 years.

Nurses may experience fear of vengeance, backlash, and legal repercussions from coworkers or management. They may feel pressure not to report incidents, fear being held accountable, or lack of support. Management-related fears include losing their position, receiving low performance reviews, or facing legal repercussions. Nurses may also worry about reporting the incident and facing sanctions or low patient satisfaction ratings. (Fu et. al, 2021).

## Guests

Most of the participants were concerned that something horrible might happen to the visitors, which usually puts them on edge. What they dreaded the most was that the visitor would die in the proximity of the facilities, putting a lot of strain on these nurses and making them accountable.

Participant 10 Shared:

*"Ang nakatakot eh may mangyari sa mga guest. Eto naman mga lifeguard na train na sila sa first aid pero tinatawag pa rin kami mag provide ng care. E pano kung wala kami di may nangyari na masama na sa guest. Dapat mismo mga first aiders ang mag initiate ng sarili nila, inform lang nila mga guests na trained sila at kaya nila mag bigay ng first aid hindi yung talagang tatawagin pa kami."*

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The scary thing is that something will happen to the guests. They are lifeguards who are trained in first aid, but we are still called to provide care. What if something bad happened to the guest without us. The first aiders themselves should initiate themselves, they just inform the guests that they are trained and can give first aid, not that we will be called.

Participant 14 Shared:

*"Ang nakakatakot kasi e yung may mangyari sa guests kasi ikaw talaga ang masisisi."*

The scary thing is when something happens to the guests, and you are to be blamed.

Participant 22 Shared:

*"Ang nakakatakot e yung mamatay ang guest. So far wala pa naman."*

The scary thing is that the guest dies. So far nothing happened.

Participant 2 Shared:

*"Ang kinakatakutan ko yung may mamatay na guests kasi sigurado ang bagsak ng sisi e sa akin. Yun ang mahirap dito sa amin kasi malayo kami sa centro. Isang oras ang biyahe pag magtatakbo ka ng guest sa hospital. Ang masaklap, wala kami ambulance at ang ginagamit namin na sasakyan e yung pang sundo sa mga guests."*

What I'm afraid of is that some of the guests will die here because I'm sure the blame will fall on me. That is difficult for us because we are far from the town center. The trip is one hour when you take a guest to the hospital. The worst part is we don't have an ambulance and the car we use is the one that picks up the guests.

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Like deaths in residential buildings, deaths in hotel rooms and other types of short-term commercial housing are an unlucky but unavoidable feature of the sector (Burke, 2015; Denton & Barber, 2012; Frye, 2009).

Hotel deaths are a complex issue, with unplanned deaths primarily attributed to natural causes. Edward-Jones (2004) distinguishes three sorts of hotel endings: the 'grande dame', in which visitors reside permanently in hotels and pay their bills weekly, and the 'misadventure and murder', in which guests commit suicides, either planned or unexpected (Hay, 2011). The 'suicides' category includes those who recognize they are dying and choose a specific hotel for their final weeks of comfort and luxury. These deaths can be divided into two categories: those who inform the hotel management of their intentions to die and those who do not. The former may have a relationship with the hotel, while the latter is unlikely to be known by the hotel management. The hotel industry is constantly evolving to address these various types of hotel deaths.

### **Lack of Growth and Development**

The participants shared their anxieties while they worked in the hotel business. They said that working there had a negative impact on their growth and development. With their skills rusting and little opportunities to practice their nursing talents, they were concerned that by the time they returned to the hospital setting, they would be at a rookie level.

Participant 21 Shared:

*"Ako ang kinatakot ko e yung mawala ang skills ko kasi habang tumatagal ka dito nawawala ang galing mo sa pagiging nurse. Baka kapag bumalik ka na sa hospital, para kang fresh graduate na magsisimula ulit."*

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I was afraid of losing my skills because the longer you stay here, the more you lose your ability to be a nurse. Maybe when you go back to the hospital, you'll be like a fresh graduate starting over.

Participant 23 Shared:

*"Ang kinakatakot ko lang is yung wala kang practice talaga. Stagnant ang development mo dito kasi hanggang first aid lang ginagawa mo."*

The only thing I'm afraid of is that you don't really have any practice. Your development here is stagnant because you only do first aid.

Employees must continue their professional development in order to maintain and improve their professional competence (knowledge and skills). Additionally, this aids in their professional advancement, safe practice, client service improvement, and preservation of customer confidence (Allen et. al, 2019; Beckman et. al, 2019; Smith et. al, 2023).

Health care professionals are more likely to pursue continuing professional development, while its advantages for other professions have not been thoroughly studied (Allen et. al, 2019). In order to advance their professions, keep current, and provide patients with higher-quality treatment, healthcare professionals take part in ongoing professional education and training (Turner et. al, 2012; Robinson & Tingle, 2003).

### **An Epiphany (Realizations)**

As the participants gained experience working as hotel and resort nurses, they came to the conclusion that they needed to have "An Epiphany" and listen to their hearts in order to achieve their goals and make decisions.

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Participants learned that working in the hotel and resort business has led them to believe that there is no opportunity for professional growth and development. They also stated that their abilities are not practiced and that working in the hotel business does not provide them with a sense of pleasure. They also stated that they enjoy working in hospitals and would like to be reintegrated so that they may pursue their vocation.

### Lack of Growth and Development

Participant 4 Shared:

*"Na realize ko na walang growth and development sa pagiging hotel nurse unless ikaw ang gawing OSH manager. Problema wala naman appointment for upgrade na maging OSH manager. At the same time puro engineer ang ginagawang ganyan."*

I realized that there is no growth and development in being a hotel nurse unless you become an OSH manager. The problem is there is no appointment for upgrade to become OSH manager. At the same time, only engineers are made to be in that position.

Participant 19 Shared:

*"Na realize ko na malayo ang skills gap talaga. Kaya hindi rin ako tatagal. Kasi sa ospital na dedevelop ang skills mo."*

That I realized that the skills gap is far. So, I won't last long either. Because in the hospital your skills are developed.

Participant 22 Shared:

*"Wala rin ako balak magtagal dito kasi mas gusto ko mag hospital. Oo magaan ang trabaho pero walang sense of fulfillment."*

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I don't plan to stay here too long because I prefer to go to the hospital. Yes, the work is easy but there is no sense of fulfillment.

The two factors that are most closely linked to nurses' intentions to stay in their current positions are job satisfaction and organizational commitment (Chan, Tam, Lung, Wong, & Chau, 2013; Cowden and Cummings (2012), Ellenbecker & Cushman, 2012; Halter et al., 2017; Nei et al., 2015; Cowden & Cummings, 2012). Workplace attributes, experiences relating to the profession, and personal traits are also frequently linked inadvertently to the resignation intentions of nurses. These are linked to organizational commitment and job satisfaction (Liou, 2009; Nei et al., 2015).

### Realization on Recommending the Line of Work

The participants also discussed their attitudes on endorsing their work to other nurses. Most of them would not suggest the work they did because of their negative experiences. However, some of them would only suggest their work with misgivings. Employment satisfaction was the most important factor in their decisions to recommend or not recommend the employment. The workplace atmosphere is also an important consideration when recommending a workplace. It also emphasizes that working in the hotel and resort business does not count as experience when applying to hospitals overseas.

Participant 13 Shared:

*"Hindi ko ma recommend ang mag hotel nurse unless malaki ang offer. Kung gusto mo mag hotel nurse na malaki ang sahod mag abroad ka sure yun mataas ang sweldo dun."*

I can't recommend the hotel nurse unless the offer is big. If you want to be a hotel nurse with a high salary, go abroad, the salary is sure to be high there.

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Participant 16 Shared:

*"Hindi ko ma recommend ang hotel nursing kasi wala kang pag asa dito na ma promote and stagnant ang skills mo dito."*

I can't recommend hotel nursing because you have no hope of being promoted here and your skills are stagnant.

Participant 17 Shared:

*"I would recommend ang hotel nursing kapag ikaw e ayaw mo mag ospital at kung satisfied ka na sa ganung trabaho. Pero for me personally, mas maigi pa rin ang ospital. It's up to your decision naman e."*

I would recommend hotel nursing if you don't want to go to the hospital and if you are satisfied with that kind of work. But for me personally, the hospital is still better. It's up to your decision.

Participant 21 Shared:

*"Hindi ko ma recommend mag hotel nurse. Kung gusto mo mag upgrade ng skills mo, better na lang na mag hospital mas better pa."*

I can't recommend becoming a hotel nurse. If you want to upgrade your skills, it's better to go to a hospital, even better.

Participant 18 Shared:

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*"Ako hindi ko ma recommend ang mag hotel nurse kasi di ka basta maka day off lalo kapag peak season tsaka wala kang development ng skill set lalo na sa mga bagong nurses."*

I can't recommend becoming a hotel nurse because you can't just take a day off especially during peak season and you don't have the skill set development especially for new nurses.

Participant 19 Shared:

*"Ang challenge lang kasi pag nag abroad ka is ang hinahanap e dapat may bedside experience. Kaya ang hotel nursing hindi applicable kapag nag abroad ka lalo na kung ospital kaya di ko ma recommend."*

The only challenge is that when you go abroad, what you are looking for is that you must have bedside experience. So, hotel nursing is not applicable when you go abroad, especially if it's a hospital, so I would not recommend it.

Participant 22 Shared:

*"Na realize ko na hindi maganda ang mag hotel nurse kasi mababa ang sweldo mababa pa ang tingin sayo tapos compliance ka lang. Hindi ko siya ma recommend."*

I realized that it is not good to be a hotel nurse because the salary is low, you are still looked down upon and then you are just for compliance. I cannot recommend it.

Participant 24 Shared:

*"Ang nakikita ko sa hotel is walang chance na ma promote ang isang nurse sa kanyang line of profession. Kung gusto mo ma promote pwede sa ibang department like front desk,*

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*housekeeping, and HR. Pero sa line of nursing, wala. Unless willing ka i give up ang pagiging nurse mo basta sigurado ka na you can climb the ladder of promotion in other departments. Pero hindi ko siya ma recommend."*

What I see in the hotel is that there is no chance for a nurse to be promoted in his line of profession. If you want to be promoted, you can do it in other departments like front desk, housekeeping, and HR. But in the line of nursing, nothing. Unless you are willing to give up being a nurse if you are sure that you can climb the ladder of promotion in other departments. But I cannot recommend it.

Participant 27 Shared:

*"Na realize ko na hindi siya pwede sa fresh graduates kasi matetengga ka sa growth and development mo. Mas maigi na mag ospital ang mga fresh graduates para ma develop ang skills mo. Mahirap mag work na wala kang idea kung ano gagawin mo lalo kung wala kang hospital experience. Kasi kapag may nangyari sa guest, the blame is on you. It's better to be ready for the worst case."*

I realized that it is not suitable for fresh graduates because you will be stuck in your growth and development. It is better for fresh graduates to go to the hospital to develop their skills. It's hard to work when you have no idea what to do, especially if you don't have hospital experience. Because when something happens to the guest, the blame is on you. It's better to be ready for the worst case.

Participant 28 Shared:

*"Hindi ko siya ma recommend sa mga fresh passers ng nursing kasi dito kailangan mo ng matinding analysis kapag may nangyari sa guest. Wala rin kami doctor kaya ikaw lahat. Kapag*

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*fresh passer ka e wala ka naman experience sa different types of situations lalo sa mga sakit ng mga guest talagang wala ka maitutulong. Kailangan mo ma expose sa ospital muna."*

I cannot recommend it to the fresh passers of nursing because here you need a strong analysis when something happens to the guest. We also don't have a doctor, so it's all you. When you are a fresh passer and you don't have experience in different types of situations, especially in the illnesses of guests, you really can't help. You need to be exposed to the hospital first.

This study discovered that inadequate nurse and auxiliary staffing, unresponsive hospital leadership, hazardous working conditions, workplace aggression, and a lack of feeling appreciated are the main reasons why emergency department nurses did not recommend their place of employment to other physicians. The characteristics of the work environment that employers may enhance to promote nurse recruitment and retention are informed by these studies. (Muir et. al, 2024).

Laschinger et al. (2009) examined how organizational structures and work environments impact nurses' performance and emphasized how crucial it is for nurses to have access to resources, chances for advancement, and knowledge. One strategy to alleviate the high rates of burnout among nurses is to create a work environment that prioritizes employees' mental health and takes their complaints of the culture seriously (Kirsh & Gewurtz, 2012).

### **Realization for Leaving their Work**

Most of them stated that they would prefer reintegrate into the medical setting to enhance their professions. The verbatims imply that frustration with their jobs is the reason they left.

Participant 5 Shared:

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*"Magbabalik ako ng ospital, wala ako balak na tumagal dito talaga."*

I'm going back to the hospital, I really don't intend to stay here.

Participant 4 Shared:

*"Na realize ko na hindi pang matagalan ang pagiging hotel nurse kasi limited ang opportunity dito."*

I realized that being a hotel nurse is not for long term because the opportunity here is limited.

*"Na realize ko na nag pag work sa hotel ay hindi pang long term, and don't settle kasi stagnant and mawawalan ka ng experience. Pero kung gusto mo siya i try, go for it."*

I realized that working in a hotel is not long term, and don't settle because it is stagnant, and you will lose experience. But if you want to try him, go for it.

Participant 13 Shared:

*"Ang natutunan ko ay panandalian lang ang work sa hotel. Hindi siya pangmatagalan."*

What I learned is that hotel work is only temporary. It is not long-term.

Participant 7 Shared:

*"Eventually, aalis rin ako dito kasi di rin naman kasya ang sahod ko dito. Lumalaki na rin gastos ko sa mga bata kaya ang option ko is bumalik abroad."*

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Eventually, I will also leave here because my salary does not fit here either. My children's expenses are also increasing, so my option is to go back abroad.

Participant 9 Shared:

*"Greener pasture ako sa ibang company pagkatapos ng masteral ko. Hindi ako magtatagal dito kasi di ako masaya. Na realize ko na kailangan ko bumalik ng ospital kasi at least dun may bearing ang credentials ko."*

I am in greener pasture in another company after my masteral. I won't stay here for long because I'm not happy. I realized that I had to go back to the hospital because at least there my credentials had a bearing.

Participant 19 Shared:

*"Babalik rin ako sa ospital eventually kasi di ko rin nakikita sarili ko na tatagal dito kasi hindi rin ako satisfied sa sitwasyon."*

I will also return to the hospital eventually because I don't see myself staying here for long because I am not satisfied with the situation either.

Participant 21 Shared:

*"Resigned na ako kaya masaya rin ako na wala na sa resort."*

I'm resigned so I'm also happy not to be at the resort anymore.

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Our results support previous research in showing that nurses' availability and flexibility with relation to scheduling and shifts affect burnout in the workplace. Fatigue, the practice setting, depression, and discontent with work-life balance are associated issues. ((Dyrbye et al., 2019). The desire to leave is influenced by interpersonal interactions and perceived workload (Holland et al., 2019; Stevanin et al., 2018). Nurses who worked overtime were more likely to experience burnout (Dyrbye et al., 2019). Nurse turnover is influenced by several factors, including demands at work, restricted career opportunities, generational barriers, and low social visibility (Roth et al., 2022).

In addition, when reintegration goes well, it satisfies their demand for competence, which increases motivation. Furthermore. Their academic successes raise hopes for their future professional aspirations. Their work life is further enhanced, and their professional progress is further enhanced when they have a defined aim. This study adds new knowledge by showing that employees are motivated to keep working when they recognize their own professional growth and embrace their future objectives (Reeve et. al, 2004).

This study presented the experiences and insights of nurses working in the hotel and resort business. Almost all of them departed the profession of occupational health nursing, and the remaining participants are preparing to leave the practice. Changes must be made to enhance the working conditions of occupational health nurses in the Philippines.

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## CONCLUSIONS AND RECOMMENDATIONS

The results revealed that almost all of the participants had quit their jobs due to dissatisfaction with their experiences in the hotel and resort industry. There are certain positives, such a less dangerous work environment, as compared to a hospital or community setting, but overall, the drawbacks are substantial and outweigh the advantages.

The following recommendations are made by this study: (1) a law that specifies the qualifications, compensation, and favorable employment status of company nurses; (2) a provision requiring employers to provide more organizational support in the form of trainings, opportunities for professional growth, credential consideration, and job advancement; (3) greater cooperation between the Board of Nursing, OHNAP, DOT, DOH, DOLE, and ADPCN; (4) the inclusion of occupational health nursing in the nursing curriculum; and (5) more research on company nurses in the Philippines.

Future studies that are relevant to individuals looking to build on earlier research on nurses working in the hotel industry may be based on the findings of this one. Additionally, this research may be used as a foundation for future studies on Filipino nurses working in hotels and resorts abroad, as well as global studies on nurses of other countries working in the same sector and cruise ship nursing.

The study's conclusions are propelling changes in Philippine nursing education and employment. This study is unquestionably significant.

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