A GROUNDED THEORY STUDY ON DIALOGUES AND VOICES OF 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. The research purposive sampling, snowball sampling, and non-listed based random sampling to choose participants based on a list of pre-prepared researcher-created criteria. Grounded Theory Model was used to study their answers. Based on participant narratives, the results show that few benefits were identified working as hotel and resort nurses. Furthermore, the drawbacks continue to exceed the positives. From their vantage point, the negative encounters had a significant influence on how they saw Occupational Health Nursing in the hospitality industry. Even though OHN is not a very profitable nursing subspecialty, the firsthand accounts from OHNs employed in the hotels and resorts 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 working area. The OHNs will have a bright future in the nursing field if they can combine considerable support from the public and commercial zones in the form of a fair and appropriate salary with well-maintained working conditions. Lastly, the theory can be applied to create nursing practice that is more responsive to the wellbeing of nurses in this field.

Keywords: *grounded theory, hotels and resorts, lived experiences, occupational health nurses, voices and dialogues*

Introduction

A branch of occupational health nursing is hotel nursing. Many individuals do not realize that nurses operate within the hotel sector, providing health support to both guests and employees. Hotel nursing encompasses facilities that offer accommodations for individuals seeking temporary or permanent medical care, rehabilitation, leisure activities, or professional assistance with daily tasks.

Occupational health nurses (OHNs) have been caring for workers worldwide since J&J Coleman (Coleman's Mustard) hired Phillipa Flowerday, the first industrial nurse, in 1878. Much of their methods are similar in terms of industrial cleanliness, case management, worker safety, health promotion, and education (Ornek & Esin, 2015). In the years preceding the turn of the century, nurses worked in retail establishments, hotels, and insurance companies in addition to industrial settings (AAIN, 1976).

As noted by Suligoj (2011), individuals who are currently viewed as visitors with restricted self-sufficiency are granted empowerment through the integration of the hospitality and healthcare industries. This advancement takes place not just in hotels but also within healthcare and social service establishments, as well as in the homes of patients. From a sociological perspective, the hospitality sector includes skilled individuals (employees) fulfilling both their own needs and those of others (customers).

The essence of their approach in hotel-style nursing involves skillfully redirecting patients' initial impulses towards a focus on the patient, which can diminish the collaborative bond between patients and their nursing care providers. To ensure optimal health outcomes and enhance patients' independence, nurses must offer patients specialized information through personal interactions while being mindful of their emotional well-being. Furthermore, it is essential for nurses to reach an independent agreement with patients regarding the limitations placed upon them (Kamin, 2006).

As noted by Pathak (2018), training in medical tourism is essential, and collaboration between the hotel and hospitality industries is necessary. The institute emphasizes the significance of offering training programs and courses for personnel while highlighting the need for professionals from various disciplines in both the medical and hospitality fields.

Health tourism is increasingly attracting tourists (Heung, Kucukusta, & Song, 2011; Soysal, 2017). This varied industry serves the interests of both healthcare providers and patients. In culturally diverse environments, it may sometimes be essential to provide nursing care and treatment for individuals from different cultural backgrounds.

Nurses must have specific cultural competencies and knowledge in the context of health tourism in order to provide patients seeking medical care from overseas with appropriate and sufficient treatment (Amiri and Heydari, 2017) (Soysal, 2017). In order to give sensitive care to patients from other countries, nurses should first and foremost understand both their own and other cultures (Mubita-Ngoma and Mayimbo, 2017).

Sections 3 to 5 of RA 7160, known as the Local Government Code of 1991, grant the Department of Tourism additional regulatory powers by requiring the establishment of a 24-hour medical clinic for the benefit of both employees and guests.

Research Objectives

This research examined the perspectives of nurses employed in hotels and resorts, focusing on their circumstances to develop a meaningful theory aimed at enhancing nursing practice and the wellbeing of nurses. The specific goals of the study were to capture these nurses' insights regarding (1) their reasons for entering this profession, (2) the obstacles they encountered, (3) their concerns while working in this environment, and (4) their insights gained from this type of employment.

Methodology

Research Design

To better understand the experiences of nurses working in the hotel and resort industry, a study was conducted using the grounded theory technique developed by Corbin & Strauss (2015). This inductive approach promotes a thorough grasp of the topic matter by facilitating theoretical development through critical thought, active listening, and the incorporation of personal experiences.

Respondents

The study involves 30 nurses employed at hotels and resorts from various locations across the Philippines. Participants were selected using a purposeful, snowball, and non-listed random sampling method based on the following criteria: (1) they must be a registered nurse; (2) they need to be employed at a hotel, resort, or any leisure establishment; (3) they can be of any age, gender, or job role; (4) they must have held their position for at least one year; and (5) they should have resigned from their job after gaining at least one year of experience.

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 final study list was also influenced by theoretical sampling. The informants, those that were not on the original list were determined through a participant inclusion process that is informed by new concepts or topics in analysis. Using a purposeful, snowballing, and non-listed random sampling procedure, or by contacting prior respondents or acquiring the names of nurses in the field who might be able to offer information pertinent to the study's goals, these theoretical samples or emergent informants were found. In non-listed based random sampling, the researcher used Facebook to identify participants. Based on the profile of the participant, if it shows that the participant is currently working or had previous work as a hotel and resort nurse, the qualification to be a participant is met as long as they consent to the invitation. Fricker's (2008) non-list-based sampling approach is used in Internet-based surveys and investigations, as the sampling frame is unknown. This technique, traditionally used in telephone surveys, involves participants in social media or Internet-based investigations, focusing on the participants rather than constructing a sample frame.

This was done to broaden the study's scope and include the perspectives of nurses who are presently employed or have worked in hotels and resorts in the past.

Instrument

An unstructured interview guide, field notes, and a researcher were used in this study to investigate the perspectives of nurses working in hotels and resorts. General and in-depth inquiries concerning nursing research, life, relationships, career progression, pay, benefits, job satisfaction, difficulties, anxieties, and realizations were the main emphasis of the unstructured interview. Initially general, the questions were thereafter customized to each participant's area of expertise. According to Speziale and Carpenter (2003), who cited Hutchinson (2001), it is hard to formulate a completely correct research question before to starting a grounded theory since the study's focus may shift based on the data gathered; therefore, the initial question just serves to provide the study's focus. Based on Minichiello et al. (1990), unstructured interviews do not have predetermined questions or response categories. Rather, researchers depend on social interactions with informants.

Procedure

A mix of observations, interviews, and literature scoping were used in the data collection processes. Before, during, and after each interview, notes were taken to document impressions and observations. Unstructured interviews can shed light on complex human behavior without restricting the research topic, according to Punch (1998). According to Patton (2002), unstructured interviews are a typical practice in ongoing fieldwork and are a natural extension of participant observation. They just use naturally occurring questions during interactions, he said. To avoid saturation, conducting data collection in iterative phases is a proactive approach to avoid saturation. Instead of adhering rigidly to a pre-defined research plan, researchers should remain open to adapting their research questions and methods based on preliminary findings. This approach, often referred to as "adaptive research," allows researchers to explore emerging patterns and themes as they arise. For instance, if early interviews reveal unexpected consumer motivations, researchers can adjust their subsequent data collection efforts to delve deeper into this area, potentially uncovering novel insights. It's critical to maintain adaptability and be receptive to new classifications as the data becomes available. Iteration highlights how crucial it is to go over data and codes again, improving and modifying them when new information becomes available (Spiggle, 1994). Initial programs are guaranteed to be based on the data and represent its subtleties thanks to this iterative process.

In the first company visits in La Union and Pangasinan, the researcher gave a background of himself and the rational of the study and gave copies of the consent form and potential participants' review. For the other participants who are either working in other parts of the country or already in abroad that had experience working in the hotel and resort industry, a scanned image of the invitation letter to be participant was sent via Facebook messenger. After consent was given, the researcher conducted interviews based on the participants' time and venue preference. In the 6-month span of data gathering, the researcher was able to interview 30 participants on the first interview out of 264 possible participants in which the rest were considered dropouts.

4 of the 30 participants were interviewed in their offices and the rest were interviewed via video call through Facebook messenger. All interviews were digitally recorded using a smart phone. Immediately after each interview, recordings were transferred to digital computer files for security purposes. To ensure the accuracy of information gathered and prior to verbatim transcription, recordings were listened to and compared with detailed manual notes taken during interviews. The transcripts did not signal any answers that had not been properly explored so no second rounds of interviews were conducted. Data coding and analyses were performed at various levels by customizing Speziale and Carpenter (2003) data management procedure. Interviews continued until all categories were saturated and no new data emerged.

The remaining 26 participants were questioned by video call using Facebook Messenger, while four were interviewed in their offices. Every interview was digitally captured with a smartphone. For security reasons, recordings of each interview were moved to digital computer files right away. Recordings were listened to and compared with thorough manual notes made during interviews to guarantee the accuracy of the data collected and before verbatim transcription. There were no second rounds of interviews because the transcripts did not indicate any responses that had not been thoroughly considered. By using Speziale and Carpenter's (2003) data management process, data coding and analysis were carried out at several levels. Interviews persisted until no new data surfaced and all categories were saturated.

Data Analysis

In transcript analysis, Carpenter and Speziale (2003) stress the significance of concept creation. This entails going line by line through the data, figuring out processes, classifying the data using continual comparative approaches, and creating titles for the main themes. The next step is concept development, which includes data gathering, book selection, and reduction in order to define and broaden the emergent theory. Reduction groups categories together for a more comprehensive view.

Selective data sampling would be the next stage in order to generate hypotheses and determine the characteristics of the primary categories. As noted by Stern (1982), as cited by Speziale and Carpenter (2003), the saturation of categories occurs through selective sampling. The investigation's central variable is revealed following the reduction and comparison process. A model arose from the data, and the theory was created while keeping in mind reflexivity and the goals of grounded theory.

Although the data gathering procedures were patterned from Speziale and Carpenter's, the researcher altered some of the process parts as the researcher also utilized the qualitative data management on his own preference. Using the preference of the researcher in data management, data was documented, and procedures of thematic and constant comparative analysis were done. The researcher initially developed a coding scheme based on the key themes of the interview guide and likewise used mother and child nodes to show the relationship of codes and themes to the research queries and objectives.

The researcher manually performed level two coding (categorization) or the constant comparative method and cluster or category assignment by digesting the aggregated data. The researcher conducted a new analysis of the compiled transcripts and reclassified the responses and quotes. The researcher reorganized the data into clusters, categories, and themes for the identification of the basic social-psychological processes through a manual approach.

Ethical Considerations

Ethics review for this study was obtained from the Perpetual Help College Ethics Committee. The conduct of interviews and the research methodology itself were guided by the study's ethical protocol. Consent forms were duly explained to and signed by participants prior to the actual interview conduct and for those who will be interviewed via Facebook messenger, their reply for consent was considered. Protecting the privacy and confidentiality of research data, evaluating research participants' vulnerability, evaluating the risks of participating in the study and the compensation for doing so, gaining informed consent, and assessing the data's reliability were the actions the researcher took. The goal of rigor in qualitative research is to accurately record study participants' experiences, claim Speziale and Carpenter (2003). In their exploration of methods that enhanced the study's rigor, Guba (1981) along with Guba and Lincoln (1994) highlighted the importance of credibility, dependability, confirmability, and transferability.

Results and Discussion

This section provides the participants' narrative results conducted for this study. Four themes were explored and subthemes and concepts that emerged were discussed.

The findings of the study revealed four major themes: (1) a change of pace, (2) obstacles en route, (3) standing on a precipice and (4) an epiphany.

Theme 1: A Change of Pace (Reasons for Becoming a Hotel or Resort Nurse)

This section provides the various reasons for working this industry. It gives a picture of the participants perspectives in joining the industry.

A. Lack of Experience

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 19

"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.

Despite the nursing shortage, a number of healthcare organizations and companies have shown reluctance to hire potential applicants, especially fresh graduates, because of their lack of experience (Cox, Willis, & Coustasse, 2014).

B. Time and Flexibility

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

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

I stayed at a hotel because it wasn't toxic and I'm doing my master's. It's more convenient timewise.

Brough et al. (2020) investigate the idea of work-life imbalance, where individuals believe that their work obligations interfere with their personal or family time and energy. Thorel et al. (2021) emphasize the considerable effect of work-life imbalance on healthcare professionals, underscoring the necessity for effective strategies to mitigate this issue.

C. Filling the Employment Gap

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

Participant 11

"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 initially worked as a nurse at a resort while I was getting my documentation ready to move abroad. Additionally, the working conditions here are not very favorable.

Migration involves the physical and spatial movement of individuals, which can result in various forms of mobility, including financial and occupational advancement (Thompson, 2019). According to Mata-Codesal (2015), international migration is frequently regarded as the most effective way to achieve upward socioeconomic mobility in areas with a culture of migration.

D. The Need to be Employed for Income

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 to provide for his family. They would prefer to work at low-paying occupations to make money and prevent employment gaps rather than being jobless and causing one.

Participant 24

"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.

Additionally, "poor jobs" may convey less adverse perception to potential employers compared to being unemployed, potentially easing the process of securing employment (Gebel, 2013). The literature presents varying perspectives regarding the long-term consequences of low-paying jobs. Some studies suggest that low-wage employment offers disadvantaged workers the opportunity to maintain their

human capital, thereby enhancing their chances of eventually progressing to a higher-paying job. This contrasts with prolonged periods of unemployment (Pavlopoulos & Fouarge, 2010; Fok et al., 2015).

E. Difficulty in Entering the Government Sector

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

"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 transitioned to being a hotel nurse due to the challenges in securing employment at that time. I have only been with the Municipal Health Office for three months. It was part of the NDP. I was unexpectedly let go, which led me to pursue a role as a hotel nurse. Our contract was not renewed. Additionally, I lacked support at the hospital, so I took a position as a hotel nurse.

Brookins' (2017) study indicates that when a company employs individuals through nepotism, other employees might doubt the qualifications of the relative or friend for the position. Juan Linz (1975) discusses the role of "Trapos" in Philippine politics, where constituents choose patrons in return for personal favors or promises (Manacsa & Tan, 2012). This form of reverse accountability is fueled by the interests of voters, loyalty rewards, and the fear of reprisals.

To cope with the unemployment of a friend, relative, or cousin, many people still resort to the patronage system today, regardless of their desire or lack of abilities. It could also be used to give someone a reward for backing a particular politician during an election or similar occasion. Nepotism is a contemporary phenomenon, not a remnant of traditional society, according to Prof. Jocano (Jocano, 2008). Senate Bill 2616, the Anti-Political Recommendations Act, was sponsored by former Senator Miriam Defensor Santiago in an effort to improve the selection of government candidates and lessen power dynamics (Villaluz, 2015).

F. Lack of Hospital Opportunities

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 to obtain experience.

Participant 22

"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.

Graduate nurses are currently facing widespread unemployment and underemployment. Statistics show that 150,000 Filipino nurses were unemployed in 2008. Newly licensed nurses would volunteer at hospitals to gain the required education and experience. The Philippine Nurses Association (PNA) argues that volunteer nurses are being exploited by charging them for their professional services while also using them. According to the report, recently graduated nurses frequently volunteer since there aren't enough job openings, accumulating clinical experience for potential future employment (Roco and Pring, 2012).

G. As an Option for Nearing Retirement Age

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

Participant 15

"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

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only clinic, when you go abroad, you are limited to clinics.

Wang et. al's (2009) research highlights the high work pressure among nurses, leading to a significant shortage of qualified professionals. The current retirement age for senior and intermediate titles is 60, and many hospitals are struggling with this issue due to the high work pressure and tense working environment.

H. Taking an Easier Job

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 15

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

I suggest hotel nursing when you feel worn out from hospitals. This is particularly relevant considering the patient ratio in the Philippines.

According to Shirom (2003), burnout is a result of people depleting their resources as a result of emotionally taxing job and life circumstances rather than being exclusively an occupational syndrome. Burnout happens when a nurse's workload is increased by structural problems such as shift work, irregular hours, and high emotional demands (Kim et al., 2019; Scheepers et al., 2020).

I. Boredom

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

Participant 5

"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 worked as a hotel nurse because I came from Kuwait, and I got bored so I applied.

O'Hanlon (1981) and Barbalet (1975) assert that poor performance and job dissatisfaction are directly associated with professional boredom. Compared to more seasoned workers, this problem is particularly noticeable in younger employees with fewer job experience. According to Binnema (2004), a person's general lack of interest and motivation to advance in life might lead to boredom (MacDonald & Holland, 2002).

J. Religious Discrimination

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

"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 _____.

Treating people differently because of their religious group or sect is known as religious discrimination, and it frequently results in unjust treatment and prejudice (Religious Discrimination, 2013). Employee perceptions of bias can influence crucial areas such as employment, corporate culture, compensation, employee relations, and legislative decisions, according to Ensher, Grant-Vallone, and Donaldson (2001). Ultimately, discrimination may also affect a company's bottom line.

Theme 2: 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 future as OHNs. These experiences, referred to as "Obstacles En Route," serve as a reminder of the difficulties people meet.

A. Nature of Work and 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 to maximize their pay. Their employment has suffered because 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 7

"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 n ga daw as hotel nurses wala naman daw kami ginagawa."

On your day off, HR reaches out to ask you to come in because our tasks at the hotel are diverse. At times, we handle housekeeping duties, like making beds and changing linens. Occasionally, we even take care of the plants and do some gardening. This is part of their cost-cutting strategy, as they prefer not to hire additional staff. We also take on HR responsibilities. There should ideally be three more HR personnel hired, but since they choose not to, the three of us nurses who are already employed are taking on those HR tasks as well, since they believe we are underutilized in our roles as hotel nurses.

In Jordan, nurses have a crucial administrative role in addition to directly caring for patients and promoting their welfare. However, they frequently have to perform non-nursing tasks (NNTs) like cleaning, phone answering, and administrative work that take time away from their main duties. Understanding the presence and effects of NNTs on nurses, both domestically in Jordan and abroad, is crucial, as evidenced by this information gap (Ayasreh et al., 2022; Jackson et al., 2021; Kusi-Appiah et al., 2018).

B. Challenges Related to Employment

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

Participant 18

"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 that if they employ a nurse, they will not impose an age limit. Age can influence decisions in other hotels. Regardless of the nurse's age, what is essential is teamwork.

Republic Act No. 10911 of 2017, also known as the Job Discrimination Against Age Act, was passed to ensure that everyone has equal access to employment opportunities. This Philippine law promotes equitable compensation, benefits, professional promotion, and training, forbids unfair age restrictions, and encourages employers to hire individuals based on their qualifications, skills, and experience.

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

"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.

Employers are required by Presidential Decree 442 to fire workers only for good reason or as permitted by Title, as stated in Article 294 of the Labor Code. Employees who have been wrongfully fired are entitled to full back pay, allowances, and other benefits, calculated from the period of compensation withholding until reinstatement, as well as reinstatement without losing their rights.

Most 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

"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.

According to recent studies, it can be difficult to go from non-regular to regular employment, and non-regular workers typically experience worse working circumstances, including lower earnings, fewer benefits, and less job stability (Cho & Lee, 2015). Compared to regular employees, non-regular workers reported worse health in terms of self-rated health, social physiological health, and acute and chronic disorders (Kim et al., 2005).

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.

Participant 2

"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.

According to Kelley's attribution theory, Van De Voorde, Paauwe, and Veldhoven (2012) emphasize the importance of a strong HRM system for improved organizational performance and effectiveness. In contrast, a deficient HRM system can lead to unexpected consequences. HR professionals must also consider the needs and preferences of their employees (Delmotte et al., 2012; Parasuraman et al., 1988).

C. 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

"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.

Participant 14

"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.

The DOLE prescribes the optimal risk reduction ratio, and Republic Act 11058 requires insured workplaces to have certified occupational health personnel and supplement medical supplies proportionate to workers.

A deliberate failure to comply with OSH standards or a compliance order issued by the Secretary of Labor and Employment may result in an administrative fine of ₱40,000.00 per day until the violation is remedied under DO 198, according to Section 28 of Republic Act 11058. When the violation puts employees at danger of illness, death, or significant damage, the maximum fine amount is applied. The severity or frequency of the transgression determines the amount of the punishment.

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

"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.

Because it is believed to be inherently detrimental to both people and the group, gossip is not highly valued despite these important functions (Farley, 2011; Hartung and Renner, 2013; Peters and Kashima, 2013). At least in part, the purpose of the individuals performing the activity dictates whether it can be considered beneficial or detrimental.

D. Working Relationships

Several others shared their experiences related to bullying overall. The way employees are treated is significantly influenced by their job roles, which can result in bullying and poor workplace conditions. This is especially true in the nursing field, where the concept of "equality" is rarely applied. It is essential for leaders to address this issue promptly.

Participant 2

"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."

Many bullies exist in our midst, particularly the F&B Manager, who is the trusted aide of the resort manager. He behaves as though he is the successor to the company. He will humiliate you in front of the guests.

Participant 6

"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.

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 can compromise someone's moral character to advance in their career.

Participant 9

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

Here's the issue: if you're not on good terms with HR, you won't be given the same preference as those who flatter them.

Sycophancy behavior has a beneficial impact on job success and progress, according to Judge and Bretz's (199) study, which also contrasted its effects on career success.

Sycophancy and nepotism are important aspects of HRM operations that impact private sector hiring, selection, and promotion decisions, according to a study by Mangi et al. (2012). HRM procedures are greatly influenced by cultural elements such as sycophancy, cronyism, and collectivism.

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

Participant 9

"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 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.

The study by Storch et al (2013) found that registered nurses frequently face ethical leadership issues due to inadequate support and guidelines from nursing leaders and front-line nurses.

Nursing professionals might hesitate to report concerning circumstances if they are uncertain about the need to do so, and unprofessional conduct by nurses can negatively impact patient safety (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 20

"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. 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.

According to Taylor et al. (2023), trust is one of the elements that has consistently encouraged and made it possible for people to act appropriately at work by cooperating with others, resolving conflicts, and speaking truthfully. Trustworthy people have happier and healthier lives than untrustworthy people, according to research (Kähkönen et al., 2021).

E. Compensation

Participants discussed how important a solid pay is to meet 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

"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."

Being a hotel nurse is challenging due to the low pay; for instance, a monthly salary of only 10k is set at the minimum level. The only way the salary seems to increase is through service charges, which depend on the number of guests. However, if guest numbers are low, the service charge collected is minimal. My workload is significant; I serve as both an HR Assistant and a Hotel Nurse, in addition to being the OIC of a waterpark, yet the compensation remains very low. When the daily occupancy rate stays be low 50% for the month, the service charge won't even reach 7k.

Participant 3

"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 24

"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 that 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

"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.

According to Qasim et al. (2013), financial incentives have a big influence on one's level of fulfillment.

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

"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 work in Manila, but our pay is quite low, as we only receive the minimum wage. To boost my earnings, I have to work 12 hours each day. I am employed at two hotels, so I have to manage my finances carefully due to the low salary from just one hotel.

Long workdays leave less time for leisure and enjoyment, and prolonged high-load overtime can be harmful to workers' health (Dembe et al., 2005).

In companies where overtime is used for performance assessments and evaluations of subordinates, workaholism is a socially acceptable behavior (Leslie et al., 2012; Guo et al., 2020). Overtime is now implicitly required of employees as part of their regular job duties.

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

Participant 6

"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."

To be truthful, the pay doesn't reflect experience. I've been with the company for 8 years, and my salary remains unchanged. Even if you utilize your qualifications, the pay will still be the same.

More education does not necessarily translate into more money, according to Anthony Carnevale, director of Georgetown University's Center for Education and the Workforce. According to the report, more over half of workers with a bachelor's degree are composed of 16% of high school graduates. Associate degree holders make 28% more than bachelor's degree holders and 36% more than master's degree holders. Pay inequalities continue at all educational levels, while the highest-paying occupations are engineering, computer and math work, and medicine (CNBC, 2021).

Furthermore, one person reports a decrease in their income or benefits. The individual who was earning a low salary and had management eliminate some alternative ways to make money within the organization also faced challenges.

Participant 10

"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.

Employers are prohibited from reducing or eliminating benefits provided to their employees under Article 100, Prohibition Against Elimination or Diminution of Benefits, of the Labor Code. According to laborlaw.ph (2024), this is referred to as the "Principle of non-diminution of benefits."

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 do not adhere to the law regarding service charges.

Participant 8

"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 pay is minimal since we operate as an agency. We don't impose a service charge, which is a significant issue for those who aren't directly hired, as we lack the usual benefits. There is considerable inequality among us nurses.

Participant 13

"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.

The Labor Code's Article 96 was revised in 2019 through Republic Act 11360, commonly known as the Service Charge Law. The Department of Labor and Employment (DoLE) issued Department Order 206 in 2019, which describes the procedure for distributing service charges to eligible employees. All workers directly hired by the covered business, excluding administrative personnel, are deemed covered employees under DO 206, irrespective of their job titles or employment status. The Service Charge Law was modified in 2024 to guarantee an equitable distribution of service charges among both regular and non-regular employees in hotels, restaurants, and similar establishments. DO 242 permits both regular and non-regular workers to receive a portion of the service charge, based on their actual hours or days worked (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

"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.

Isik et al. Al (2017) draw attention to the tourism sector's important economic contribution, but they also draw attention to the poor pay and long hours of its employees. Tipping is essential to these workers' livelihoods in the tourism industry because they frequently make the minimum wage and receive tips.

F. 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

"Ilang beses na ako nag request ng ambulance para sa hotel pero to no avail talaga. Kapag may emergency yung guest van ang ga gamitin 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.

Participant 18

"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 possesses a service van; they lack an ambulance. However, there ought to be an ambulance since it is generally more equipped than a service van that doesn't even carry an oxygen tank.

The significance of work welfare is emphasized by Garcia-Herrero et al. (2012), who strive for safe working circumstances that enable employees and their organizations to carry out their jobs effectively and prevent accidents.

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

Participant 2

"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 20

"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 goes.

Participant 29

"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."

It's frightening that your actions could tarnish the hotel's reputation. There are guests who might voice their complaints and fabricate tales about the nurses. We had hoped the management would support us, but unfortunately, they did not. This is because the management fears that guests will leave negative reviews about the hotel. They are concerned about receiving a one-star rating.

Researchers Castro-Palaganas et al. (2017) discovered that nurses' relocation preferences are significantly influenced by unfavorable working circumstances and a lack of career possibilities, which increases their risk of burnout. A poor working environment makes the problem worse and raises the risk of employee burnout (Reyes, 2017).

Concerns are exacerbated by low pay, high patient-nurse ratios, a lack of benefits, a lack of opportunity for professional development, and a lack of enforcement of nursing legislation (Brush & Sochalski, 2007; Perrin et al, 2007; Labrague et al, 2018).

The profession continues to advocate for legislative and executive reforms despite these well-established obstacles. Overworked and underpaid nurses work in both government and private institutions, even though there are 200,000 unemployed nurses in the country (Pring & Roco, 2012).

Insufficient organizational support causes burnout, job discontent, and high turnover among Filipino nurses; these issues must be addressed to stop their frequent departures (Castro-Palaganas et al., 2017; Reyes, 2017). The lack of qualified personnel and growing

workloads are posing problems for the Philippines' healthcare system. The quality of patient care is suffering as fresh, inexperienced nurses are replacing more seasoned staff (Masselink & Lee, 2010).

G. Growth and Development

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

"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.

Participant 21

"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.

Inadequate prospects for professional progression may be one reason why nursing is still mostly a low-wage, unappreciated profession (Bayliss-Pratt et al., 2020). These unfavorable working conditions, together with the inherent challenges of nursing (Simpson & Simpson, 2019; Kox et al., 2020), a lack of in-service training, and limited opportunities for professional development, could make nursing a profession with little job security (Bodin et al., 2020).

According to Kataoka-Yahiro and Mobley (2011), a significant number of healthcare professionals are pursuing fair financial support for their professional development endeavors. However, due to limited access, many professionals end up covering their own expenses for continuing professional development (CPD) activities. This issue arises from costs associated with attending conferences, seminars, and courses, as well as expenses for lodging, meals, and travel, in addition to lost income from their jobs while participating in events that offer CPD credit units (Summers et al. 2015).

H. 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

"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.

Participant 19

"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 research conducted by Jamieson, Kirk, Wright, and Andrew (2015) sought to enhance job satisfaction among nursing management roles by emphasizing increased autonomy, a better work-life balance, higher salaries, and enhanced working conditions. They also pointed out the beneficial link between acknowledgment from supervisors and career advancement in nursing management roles. Ayalew (2016) similarly proposed a notable connection between job satisfaction and factors such as professional development, recognition, compensation, and working conditions.

I. 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.

Participant 4

"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 27

"Meron pa yung instances na inoorasan 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.

Workplace stress can be especially difficult in customer-focused businesses because employees frequently must balance conflicting demands from the company, management, and clients (Ruyter, Wetzels, & Feinberg, 2001). Studies have indicated a negative relationship between job stress and the capacity to provide excellent customer service; in particular, workers who are under a lot of stress tend to provide better customer service than those who are under a lot of stress (Varca, 1999), and those who are under a lot of stress tend to perform worse in their jobs (Beehr, Jex, Stacy, & Murray, 2000).

J. Collaboration and 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.

Participant 6

"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

"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 27

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.

Policymakers and healthcare systems should focus on workplace factors that improve employee happiness, like proper staffing ratios, ongoing nursing education, and encouraging interdisciplinary collaboration (Shah et al., 2021).

Research suggests that elements like cooperation and respect for one another can affect the patient safety climate (Manojlovich et al., 2014). According to some research, interprofessional collaboration isn't appreciated enough, though (Braithwaite et al., 2013). Furthermore, it is evident that situations characterized by bullying and other undesirable behaviors make it difficult to coordinate and function as a team. The culture of clinical learning settings is frequently defined by a high frequency of bullying and behavior that undermines others (Irish Medical Council, 2015).

K. 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

"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."

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 27

"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

Variations in language, culture, and levels of education can lead to semantic obstacles. Communication can be challenging when hotel personnel interact with guests from various cultural and geographical backgrounds who have different accents or use specific slang (Sneha, 2017).

Conducting regular training sessions that incorporate the latest techniques and trends is essential. Workshops, seminars, and lectures improve communication among departmental staff and allow for a more refined and dedicated service for guests (Grossman, 2015). The quality of interaction between staff and guests enhances professionalism and fosters a warm atmosphere (Tziora Nektaria et. al,

2009).

Theme 3: 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 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.

A. 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 7

"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.

Participant 24

"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.

Nurses may fear legal ramifications, criticism, and revenge from management or coworkers. They could experience lack of support, pressure to keep experiences to themselves, or fear accountability. Fears of management include being fired, getting poor performance ratings, or getting into trouble with the law. Additionally, nurses can be concerned about reporting the occurrence and risking penalties or poor patient satisfaction scores. (Fu et al, 2021).

B. 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

"Ang nakakatakot 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."

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 2

"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.

Similar to fatalities occurring in residential buildings, deaths that happen in hotel rooms and other forms of short-term commercial lodging are an unfortunate yet inevitable aspect of the industry (Burke, 2015; Denton & Barber, 2012; Frye, 2009).

The issue of deaths in hotels is multifaceted, predominantly linked to unanticipated deaths from natural causes. Edward-Jones (2004) categorizes hotel deaths into three groups: the 'grande dame', where people reside permanently in hotels and pay their bills on a weekly basis; 'misadventure and murder', which includes guests who take their own lives, whether it is a planned act or a spur-of-the-moment decision (Hay, 2011). The 'suicides' category encompasses those who are aware of their impending death and select a certain hotel to spend their final weeks in comfort and luxury. These deaths can be further divided into two groups: those who notify hotel management of their intentions to end their lives and those who do not. The former may have an established rapport with the hotel, whereas the latter are generally unknown to the hotel staff. The hotel sector continuously adapts to tackle these diverse occurrences of hotel deaths.

C. Lack of Growth and Development

The individuals expressed their worries about their experiences in the hotel industry. They reported that their time in this field adversely affected their personal growth and professional development. With their skills becoming stale and few chances to utilize their nursing abilities, they feared that when they eventually reentered the hospital environment, they would be starting out at a beginner level.

Participant 21

"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."

I am 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

"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 need to engage in ongoing professional development to sustain and enhance their professional skills and knowledge. Furthermore, this contributes to their career growth, ensures safe practices, improves client services, and helps maintain customer trust (Allen et. al, 2019; Beckman et. al, 2019; Smith et. al, 2023).

While healthcare professionals are more likely to engage in continuing professional development, the benefits for other professions have not been thoroughly examined (Allen et. al, 2019). To elevate their fields, stay updated, and deliver higher-quality care to patients, healthcare professionals participate in continuous education and training (Turner et. al, 2012; Robinson & Tingle, 2003).

Theme 4: An Epiphany (Realizations)

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

A. Lack of Growth and Development

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.

Participant 4

"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

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

I have come to understand that the skills gap is significant. Therefore, I also won't be able to stay for long. This is because working in a hospital enhances your skills.

The two main factors most strongly associated with nurses' plans to remain in their current roles are job satisfaction and commitment to the organization (Chan, Tam, Lung, Wong, & Chau, 2013; Cowden and Cummings, 2012; Ellenbecker & Cushman, 2012; Halter et al., 2017; Nei et al., 2015; Cowden & Cummings, 2012). Additionally, workplace characteristics, experiences related to the nursing profession, and individual traits are often unintentionally connected to nurses' intentions to resign. These elements are correlated with

organizational commitment and job satisfaction (Liou, 2009; Nei et al., 2015).

B. 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

"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.

Participant 16

"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 19

"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 24

"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, 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

"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 came to the conclusion that it is not ideal for new graduates, as it may hinder their growth and learning. It would be more beneficial for recent graduates to gain experience in a hospital setting to hone their skills. It can be challenging to perform your duties when you're unsure of what to do, particularly without prior hospital experience. When an incident occurs involving a guest, the responsibility ultimately falls on you. It's wise to prepare for the worst-case scenario.

This study identified that inadequate nurse and support staff levels, unresponsive leadership, hazardous working conditions, occurrences of workplace violence, and a shortage of recognition are the main reasons emergency department nurses do not suggest their workplace to other physicians. These results underscore elements of the work environment that employers can enhance to improve nurse recruitment and retention (Muir et. al, 2024).

Laschinger et al. (2009) explored how organizational frameworks and work settings influence nurses' performance and stressed the importance of providing nurses with access to necessary resources, opportunities for growth, and information. One approach to mitigate the high levels of burnout among nurses is to foster a workplace that prioritizes their mental well-being and takes their concerns about the organizational culture seriously (Kirsh & Gewurtz, 2012).

C. Realization for Leaving their Work

Most of them stated that they would prefer to reintegrate into the medical setting to enhance their professions. The verbatim simply that frustration with their jobs is the reason they left or will leave the job.

Participant 4

"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.

Participant 7

"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."

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

"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.

Our results are consistent with previous research demonstrating that nurses' availability and the flexibility of their schedules and shifts influence burnout rates in the workplace. Related factors include fatigue, the work environment, depression, and dissatisfaction with work-life integration (Dyrbye et al., 2019). The likelihood of leaving the profession is influenced by social interactions and perceived workload (Holland et al., 2019; Stevanin et al., 2018). Nurses who work overtime are at a higher risk of experiencing burnout (Dyrbye et al., 2019). Elements that affect nurse turnover include work pressures, limited opportunities for career growth, generational differences, and the profession's low visibility (Roth et al., 2022).

Moreover, successful reintegration fulfills their need for competence, which boosts motivation. Additionally, their academic achievements inspire optimism regarding their professional goals. Their work experience and career advancement are further enhanced when they have a clear purpose. This research contributes to our understanding by demonstrating that employees are motivated to continue their work when they recognize their own professional development and embrace future aspirations (Reeve et al., 2004).

Substantive Theory Proposal

The Job Characteristics Model serves as a framework for the study's analysis of the problems encountered by these occupational health nurses employed by the hotel and resort sector. According to the conceptual model, the majority of participants are dissatisfied with their jobs and feel that their expectations were not met throughout their time in the sector. Additionally, it is necessary to take charge of the problem and enhance occupational health nurses' well-being.
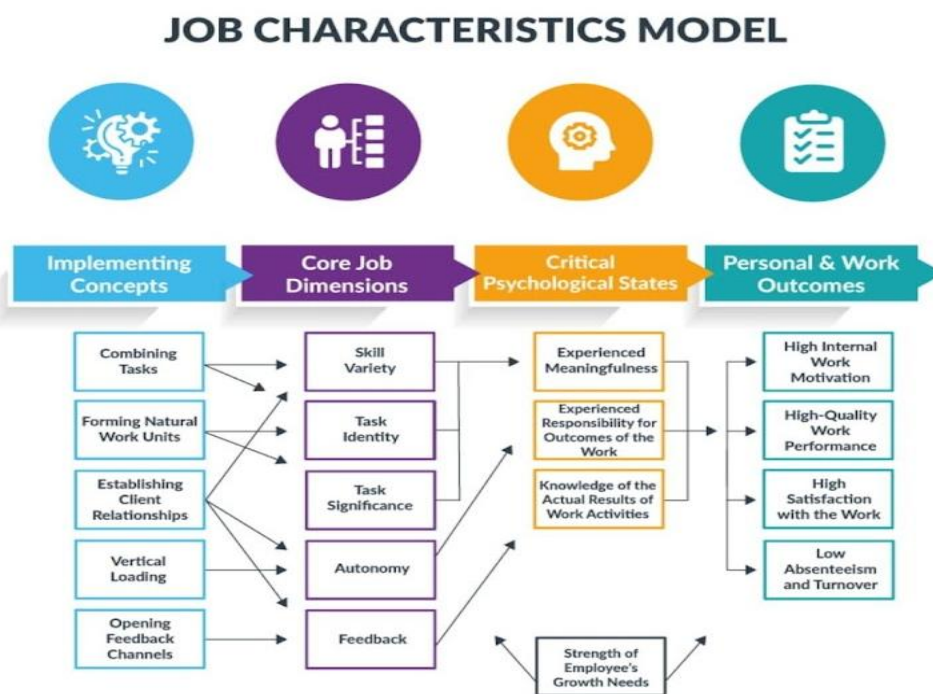

Figure 1. *Job Characteristics Model*

Two theories are integrated in this study that intertwine for the Substantive Theory Proposal.

A framework for comprehending the elements affecting nurses' motivation and job satisfaction is offered by Herzberg's theory. It looks at motivators like chances for professional advancement and sanitary elements like workplace conditions and organizational support. The goal of the suggested hypothesis is to pinpoint the key elements affecting nurses' decisions to remain in the hospital. By concentrating on both, it can assist in creating retention plans that consider both sanitary and motivating factors. By comprehending these dynamics, targeted interventions may be created to enhance the work surroundings and motivating factors for nurses, which will ultimately result in higher job satisfaction and retention rates.

The development and advantages of organizational support for both individuals and businesses are covered under the Perceived Organization Support (POS) theory. This theory's main focus is on how workers perceive their employers. It implies that an employee's motivation to perform hard and the caliber of the services they deliver are indicators of how well an employer treats them. The POS gives staff members an easy way to comprehend the company and feel appreciated. It differs from the perspective that a business may take into account positively when required, but ultimately rejects or avoids when an opportunity presents itself.

As an output of this research, the proposed theory is grounded to the following assumptions:

- Nurses are not always sure what nursing should be, particularly when they are introduced to a new type of work.

- When nurses enter a new field, culture shock is common, and the shift from bedside to non-bedside care can be challenging due to unfamiliarity and a different focus of practice.

- Having credentials does not ensure a decent job, a promotion, or fair pay.

- The stress levels caused by a subpar workplace can be offset by a good wage.

- To advance to a higher-paying position and become a fully qualified OSH Officer, occupational health nurses must become safety officers.

- Occupational health nurses are just mere compliance for mandatory requirements.

- For nurses awaiting greater possibilities, occupational health nursing is a temporary position.

- Not all nursing specialties, specifically occupational health nursing is acceptable as experience in applying to hospitals for bedside experience is still much preferred.

- Those who are close to retirement or have experienced burnout in a hospital setting can work as occupational health nurses.

- Because the service-focused approach has been ingrained in them, nurses are exploited. As a result of a lack of employment opportunities, they accept jobs for a pitiful salary to earn money and get experience.

- The public is unaware that there are nurses employed in the hotel and resort sector, and not all nurses are aware of this fact.

- Not all nurses would recommend their line of work.

- Not all nurses are compassionate and trustworthy and can bring down their fellow nurses.

- Occupational health nursing is not an important specialization or an important part of nursing education.

Nurses' well-being is significantly influenced by job satisfaction and organizational support. Numerous studies have assessed these factors, with a study by Homberg et al. (2018) in Sweden revealing Herzberg's theory as a useful tool for examining nurses' job satisfaction in mental health facilities.

A friendly work atmosphere, training and development opportunities, and fair pay and benefits are all examples of POS manifestations. According to research, strong organizational support is positively correlated with the development of nurses' psychological capital—two essential components of their professional quality of life—and negatively correlated with nurse burnout and turnover intentions (Yang et al., 2023; Stamm, 2002). Thus, this study suggests that nurses' professional quality of life and their perception of organizational support are related.

The Job Characteristics Model can be used as a critical tool or guide for nurses and the organizations they are working for to implement better policies and to discover what problems arise. This is vital for them to intervene with confidence and help resolve the concerns of nurses.

Conclusions

The findings showed that nearly all the participants had left their positions because they were unhappy with their experiences working in the hotel and resort sector. Compared to a hospital or community setting, there are certain benefits, such as a less hazardous work environment, but overall, the disadvantages are significant and exceed the benefits.

In order to develop a more responsive attention to occupational health nurses in the nation, the utilization of the theory is used to make the the following recommendations: (1) a law that outlines the qualifications, pay, and favorable employment status of company nurses; (2) a provision requiring employers to provide more organizational support in the form of trainings, professional growth opportunities, credential consideration, and job advancement; (3) increased collaboration between the Board of Nursing, OHNAP, DOT, DOH, DOLE, and ADPCN; (4) the inclusion of occupational health nursing in the nursing curriculum; and (5) additional research on occupational health nurses in the Philippines.

Lastly, 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 to check on the wellbeing of nurses working in this field.

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