

PRIVATE SECTOR WORKFORCE AWARENESS ON THEIR EMPLOYMENT RIGHTS, THEIR SATISFACTION OF THE BENEFITS RECEIVED AND THE PERFORMANCE OF THE MINISTRY OF LABOR AND EMPLOYMENT

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This study aimed to assess the private sector workforce awareness on their employment rights; their satisfaction of the benefits received and the performance of the Ministry of Labor and Employment. It utilized the descriptive method with correlation analysis between the dependent and independent variables. The study involved 220 participants. Likewise, a triangulation method was also used.

Findings revealed that the level of awareness on the employment rights of the private sector workforce obtained the rating of Somewhat Aware/Somewhat Informed with the score (M=1.89); While for the level of workforce satisfaction on the benefits received got the rating of Fairly Satisfied with the score (M=2.15). However, the performance of the Conciliation and Mediation Division of the Ministry of Labor and Employment (MOLE) is generally Satisfactory. There is no significant relationship between the level performance of the Conciliation and Mediation Division and the level of awareness on the employment rights with the p-value of (0.1060). Likewise, no significant relationship between the performance of the Conciliation and Mediation Division and the level of satisfaction with the P-value of (-0.1325). It is recommended for the (MOLE) to engage more efforts on labor sector education, empower the employers in the private sector to adopt better benefit packages for their workforce

Keywords: *employment rights, workforce satisfaction, performance.*

INTRODUCTION

To establish harmonious relation between the labor force and the management sector, the principle of shared responsibility as enshrined in the 1987 Philippine Constitution shall be observed by both party in order to achieve industrial peace. The management shall give what is due to the employees by respecting their labor rights, in the same way that the labor force shall respect the management prerogatives. However, these prerogatives shall not be abused by the management as a shield to abstain from responsibilities to the employees. Further, to prevent any labor disputes arising between them, the government will promote the notion of collaboration between them as a social partner in uplifting the economic status of the country. Another strategy to prevent the costly and expensive court proceedings, the principle of preferential use of voluntary forms of dispute resolution, such as conciliation and mediation shall be mandatorily observed by the disputants before filing any labor actions to the regular courts by asking request for assistance before the Ministry of Labor and Employment. This will ensure mutual conformity with these principles.

The BARMM government is responsible for regulating labor-management interactions, promoting the recognition of labor rights to a reasonable share of the products of production and businesses' right to appropriate returns on investments and growth. This is founded on the social justice idea that "those who have less in life should have more in laws." (Par. 4, Section 3, Art XIII, 1987 Philippine Constitution)

To carry out this principle, the Conciliation and Mediation Division (CMD) of the Ministry of Labor and Employment (MOLE) was created in order to address request for assistance filed either by employers and workers. One of the main functions of the CMD was to formulate policies such as manuals, guidelines and labor advisories in reference to the resolution of the request for assistance filed by employees against the management or vice versa. This was done through conciliation and mediation to prevent both parties in ripening into a full-blown labor action. Another function of the CMD in order to help the requesting parties was to formulate guidelines that pertains to promotion of non-adversarial strategy in addressing grievances through voluntary arbitration. Lastly, this division was also administering voluntary arbitration through its Arbitration Committee if the request for assistance was not resolved at the level of the Conciliation Section or at the level of the Mediation Section. (MOLE Operation Manual 2020). It was worthy to note that, the primary role of the Conciliator or Mediator was mainly to facilitate the negotiation between disputants and not as an arbitrator in order to prevent a full-blown actual labor dispute.

However, there are numerous violations of general labor standards, such as but not limited to the following; security of tenure, which provides that no employee can be fired from their job unless for good reason or in an authorized case, and only after the twin rule of due process of law was observed as mandatorily provided by law; workdays and work hours, which state that the normal hours of work in a day are eight hours as provided by law; wage benefits which include overtime pay, night shift pay, rest day, and 13th month pay, et cetera.

The researcher is a Senior Labor and Employment Officer who was interested in this study by contributing to the improvement of the system as adopted in the Mediation and Conciliation efforts of the Ministry and give impact to promote collaboration to establish harmonious relation and to gain industrial peace between the management and the labor force towards economic progress in the region.

METHODS

The study employed a quantitative- descriptive and correlational method to describe the assessment of the level of awareness of the workforce in the private sector, their satisfaction and the performance of the mediation and arbitration function of the Ministry of Labor and Employment in the Bangsamoro Autonomous Region in Muslim Mindanao. According to Calderon (2008), descriptive research use for the description, recording analysis and interpretation of the present phenomena. The importance is to overcome the conditions on how a person, group, or things behaves or functions at the conduct of the study. The researcher also made use of the triangulation method, in gathering the data through an interview to selected participants. According to Cresswell (2013), triangulation is a process of gathering data over different times or from different sources in order to produce credible results.

The study was conducted among the selected workers in private sectors within BARMM territories. The selected participants will be coming from various private institutions of different organizations. These were from private establishments from Cotabato City, Marawi City, and

Maguindanao specifically the security and safety services, service crews, janitorial services, teachers from higher education, medical services, and construction workers.

The survey instrument will be a standardized survey questionnaire adapted from Jo Casebourne (2005). The first section is about employee rights awareness. It looks at three things: labor rights, statutory rights, and constitutional rights. Part II corresponds to the workers' level of satisfaction with the benefits they receive, as adapted from Neatly and Touhy 2005. It determines two indicators: statutory benefits and benefits provided by the enterprise. The survey questionnaire has been updated to comply with the Philippine Labor Code and its Implementing Guidelines (PD 442). In addition, the researcher will use the triangulation approach to interview the study's chosen participants.

Data Gathering Procedure

Before distributing the questionnaire to the intended participants, the researcher will draft a letter to ask permission from the Head of the Conciliation and Mediation Division (CMD). Following the Head of the CMD's acceptance of the study, identified employers/sectors send another letter to the Head or Managers requesting authorization to conduct the study. Employee availability was taken into consideration when scheduling the delivery of questionnaires. The distribution of the questionnaire was accompanied by the researcher's personal presence in answer to any questions or clarifications that might occur.

After the respondents have completed the questionnaire, the participant numbers will be recorded, and the questionnaires will be evaluated, the data will be collected, tabulated, treated statistically and analyzed. The results will be interpreted, analyzed and concluded by the researcher once more.

RESULT AND DISCUSSIONS

Problem 1. What is the level of awareness of labor force of the private sector in terms of: labor rights; statutory rights; constitutional right?

Table 1.

Mean distribution on the level of awareness of labor force of the private sector according to their labor rights.

LABOR RIGHTS	Mean	Description
1. I am well informed about our employment rights at work.	2.28	Somewhat Aware/Somewhat Informed
2. I am well informed about my labor rights at work.	2.04	Somewhat Aware/Somewhat Informed

3. I am provided with the updates on information about rights at work.	1.71	Somewhat Aware/Somewhat Informed
4. I regularly received labor updates given by the Ministry of Labor and Employment	1.24	Not Aware At All/ Not Informed At All
OVERALL	1.81	Somewhat Aware/Somewhat Informed

Legend of the rating scale

Scale	Range	Descriptive Rating
4	3.50 – 4.00	Fully Aware/Well informed
3	2.50 – 3.49	Aware/Informed
2	1.50 – 2.49	Somewhat Aware/Somewhat Informed
1	1.00 – 1.49	Not Aware All/Not informed

Table 1 showed that all participants possessed mean score of 2.28, with the Statement “I am well informed about our employment rights at work” got a highest rank described as Somewhat aware/somewhat informed. With further, as to the statement “I am well informed about my labor rights at work” had a mean score of 2.04 which described as somewhat aware/somewhat informed and as to the statement “I am provided with the updates on information about rights at work” had a mean score of 1.71 described as somewhat aware/somewhat informed. Finally, as to statement “I regularly received labor updates given by the Ministry of Labor and Employment” had a mean score of 1.24 described as not aware at all/not informed.

This implies that these respondents were a vulnerable worker. A worker is said to be vulnerable when he is working in an environment where there is possibility of disadvantageous setting such that his rights may be at risk. The ill treatment upon him is high and the ability to safeguard his labor rights is very low. The reason for this, is fear of losing his job not knowing assistance from the government is ready all the way. Another, thing is the level of awareness of labor rights are very low and this was brought by reason of untaught or unschooled workers. Moreover, vulnerability of workers can be traced in so many ways such that if they were untaught of employment security will peril their employment relationship to the company at any time that swell the likelihood of losing a job. Further, in terms of income, vulnerable workers were accepting wages within the reach of minimum wage as set by the law subject to conditions of many illegal deductions and asked to work beyond the eight hours of work without receiving overtime pay as required by law.

Table 2.

Mean distribution of the level of awareness of the labor force of the private sector according to statutory rights.

STATUTORY RIGHTS	Mean	Description
1. Payment of Minimum Wage	2.87	Aware/Informed

2. Not dismiss employees without fair reason	1.77	Somewhat Aware/Somewhat Informed
3. Have a set of Disciplinary Measure	1.84	Somewhat Aware/Somewhat Informed
4. Limit on Working Hours	2.24	Somewhat Aware/Somewhat Informed
5. Paid Paternity and Maternity Leave	1.46	Not Aware at All/Not Informed at All
6. Discrimination because of Appearance	2.09	Somewhat Aware/Somewhat Informed
7. Discrimination because of Age	1.86	Somewhat Aware/Somewhat Informed
8. Discrimination because of Religion	1.68	Somewhat Aware/Somewhat Informed
9. Discrimination because of Ethnic affiliation	2.03	Somewhat Aware/Somewhat Informed
10. Discrimination because of Sexual Orientation	2.0	Somewhat Aware/Somewhat Informed
OVERALL	1.98	Somewhat Aware/Somewhat Informed

Legend of the rating scale:

Scale	Range	Descriptive Rating
4	3.50 – 4.00	Fully Aware/Well informed
3	2.50 – 3.49	Aware/Informed
2	1.50 – 2.49	Somewhat Aware/Somewhat Informed
1	1.00 – 1.49	Not Aware All/Not informed

Table 2 showed the mean distribution of the level of awareness of labor force of the private sector according to statutory rights such that payment of minimum wage had a weighted mean score of 2.87 described as aware/informed. As to the statement “Not dismiss employees without fair reason” had a weighted mean score of 1.77 described as somewhat aware/somewhat informed. On having a set of disciplinary measure by the company had a weighted mean score of 1.84 described as somewhat aware/somewhat informed. As to the statutory rights on limit on working hours by the company had a weighted mean score of 2.24 described as somewhat aware/somewhat informed. On their statutory rights regarding the payment of paternity and maternity leave by the company had a weighted mean score of 1.46 described as not aware at all/not informed. As to their statutory rights against discrimination because of appearance had a weighted mean score of 2.09 described as

somewhat aware/somewhat informed. As to their statutory rights against discrimination because of age had a weighted mean score of 1.86 described as somewhat aware/somewhat informed. As to their statutory rights against discrimination because of religion had a weighted mean score of 1.68 described as somewhat aware/somewhat informed. As to their statutory rights against discrimination because of ethnic affiliation had a weighted mean score of 2.03 described as somewhat aware/somewhat informed. As to statutory rights against discrimination because of sexual orientation had a weighted mean score of 2.0 described as somewhat aware/somewhat informed.

The data implied that the Bangsamoro labor force were somewhat aware/somewhat informed of their statutory rights and the Bangsamoro government needs to intervene programs for them to be empowered as to their statutory rights. One of the programs of the MOLE-BARMM in order to address this issue was the information drive campaign on the Labor Relations, Human Relations and Productivity (LHP) which include the general labor standards enumerating thereof the statutory rights of the employees. For the year 2021, fourteen sessions were already conducted to two hundred ten (210) private establishments within BARMM participated by the labor force and management sector. For the 210 private establishments within BARMM invited, there were four hundred participants were already empowered with their statutory rights as provided by the Labor Code of the Philippines.

Table 3.

Mean distribution of the level of awareness of labor force of the private sector according to constitutional rights.

CONSTITUTIONAL RIGHTS	Mean	Description
1.Security of Tenure	2.18	Somewhat Aware/Somewhat Informed
2.Weekly Rest Day	1.74	Somewhat Aware/Somewhat Informed
3.Employment of Women	1.79	Somewhat Aware/Somewhat Informed
4.Employment of Children	1.71	Somewhat Aware/Somewhat Informed
5. Safe Working Conditions	1.92	Somewhat Aware/Somewhat Informed
6. Right to self-organization and collective bargaining	1.86	Somewhat Aware/Somewhat Informed
7.EC Benefits for Work-Related Contingencies	2.11	Somewhat Aware/Somewhat Informed
OVERALL	1.90	Somewhat Aware/Somewhat Informed

Legend of the rating scale:

Scale	Range	Descriptive Rating
4	3.50 – 4.00	Fully Aware/Well informed
3	2.50 – 3.49	Aware/Informed
2	1.50 – 2.49	Somewhat Aware/Somewhat Informed
1	1.00 – 1.49	Not Aware All/Not informed

Table 3 showed the level of awareness of the respondents on their Constitutional rights on security of tenure had a mean score of 2.18 described as somewhat aware/somewhat informed. Further, weekly rest day resulted to a mean score of 1.74 described as somewhat aware/somewhat informed. As to the employment of women resulted to a mean score of 1.79 described as somewhat aware/somewhat informed. Employment of children had an outcome mean score of 1.71 described as somewhat aware/informed. Safe working conditions had gained a mean score of 1.92 described as somewhat aware/informed. The rights to self-organization and collective bargaining had posed a mean score of 1.86 described as somewhat aware/informed. EC benefits for work-related contingencies had resulted to a mean score of 2.11 described as somewhat aware/informed. The data implied that employees in the Bangsamoro Region were mostly somewhat aware/informed of their Constitutional rights.

Table 4

Summary Table of the Respondents' Level of Awareness on their Labor Rights

LEVEL OF AWARENESS OF THE EMPLOYMENT RIGHTS	Mean	Description
A. LABOR RIGHTS	1.81	Somewhat aware/Informed
B. STATUTORY RIGHTS	1.98	Somewhat Aware/Somewhat Informed
C. CONSTITUTIONAL RIGHTS	1.90	Somewhat Aware/Somewhat Informed
OVERALL	1.89	Somewhat Aware/Somewhat Informed

Legend of the rating scale:

Scale	Range	Descriptive Rating
4	3.50 – 4.00	Fully Aware/Well informed
3	2.50 – 3.49	Aware/Informed
2	1.50 – 2.49	Somewhat Aware/Somewhat Informed
1	1.00 – 1.49	Not Aware All/Not informed

As shown in Table 4, statutory rights had weighted mean 1.98. Further, constitutional rights had a weighted mean of 1.90, and finally labor rights had earned a weighted mean of 1.81 described.

On interview of triangulation method, the following are presented:

Informants No. 1, 2 and 3 “they were aware of their employment rights through information/ orientation coming from the Ministry of Labor and Employment Program on Labor Relations, Human Relations and Productivity cum Labor- Management Coordination”

Problem 2. What is the level of workforce satisfaction on the benefits received in terms of: statutory benefits; company policy given benefits?

Table 5.

Mean distribution on the level of workforce satisfaction on the benefits received according to statutory benefits.

A. STATUTOR Y BENEFITS	Mean	Description
1. 13 th Month Pay received.	2.75	Satisfied
2. Mandatory Incentive Leave	2.46	Fairly Satisfied
3. The retirement plan package	2.21	Fairly Satisfied
4. Medical insurance/assistance	2.42	Fairly Satisfied
5. Minimum wage received	2.43	Fairly Satisfied
TOTAL	2.45	Fairly Satisfied

Legend of the rating scale.

Scale	Range	Descriptive Rating
4	3.50 – 4.00	Highly Satisfied
3	2.50 – 3.49	Satisfied
2	1.50 – 2.49	Fairly Satisfied
1	1.00 – 1.49	Not Satisfied

Table 5 showed the mean distribution on the level of workforce satisfaction on the benefits received according to statutory benefits such that the 13th month pay had received a mean score of 2.75 described as satisfied. Mandatory incentive leave had resulted to a mean score of 2.46 described as fairly satisfied. Retirement plan package received had an outcome of a mean score of 2.21 described as fairly satisfied. Medical insurance/assistance received had resulted to a mean score of 2.42 described as fairly satisfied. Minimum wage received had a mean score of 2.43 described as fairly satisfied.

The data shown above implies that the statutory benefits received by the respondents was in vain since it was fairly satisfied. According to the theory developed by Frederick Herzberg also known as the “Herzberg's motivation-hygiene theory and dual-factor theory” posit that there is unquestionable part in the workplace that rooted job fulfillment while another set of elements sourced in disappointment to the workers which proceed independently to each other. Factors such as motivators, can uplift and cheer up the workers to do his job well or even work harder than before. One of the examples of this factor is giving of rewards to the worker when target or goals were accomplished. Recognition from the supervisors or peers will also drive employees to work even more. Responsibility must be given as a leeway to workers to let them feel that they own their work. Advancement shall also be given to workers to have a chance for self-growth to learn new skills and career promotion for those deserving.

Table 6.

Mean distribution on the level of workforce satisfaction on the benefits received according to company benefits given.

A. Company Policy Given Benefits	Mean	Description
1.Educational Plan	2.09	Fairly Satisfied
2.Life Insurance	1.88	Fairly Satisfied
3.Additional Retirement package	2.13	Fairly Satisfied
4.Disability Insurance	2.30	Fairly Satisfied
5.Additional Medical Insurance/Allowance	2.18	Fairly Satisfied
6.Annual Pay increase	2.20	Fairly Satisfied
7. Career progression	2.29	Fairly Satisfied
OVERALL	2.15	Fairly Satisfied

Legend of the rating scale:

Scale	Range	Descriptive Rating
4	3.50 – 4.00	Highly Satisfied
3	2.50 – 3.49	Satisfied
2	1.50 – 2.49	Fairly Satisfied
1	1.00 – 1.49	Not Satisfied

Table 6 showed mean distribution on the level of workforce satisfaction on the benefits received according to company policy benefits given like educational plan had garnered mean score of 2.09 described as fairly satisfied. Life insurance had a weighted

mean score of 1.88 described as fairly satisfied. Additional retirement package had posed a mean score of 2.13 described as fairly satisfied. Disability insurance had resulted to a mean score of 2.3 described as fairly satisfied. Additional medical insurance/allowance had gathered a mean score of 2.18 described as fairly satisfied. Annual pay increase had collected a mean score of 2.20 described as fairly satisfied. Career progression had a mean score of 2.29 described as fairly satisfied.

It can be inferred from the data above that most of the workers in the Bangsamoro region were not happy for the benefits they had received from the company through its policy and this will lead to low production of the workers as they are not motivated to work. Under the Expectancy theory by Victor Vroom proposed that every action is influenced by an expected outcome. Vroom suggested that a person determines to act in a definite means founded on the anticipated outcome of a selected action. Like for instance, workers are motivated to work even more if they are appreciated with their extra effort and in return a rewarded from the employer shall be given to them. This practice originated from preteens and carry on with all over an adulthood. This theory, has three elements such as expectancy, instrumentality, and valence. The component of expectancy states that the effort of the individual necessitates to the performance of the target objectives. This believe that the individual is drive to do whatever difficult tasks that was founded on his experience and self-confidence. Another factor is the instrumentality in which an individual has the confidence that he will receive the desired outcome of his performance has met the goal. This factor reflects of the individuals' trust that "If I achieve this goal, I will certainly get whatever I want" The expected result maybe in the form of an increase salary, job elevation, recognition, or sense of fulfillment. Company policy shall be clear on the giving or rewards to deserving employees if goals were achieved. Lastly, the factor of valence is distinctive part of the expectancy theory in the sense that, it captures an individual such that he finds a particular result because he believes to himself. This element is linked with the individuals' needs, goals, preferences, values, sources of motivation, and the strength of an individual's preference for a particular outcome. Expectancy theory, when applied to an organization whether that organization is a business or a government will assist the management to realize how workers or public servant in the government are encouraged to pick out alternative action to work even more.

On the interview from the triangulation method, the following are being revealed:

Informant No. 1,4,5 "present job is not satisfying because of the Pandemic- Covid-19, everybody is restricted with our movement and sales are low"

Informant No. 3 and 5 "not so satisfied with the benefits because of the low return of investment by the employer due to the health crisis and the bonuses and other company benefits are also affected".

Problem 3. What is the performance of the Conciliation and Mediation Division of the Ministry of Labor and Employment in terms of: request for assistance received; request for assistance resolved; request for assistance referred; request for assistance terminated and the time line in resolving requested assistance?

Table 7

Percentage mean of the Performance of the Conciliation and Mediation and Functions:

Performance Indicators	Target	Mean	Descriptive Rating
Request for Assistance Received	100	2.68	Satisfactory
Request for Assistance Resolved	30	1.86	Not satisfactory
Request for Assistance Referred	0	4.5	Outstanding
Request for Assistance terminated	0	1.56	Not satisfactory
Timeline in resolving every RFA	30 days	1.5	Not satisfactory

Legend: Performance Rating System of the Conciliation and Mediation Division, MOLE-BARMM.

Outstanding	4.01-5.00
Very satisfactory	3.01-4.00
Satisfactory	2.01-3.00
Not satisfactory	1.00-2.00

As reflected in the Table 7, the Conciliation and Mediation Division of the Ministry of Labor and Employment- BARMM, the request for assistance had a total weighted mean of 2.68 with satisfactory rating with further 1.86 resolved requested assistance described as not satisfactory. The timeline in resolving every RFA is within the mandatory grace period of 30 days as per Ministry Order No. 22, series of 2021 dated August 23,2021. The referred RFA to the MOLE- Arbitration Committee had a total weighted mean of 4.5 described as outstanding. This means that the referred RFAs had exceeded the mandatory grace period of 30-days because parties were not coordinating properly with the Conciliation and Mediation Division and their issues becomes a full-blown actual labor dispute. The terminated RFAs had a total weighted mean of 1.56 which described as not satisfactory because either the requesting parties were not interested or settled with the employer without the knowledge of the Conciliation and Mediation Division.

On the interview of triangulation method, it showed the following:

Informant No. 2,3,4, and 5 “satisfied with the Conciliation and Mediation Division of resolving our RFA, very fast, in accordance with the Labor laws, friendly approach, kind and balance”

Employer Informant No. 2,4 and 5” they resolve the RFA in a speedy, just and inexpensive manner. Mediators are friendly and with legal tone”.

Employer Informant No. 1 and 3 “good thing to refer to the higher authorities like the NLRC because of some issues that cannot be resolved by the CMD. Parties will not be amenable to the agreement”.

Problem 4. Is there a significant relationship between the Performance of Mediation and Conciliation Function of the Ministry of Labor and Employment and the level of awareness on the employment rights; level of satisfaction of the private sector workforce?

Table 8

Significant Relationship between the Performance of Conciliation and Mediation Division of the Ministry of Labor and Employment and the level of awareness and level of satisfaction of the private sector workforce.

	R	Analysis of r Value	p-value	Significance	Decision
A. CMD Performance and Level of Awareness	0.0139	Very Low	0.1060	Not Significant	Accept Ho1
B. CMD Performance and Level of Satisfaction	-0.0122	Very Low	0.1325	Not Significant	Accept Ho1

Legend: Alpha level of significance = 0.05

Table 8 shows analysis of the correlation coefficient between the performance of the Arbitration and Mediation Division and the level of awareness of the labor rights. The result show r-value of (0.0139) which is lesser than the p-value of (0.1060) interpreted as not significant. Hence, the null hypothesis is accepted. level of awareness of the employment rights has a p-value of 0.0139 that has no significant and accepted null hypothesis. While the level of satisfaction of the benefits received has p-value of -.0122 that has no significant and accepted null hypothesis.

The data implied that the Bangsamoro workers were not satisfied in terms of the statutory benefits received and this will lead to demotivation to work. Under the motivation theory developed by Abraham Maslow, postulated that necessities of an individual include those needs which lay out an individual a sense of guarantee and welfare. This guarantee and welfare include personal security in terms of personal risk such as violence and intimidation against his person. Financial stability, that include to meet his wants and needs. All this can be attained by an employee if managers actualize the safety needs of the labor force by provision of a safe and sound working environment, payment of minimum wage as mandated by the labor laws and lastly, security of tenure, which is indispensable to every individual.

On the correlation between the Arbitration and Mediation Division's performance and level of satisfaction private sector's workforce, it obtained the r- value of (-0.0122) which is lesser than the p – value of (-0.1325) interpreted as Not Significant. Hence, the null hypothesis is rejected.

Baylee, (2016), posited that pay has direct effects to worker's job satisfaction. Worker wants to do a very good job, when he feels that it can give higher pay in return. On customers expectation, Bowersox and Cooper (1992) as cited by Garcia (2011) argued that customers have a set of expectations regarding service and on the other hand, firms developed what they feel are acceptable standards of service in addressing the needs of the customers. On the contrary, when the expectations are not met, the level of clients' satisfaction declines.

Summary

The research was aimed to assess the level of awareness of the labor force in the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) as to their employment rights, their satisfaction of the benefits received and performance of the Conciliation and Mediation Division of the Ministry of Labor and Employment. It employed the descriptive-correlational method. Likewise, the researcher utilized the triangulation method to enriched the results and findings of the study. There was a total of one hundred (100) respondents of labor force from the different field of professions of the private establishment within BARMM.

A structured questionnaire was developed for collecting data and information that were distributed personally to the respondents through the permission of the private establishment head. In the analysis and the interpretation of the data retrieved from the respondents, the following statistical tools were used: Frequency, Percentage, Mean, and the Pearson Product Moment Coefficient Correlation.

Findings

From the result of the data gathered, the following findings were revealed:

1. The level of awareness of labor force of the private sector in terms of labor rights found that respondents were somewhat aware/informed. This analysis suggests that the groups of workers were more vulnerable since their level of awareness in terms of their rights at work was very low (M-1.81). This maybe the result of having not unionized since, they were protecting their rights individually and has a fear of losing their job.
2. The level of awareness of labor rights of the private sector workforce in terms of statutory rights implied that the Bangsamoro labor force were somewhat aware of their statutory rights (M-1.98).
3. The level of awareness of employment rights of the private sector workforce according to constitutional rights (M-1.90).
4. The level of workforce satisfaction on the benefits received according to statutory benefits implies that the statutory benefits received by the respondent was in vain since it was Fairly Satisfied (M-2.45).
5. The level of workforce satisfaction on the benefits received according to company policy given is fairly satisfied which implies that most of the workers in the Bangsamoro region were not happy for the benefits they had received and this will lead to low production of the workers as they are not motivated to work (M-2.15).

6. The results show that there is no significant relationship between the performance of Conciliation and Mediation Division of the Ministry of Labor and Employment and the level of awareness (r- value 0.0130 lesser than p value 0.1060). Hence, the null hypothesis is accepted. On the level of satisfaction, the r-value is (0.0122) which is lesser than the p-value of (0.1325). Hence, the null hypothesis is accepted.

Conclusion

The findings revealed that there is no significant relationship between the Performance of Conciliation and Mediation Division Functions of the Ministry of Labor and Employment and the level of awareness of the private workforce on their employment rights and their level of satisfaction in terms of the statutory benefits as well as the company policy given benefits. This concludes that the performance of the Conciliation and Mediation Division of the Ministry of Labor does not affect the overall Ministry's performance. This is because the Conciliation and Mediation Division is just a chunk of the Ministry's performance, and its performance has no bearing with the total Ministry's performance.

Recommendations

With the account of the conclusions stated above, the following recommendations were developed:

1. The Ministry of Labor and Employment needs to intervene programs for the private labor sector for them to be fully aware of their labor rights specifically on the general labor standard so that request for assistance filed in the Conciliation and Mediation Division will not increase.
2. Workers may be provided with adequate protection as to their statutory rights in any forms of employment relations in an economic situation in order to prevent industrial dispute.
3. The Ministry of labor and Employment must strengthen its programs, plans and activities in reaching out the private labor workforce so that their Constitutional rights were safeguarded against abuse of the management prerogatives.
4. The Ministry of Labor and Employment must revisit the private establishment's policy through its visitorial powers as provided under the Labor Code of the Philippines so that the benefits received by these private workers were not fairly satisfied.
5. Efforts may be made by the Ministry of Labor and Employment for the development of more collaborative industrial relations that will bring in making private business establishments in BARMM more competitive, sustainable and stable in a globalized economy.

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