



QUALITY OF NURSING SERVICE IN SOCIAL INSTITUTIONS

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The study was undertaken to determine the quality of service of graduates of Colleges of Nursing in Laoag City in the different social institutions of the community. Specifically, it determined the employment profile of the BSN graduates of Laoag City from 1978 to 1993, the factors related to their performance and job satisfaction in the institution of employment, the relationship between the synthesis of all the significant factors and their performance and job satisfaction.

This study is a descriptive research in the form of normative analytical the correlational survey. The 148 respondents of this study were the BSN graduates of Northwestern University, Northern Christian College, and other schools. Total enumeration was employed. Two sets of questionnaire were used in gathering the data needed in this study. Moreover, frequency expressed in percentage, Pearson Product Moment Correlation Coefficient and the T test were used to analyze and interpret the data gathered. Level of significance was set at .05.

The study found out that nursing students of Northwestern University and Northern Christian College were employed in hospitals, private clinics, schools, business establishments, and religious institutions of Ilocos Norte. Nurses employed in educational institutions had earned more MA units; those in the business institutions who received lower income extend better performance than those with higher income. Meanwhile, nurses in religious institutions had more continuing education units, higher grade point average, and board rating. In health institutions, nurses with higher income tend to be more satisfied than those with lower income. In business institutions, nurses in higher position and with longer years of experience tend to be more satisfied than those with higher income and with less experience.

It was found out that there is a significant relationship among all the combined factors of qualification, appointment, and educational advancement and performance and job satisfaction.

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