

# Profile and Job Satisfaction of Filipino Web Development Workers

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According to Frasken (2001), e-commerce is not a fad and it is here to stay. With all the changes that e-commerce has brought to the workplace, researchers are encouraged to combine information technology and organizational research (Orlikowski and Barley, 2001). This research study was conducted to create a profile of Filipino web development workers and identified their perceived job satisfaction.

Out of 109 individuals who answered the web survey, 73 respondents were included in the sample. The results were as follows:

## PROFILE OF FILIPINO WEB DEVELOPMENT WORKERS

**Age:** 92 % of web development workers in their twenties and early thirties

Age	Frequency (f)	Percent (%)
25-29	32	43.84%
20-24	27	36.99%
30-34	8	10.96%
35-39	3	4.11%
15-19	2	2.74%
45-49	1	1.37%
<b>Total</b>	<b>73</b>	<b>100.00%</b>

**Education:** 89% completed their undergraduate degrees and some even pursued further education through certificate and graduate courses.

Education	Frequency(f)	Percent(%)
Completed college degree	43	58.90%
Completed college degree with added certificate course	17	23.29%
Some college	5	6.85%
Some masters	4	5.48%
Certificate course	1	1.37%

Completed masters degree	1	1.37%
Some high school	1	1.37%
Vocational	1	1.37%
<b>Total</b>	<b>73</b>	<b>100.00%</b>

**Individual Income:** 63% earn between 8,000 – 20,000

Salary	Frequency (f)	Percent (%)
8,000-12,000	15	20.55%
12,001-15,000	15	20.55%
15,001-18,000	8	10.96%
18,001-20,000	8	10.96%
30,001-40,000	7	9.59%
20,001-25,000	6	8.22%
25,001-30,000	5	6.85%
50,001 and above	4	5.48%
40,001-50,000	3	4.11%
30,001-40,0000	1	1.37%
0	1	1.37%
<b>Total</b>	<b>73</b>	<b>100.00%</b>

**Civil Status:** 86 % of Web Development Workers are single

Civil Status	Frequency (f)	Percent (%)
Single	63	86.30%
Married	10	13.70%
<b>Total</b>	<b>73</b>	<b>100.00%</b>

**Years of Work Experience:** The web development workers mostly have gained one to three years work experience (78 %)

Years of work experience	Frequency (f)	Percent (%)
2 years	24	32.88%
1 year	23	31.51%
3 years	10	13.70%
.5 year	4	5.48%
5 years	4	5.48%

4 years	3	4.11%
more than 5 years	3	4.11%
0 year	2	2.74%
<b>Total</b>	<b>73</b>	<b>100.00%</b>

**Nature of business:** mostly employed in local information technology companies (82%) employing less than fifty people.

Nature of Business	Frequency (f)	Percent (%)
Local	60	82.19%
Multinational	13	17.81%
<b>Total</b>	<b>73</b>	<b>100.00%</b>

### JOB SATISFACTION OF FILIPINO WEB DEVELOPMENT WORKERS

**MENTALLY CHALLENGING WORK** - nearly 92% all of the web development workers found their job mentally challenging;

responses	Mentally Challenging Work (f)
<b>Yes</b>	<b>67</b>
design	17
new technologies	16
projects	12
web development	7
clients	6
others	3
programming	3
business	2
autonomy	1
<b>responses</b>	<b>Mentally Challenging Work (f)</b>
<b>No</b>	<b>6</b>
design	2
clients	2
web development	1
job	1
<b>Grand Total</b>	<b>73</b>

### Aspects which Web Development Workers Excelled

Aspect	(f)
web design	29
web development	11
project management	9
management role	8
dealing with clients	5
web programming	5
research & development	4
marketing	1
All	1
<b>Grand Total</b>	<b>73</b>

**EQUITABLE REWARDS** - Only 50% of the selected web development workers found their job equitably rewarding.

Category	no	yes	(f)
Monetary	26	24	50
knowledge/skills acquisition	2	6	8
social & pride related	2	6	8
no answer (n/a & none)	6		6
Unspecified	1		1
<b>Grand Total</b>	<b>37</b>	<b>36</b>	<b>73</b>

Monetary included compensation, incentives, leaves, flexitime, rice subsidies, cellular phones as service units, medical benefits, allowances and profit sharing.

Knowledge and skills acquisition included training

Social and pride-related included self-fulfillment, the feeling of belonging, prestige and personal growth

**SUPPORTIVE WORKING CONDITIONS** - 98% of respondents replied they have supportive working conditions

Aspect	rate			
	low	ave	high	total
Physical	1	15	21	37
Psychological		13	18	31
Everything			3	3
Others		1		1
None		1		1
<b>Grand Total</b>	<b>1</b>	<b>30</b>	<b>42</b>	<b>73</b>

Physical aspects included: location (close to home), good temperature, lighting, low noise, clean and modern facilities, presence of music, relaxed and homey working environment, free parking; cutting edge technologies such as upscale computers, Internet connection, servers and software.

Psychological aspects included: flexible work schedules, friendly co-workers, good camaraderie, openness and peer support whom they can share knowledge and ideas.

- Type Of Environment Web Development Workers Would Be Happiest In  
responses included: casual clothing; comfortable, relaxed, spacious and clean work environment; having high-end computers; unlimited internet connection and cutting-edge technologies; flexible work arrangements; office location closer to where they live; management's support

and understanding what an information technology company is all about; minimum supervision; and a cooperative and dynamic team.

- Changes Web Development Workers want in their current work environment

Category	(f)
Physical working conditions	35
Psychological aspects	20
Nothing	13
Move to another company	3
Increase salaries	2
<b>Total</b>	<b>73</b>

Physical working conditions included bigger, better and cleaner work spaces, and office spaces. Improving their computers and having cutting-edge technologies; Better facilities such as chairs, tables, and even a conference or thinking table; have cubicles to provide privacy and more conducive working environment, homey work space with either a bean bag or a sala (living room) style environment.

Psychological aspects included better team members who can effectively and efficiently deliver results and professionalize systems in their companies, thirteen respondents answered that there is nothing to change in their work environment; three respondents said they would simply move to another company; two respondents said they would want their salaries increased.

**SUPPORTIVE COLLEAGUES** - 93% of respondents replied that they have supportive colleagues.

68 respondents perceived that their colleagues are supportive of them. Psychological support was shown through teamwork, encouragement, sharing helping, learning and appreciating their work and ideas and providing freedom to move, feedback and open communication. Material support was given through resources such as good hardware and software for web development. Two respondents perceived that their colleagues are not supportive of them because of their colleagues' lack of people skills,

not meeting deadlines and greed of not sharing learning and ideas. One respondent wrote both supportive and unsupportive answer because of his overlapping job functions, yet occasionally he is provided training to develop his skills. Two respondents gave no specific answers

Answers	Total
yes	68
no	3
no comment	1
none	1
Grand Total	73

- Description of the atmosphere at work and how web development workers relate with their colleagues:

The descriptions they provided include friendly, nice, casual, supportive, relaxed, yet lively and upbeat, having balance of humor and seriousness. They treat their colleagues with camaraderie like a big family or a "barkada" or clique with open communication and mutual respect. It is interesting to note that there were two respondents who noted that having a flat organization, everyone gets along and they don't feel others have higher positions was preferred. A respondent added that authority is not a product of rank but of respect for their superiors' abilities and credentials. Other descriptions include from the lack of unity among team members, friendship being viewed as a hindrance to a more professional environment; management or superiors lacking the confidence and being somewhat distant. One respondent simply answered being depressed but happy.

**References:**

Frasken, H. (2001, November). Alive and kicking. FTExpats. UK: Financial Times Business, Ltd.

Orlikowski, W.J. & Barley, S.R. (2001, June). Technology & institutions: What can research on IT & research on organizations learn from each other? MIS Quarterly, 2, 145-164

A complete copy of the study will be available at the De La Salle University – Manila Library by before February 2002.

To request a copy, email [cubbie@axti.com](mailto:cubbie@axti.com) or [clalc@mail.dlsu.edu.ph](mailto:clalc@mail.dlsu.edu.ph)

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