

**STRESS INDICATORS AND WORK-RELATED BASIC NEED
SATISFACTION AMONG QUOTA-DRIVEN EMPLOYEES
AT PHILHEALTH REGIONAL OFFICE XI**

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**THESIS SUBMITTED TO THE FACULTY OF THE INSTITUTE
OF GRADUATE AND PROFESSIONAL EDUCATION, DAVAO DEL
SUR STATE COLLEGE, DIGOS CAMPUS, MATTI,
DIGOS CITY IN PARTIAL FULFILLMENT
OF THE REQUIREMENTS FOR
THE DEGREE OF**

**MASTER IN BUSINESS ADMINISTRATION
(Major in Agribusiness Management)**

JUNE 2025

ABSTRACT

YANA, JONALD. Davao del Sur State College (DSSC) – Institute of Graduate and Professional Education, Mati, Digos City. June 2025. **"STRESS INDICATORS AND WORK-RELATED BASIC NEED SATISFACTION AMONG QUOTA-DRIVEN EMPLOYEES AT PHILHEALTH REGIONAL OFFICE XI".** Graduate Thesis.

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This study was conducted in the regional and provincial offices of PhilHealth, within Davao Region specifically those that are subjected to quota-based performance matrix. The respondents were rank and file employees notwithstanding age, family status, sex, monthly income, tenure, and job position. Stratified random sampling was used in this study and data last March 2025 through structured survey questionnaires to figure out the perceived difficulty of stress, perception on stress indicators, Work-Related Basic Need Satisfaction and coping strategies to stress of the respondents. Employees are on their productive age, and are predominantly female with college degree, and married. They agree that they are stressed by organizational behavior but not by pressure from colleagues. Respondents are satisfied with their work-related basic needs, such as autonomy, competence and relatedness needs, and they always applied

positive coping strategies and were found to occasionally practice negative coping strategies to work-related stresses. For more efficient and highly performing employees, stress should be addressed to maintain healthy psychological and mental well-being. This will lead to a much-improved delivery of services and customer relations. Continuing education to develop the well-being of employees and increased knowledge and skills in handling job related stresses and work-related basic needs is recommended.

Keywords: PhilHealth, Davao Region, stress indicators, Work-Related Basic Need Satisfaction, coping strategies to stress

SDG 3: Good Health and Well-Being