WORK ETHICS AND EFFICIENCY OF SOCIAL WELFARE AND DEVELOPMENT OFFICE PERSONNEL IN CAPIZ

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ABSTRACT

Work ethics and efficiency are the essential components that help personnel understand the importance of ethical standards in achieving the goals and quality of services rendered in an organization. This study explored the degree of work ethics and the level of efficiency of the 160 Municipal Social Welfare and Development Office (MSWDO) personnel in Capiz, as well as their correlation. The purpose of this study is to provide data on the P/C/MSWDO on how personnel perceived their work ethics and efficiency in dealing with their tasks and the delivery of their service to the clientele in their respective organization whether they possess the characteristics, skills, and competence that is needed in today's workplace, practically and timely. The sample size was taken from the total population with a margin of error set at 0.03 using the Slovin's formula. This study utilized the quantitative research design, employing the correlational method. A researcher-made questionnaire, frequency count, percentage, mean, t-test, and Pearson r correlation were used to collect and analyze data. The findings showed that the degree of work ethics and level of efficiency were very high. The respondents' age significantly affects their work ethics and efficiency. Likewise, the length of service also affects their efficiency towards work. Finally, the degree of work ethic and level of efficiency were interrelated. It is imperative, therefore, that a higher degree of work ethics of MSWDO personnel can result in higher efficiency. Future researchers are recommended to further the work ethics and efficiency constructs among government agencies.

Keywords: Work Ethics, Efficiency, MSWDO personnel

Introduction

Work ethics emerged as one of the most critical issues facing organizations. In any workplace like the Municipal Social and Welfare Development Office (MSWDO), various elements are frequently taken into account to attain the desired objectives through the attributes displayed by personnel. These are the attitudes, values, and behaviors such as being professional, with integrity, and respect to work and to others like colleagues, stakeholders, and clientele shown concerning work that is considered just and morally upright. The organization is significantly impacted by proactive efforts to ensure that staff provides quality service while being aware of the accepted norms and best practices in the workplace. These qualities have moral advantages and inherent virtues

or abilities that can be strengthen character and capacities (Kapur, 2020).

In Malaysia, work ethics is essential to employee behavior and a significant element in an organization's achievement (Panigrahi & Al- Nashash, 2019).

Furthermore, an organization's personnel should be knowledgeable about their roles and capable of completing tasks with the least amount of supervision, time, effort, and energy while producing high-quality work. This denotes efficiency and is one of the most significant markers of an organization's operation. Sutherland et al. (2018) claimed that the speed at which value is delivered matters most when measuring efficiency. In many contexts, faster delivery reduces the cost of production. Efficiency is also the quantity of inputs and outputs that characterize the best possible results for the organization. Performing a specific task in an organization requires quality products using a small amount of resources and without waste, if possible of the office resources, and dealing with the client's request and needs as soon as possible. Both tasks assigned to every organization's personnel should focus on office and clientele efficiency.

In a study explored in South Africa by Jonck et al. (2017), respondents scored positively in work ethics. Ma'ayan and Carmeli (2016) argued that support from an organization's management creates favorable conditions for learning and helps improve organizations' ethics, performance, and efficiency. Furthermore, Imbrahim et al. (2019) asserted in their study in Yemen that integrating work ethic values into the organization can promote management effectiveness through positive work. Therefore, internalizing ethical work practices will reinforce certain qualities, such as honesty, trust, professionalism, and respect.

Several studies have been conducted on work ethics in the Philippines, like Benedicto and Caelian (2021), which show that it positively influences employee performance, including that of the government. Additionally, work ethic is positively and meaningfully related to employee morale (Miñon, 2017). Technical proficiency and work ethics are correlated (Asio et al., 2019).

Ethical behavior and efficiency in any work organization is crucial for developing and offering goods and services. In a study explored by Asgari (2016) in Iran, work ethics and efficiency significantly correlate. In the Philippines, excellent work ethics result and denote high positive relationships and productivity towards work (Peñaredondo-Untong, 2020).

Both work ethics and efficiency are qualities that employees should possess in a work place. A strong work ethic improves employee morale, giving due importance to their assigned work and pushing employees to work more efficiently.

Being a person directly involved with the Provincial Social Welfare and Development Office, the researcher experienced related issues in enhancing service delivery among institutions. As stated by Vijayakanth et al. (2014), particularly in the 21st century, characterized by intense competition and business dynamism, providing high-quality services to customers is considered an essential strategy for survival and sustainable growth. Thus, the public sector is responsible and accountable for providing efficient and quality services to communities and societies as customers. Personnel need to act and perform their tasks based on the standards in their respective organization.

Likewise, she managed to encounter and experience related issues in delivering the service to the people who need their help. This provides the gap of attaining the organizations primary role which is to serve the people and provide quality work as required by the organization. Therefore, the purpose of this study was to determine the efficiency and work ethics of the Municipal Social Welfare and Development Office staff in the province of Capiz.

Literature Review

Work Ethics. There is no denying that disseminating and effectively implementing ethical principles and moral values is vital, for example, in government offices and social work organizations. Principles of work ethics, including honesty, professionalism, respect, justice, fairness, accountability, transparency, teamwork, etc., govern what employees should do in various organizational situations (Dibaba & Robert, 2020). It is an essential aspect of public service (Svara, 2020) that summarizes the virtue, principles, and consequences surrounding the core of public service duty and guidance offered by standards and morality. Work ethic is not only a set of beliefs and attitudes that reflect work's core values but also resembles a personality structure (Banister, 2017). These

principles and values primarily guide human behavior and, therefore, determine the good performance of employees and the efficiency and effectiveness of organizations.

In his book, Furnham (2021) claimed that work ethics provided restless personal energies with a transcendent sanction and a sense of mission. Behavior and values add life to the desire of every employee to work with quality in aiming to attain the desired mission, vision, and goals of their organization. This helps them realize their worth and their functions in making the organization successful. Also discussed are the importance of ethics when working in social work, the need to respect national values, the trend toward more remarkable professionalism in social work and social work education, and the importance of personal and professional relationship-building among social workers across the globe (Kuilema, 2016 as cited in Healy & Thomas, 2020). These attributes are very significant in every workplace and explain the work ethics of every personnel or member of an organization. In the United States of America, work was vital to creating a full moral personhood- the experiences about work and moral values are tightly tied to employment (Rodgers, 2014).

According to Goetsch and Davis (2022), as cited in Capulso (2023, the word "work ethics" comes from the words "works" and "ethics." Ethics means doing what is morally right. Moral norms are norms that are considered customs, preferences, rules, standards, principles, or character traits (Banks, 2020). Basically, work ethics pertains to being ethical at work. It is a dispositional quality demonstrated by diligently completing tasks in various areas of life. It also refers to values based on hard work and belief in the moral benefits of work and its ability to strengthen character. This includes targeted behavior at work, reliability, initiative, and the pursuit of new skills.

Modern organizations must act intentionally and proactively to achieve desired levels of employee performance, considering the norms and best practices acceptable in their organizations and the countries in which they operate. Adopting work ethics is one of the means to bring about the desired performance in the work setting (Osibanjo et al., 2015). Different attributes should be shown toward work, such as in government offices. Professional employees who handle cases and clients based on their professional knowledge and abilities produce a large number of public services. The goal of managerializing service delivery is allegedly to increase efficiency and effectiveness (Noordegraaf, 2016).

In the study explored by Kapur (2020), work ethics is considered a fundamental aspect that meaningfully contributes to an individual's perception of the meaning and importance of work. Knowledge about work ethics will enable all members of an organization to perform their duties and responsibilities efficiently and achieve desired goals. It will also help people improve their occupation chances and enable them to perform their job obligations in line with their companies' expectations. Therefore, being conscious of your work ethic is of utmost importance. The main areas considered are understanding the meaning and importance of work ethics, how to instill a strong work ethic in employees in a work environment, the aspects of work ethics that leaders value most, and how work ethics improve the organization, such as whether it contributes to culture. Owners and employees are required to adhere to a set of moral standards, beliefs, and obligations known as workplace ethics. This is a set of rules and regulations that all employees in the workplace must follow. Employers practice these ethics to foster both employee-employer and employee-customer relationships. Ethical conduct in the workplace includes following company guidelines, communicating excellently, satisfying responsibilities, accountability, professionalism, and respecting and trusting colleagues. These moral behavior examples ensure the best possible results at work and may be essential to your career advancement. Those in a public institution also manifest these behaviors displayed among personnel in an organization.

Public institutions are established to ensure the common good through civil servants by providing citizens with social services for a better life. Professionalism in the civil service includes the idea that government workers must be instilled with common ideals and receive basic training to perform their jobs professionally. A high degree of professional ethics is encouraged by promoting public service professionalism. Strong working relationships foster teamwork among colleagues and support each employee's personal and professional development. Additionally, building professional connections with colleagues and other professionals outside the office can directly or indirectly increase productivity.

Employees should avoid unethical workplace behaviors like telling a lie. Lying is a trait that is frowned upon both in and out of the office. It can ruin friendships, undermine confidence, and even land people in hot water. Employees lie in a variety of contexts at work, and one lie can set off a chain reaction of lies. Numerous workers deceive their superiors by falsifying their experience or skills. Workers must understand that lying about their employment will eventually land them in hot water and that it is best to quit lying now to avoid losing their jobs. Some workers, though, lie because they are afraid of their bosses. Because companies don't like it when employees interview at other companies, sometimes workers call in sick for their interviews. Human resource departments should foster a more welcoming environment that supports employees as they pursue career advancement or take on new roles and helps them along the way.Codes of conducts are general guidelines and principles of professional behavior that both educate and empower professionals.Codes of conducts are general guidelines and principles of professional behavior that

both educate and empower professionals.

Likewise, codes of conduct are general guidelines for professional conduct to train, educate, and empower professionals. The Code of Conduct facilitates a way for professionals to gain insight into the clear application of ethical ideas in their daily work. It aims to improve excellence in the profession. This increases the professional's awareness of ethical issues and provides information about the professional's moral obligations themselves. In turn, strengthening communication and relationships between organizations and their stakeholders through ethical behaviors such as professionalism, integrity, and respect for work and others has significantly impacted organizations.

Employees believe that their work or career is one of the most important activities of their lives, and they need to give value to this by working with ethics because they are known in society for their work. Sincerity, diligence, and integrity continue to be the cornerstones of success in one's professional life, according to their moral perspectives toward work (Abun et al., 2022). Also, Nicolas (2023) asserted that work ethics are a significant indicator of how well government workers will perform in several aspects, such as integrity, sincerity, respect, professionalism, and public responsiveness. This emphasizes how crucial it is to advance a culture regarding work ethics in government, which can enhance the standard of public service delivery and foster greater public confidence in government institutions.

Having the characteristics of professionalism is not the job or task that a professional performs as guided by the standards in an organization, but it is the way that job or task is completed. Weckert (2015) explained that professionalism is more important than occupation. Furthermore, Joseph (2015) describes some characteristics of good professionalism, as a professional appearance is important and the company's dress code must be met or exceeded. This means that they are confident in their attitude, polite, well-spoken, and calm. Dependability and responsiveness to others in finding the best way to get the job done and a desire to continue their education and become an expert in their career are among the behaviors observed by every worker. Ethical behavior is one of the most essential professional characteristics, especially for doctors, accountants, and lawyers. Maintain your behavior even in difficult situations. Mainly, if a co-worker exhibits aggressive behavior, they should not respond to the same behavior. When they place calls, they consider phone etiquette, identify themselves and the company, listen attentively to the conversations, and take control of the conversation. They maintained a formal and polite tone of communication while using professional writing techniques to keep the letter short and focused on the issue. They can keep their work organized and promptly locate what they are looking for. Last but not least, taking responsibility for their actions is crucial; admitting when they made a mistake, correcting it, and figuring out how to prevent it from occurring again are crucial. They must also quit blaming others in cases where they were the ones who caused the problems and provided the solutions.

Indeed, the Editorial Team (2023) forwarded that demonstrating professionalism is the key to a successful career, for respect and integrity are key attributes of professionalism in the workplace. This implies that everyone who is called a professional should possess honesty, integrity, and respect towards others and work. Employees act on what the employee, co-workers, and other people expect of them.

Kuilema (2016), as cited in Healy and Thomas (2020), described the importance of ethics in work in social welfare, the need to respect national values, the move toward increased emphasis on professionalism, and the importance of personal and professional relationship-building among workers across the globe.

It has already been shown that the effectiveness of public services and the role of government in their implementation directly impact people's quality of life. Particularly important, and often decisive, in the mutual reporting between the government and the community is how officials conduct themselves and their respect for the law and the people in carrying out their duties. Today, in Albanian society, human values, the sense of responsibility to perform work in exchange for compensation, and respect for values are undergoing a major shake-up. The younger generation is exposed to various relationships based on material benefits, but they still benefit in every way, ignoring everything related to "people" and human morality. People often forget about their actions and the quality of their actions (Hallunovi et al., 2014).

Efficiency at work. Efficiency means making the most of the inputs given. The inputs used in an organization are human effort, goods, and services. Increased efficiency is achieved when a society finds a way to produce more output with the same input (Okun, 2015). Employees working efficiently in the workplace are essential to the well-functioning success of an organization. Structured work habits help employees perform their duties and achieve quality work results. Any business can improve workplace productivity by developing and implementing strategies based on a clear understanding of efficiency. This is the most work and tasks that can be finished with the least amount of time and effort. Superior work efficiency leads to increased productivity. Because it can foster success and productivity, organizations frequently encourage staff members to increase their work efficiency (Indeed Editorial Team, 2022). They also mentioned how many workers have assignments with tight due dates and monthly objectives that need to be fulfilled in order to gauge productivity. Maintaining efficiency allows the employee to perform their duties effectively and manage their responsibilities. The study of

Alkaf et al. (2021), found that the organization's operations are becoming increasingly complex, so information and services must constantly be updated. It will encourage a new trend within the organization, especially in increasing its effectiveness and efficiency to impact service performance.

Manzoor (2014) discussed that efficiency has also always been contingent upon the definition of government duties. It was merely about increasing output; later, it was defined by pure commercial principles; finally, the value was added to address citizen expectations as the primary component of public goods and services.

Efficiency is a state in which an organization can obtain the greatest amount of goods and benefits from its limited resources. These resources, specifically those employed by public institutions, are accessible through personnel offices. According to Act no. 502/2001 Coll. Financial Control, efficiency is defined as the maximization of results from actions funded by public resources. This definition also encompasses the concept of achieving the highest quality of completed tasks while minimizing expenditure. In essence, efficiency entails optimizing the utilization of public funds to achieve the desired outcomes with the least possible expenditure, as outlined by Vavrek in 2018.

To become more efficient at work, everyone needs to: 1.) Take a Break - taking a break while working on a task gives everyone's mind a rest and reset; 2.) Set Realistic Goals- goal setting is an efficient way to manage steps and measure progress through good time management; 3.) Stick to Deadlines – write deadlines in the planner to serve as reminders for time management, process structure, and motivation; 4.) Create a Routine – this will assist in establishing the day's objectives and goals as well as the necessary time management techniques, including work obligations and self-care time; 5.) Create a relaxing work environment – choose one that increases motivation and efficiency; 6.) Ask for Feedback – Seek ongoing input and reviews that can provide insight into improvements that will help develop new strategies that lead to positive outcomes; and 7.) Celebrate one's Successes – Celebrating your successes at work increases your confidence and motivates you to take on more challenging tasks (Indeed Editorial Team, 2022). A positive outlook towards work will help attain an organization's target goals. These provide opportunities for workers to share their ideas and expertise in fulfilling the assigned tasks, aiming for quality results, and will help them identify their needs or weaknesses that shall be given attention to improve their day-to-day working habits and activities. According to Sempebwa (2013), creating a project work schedule entails providing the start and end dates of all activities, deliverables, and milestones in order to assist an organization in completing its assigned tasks.

Moreover, Hall (2022) claims that by establishing and adhering to a deadline, assignments can be monitored and finished individually, receiving the focused attention they need. This keeps there from being a backlog of work. By establishing timelines, personnel may also spot possible problems and address them before they affect your project.

For decades, the public sector has striven to introduce innovations to improve public organizations' efficiency, effectiveness, responsiveness, and creativity (Choi & Chandler, 2020). The use of information technology has significantly improved productivity and efficiency across a range of fields, including the workplace. Human resources are an essential element within an organization. It plays a key role in driving the company's success and expansion, promoting effective performance management, and enabling work flexibility, which greatly influences the fast, accurate, and quality services provided to the organization and its clientele (Diawati et al., (2023).

According to Smith (2020), listening to someone else can have a huge positive impact on an organization. Many research participants reported feeling free and trusted just by being acknowledged and asked how they were doing. Governments need to make listening a daily routine. It should be applied consistently to learn from and modify services to meet ever-changing needs rather than sporadically for accountability or blame. Allowing them the freedom and room to work with the people they know in the ways that best suit them—such as engaging in active, deep listening, which is inexpensive and can yield insights that change how support and services are planned for the individuals—is essential.

Also, Carvalho (2016) supports the claim that a democratic "fix" for the governance of environmental, scientific, or technical challenges has frequently been described as public participation with the potential for including citizen opinions in policy processes that would result in the much desired following the transparency, inclusiveness, and openness from everyday work and institutional practice.

Ngwenya and Aigbavboa (2017) highly recommended that organizations implement this practice effectively and efficiently to improve productivity and employee performance. This ensures that competitive advantage is achieved and maintained throughout in the organization. Additionally, the study found that happy, contented, and satisfied employees perform their work better and find it more accessible for management to guide and motivate employees to achieve company goals, showing their work commitment and dedication. This research adds to the corpus of knowledge, and it is therefore imperative that increasing labor productivity through efficient organization practices and culture are still very significant in a workplace.

Method

This study utilized the descriptive-correlational design in treating the quantitative data. The identified one hundred sixty(160) out of one hundred eighty seven (187) Municipal Social Welfare and Development Office Personnel in Capiz participated in the study whom mostly were female consisting of (129 or 80.6 %) , belonging to age below 31-60 years old, which makes up ninety-three (93 or 58.1 %) of the total respondents. Data also revealed that one-hundred forty-one (141 or 88.%) of which have a bachelor's degree as their highest educational attainment, eighty-six (86 or 53.8%) have been in the service for five (5) years and below, and eighty-nine (89) or 55.6 % in casual/Job Order/Contract of Service employment status as guaranteed by the data. The sample size was taken from the total population with a margin of error set at 0.03 using the Slovin's formula. Since the number of MSWDO personnel differed per municipality, this study used proportional sampling. The MSWDO with more personnel had more samples. Accordingly, respondents were allocated through the proportional formula (Bourley, 1929, as cited in Achonu et al. (2019). For the quantitative data required by the study, a questionnaire created by the researcher served as the main research instrument. Three (3) parts made up the research instrument. Part I gathered information on the demographic profile of the respondents in terms of their age, sex, highest educational attainment, length of service, and employment status. Part II gathered responses about the work ethics of Municipal Social Welfare and Development Office personnel in terms of professionalism, integrity, and respect for the work and fellow teammates. Part III dealt with efficiency in terms of office-centered tasks and client-centered tasks. A researcher-made questionnaire, frequency count, percentage, mean, t-test, and Pearson r correlation were used to collect and analyze data. The questionnaire was clustered into two (2) dependent variables, three (3) components for work ethics with thirty-three (33) statements, and two (2) components for efficiency having twenty-five (25) statements. The response category had one (1) as very low/absent, two (2) as low, three (3) as average, four (4) as high, and five (5) as very high to measure the degree of work ethics and level of efficiency. The questionnaire was subjected to content validation. The panel of experts rated each item of the questionnaire according to its relevance to the variable being studied. Further, suggestions, comments, and recommendations given by the panel of experts were noted and considered to ensure the validity of the questionnaire.The questionnaire was pilot tested to test its reliability. It was administered to thirty (30) City Social Welfare and Development Office personnel who were not participants in the survey. Data from the pilot test were tabulated, and the reliability coefficient will be computed using Cronbach Alpha. Results of the pilot test (.966) were computed using Cronbach Alpha, and the reliability coefficient of (not lower than .80 and not more than 1) is considered reliable.

Results and Discussion

Results on the degree of work ethics MSWDO personnel in the province of Capiz had a grand mean of 4.35 with the verbal interpretation of "very high," as shown in Table 1.

Table 1. Degree of work ethics of social welfare personnel as a whole

Indicators	Mean	Verbal Interpretation
Professionalism	4.50	Very High
Integrity	4.34	Very High
Respect for the work and fellow teammates	4.23	Very High
Grand Mean	**4.35**	**Very High**

The data in Table 1 indicates that, when all 160 respondents were considered, the provincial personnel of the MSWDO in Capiz province had a mean work ethics score of 4.35, which was interpreted as "very high."."

The degree of professionalism and integrity in terms of work ethics was found to have a mean score of 4.50, with the verbal interpretation of "very high" being the highest among integrity and respect for one's coworkers, with mean scores of 4.34 and 4.23, respectively.

The findings suggest that the staff members of the MSWDO consistently demonstrate excellent work ethics and behave well in relation to them. This is explained by the fact that the professional ethics code requires adherence to professionalism, integrity, and respect for one's coworkers and the work product. It follows that worker who have high work ethics conduct themselves as professionals at all times. Considering the significance of the organization, employees demonstrated the appropriate values and work conduct, as well as the resources and strategic guidance to assist in realizing the purpose and goals of the organization.

In this study, professionalism has the highest result, as backed up by the data showing that personnel in the organization possessed and demonstrated professional conduct, having skills that ultimately influenced the

work and their relationship with those with whom they worked. They served and have a wide perspective of continuing their knowledge and experiences within their beliefs and values.

Employees of MSWDO implemented moral and ethical principles into their work practice both within the organization and in the office. Along with being conscious of the standards of behavior, they also follow morally righteous conduct standards when carrying out their main tasks, obligations, and responsibilities.

Professionalism has the highest result compared to integrity and respect for works and others as the personnel are guided by their conduct, aims, or qualities that characterize or mark them as professionals. These comply with behavior standards that apply to a specific role or position. This sums up all other behaviors and characteristics of the personnel to do what is right because they are labeled as professionals. As explained by Indeed Editorial Team (2023), demonstrating professionalism is the key to a successful career; respect and integrity are key attributes of professionalism in the workplace. This implies that everyone who is called a professional should possess honesty, integrity, and respect towards others and work. Employees act on what their co-employees, co-workers, and other people expect of them.

This study further affirms the examination of Abun et al. (2022), who discovered that employees trust that their work or career is one of the most important activities of their lives. They need to give value to this by working with ethics because they are known in society for the work they do. They concur that sincerity, diligence, and integrity continue to be the most important factors in achieving success in one's professional life based on their moral attitudes toward work.

Level of Efficiency of Municipal Social Welfare and Development Office personnel

As indicated in Table 2, the efficiency of social welfare workers in the province of Capiz was found to have a grand mean of 4.26, verbally interpreted as "very high."

Table 2. Level of efficiency of Municipal Social Welfare and Development Office personnel as a whole.

Indicators	Mean	Verbal Interpretation
Client – Centered Tasks	4.37	Very High
Office - Centered Tasks	4.14	High
Grand Mean	**4.26**	**Very High**

The data in Table 2 indicates that, when all 160 respondents were considered, the provincial personnel of the Municipal Social Welfare and Development Office in Capiz province had an efficiency level that was verbally interpreted as "very high," with a grand mean of 4.26. According to the results, office-centered tasks had a mean score of 4.14 with a verbal interpretation of "high," whereas client-centered tasks had a mean score of 4.37 with a verbal interpretation of "very high."

The results imply that the MSWDO personnel in the province of Capiz know their functions and tasks assigned to them as mandated by the organization's mission, vision, and goals, which is to serve the people and clients under their care. As required by law, they also understand that they must create, manage, and carry out extensive plans, initiatives, and programs to enhance living circumstances and empower marginalized women, children, and the elderly as well as individuals with disabilities, at-risk or struggling families, and communities in need of assistance.

The finding stated is supported by Administrative Order No. 16 series of 2011, which provides the guidelines related to Social Welfare and Development Programs that served as the basis for implementing all the programs under this department. The organisation's operations are becoming increasingly complex, so that information and software must always be updated. It will encourage paradigm shifts within the organisation, especially in increasing its effectiveness and efficiency to impact service performance

These findings are also supported by the study of Alkaf et al., ((2021), who found out that the organization's operations are becoming increasingly complex, so information and services must always be updated. It will encourage a new trend within the organization, especially in increasing its effectiveness and efficiency to impact service performance.

Differences in the Degree of Work Ethics of Municipal Social Welfare and Development Office personnel and selected Variables

The socio-demographic profile of the respondents is presented in Table 4 to aid in the analysis of the

degree of work ethics and level of efficiency of Municipal Social Welfare and Development Office personnel in the province of Capiz when they were grouped according to sex, age, highest educational attainment, length of service, and employment status.

Results show that most of the respondents of the present study were females consisting of one hundred twenty-nine (129) or 80.6 percent, belonging to age below 31-60 years old, which makes up ninety-three (93) or 58.1 percent of the total respondents. Data also revealed that one-hundred forty-one (141) or 88.1 percent of which have a bachelor's degree as their highest educational attainment, eighty-six (86) or 53.8 percent have been in the service for five (5) years and below, and eighty-nine (89) or 55.6 percent in casual/Job Order/Contract of Service employment status as guaranteed by the data.

Table 3. Socio-demographic profile of the respondents.

Demographic Profile	Frequency	Percent (%)
Age		
30 years old and below	58	36.3
31-60 years old	93	58.1
61 years old and above	9	5.6
Total	**160**	**100.0%**
Sex		
Male	31	19.4
Female	129	80.6
Total	**160**	**100.0%**
Highest Educational Attainment		
High school Graduate	17	10.6
Bachelor's Degree Graduate	141	88.1
Master's Degree Graduate	2	1.3
Doctorate Degree Graduate	0	0
Total	**160**	**100.0%**
Length of Service		
5 years and below	86	53.8
6 years and above	74	46.3
Total	**160**	**100.0%**
Employment Status		
Casual/Job Order/Contract of Service	89	55.6
Regular Permanent/plantilla	70	43.8
Coterminous	1	.6
Total	**160**	**100.0%**

Table 4 presents the significant values, t/F values, and corresponding probability of the respondents' differences in work ethics and their sociodemographic profile, including sex, age, highest educational attainment, length of service, and employment status.

Table 4. Differences in the degree of work ethics of Municipal Social Welfare and Development Office personnel and selected variables.

Socio-demographic Profile	f/t-Value	Significant Value	Probability
Age	4.601	0.011	s
Sex	-1.824	0.070	n.s.
Highest Educational Attainment	1.359	0.260	n.s.
Length of Service	0.661	0.510	n.s.
Employment Status	1.649	0.196	n.s.

Legend: p-value > 0.05 = not significant (ns); p-value < 0.05 =significant (s)

When Municipal Social Welfare and Development Office staff members were categorized by age, Table

4's results showed a significant difference in their degree of work ethics. However, when MSWDO employees were sorted by sex, highest level of education attained, length of service, and employment status, there were no appreciable differences in their level of work ethics. As a result, the null hypothesis—which asserts that there is no discernible variation in the level of work ethics among employees of the Municipal Social Welfare and Development Office based on factors such as sex, highest educational level attained, length of service, and employment status—is accepted in terms of employment status but rejected in terms of age.

Differences in the Level of efficiency of the Municipal Social Welfare and Development Office and selected Variables

The distribution of different socio-demographic profiles of the respondents in the level of efficiency of MSWDO personnel with their significant values, t/F values, and corresponding probability is shown in Table 6.

Table 5. Differences in the level of efficiency of MSWDO personnel and selected variables.

Socio-demographic Profile	f/t-Value	Significant Value	Probability
Age	5.182	0.007	s.
Sex	-0.850	0.397	n.s.
Highest Educational Attainment	0.315	0.730	n.s.
Length of Service	2.405	0.017	s.
Employment Status	1.312	0.272	n.s.

When MSWDO employees were categorized based on their age and length of service, as the table illustrates, there are significant differences in their efficiency levels. On the other hand, when MSWDO employees were categorized based on their employment status, highest educational level attained, and sex, there were no appreciable differences in their performance. The null hypothesis, then, is accepted in terms of age and length of service but rejected in terms of sex, highest educational attainment, and employment status, indicating that there is no significant difference in the level of motivation of MSWDO personnel.

Relationship between Degree of Work Ethics and Level of Efficiency of Municipal Social Welfare and Development Office Personnel and selected Variables

Table 6 displays the findings regarding the correlation between the work ethics and productivity of MSWDO employees in the province of Capiz.

Table 6. Relationship between degree of work ethics and level of efficiency of Municipal Social Welfare and Development Office personnel.

Indicators	N	Pearson-r	Significance Value	Probability
Work Ethics **Efficiency**	160	0.656	0.000	s.

The table indicates a noteworthy correlation between the MSWDO personnel's efficiency and their level of work ethics. A significant value of 0.000 was found for Pearson's r value of 0.656, which was less than 0.05 alpha. The null hypothesis, which claims that there is no meaningful correlation between the level of efficiency of MSWDO employees and their degree of work ethics, is rejected in light of the calculated values. The results imply that work ethics is related to efficiency. A higher degree of work ethics of MSWDO personnel can result to a higher level of efficiency. Ultimately, a low degree of work ethics of MSWDO personnel can result in lower efficiency.

This result is supported by the findings of Bonifacio (2023), who explained that workers with strong work ethics are committed to meeting deadlines and delivering excellent work; they are organized, concentrated, and focused. They constantly aim for perfection and take pride in their work. Their commitment and self-control

boost output and efficiency, guaranteeing that assignments and projects are finished successfully and on schedule.

A strong work ethic influences a positive workplace culture. Strong work ethics set an example for others and promote a committed and professional work environment. As a result, co-workers inspire and motivate one another to achieve in a positive and encouraging work environment.

Workers with a strong work ethic regularly turn out high-quality work. They strive for perfection, are meticulous, and take pride in their work. Their efforts are a testament to their passion and hard work in producing the greatest outcomes.

Being ethical is essential to having a strong work ethic. Strong work ethics are characterized by adherence to moral principles and relationships with stakeholders, clients, and co-workers characterized by honesty, integrity, and respect. They adhere to the greatest standards of professionalism, preserve confidentiality, and make moral decisions.

Positivity spreads easily and fosters a happy work atmosphere. Workers with a high work ethic approach their assignments and obstacles enthusiastically and optimistically. They have an optimistic outlook, stay focused on finding solutions, and serve as excellent role models for others.

A strong work ethic is characterized by responsibility. Workers accept responsibility for their work, adhere to deadlines, and perform as expected. They are dependable team players who take responsibility for their actions and consistently produce outcomes.

Another crucial component of a strong work ethic is punctuality and deadline respect. Employees with strong work ethics recognize the value of time and the necessity of keeping promises. They set priorities for their work, use time management techniques effectively, and finish assignments on schedule.

A strong work ethic is characterized by going above and beyond the call of duty. Strong work ethics are exhibited by employees who constantly aim to go above and beyond. To produce extraordinary results, they aggressively seek methods to streamline procedures, make creative suggestions, and accept more responsibility.

Conclusion and Implications

Based on the findings of the study, the following conclusions were drawn: The Municipal Social Welfare and Development Office personnel exhibit excellent work ethics, which entails substantial professionalism, integrity, and respect for the work and fellow teammates. The Municipal Social Welfare and Development Office personnel in the province of Capiz outstandingly exhibit efficiency in performing their tasks in their respective offices and delivering services to their clientele. The age of the Municipal Social Welfare and Development Office personnel significantly affects the degree of work ethics. On the other hand, their sex, highest educational attainment, length of service, and employment status do not directly affect their work ethics. The sex, highest educational attainment, and employment status of the MSWDO personnel have insignificant effects on their level of efficiency. In contrast, their age and length of service were noted to have an effect on their efficiency level. The degree of work ethics of the Municipal Social and Development Office personnel in terms of professionalism, integrity, and respect for the work and fellow teammates and the level of efficiency in terms of client-centered tasks and office-centered tasks are significantly interrelated.

Based on the findings and conclusions drawn from the study, the following recommendations are suggested: Through the Municipal Social and Development Office, the Local Government Unit has to sustain the programs conducted, which resulted in high work ethics as displayed by the personnel in the organization. They need to consider the personnel's work ethics to greatly impact attaining the organization's goals. Likewise, though the findings related to work ethics were very high, MSWDO officers/heads may conduct training to enhance the areas that negatively impacted the group and must be given attention like those of showing lies through professional engagement focusing on behavior and values modification of the personnel. Thus, training that will talk about Republic Act 6713, the Code of Conduct and Ethical Standards for Government Officials and Employees, will be emphasized. Also, it is recommended that the Human Resource and Development, which the MSWDO in Capiz, will spend all its attention on the demands and current situations of the firm, especially when dealing with the day-to-day work, showing professionalism, integrity, and respect to one another. Programs, projects, and activities implemented by the organization that enhance the efficiency of personnel may be sustained. It is also recommended that the Local Government Unit heads oversee the implementation of the different Municipal Social and Development Office programs. Likewise, the Provincial Social Welfare and Development Office (PSWDO) at the provincial level and DSWD at the national level can provide technical assistance and can augment funds to address the gaps and needs of the MSWDOs for the sustainability of the programs that benefit the organization and the clientele, especially to the less fortunate and marginalized individuals/families in the province of Capiz. It is recommended that performance development and enhancement activities may be strictly implemented in the organization to review the performance of the personnel. This can also be done through training, workshops, and other forms of organizational engagement. Resource speakers like those with a lot of

work experience may be invited to share ideas and experiences focusing on positive work ethics and efficient attitudes to inspire other members. The MSWDO may develop or fortify its policies and procedures which will easily address demands of the personnel and clientele. The organization may consider that work ethics and efficiency displayed by the personnel are imperative in the success of attaining the organizations' goals, resulting in quality services to its clientele. Thus, a clientele satisfaction survey form/ evaluation form may be provided to every person who transacts in the office, and the result will be religiously interpreted, and the personnel will be notified so that they will be aware on what they need to improve, enhance, and to sustain in the delivery of their services. The MSWDO, through its office head, may welcome suggestions and changes and adapt new trend in the delivery of the services. Thus, regular sessions or meetings will be conducted to discuss things and gather feedback from the personnel that will result in quality services. Recognizing the worth of every personnel based on their behavior, work ethics, and efficiency are a great help to boost their morale, resulting in a positive atmosphere in the workplace. It is also suggested that, like other government offices, personnel's work, worth, and role must be recognized through a program by giving incentives, tokens, certificates, or any related means to recognize, encourage, and motivate personnel to work well on their assigned tasks that will help contribute to the success of the organization which will also help of promoting camaraderie, innovative ideas, exemplary attitude, and behavior. Because the organization has a positive attitude towards work where work ethics is significantly related to efficiency, responsible human resources will be emphasized in all the organization's undertaking by adhering to the highest standards and quality measurements, investing more in professional encounters to sustain and strengthen the culture of the organization, improving the workload of internal work processes and the review of both quality-related issues, service responsiveness, and employee dissatisfaction need to be resolved. Provide motivation and share experiences of other similar organizations. Public service organizations need to establish appropriate and realistic standards of accountability. Additionally, employees need to be more consciously assessed for satisfaction to address any lack of belonging to the organization immediately. Organizations must also pay close attention to the consistency of rules, regulations, procedures, and other integration issues. The findings of this study are further advised to be used as the foundation for additional research in other government agencies in order to confirm, corroborate, or refute the results.

Acknowledgment

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