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Socio-Demographic Profile and Job Performance of Community Environment and Natural Resources Office-Valencia City Personnel

Leizel O. Eco

Valencia Colleges Incorporated, PHILIPPINES

ABSTRACT

The study examined the relationship between the socio-demographic profile and job performance of DENR-CENRO Valencia City personnel in the Philippines. The research utilized a quantitative approach, employing descriptive statistics and regression analysis. The results show that the majority of respondents are male (60%), aged 51-65 years old (42%), college graduates (78%), and have 1-10 years of service (70%). They are predominantly in the lower salary grade ranges of 1-10 (58%) and 11-16 (38%). In terms of job performance, the personnel scored highest in areas like wearing proper uniforms, moral character, and punctuality. However, they scored lower in demonstrating extensive knowledge, troubleshooting, and going above and beyond normal duties. The analysis reveals that gender, age, and civil status do not have a significant relationship with job performance. Educational attainment has a moderate positive correlation but is not statistically significant. Interestingly, years of service have a weak negative correlation with job performance, suggesting that longer tenure may not necessarily translate to better performance. Position, as indicated by salary grade, also does not show a significant relationship with job performance. These findings provide insights for DENR-CENRO Valencia City to develop strategies that can enhance the job performance of its personnel, regardless of their socio-demographic profile. Recommendations include implementing targeted training, fostering a positive work environment, and exploring performance-based incentive systems.

Keywords: Socio-demographic profile, Job Performance and Government Personnel

Introduction

The socio-demographic profile of government personnel, including factors such as gender, age, education, experience, civil status, and position, plays a significant role in their job performance and satisfaction. Several studies have highlighted the importance of these factors in the public sector, emphasizing the need for understanding their influence on job performance. For instance, a survey by Shafril and Uli (2014) focused on participation and job performance in the Malaysian Public Service Department, while another study examined the impact of workplace environment on employee task performance. Furthermore, a study by Saha, K, et al. (2021) used social media data to assess job satisfaction at the population level, emphasizing the impact of demographic differences on people's perceptions of job satisfaction.

Despite the extensive research on this topic, more needs to be done to understand how these socio-demographic factors specifically influence the job performance of government personnel. While some studies have explored the influence of these factors in the private sector, there is a need for more focused research on government personnel, as they often interact more with the public, making their performance crucial to public service delivery. This research sought to fill this gap by examining socio-demographic factors' influence on government personnel's job performance, providing valuable insights for government agencies to improve their personnel performance and enhance public service delivery.

Conceptual Framework

This study was anchored on the study of Arief Tukiman Hendrawijaya (2019), which states that every organization should be concerned with managing demographic factors at work since their dynamism, attitude toward work, and movement are essential in organization management. The productivity and effectiveness, as well as the general well-being of the personnel, can be challenging owing to demographic failures. For an organization to thrive, its workforce must be effectively managed and employed. Managers should pay attention to the importance of personnel demographics in running their organizations; they must follow through to achieve the best results. One indicator of personnel performance is the biographical information that each personnel possesses.

The conceptual framework of this study emphasizes the importance of demographic factors in shaping job performance and personnel's well-being. By examining the socio-demographic profile of employees, the study aims to provide insights into how demographic characteristics influence job performance and how organizations can effectively manage their workforce to achieve better results.
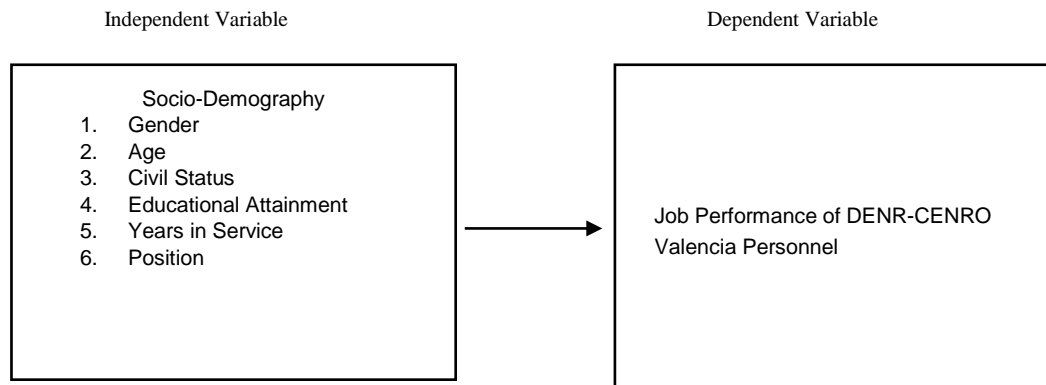
Independent Variable   Dependent Variable

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┌─────────────────────────────┐         ┌─────────────────────────────┐
│       Socio-Demography      │         │                             │
│   1.  Gender                │         │                             │
│   2.  Age                   │         │                             │
│   3.  Civil Status          │────────▶│  Job Performance of DENR-CENRO │
│   4.  Educational Attainment│         │  Valencia Personnel         │
│   5.  Years in Service      │         │                             │
│   6.  Position              │         │                             │
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Figure 1. Shows the schematic diagram of the study showing the   interrelationship of the independent and dependent variables.

Delimitation of the Study

This study was delimited to the DENR-CENRO Valencia City, regular personnel for CY 2023. It focused on the effect of socio-demographic profile, specifically gender, age, civil status, educational attainment, years in service, and position, on job performance.

This is how the following terms are to be understood:

Socio-Demographic Profile- refers to the combination of social and demographic factors that define a population or a group of people. These factors include characteristics such as age, gender, ethnicity, education level, position, civil status, employment status, and more.

Job Performance consists of task performance and contextual performance, with task performance describing the personnel's core job responsibilities and contextual performance going beyond formal job requirements. Performance measures include the quality, quantity, and efficiency of work, and improving personnel performance is an ongoing process that involves measurement, evaluation, and planning.

Review of Related Literature

The literature review focuses on assessing a comprehensive range of criteria that govern socio-demographic factors and the performance of DENR-CENRO Valencia City personnel. The role of socio-demographic factors in the public sector is examined, including economic, social, and educational factors.

A study by Aghion and Dolado (2014) found that socio-demographic factors impact the public sector, while López Subires et al. (2019) investigated the relationship between socio-demographic factors and financial sustainability of public services in regional and local governments.

The impact of socio-demographic status on job performance is also explored. Maestas and McDermott (2017) found that diversity in gender, race, and ethnicity can positively affect organizational performance, particularly in terms of innovation and creativity.

The International Growth Center (2017) emphasized that job performance is crucial for government employees, as it directly impacts the efficiency and effectiveness of public services. High job performance ensures that government operations run smoothly, which is essential for maintaining public trust and achieving policy goals.

The relationship between gender and performance in the public sector has been extensively studied. Uli (2014) found that gender does not significantly impact job performance among government employees, while Vigonte (2023) reported that male employees tend to outperform their female counterparts, attributing this difference to societal and cultural factors.

Previous studies have shown mixed results regarding the impact of gender on job satisfaction. Some studies found no significant association between gender and job satisfaction, while others found that women's job satisfaction is associated with factors such as salary increments based on seniority, timely payment, and internal recruitment for senior positions.

Research on the impact of age on job performance among government employees has also been conducted. Fang et al. (2022) found that older employees exhibit higher job performance due to their extensive work experience and accumulated knowledge. However, Alonzo and Raquel (2021) found a negative correlation between age and job performance, suggesting that younger employees may be more adaptable and open to learning new skills required for their roles.

A study by Baguma et al. (2022) found significant positive relationships between age and job involvement and between job involvement and job satisfaction. However, the relationships between age and job satisfaction and between age and job performance were found to be non-significant.

Regarding job satisfaction, the 2022 Federal Employee Job Satisfaction Report indicates that public sector personnel exhibit a high level of job satisfaction, partly due to a high degree of personal accomplishment. However, job satisfaction can vary across different age groups.

Research on the impact of civil status on job satisfaction and job performance has also been conducted. Kalfa & Tufan (2016) found that married personnel had higher job satisfaction levels than single personnel, while Hsiao (2023) found mixed results, suggesting that married parents may experience more significant work-family conflict than those who are single or without parental responsibilities.

Several researchers have explored the impact of marital status on job performance. Al-Sharabi et al. (2021) suggested that married employees have higher job performance due to increased stability and responsibility. However, Peerapatait (2020) reported no significant difference in job performance between married and unmarried government employees.

The International Labour Organization (ILO), 2020 suggests that civil status can influence a person's job, with single people more likely to be personnel than married people. The data also suggest that marriage pushes men to strive for career advancement, while it often has the opposite effect on women's careers.

Educational attainment has been identified as a significant factor influencing job performance. A study in the IZA Journal of Labor Economics found that educational credentials have a more substantial effect on productivity than wages, suggesting that higher education can lead to increased productivity in the workplace.

The relationship between length of service and job performance is also explored. A study conducted in the municipality of Catubig in the Philippines suggested that the length of service could be a contributory factor influencing the level of job performance and job satisfaction. The study implied that the longer the work experience, the better the performance would be expected from the personnel and the more satisfied they are with their jobs.

Finally, the relationship between position and job performance is influenced by various factors, including job satisfaction, socioeconomic status, stress levels, and the implementation of performance-based incentives. Providing incentives and benefits is used to enhance productivity and performance among government workers directly.

Research Methodology

The methodology of this study involves a quantitative research approach to examine the relationship between socio-demographic profiles and job performance of personnel at the Community Environment and Natural Resources Office (CENRO) in Valencia City, Bukidnon.

The study utilized a descriptive research design, employing descriptive statistics such as frequency, percentage, mean, and standard deviation to describe the general data. Regression analysis was also used to examine the relationship between socio-demographic variables and job performance.

The research instrument was a researcher-made questionnaire validated by three experts in the field. The questionnaire consisted of two parts: the first part collected socio-demographic information, and the second part used a 5-point Likert Scale to assess job performance.

The questionnaire was administered personally to the identified respondents, and the data was analyzed using statistical tools such as frequency, percentage, mean, and standard deviation. Regression analysis was used to examine the relationship between socio-demographic factors and job performance.

The study selected 50 regular personnel from CENRO Valencia City as respondents, excluding the CENR Officer, Deputy CENR Officer, and the researcher. The respondents were diverse in terms of sociodemographic profiles and job functions.

The research locale was the CENRO Valencia City office, which is responsible for the conservation, management, and development of natural resources within its jurisdiction. The office is located in Valencia City, Bukidnon, and has a total of 88 personnel in CY 2024.

The organizational structure of CENRO Valencia City includes the Planning and Support Unit, the Pangantucan Sub-Office, and three technical sections: Enforcement and Monitoring, Regulation and Permitting, and Conservation and Development.

The study followed the Data Privacy Act of 2012 to protect the confidentiality of the respondents' information and ensured that the respondents were informed of the main purpose of the study, research procedures, and their rights throughout the research study.

Findings

The findings indicate that gender and civil status did not have a statistically significant relationship with job performance among DENR-CENRO Valencia City personnel. However, age and years in service showed significant negative correlations with job performance, suggesting that older age and longer tenure were associated with lower job performance levels. Educational attainment and position did not exhibit statistically significant relationships with job performance, contrasting with some previous studies that highlighted the importance of education and job level for productivity. Overall, the study rejected the null hypothesis, concluding that certain socio-demographic factors, particularly age and years of service, had a significant impact on job performance within this government agency.

Gender

Table 1 presents the profile of respondents based on gender

Sex	f	%
Male	30	60.0
Female	20	40.0
Total	50	100.0

As shown in table 1, among the 50 respondents, 60% were male (f = 30), while 40% were female (f = 20). This distribution indicates a slight majority of male respondents compared to female respondents. Understanding the gender composition of respondents is essential for ensuring diversity and representativeness in research samples. Gender is another sociodemographic characteristic that has been studied extensively in relation to job performance. The impact of gender on job performance can vary depending on the specific job and the cultural context of the workplace. Some studies suggest that there may be no significant differences in the core job performances between genders, although societal roles and expectations can influence the types of roles men and women occupy and their performance in those roles, Shafril et al. (2014).

Table 2 shows the respondents' profile, providing insights into the age distribution among participants. This analysis serves as a foundational understanding of how various age groups contribute to the overarching dynamics of job performance within the context of socio-demographic factors.

Age

Table 2

Profile of the respondents in terms of age.

Age	f	%
21 – 30 Years Old	3	6.0
31 – 40 Years Old	12	24.0
41 – 50 Years Old	14	28.0
51 – 65 Years Old	21	42.0
Total	50	100

As shown in table2, the profile of respondents categorized by age groups. Among the total of 50 respondents, the distribution across age groups is as follows: 6.0% (f = 3) are aged between 21 and 30 years old, 24.0% (f = 12) fall within the 31 to 40 years old category, 28.0% (f = 14) are aged between 41 and 50 years old, and 42.0% (f = 21) are in the 51 to 65 years old range. This distribution indicates a relatively balanced representation across the age spectrum, with the largest proportion of respondents falling within the 51 to 65 years old category. The study of Amegayibor (2021) states that age is a critical factor in job performance. Various studies suggest that age influences job performance differently across different career stages. Younger employees may bring more innovation and adaptability, whereas older employees often bring more experience and stability. For instance, a study found that age differences could impact work performance, with older employees potentially having more knowledge and experience that contribute positively to their job roles.

Civil Status

Table 3 shows the civil status of the respondents to provide an insight on the socio-demographic factor that relates to job performance.

Table 3 Profile of the respondents in terms of civil status.

Civil Status	f	%
Single	6	12.0
Married	42	84.0
Widow	2	4.0
Total	50	100

Table 3 presents the profile of respondents categorized by civil status. Among the total respondents, which is not specified in the provided table, the distribution is as follows: 12.0% (f = 6) are single, 84.0% (f = 42) are married, and 4.0% (f = 2) are widowed. This distribution indicates a significant majority of married respondents, reflecting a common trend in many populations where marriage is prevalent. Marital status affects work-life balance, which in turn impacts job performance. Married employees often face more significant challenges in balancing work and family responsibilities, which can lead to higher levels of stress and lower job performance.

Conversely, unmarried employees may find it easier to maintain a better work-life balance, potentially leading to higher job performance. In some studies, civil status (including being single, married, divorced, or widowed) has significantly correlated with job performance. For example, married municipal employees in Miagao found to had a higher job performance than their single or widowed counterparts, Nufable (2017).

Highest Educational Attainment.

Table 4

Profile of the respondents in terms of highest educational attainment.

Highest Educational Attainment	f	%
Vocational	1	2.0
High School Graduate	1	2.0
College Level	3	6.0
College Graduate	39	78.0
Master's Graduate	6	12.0
Total	50	100

Table 4 shows the profile of respondents categorized by their highest educational attainment. Among the total of 50 respondents, the distribution across educational categories is as follows: 2.0% (f = 1) have attained a vocational education, another 2.0% (f = 1) are high school graduates, 6.0% (f = 3) have

reached college level, the majority, 78.0% (f = 39), hold a college degree, and finally, 12.0% (f = 6) have completed a Master's degree. This distribution demonstrates a significant proportion of respondents with a college education or higher, indicating a relatively well-educated sample.

Years in Service

Table 5 Profile of the respondents in terms of years in service.

Years in Service	f	%
1 – 10 Years	35	70.0
11 – 20 Years	0	0
21 – 30 Years	9	18.0
31 Years and Above	6	12.0
Total	50	100

Table 5 presents the profile of respondents categorized by their years in service. Among the total of 50 respondents, the distribution across the years in service categories is as follows: 70.0% (f = 35) have served between 1 to 10 years, no respondents fall within the 11 to 20 years bracket, 18.0% (f = 9) have served between 21 to 30 years, and 12.0% (f = 6) have served 31 years and above. This distribution suggests a concentration of respondents within the earlier stages of their careers, with a significant majority having served between 1 to 10 years. The absence of respondents in the 11 to 20 years bracket due to Section 7, Executive Order No. 366, s. 2004, a prohibition on hiring or rehiring personnel while the rationalization plan of agencies in the Executive branch is being prepared. Then, it was in 2015 where the Rationalization Plan of the DENR was finally implemented.

Salary grade

Table 6 Profile of the respondents in terms of Salary Grade.

Salary Grade	f	%
1-10	29	58.0
11-16	19	38.0
18-23	2	4.0
Total	50	100

Table 6 shows the profile of respondents categorized by their salary grade. Among the total of 50 respondents, the distribution across salary grade categories is as follows: 58.0% (f = 29) fall within the 1 to 10 salary grade range, 38.0% (f = 19) are in the 11 to 16 salary grade bracket, and 4.0% (f = 2) belong to the 18 to 23 salary grade range. This distribution indicates a majority of respondents occupying lower salary grades, with a significant portion falling within the 1 to 10 range. Conversely, fewer respondents are in the higher salary grade brackets, with only a small percentage in the 18 to 23 range. The salary grade is mandated by the Salary Standardization Law (SSL) of 2024, also known as the Salary Standardization Law VI, it is a legislation that provides annual salary increases and additional benefits to government employees in the Philippines, effective from January 1, 2024, until 2027. The salary grade system offers a clear path for employee advancement, with steps within each grade to account for progression. However, the higher salary grades (18 to 23) are less populated, as they typically require higher qualifications and more significant responsibilities.

Job Performace

Table 7 The job performance of DENR-CENRO Valencia City Personnel.

Indicator	Mean	SD	Interpretation
Wearing of Uniforms /Proper Office Attire & ID	4.52	0.707	Excellent
Moral Character (NO Complaints in the Grievance Committee record of quarrel, dispute within and outside the office)	4.38	0.635	Excellent
Punctuality (No tardy, under time and absents)	4.30	0.886	Excellent
Completes tasks with little description, direction, or supervision	4.04	0.832	Very Good
Attendance to Flag Raising, Convocation and Flag Retreat	3.60	0.728	Very Good
Remains calm and assured in a crisis while helping others get through the crisis	3.48	0.995	Very Good
Accomplish 130% for exceedable target activities and 100% for non-exceedable targets.	3.20	0.782	Good
Demonstrate extensive knowledge and competence in a wide array of work related to his duties and responsibilities	3.04	0.807	Good
Uses knowledge and expertise to troubleshoot /solve problems quickly	2.98	0.845	Good
Accepts responsibilities and performs duties above and beyond what is normally expected	2.92	1.192	Good
Overall	3.64	0.841	Very Good

Table 7 reveals the job performance of DENR-CENRO Valencia City Personnel. The indicators mean, and SD are shown in the table. The variable Wearing of Uniforms /Proper Office Attire & ID (Mean = 4.52, SD = 0.707 shows an excellent level of compliance among DENR-CENRO Valencia City personnel.

The high mean suggests that personnel consistently adhere to the dress code and identification policies. This is crucial for professionalism and fostering a positive image of the organization. It indicates a strong sense of discipline and respect for workplace norms. The indicator accepts responsibilities and perform duties above and beyond what is normally expected (Mean = 2.92, SD = 1.192) and has a lower mean compared to others. It may indicate a need for additional training and/or resources to enhance personnel' knowledge and skills to carry out activities in an excellent manner.

The highest mean is for "Wearing of Uniforms /Proper Office Attire & ID" (4.52), indicating an excellent level of adherence to this policy. On the other hand, the indicator with the lowest mean is "Accepts responsibilities and perform duties above and beyond what is normally expected" (2.92), suggesting that there may be some issues with the personnel's acceptance and performance of duties beyond what is required.

Overall, the job performance of DENR-CENRO Valencia City Personnel is very good (Mean = 3.64, SD = 0.841). According to International Growth Centre (2017), job performance is crucial for government employees as it directly impacts the efficiency and effectiveness of public services. High job performance ensures that government operations run smoothly, essential for maintaining public trust and achieving policy goals. Effective performance management in the public sector can lead to better outcomes, such as improved service delivery, higher employee satisfaction, and increased accountability.

Test of a significant relationship between the socio-demographic profile and the job performance of DENR-CENRO Valencia City personnel.

Variable	$r/r_{pb}/t_b$	p-value
Gender	.154	.285
Age	-.326	.021
Civil Status	.084	.560
Educational Attainment	.207	.149
Years In Service	-.287	.043
Position	.114	.331

In Table 8, the test examines the significant relationship between the socio-demographic profile and the job performance of DENR-CENRO Valencia City personnel. The results indicate, Gender (r = 0.154, p-value = 0.285): There is a weak positive correlation between gender and job performance, but it is not statistically significant. This suggests that gender does not substantially influence job performance among the personnel studied. This is supported by the study of Ertekin (2021), pointing out that there was no significant relationship between gender and job performance. In other words, although the job performance levels of male personnel working in the DENR-CENRO Valencia City are higher than females, this difference was not statistically significant.

Age (r = -0.326, p-value = 0.021) moderate negative correlation between age and job performance, which is statistically significant. This implies that as age increases, job performance tends to decrease among the DENR-CENRO Valencia City personnel. This is supported by the study of Baguma, et al. (2022), conducted among local government personnel in Uganda found significant positive relationships between age and job performance.

Civil Status (r = 0.084, p-value = 0.560) shows a weak positive correlation between civil status and job performance, but it is not statistically significant (p > 0.05). This is supported by the study of Azim, et al. (2020) who state that married and unmarried personnel are found to have no significant difference in terms of job performance.

Moreover, Educational Attainment (r = 0.207, p-value = 0.149) has a moderate positive correlation between educational attainment and job performance, but it is not statistically significant (p > 0.05). This is in contrast with the findings of Kampelmann, et al. (2018) and Berger and Fisher, (2014) which state that education is a major contributor to productivity growth. This could be because 78% of DENR-CENRO Valencia City personnel are of the same educational attainment which is college graduates.

Years in Service (r = -0.287, p-value = 0.043) has a weak negative correlation between years in service and job performance, which is statistically significant (p < 0.05). This suggests that as the number of years in service increases, job performance tends to decrease among the DENR-CENRO Valencia City personnel. However, according to research done in the Philippine Municipality of Catubig, the length of service may impact a personnel's degree of job satisfaction and performance. The study implied that the longer the work experience, the better the work performance would be expected from the personnel, and the more satisfied they are with their jobs, Bulihan, (2023).

In the Philippines, government positions are assigned in salary grades, with higher grades generally corresponding to more demanding and responsible position with higher compensation. Department of Budget and Management, (2022). The finding of this study in terms of position is r = 0.114, p-value = 0.331, where there is a weak positive correlation between position and job performance, Still, it is not statistically significant (p > 0.05). In other words, the data does not provide sufficient evidence to conclude that the personnel's position in a significantly predicts their job performance. This in contrast with the study of Hadani, et al. (2024) which pointed out that salaries which corresponds to position have a beneficial effect on job performance.

Overall, age and years in service show statistically significant correlations with job performance, with older age and longer tenure being associated with lower job performance. However, other socio-demographic variables such as gender, civil status, educational attainment, and position do not show significant relationships with job performance in this study. Therefore, we reject the null hypothesis, which states that there is no significant relationship between the socio-demographic profile and the job performance of DENR-CENRO Valencia City personnel.

Conclusion and Recommendation

In conclusion, the study aimed to investigate the profile of respondents in terms of gender, age, civil status, educational attainment, years in service, and position, as well as its effect on the job performance of DENR-CENRO Valencia City personnel. The results showed that the majority of respondents were male (60%), aged between 51 and 65 years old (42%), married (84%), held a college degree or higher (78%), and had served between 1 and 10 years (70%). The job performance of DENR-CENRO Valencia City personnel was generally excellent, with high means for indicators such as wearing uniforms and proper office attire, moral character, punctuality, and completing tasks with little supervision.

However, the study found that age and years in service had a statistically significant negative correlation with job performance, suggesting that older age and longer tenure were associated with lower job performance. On the other hand, gender, civil status, educational attainment, and position did not show significant relationships with job performance.

These findings are consistent with previous research that suggests that demographic factors such as age and work experience can impact job performance (Palakurthi and Parks, 2000). The study's results also support the idea that education is a major contributor to productivity growth, although the sample's high proportion of college graduates may have limited the significance of this relationship, (Kampelmann et al., 2018; Berger and Fisher, 2014).

Overall, the study provides insights into the socio-demographic profile of DENR-CENRO Valencia City personnel and the factors that influence their job performance. The findings have implications for human resource management and personnel development strategies in the organization, highlighting the need to consider the impact of age and work experience on job performance and to provide opportunities for professional growth and development to personnel.

Recommendations

Based on the study's findings, the following recommendations can be made:

In age and work experience consider the impact of age and work experience on job performance when designing training programs and career development opportunities. Older personnel may require more support and guidance to maintain their performance levels.

Moreover, education and training should provide opportunities for professional growth and development to personnel, particularly those with lower educational attainment. This can inclu de training programs, mentorship, and opportunities for advancement.

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