



RESILIENCE LEVELS AMONG FILIPINO NON-MEDICAL PERSONNEL AT A  
TERTIARY GOVERNMENT HOSPITAL IN METRO MANILA DURING THE  
COVID-19 PANDEMIC - JULY 2021

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### ABSTRACT

**OBJECTIVES:** This study aimed to measure the resilience level of non-medical personnel of the University of the Philippines Manila – Philippine General Hospital (UP-PGH) and determine whether this was associated with sociodemographic factors such as gender, length of service and job position.

**METHODOLOGY:** A cross-sectional study that included non-medical personnel using convenience sampling via email was done. Data was obtained through the 14-item Resilience Scale (RS-14) as well as a sociodemographic factors questionnaire. Descriptive and non-parametric correlational analysis of data was used.

**RESULTS:** One hundred twenty five of the 153 respondents (81.70%) garnered a resilience score of 74-98 or moderate to high resilience level, while 28 or 18.30% had a resilience score corresponding to very low and on the low end. The mean resilience score was 81.8, corresponding to a moderate resilience level. More women than men had a resilience level of moderate to high. Respondents with greater than 5 years of work experience within the hospital had higher resilience levels than those who were less experienced. Moderate to high resilience levels were found in more administrative than non-administrative personnel. No significant association was found between resilience level and the factors analyzed. In terms of Resilience Core Characteristics, all comparisons between demographic factors of interest and Self-reliance, Purpose, Equanimity, Perseverance and Authenticity yielded insignificant results except for Self-reliance versus length of service, which showed a weak but significant relationship. Exploratory factor analysis found that the unidimensionality of the RS-14 Scale (US Version) still applied when administered to Filipinos in this particular population.

**CONCLUSION:** Majority of the non- medical personnel of the UP -PGH had moderate level of resilience. There was a lack of significant association between resilience level and demographic characteristics like age, length of service, and position in the study sample. In terms of Resilience Core Characteristics, comparison between length of service and self -reliance showed a weak but significant relationship.

**KEYWORDS:** *Resilience, Non- medical Hospital Personnel, Tertiary Government Hospital, COVID -19 Pandemic*