

EMPLOYEE SATISFACTION AND RETENTION OF REMOTE WORKERS IN THE SOURCEFIT PHILIPPINES INCORPORATED, IN QUEZON CITY

ABSTRACT

AUTHORS

Diana Lyn Enciso
Kathleen Felix
Trisha Joy Ferrer
Ma. Gia Llagas
Jhayson Ponayo

RESEARCH ADVISER

Joy Evelyn A. Ignacio, PhD

AFFILIATION

Bestlink College of the
Philippines

DISCIPLINE

Business Administration

KEYWORDS

*employee satisfaction;
employee retention; sourcefit
philippines; remote workforce
management; remote work;
employee engagement*

ARTICLE ID

AASGBCPJMR-B48717

This study aimed to assess employee satisfaction and retention among remote workers at Sourcefit Philippines Incorporated, located in Quezon City. It specifically examined employee satisfaction about compensation and opportunities for promotion, while also evaluating retention factors such as training and development, and employee engagement. Furthermore, the study explored the challenges commonly encountered by remote employees and investigated the correlation between overall job satisfaction and retention. The findings seek to provide insights into the factors that influence employee loyalty and long-term commitment within a remote work environment. This study employed a descriptive-correlational research design to investigate the relationship between employee satisfaction and retention among remote workers at Sourcefit Philippines. A purposive sampling technique was used to select 138 participants from a total population of 1,376 remote employees. Data collection was conducted through a structured survey questionnaire, and the responses were analyzed using appropriate statistical tools, including correlation analysis. The results revealed that while remote employees generally expressed satisfaction with their pay and opportunities for promotion, notable concerns were identified regarding overtime compensation, performance-based incentives, and the availability of structured career development programs. The study identified a moderate positive correlation between employee satisfaction and retention ($r = 0.4861$), with a highly significant p-value ($p = 0.00001$), indicating that increased job satisfaction is strongly associated with higher retention rates among remote employees. Notable challenges impacting satisfaction included limited opportunities for social interaction, lack of recognition, and collaboration difficulties, all of which contributed to feelings of isolation and diminished employee engagement. In light of these findings, the study proposed a comprehensive retention policy designed to address these concerns. The proposed policy emphasizes regular and structured job evaluations, competitive salary packages, performance-based incentives, clear pathways for career advancement, and the implementation of employee engagement initiatives to foster a more connected and motivated remote workforce. Employee satisfaction emerged as a key factor influencing retention among remote workers at Sourcefit Philippines. Addressing concerns related to compensation, limited opportunities for career advancement, and challenges in employee engagement is essential to fostering both satisfaction and long-term commitment. The study highlights the importance of regularly reviewing and updating retention policies to ensure they remain aligned with employee expectations and industry benchmarks. It also recommends that future research explore the sustained impact of retention strategies on employee performance, engagement, and overall satisfaction in remote work environments.

RECOMMENDED CITATION

Enciso, D. L., Felix, K., Ferrer, T. J., Llagas, M. G., & Ponayo, J. (2025). Employee Satisfaction and Retention of Remote Workers in the Sourcefit Philippines Incorporated, in Quezon City. *Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts*, 7(6), 34.