Job mismatch: The case of registered nurses in the Philippines

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A B S T R A C T

Job mismatch remains to be a subject that is given strong attention as it affects labor market productivity and economic growth. The literature revealed a growing number of nurses who are working in fields not related to the nursing profession. The purpose of this study is to explore the lived experiences of job-mismatched registered nurses. Using a qualitative phenomenological research design, a one-on-one interview has been utilized to take a look at the experiences of nine registered nurses who qualified in the inclusion criteria set by the researchers. Specifically, it gives light on what opted them to work in other fields, the difficulties they encountered, and their coping mechanisms. The result shows that participants find nursing as an exemplary education that brings together the concept and skills of competency and productivity. However, even with all their preparations for the profession, participants cited that wage gaps, stressful working environments, and employment scarcity are the reasons why nurses leave their profession. They encountered complexities during their transition to a new career in technical-related skills, work environment, and routine. Under these circumstances, participants still expressed willingness to work again as nurses in the future even with some reservations. In conclusion, the five thematic insights drawn from the experiences of the participants were the following: Unfavorable Working Conditions for Nurses, Moving to Other Career Paths to Meet Needs, Struggling Over the Mismatched Syndrome, Coping with Change, and Clinging to Nursing Profession. Thus, the researchers recommend that government, nursing, and health institutions must coordinate and discuss the plan to intensify programs and laws to promote better management and accommodation of professional nurses in the country.

INTRODUCTION

Job-mismatched cases seem to be so common in today's workforce. Estimates of mismatch between qualifications and skills of the employed and those required by their work have been an issue for years. According to the International Labor Office (2014), there is a total mismatch of between 30-50% among workers. In the Philippines, an estimated 1.2 million graduates are at risk of unemployment or underemployment because of a rising mismatch between their skills and the training needed (Associated Labor Unions-Trade Union Congress of the Philippines, 2017). Specifically, mismatch among registered nurses has been noted. In fact, more than 200,000 registered nurses in the country are working in a non-healthcare-related setting. This phenomenon stems from low wage compensation, limited career opportunities, poor working environments, and lack of benefits (Li et al., 2014).

This situation may impose hazards due to work imbalances and discontent among workers. It should not be disregarded since it can diversely affect not just the individuals' job satisfaction, and group performance but also the macro-economic efficiency (Kim & Choi, 2018). These concerns can be factors of hesitancy to enter the nursing profession. The Bureau of Labor Statistics recent study revealed that the employment of registered nurses is anticipated to rise at a faster rate of 16% by 2024. There are sufficient opportunities for career changers and nurses seeking advancement. Another study conducted by Carnevale et al. (2015) on Nursing: Supply and Demand through 2020 revealed the growing need for qualified nurses. Particularly, it estimates the creation of about 1.6 million job opportunities for nurses. The 700,000 of which will be newly-created positions, and the 880,000 will result from retirements. There are many factors why the demand for nursing is likely to increase in the future. Among the reasons are the aging of the population, increased survival of people who are ill, and organizational changes in the health care industry (Pindus et al., 2002).

With this gap between the huge number of nurses working outside health care facilities and the high demands of health professionals today, the researchers would like to know the lived experiences of job mismatched nurses. Using qualitative methodology, the researchers explored the registered nurses' perceptions about why they choose to work in other sectors rather than practice their nursing profession, the difficulties they encountered, as well as whether and under what conditions they are willing to return to the profession. The result of this study would have important implications on the role of other industries as a buffer in the unstable labor market for professional nurses. Moreover, it would serve as a reference for promoting the progression of better management, better hiring, and accommodation of nurses.

OBJECTIVES

This study aimed to explore the lived experiences of nine job mismatched registered nurses. Specifically, it sought to answer the following objectives:

1. Explicate how nurses are influenced to work in a non-healthcare-related setting.
2. Explore the challenges that job-mismatched nurses experienced.
3. Describe the nurses' coping mechanisms.

METHODS

Design

The research design that was used is qualitative using a phenomenological approach. This approach focuses on the similarity and agreement of a lived experience of a specific group. Through this process, the researchers construct the universal meaning of the lived experience of the participants. Thus, the researchers deemed that this design was suitable for exploring the lived experiences of registered nurses who are job-mismatched.

Instrument

The researchers designed a semi-structured interview guide as a data collection instrument for this study. An interview guide is an instrument that is composed of major questions about the subject being studied and possible probing questions under each that captured the experiences lived and told by the participants on the explored study (Dela Fuente, 2019). Questions relating to the reasons that influenced them to work in non-healthcare settings, the difficulties they encountered, the perceptions of people to them being job mismatched, and their fears and worries of working back to health care settings were asked during the interview. The order followed in the inquiry was predetermined as well as the opportunity for the interviewer to explore particular themes or responses. The contents of the narratives of the participants served as the primary data of this research study. These are the data that the researchers documented in the hope that these would contribute to the existing knowledge of the nursing profession. Furthermore, the interview guide was subjected to content validation from a Guidance Counselor to ensure that the items are relevant and the approaches respect the participants' backgrounds, literacy, and experiences.

Participants

The participants of the study were nine Registered Nurses who qualified in the inclusion criteria set by the researchers. Specifically, (a) a registered nurse; (b) currently working in a non-healthcare-related setting; (c) at least three years on the current job. A purposive sampling design was used to get participants that can be logically presumed to be representative of the population on the subject explored. The table below shows the brief demographic data of the participants. Pseudo names were used to maintain the confidentiality of the participants' identities.

Table 1. Demographic profile of the participants

Participant	Age	Sex	Marital Status	Year Graduated	Year Passed the NLE	Current Job
P1 "Teresa"	48	F	Single	1993	1993	Admin Aide 6
P2 "Tara"	29	F	Single	2009	2010	Admin Aide 6
P3 "Tomy"	35	M	Married	2006	2007	Police Officer
P4 "Tyron"	49	M	Married	1989	1990	Police Officer
P5 "Tanya"	28	F	Married	2011	2012	Entrepreneur (Agri-Business)
P6 "Talia"	29	F	Single	2010	2010	Entrepreneur (Construction Business)
P7 "Tina"	29	F	Single	2010	2010	Quality Manager (BPO)
P8 "Tasha"	40	F	Married	1999	2000	Agent (BPO)
P9 "Timothy"	29	M	Married	2010	2011	Marketing Professional

Legend: NLE (Nursing Licensure Exam); BPO (Business Process Outsourcing)

Data collection

The researchers personally handed a letter of permission to the participants for the conduct of the study. Full consent from the participants was secured. The data gathering approach of this study was a direct formal interview to the participants themselves. The researchers interviewed registered nurses who are working in a non-healthcare-related setting with a minimum of thirty minutes per participant. Participants were encouraged to talk freely and tell stories using their own words. The discussions on the participants were according to their availability and convenience. Most of the interviews were done on their scheduled day off, others were after their work at their chosen venue. The researchers ensured a quiet and well-lit room. After the interviewers discussed a brief overview of the study, the discussion proceeded to the main purpose of the study which is to extract information regarding the lived experiences of registered nurses who are job-mismatched. The documentation process was in a form of audio recording using a cellphone. After data saturation was reached, the researchers then, checked for the

completeness of the data gathered and made a transcription, analysis, and themes. To ensure the validity and reliability of the data, an audit trail was done to establish the confirmability of the research findings.

Data analysis

In achieving the objective of the study, the researchers opted to use Colaizzi's seven-step analysis to have an in-depth understanding and to elucidate the unique experiences of the participants (Dela Fuente, 2021). Each transcript was read and re-read by the researcher while listening to the audio recording several times until a general sense of the participant's experience was obtained. For each transcript, the researchers identified sentences and phrases that are related to the phenomenon studied, by highlighting, copying and pasting them onto another page and sequentially numbered them as Significant Statement 1 (SS1), SS2, SS3 and so on. The researchers then formulated meanings from these significant statements by considering both the explicit and implicit meanings inherent in each statement. The formulated meanings were sorted into categories, clusters of themes, and themes making sure that there was a confluence between the formulated meanings and the themes. The researchers then integrated all related information of the phenomenon under study and provided exhaustive descriptions. The basic structure of the experience was explained. Finally, verification of the finding was asked from the research participants to counter-check it with the researchers' descriptive result with their experiences. This was achieved by providing the participants with an exhaustive description of their comments and confirmation. All of the participants agreed that the exhaustive description reflects their experience.

Ethical considerations

The researchers observed ethical conduct by addressing ethical considerations in an effective manner. Research participants were not subjected to harm in any way whatsoever. Participants participated on the basis of informed consent, without any coercion being applied. The scope of the study, their right to decline participation, and the likely risks and benefits were presented. The protection of the privacy of research participants in the study was ensured by not disclosing any information about the participants. An adequate level of confidentiality of the research data was secured through proper storage in a hard drive device with a password. Furthermore, the anonymity of those who participated was ensured through the creation of pseudonyms patterned after all the names which start with the letter "T" and the removal of any identifier components which can possibly be associated with any participants.

FINDINGS AND DISCUSSIONS

This section presents the analysis and interpretation of the data collected during the face-to-face interview with the participants on their experiences as registered nurses who work in a non-clinical setting. The experiences of these registered nurses are presented through themes as they emerged from the transcribed manuscript during the interviews. Important statements in the actual words used by the participants are presented to provide the depth and richness of the description of their insights, meaning and inspirations that they have gained from their experiences.

Theme 1: Unfavorable working conditions for nurses

Nurses serve an essential role in the healthcare industry, providing direct care to patients. They are crucial components of a well-functioning health system. Their motivation has significant ramifications for patient health outcomes. However, there are currently many glitches that affect the motivation of nurses, making it difficult for them to do their job. Participants expressed that the low salary of nurses here in our country, the limited employment opportunity, the lack of security of tenure, the "volunteer nurse" and "job order nurse" practice, the padrino system, and the poor working condition discouraged them and made them leave for foreign countries. According to Halcomb et al. (2018) employment conditions, like, employment status, benefits and pay, unpaid work, work-related expenses, and income stability were found to be stimuli among nurses to stay at their job. Participants expressed that nursing is a job-scarce profession and, even for those with jobs in the health care sector, poor working conditions often affect quality care. Different predicaments were expressed by the participants, Tanya

shared, "the nurse-patient ratio really is an issue. Imagine 1 nurse is to 60 patients seems to be normal and acceptable."

Table 2. Significant statements on thematic insight: unfavorable working conditions for nurses

Participant	Significant Statements on Thematic Insight: Unfavorable Working Conditions for Nurses	Remarks or Observations
P4 Tyron	(SS1) It is very difficult to enter into that kind of field if you don't have what we call a backer. And, it becomes more stressful because of the poor nurse-patient ratio."	Participant used hand gestures and wrinkled his nose bridge while recalling his experience.
P5 Tanya	(SS2) "I started as a job order nurse in one of the hospitals here. Working patiently and praying fervently to be promoted as a regular nurse but it did not happen. Another, the nurse-patient ratio really is an issue. Imagine 1 nurse is to 60 patients seems to be normal and acceptable. Quality care suffers."	Participant's eyes were opened wide as she narrated the situation in the hospital.
P6 Talia	(SS3) "I was a job order nurse for five years. There was no promotion for us. Then, you will just be surprised that a newbie becomes a regular employee. It is disheartening because those who are working in the call center receive twice or thrice than our salary."	Participant frowned and seemed dismayed.
P7 Tina	(SS4) "If you opt to work in the hospitals here in the Philippines, you have to start as a volunteer nurse. A volunteer nurse means you won't get any pay. Lucky if you will be hired as a "job order" or a "contractual nurse."	Participant paused for a while and sighed before she answered.
P9 Timothy	(SS5) "You can work in the hospital but only as a volunteer or job order nurse. There are still many unemployed registered nurses even those who were ahead of me that sit in the corner hoping to get one."	Participant squeezed his eyebrows together.

Theme 2: Moving to other career paths to meet needs

Each of us has needs. Maslow's Hierarchy of Needs cites that one must fulfil these necessities, starting with the first, which affects the most obvious needs for survival itself- the physiological needs such as food, and shelter. When these lower-order needs of physical and emotional well-being are gratified are one concerned with the higher-order needs of influence and personal development (Uysal et al., 2017). The difficulties of the participants to find secure employment and stable income made them move out from their comfort zones and start moving their careers along. Among the reasons that participants worked in other fields of profession include, economic factors like low salary and poor health insurance coverage, job-related factors like the stressful working environment and slow promotion, and socio-political factors like limited opportunities for employment and low health budget. Participants signified that even if they wanted to remain within the health field, pressures to meet their day-to-day needs, pushed them to settle into new and different careers that are readily available and offer much higher pay than the nursing profession. Tomy verbalized "*I have needs to meet. No matter how much I love doing my work, if my income is not sufficient to provide for my family, I really need to decide and find a job with better pay.*" Tina also uttered, "*for a practical reason you have your family, you have mouths to feed.*"

Table 3. Significant statements on thematic insight: moving
to other career paths to meet needs

Participant	Significant Statements on Thematic Insight: Moving to Other Career Paths to Meet Needs	Remarks or Observations
P1 Teresa	(SS6) "My job right now was the only job opportunity that came with me. This was the only chance that was given to me so I had no choice. I have to work. I have a family who I need to support."	Participant placed her right hand on her chest.
P2 Tara	(SS7) "I first worked in the hospital for six years. When job vacancy in DepEd came along, I applied. Though my work now is not aligned with my undergraduate degree but it is more practical here. Salary is much higher and tenure is more certain."	Participant is drawn down the corner of her lips.
P3 Tomy	(SS8) "One of my friends convinced me to take the NAPOLCOM exam. Plus, the salary is satisfying that it can compensate to our needs."	Participant head was nodding in agreement.
P6 Talia	(SS9) "Nurses are given much value in Middle East- big salary, lots of benefits, health insurances and more. When I returned here in the Philippines, I got frustrated. It seems that the work rendered by nurses is just asked for free. So, I decided to focus on my business. I am able sustain the needs of my parents because of my business"	Participant shook her head.
P8 Tasha	(SS10) "Frankly speaking, the reason why I am here is because I don't have choice. This is the only work available that could at least answer my day-to-day needs."	Participant looked sad.
P9 Timothy	(SS11) "I cannot bear the thing that I am already a professional and I am still depending on my parents even on small things like my cellphone load, so I tried to look for employment"	Participant directed his right hand sideward.

Theme 3: Struggling over the mismatched syndrome

During first exposure to the new work environment, one inevitably notes the differences from what he or she expected. These differences create some extent of "reality shock," which is eventually followed by a stage of learning how to "fit in" and adapting to how things work in the new environment (Moita, 2015). Participants signified their struggles, difficulties and challenges encountered when they worked on fields other than health care setting. Among the struggles were communication and technology knowledge and technical-related skills for those working in the offices and *Business Process Outsourcing* industry, high demand of physical activities and training for police officers, change of routine and management of people for entrepreneurs. Participants further signified that they were affected by people's perceptions and comments on them for being job-mismatched. Tina shared, "*In family and social gatherings, when people ask me what is my course and they expect me to have an answer that, I*

am an IT graduate or at least related to it. But when you say I am a nurse, actually a registered nurse, their response would always be, "Oh so why are you not in the hospital?" Tanya also shared, "*I am affected hearing people's negative comments on nurses who are not practicing their profession. Because I for one experienced it.*"

Table 4. Significant statements on thematic insight: struggling
over the mismatched syndrome

Participant	Significant Statements on Thematic Insight: Struggling Over the Mismatched Syndrome	Remarks or Observations
P1 Teresa	(SS12) "I have to be honest with you, as if, with the computer, I have challenges."	Participant forehead wrinkled.
P2 Tara	(SS13) "There are a lot of challenges and struggles that I encountered here. Like, in the use of computer. Before in the clinical field, we are more on direct patient care. I struggled in the use of excel or whatever, that is related to computer use.)	Participant one side of the mouth was raised.
P3 Tomy	(SS14) "I had struggles in dealing and adjusting with other people in relation to police operations because being a nursing graduate there is a great difference to a criminology graduate. I find it hard because it's a different field. My trainings and preparation in my BS course is different from the demands of my current job."	Participant sighed while answering the question.
P4 Tyron	(SS15) "The hardest at first was the training and the physical exercise.	Participant placed his right hand on his right face and the moved his head from side-to-side
P5 Tanya	(SS16) "I had hard time coping up with the nature of business because it is really different from clinical setting. I am now more into numbers and in handling the people working to us, how to attend the needs of my human resources first before myself."	Participant looked concerned.
P6 Talia	(SS17) "I also struggled when I decided to be a full time entrepreneur because the setting is totally different than in the hospital. I work now in the office that is more on paper works, unlike in the hospital that all parts of your body are moving.)	Participant had initially a disappointing look.
P7 Tina	(SS18) "First of all, the terms, like the terminologies, the technology that we use are really different from of course from the textbooks that I read, that we learned in nursing. Secondly, I think the social stigma of the people. So, I think one of my struggles was because people around us were not nurses like they cannot understand why we are in the BPO industry when we are in fact nurses and registered at that. And thirdly would be the pre-judgment of the people that we'll not gonna be competitive enough in comparison to the IT graduates because we're health care providers and not IT graduates."	Participant was pointing her fingers listing/enumerating her answers.

P8 Tasha	(SS19) "I am a professional nurse, why am I here? There are really times that I ask that to myself. I am still affected when I heard comments like, "you are a nurse but working as call center agent."	Participant appeared sad and disappointed.

Theme 4: Coping with Change

Change is everywhere and it happens. It is a normal part of life to face new and unexpected situations, even in one's career. Learning something does not come easy, especially at the start when one is probable to struggle and make mistakes, (Long, 2016). Participants of the study claimed that they endured a lot of adjustments when they shifted careers but eventually learned to adjust. Participants shared their ways of coping with change to their new jobs like acknowledging the fact that they are on a new and different career path, recognizing the challenge of their work, boosting their productivity through continuous learning, asking questions to colleagues, and attending trainings and seminars. Participants embraced their new career paths and looked for new ways to turn the unexpected into a chance for growth and development. Tina said, "*I really doubled my effort like in studying, in understanding, in learning everything from the product itself of what we are offering in the BPO and as well as the processes of how it's going to turn out, how am I going to be graded, how am I going to pass, how am I going to be promoted.*" Timothy also shared, "*I seek help to my mentors, my sales managers and to my fellow agents who work longer in the business.*" Their acceptance of their new work opened the door to improvement and chances of rectification of their career.

Table 5. Significant statements on thematic insight:
coping with change

Participant	Significant Statements on Thematic Insight: Coping with Change	Remarks or Observations
P2 Tara	(SS20) "I have adjusted through asking questions, research and through experiences."	Participant looked directly to the researcher.
P3 Tomy	(SS21) "Through observing my colleagues and with my trainings, I learned to cope, deal and master my new work."	Participant moved her right hand in and out.
P5 Tanya	(SS22) "My husband trained me how to run the business, taught me on the things that I should prioritized."	Participant smiled and seemed convinced.
P6 Talia	(SS23) "So what I did first is acknowledged. Acknowledged that this is my field now. Baby steps only. Every day you are learning. Be positive to your challenges. You study. You ask questions. Have someone to guide you. And you feed yourself with the information you need."	Participant showed an open posture, comfortably answering the question.
P7 Tina	(SS24) "I think I coped up just like any other newbie would do. I really doubled my effort like in studying, in understanding, in learning everything from the product itself of what we are offering in the BPO and as well as the processes of how it's gonna turn out, how am I going to be graded, how am I going to pass, how am I going to be promoted."	Participant nodded her head, comfortably and firmly enumerating her ways of coping up to her new work.

| P8 Tasha | (SS25) "I guess I learned to accept it already. I acknowledged it to myself that this is where I am now, so I have to embraced it." | Participant eyes lit up and moved her hands up. |
| P9 Timothy | (SS26) "I seek help to my mentors, my sales managers and to my fellow agents who work longer in the business." | Participant calmly answered the question. |

Theme 5: Clinging to nursing profession

A research study conducted by Bahrami et al. (2017) revealed that altruism acted as the driving force among nurses to continue to work and serve even with the challenges and stress at the workplace. Participants in the study acknowledged that having empathic tendencies and attitudes of care are still in them. Truly, caring is synonymous with nursing. Participants of the study who already stopped practicing their nursing profession and who have been exposed to different careers and industries still expressed their desire of working as a nurse again. Participants discussed how rewarding it is to be given an opportunity to have an impact on people who are at the highest level of need. Teresa expressed, "*I would still love to work as a nurse if given the opportunity.*" Tanya also uttered, "*I still daydream working in the hospital.*" Moreover, Tina stated, "*That was really ironic because I was expecting that my love for nursing would die down because I was exposed to different opportunities but then NO.*" The privilege and delicate responsibility of caring for the injured, sick and dying is the thing that stirs them to be working as a nurse.

Table 6. Significant statements on thematic insight: clinging
to nursing profession

Participant	Significant Statements on Thematic Insight: Clinging to Nursing Profession	Remarks or Observations
P1 Teresa	(SS27) "I would still love to work as a nurse, if given the opportunity. Yeah, the desire of working as a nurse is still there."	Participant held her hands together and smiled.
P2 Tara	(SS28) "Still for me, nursing is a good profession which I love. It is fulfilling when you get to help people."	Participant's eyes lit up.
P3 Tomy	(SS29) "In the PNP, we have a department for medical practitioners. I would love to be part of that group. It is really rewarding if you get to help and assist someone who is sick."	Participant answered with agreement in his face.
P5 Tanya	(SS30) "I still daydream working in the hospital. That is why, I enroll in master in nursing because I want to work again in a clinical setting. Yes, I am earning good now but I want to work as a nurse again. I want to do it for myself."	Participant closed her eyes for a while and took a deep breathe.
P7 Tina	(SS31) "Honestly, I still want to work in the hospital or any clinical setting. Yeah, I do. That was really ironic in fact because I was expecting that my love for nursing would die down because I was exposed to different opportunities but then I got to a point where I realized that yes, it is important like we cannot really live without nurses, even doctors would say that they cannot	Participant appeared amazed.

really do anything without nurses."

CONCLUSIONS AND RECOMMENDATIONS

There are a number of factors that influence one's decision. Participants, though expressed that nursing is an exemplary and rewarding profession, chose to leave the hospital or clinical work area. Among their reasons are stressful working conditions, limited employment opportunities, and the low salary of nurses. While nurses wanted to remain within the health field, pressures to contribute to the household income and meet their day-to-day needs pushed them to settle into new and different careers that are readily available and offer much higher pay than the nursing profession. Transitioning from a nursing profession to a totally different field is triggered by a need for better pay and non-wage benefits. Participants' journey to seek work outside their field to make ends meet was not easy. They encountered difficulties like the high demand for technical-related skills, the new work environment, and the change in their routine. Based on the study, they were able to cope with the difficulties of transition to new careers by acknowledging the fact that they are on a new and different career path, recognizing the challenge of their new work, boosting their productivity through continuous learning, asking questions to colleagues, and attending training and seminars. Thus, the transition is never easy, particularly if you are trying to move into an entirely new field. It takes time and serious effort. Participants, however still expressed their willingness to work as nurses in the future. They believed that being a nurse is a given privilege and the delicate responsibility of caring for others. It gives them the opportunity to make a difference in the lives of people. Hence, nursing being a noble and altruistic profession that concerns primarily with aiding others still impacts nurses. In conclusion, the five thematic insights drawn from the experiences of the participants were the following: *Unfavorable Working Conditions for Nurses, Moving to Other Career Paths to Meet Needs, Struggling Over the Mismatched Syndrome, Coping with Change, and Clinging to Nursing Profession*.

The following are the recommendations that are put together with the results of the study. The Healthcare Industry should use the result of this study as the basis for their recommendations, solutions, and actions in improving the situation of job-mismatched nurses. To the Local Government Units (LGUs) to use this as a guide in their adoption and creation of policies and regulations about job mismatched nurses to address difficulties experienced by nurses to help them in deciding to build more hospitals and health care opportunities in barangays and schools. To the Nursing Practitioners to continue to pursue their profession despite the limitation of job openings and hiring. They look at the experiences of mismatched nurses, recognize what to do and how to cope, and still become hopeful that sooner or later they will work as nurses again. To the Nursing Students and Graduates that the result of the study may provide them with further information and insights about the nursing profession- its advantages and disadvantages in job employment aspect. They should help raise awareness that despite the struggles to be working in their profession, the healthcare industry can still improve and accommodate more nurses working in both public and private hospitals. To the Future Researchers that the result of the study may give the researchers a better understanding of the lives of nurses who are not working as nurses and their experiences. The study may pave way for better and more extensive future studies on how to deal with the job-mismatch syndrome.

IMPLICATIONS

The result of this study implied that government officials, lawmakers, and healthcare industry administrators play a vital role to come up with a buffer in the unstable labor market for professional nurses. Policies and programs must be in place in promoting the progression of better management, better hiring, and accommodation of nurses.

LIMITATIONS

In the conduct of this study, there were some limitations that surfaced. The time for the collection of data posed a limit to the researchers since the study was finished in a few months only. Thus, the researchers carefully planned the research activities and diligently followed the schedule. Participants' time was also considered limited as they have responsibilities in their respective work. This challenge was addressed by conversing with the participants individually about their most convenient date and time for the interview. In addition, during the transcription process, a few segments of the recording were inaudible. To address this, the recording was slowed down and was interpreted through the thought of their statements, ensuring that it was sensible and relevant.

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