

Assessing the Challenges, Coping Mechanism, and Job Satisfaction of MRI Technologists

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MRI technologists, challenges, coping mechanisms, job satisfaction, patient volume, workplace, work-life balance, work environment, private hospitals, Laguna

Abstract. Magnetic Resonance Imaging (MRI) serves as one of the diagnostic modalities in healthcare. MRI technologists operate imaging systems to maintain patient safety and produce high-quality images which lead to accurate diagnosis. A quantitative descriptive research design to collect data through survey questionnaires which were distributed to 30 MRI technologists and analyzed the data through frequency, percentage and weighted mean to achieve complete result interpretation. Results revealed that the majority of respondents belonged to the age ranges 23–25 and 29–31, more female presence in the field, and shorter years of service. Findings revealed that respondents experienced lower levels of workplace challenges in patient volume (WM = 2.15), patient anxiety (WM = 2.15), and organizational and peer support (WM = 1.98). In coping mechanisms, higher utilization was observed in time management (WM = 2.96), seeking additional training and education (WM = 2.87), and utilizing teamwork and peer support (WM = 2.84), alongside lower utilization in stress relief techniques (WM = 2.42). In terms of job satisfaction, higher ratings were noted in interpersonal relationship (WM = 2.77) and work environment and condition (WM = 2.77), followed by work-life balance (WM = 2.54), while lower ratings were recorded in job security and recognition (WM = 2.49) and compensation and benefits (WM = 2.27). The study shows that MRI technologists use effective coping mechanisms to handle work demands but organizations must provide better backing and create improved work environments to boost employee happiness, work efficiency, and better patient results. The researchers decided to propose training, seminars, and other activities to address challenges, coping mechanisms, and job satisfaction.

Introduction

Magnetic Resonance Imaging (MRI) is one of the most advanced and essential tools in modern diagnostic radiology. As the demand for MRI examinations continues to increase due to technological advancements and the growing need for accurate diagnostic information, the responsibilities of MRI technologists have also become more complex and demanding. These professionals play an important role in producing high-quality images, ensuring patient safety, and supporting accurate diagnosis.

However, despite the advanced technology used in MRI, technologists still face several challenges in their work. Studies show that MRI technologists experience various sources of stress, such as high patient volume, long scan times, and the need to manage patients who feel anxious or claustrophobic during procedures (Almugren & Zedan, 2022). In addition, limited staffing, lack of support from management, and pressure to meet daily scan targets also contribute to work-related stress (Philips Healthcare, 2023). These factors may affect both the performance and well-being of technologists, making it important to understand how they manage these challenges in their daily work.

In private hospitals in Laguna, these challenges may vary depending on hospital policies, patient load, and available resources. Since MRI technologists play a vital role in delivering diagnostic services, understanding how they cope with work-related stress is important in promoting job satisfaction and maintaining quality service. Developing effective coping strategies may help reduce stress, improve job performance, and increase motivation at work.

Job satisfaction is an important factor that affects employee performance, motivation, and overall healthcare service quality. Related studies highlight the challenges, work conditions, and performance of MRI technologists and other healthcare professionals. Previous research shows that increasing workload, time pressure, and workplace demands can affect both the performance and well-being of radiologic professionals (Koriry et al., 2025). In addition, workplace conditions and organizational factors have been found to influence stress levels and job satisfaction among healthcare workers.

In the local setting, a study conducted in selected hospitals in Laguna found that the knowledge, competency, and efficiency of MRI technologists are important factors in performing MRI procedures effectively (Villanueva & Sison, 2025). These findings support the understanding that work-related challenges and workplace conditions may influence MRI technologists' coping mechanisms and overall job satisfaction.

Despite the existing studies on workload, stress, and job satisfaction among radiologic professionals, there is still limited literature that specifically focuses on MRI technologists in Laguna, particularly in relation to their challenges, coping mechanisms, and job satisfaction in private hospital settings. This gap highlights the need to further explore and understand their actual work experiences in the local context.

Guided by these studies, this research titled "Challenges, Coping Mechanisms, and Job Satisfaction of MRI Technologists" aims to describe the challenges faced by MRI technologists, identify their coping strategies, and determine their level of job satisfaction. It also seeks to examine the relationship among these factors to better understand the work situation of MRI technologists in private hospitals.

The results of this study are expected to provide useful insights for hospital administrators, educators, and MRI technologists. Specifically, the findings may serve as a basis for developing programs and policies that reduce work-related stress, improve job satisfaction, and promote a more positive and supportive work environment in MRI departments.

Statement of the Problem

This study aims to describe and assess the challenges, coping mechanisms, and job satisfaction of MRI technologists within selected private hospitals in Laguna. Specifically, this study will answer the following specific questions:

1. What are the demographic profiles of the respondents in terms of:
 - 1.1. Age
 - 1.2. Gender
 - 1.3. Length of service
2. What are the perceived challenges encountered by MRI technologist in private hospitals in Laguna be described in term of:
 - 2.1 Patient volume
 - 2.2 Patient anxiety
 - 2.3 Organizational and Peer Support
3. What are the coping mechanisms of MRI technologists in private hospitals in Laguna employ in terms of:
 - 3.1 Time management
 - 3.2 Stress relief techniques
 - 3.3 Seeking additional training and education
 - 3.4 Utilizing teamwork and peer support
4. What is the level of job satisfaction of MRI technologists in private hospitals in Laguna in terms of:
 - 4.1 Worklife Balance
 - 4.2 Compensation and Benefits
 - 4.3 Interpersonal Relationship
 - 4.4 Job Security and Recognition
 - 4.5 Work Environment and Condition

Based on the survey questionnaires, what proposed action plan (programs, training, etc.) can the researchers use to address it?

Assumptions of the Study

The researchers in this study have some assumptions that serve as a guide in gathering and to understand more of the data.

The following are the assumptions of the study:

1. Participants will have honesty and accuracy in answering the survey questions.
2. The chosen private hospitals in Laguna represent MRI technologists' common work environment.
3. The ideas of researchers regarding job satisfaction, coping mechanisms, and challenges are measured appropriately and accurately be done through the given surveys.

Scope and Delimitations

This study focused on assessing the challenges, coping mechanisms, and job satisfaction of MRI technologists working in selected private hospitals in Laguna. It specifically examines their perceived workplace challenges, coping strategies, and level of job satisfaction. The research is limited to radiologic technologists who are actively involved in Magnetic Resonance Imaging (MRI) procedures. Radiologic technologists with minimal or no involvement in MRI such as those primarily assigned to X-ray, ultrasound, or other imaging modalities will be excluded from the study, even if they possess theoretical knowledge.

Conceptual Framework

This framework shows the demonstrated progress of the present study. Figure 1 below illustrates an Input-Process-Output (IPO) model, the demographic profiles, challenges, coping mechanisms, job satisfaction, and proposed action plan are shown then processed through survey distribution, data gathering and analysis, results of obtaining MRI technologists' profile, identification of challenges, determined coping strategies, assessment of job satisfaction, and to make a proposed action plan.

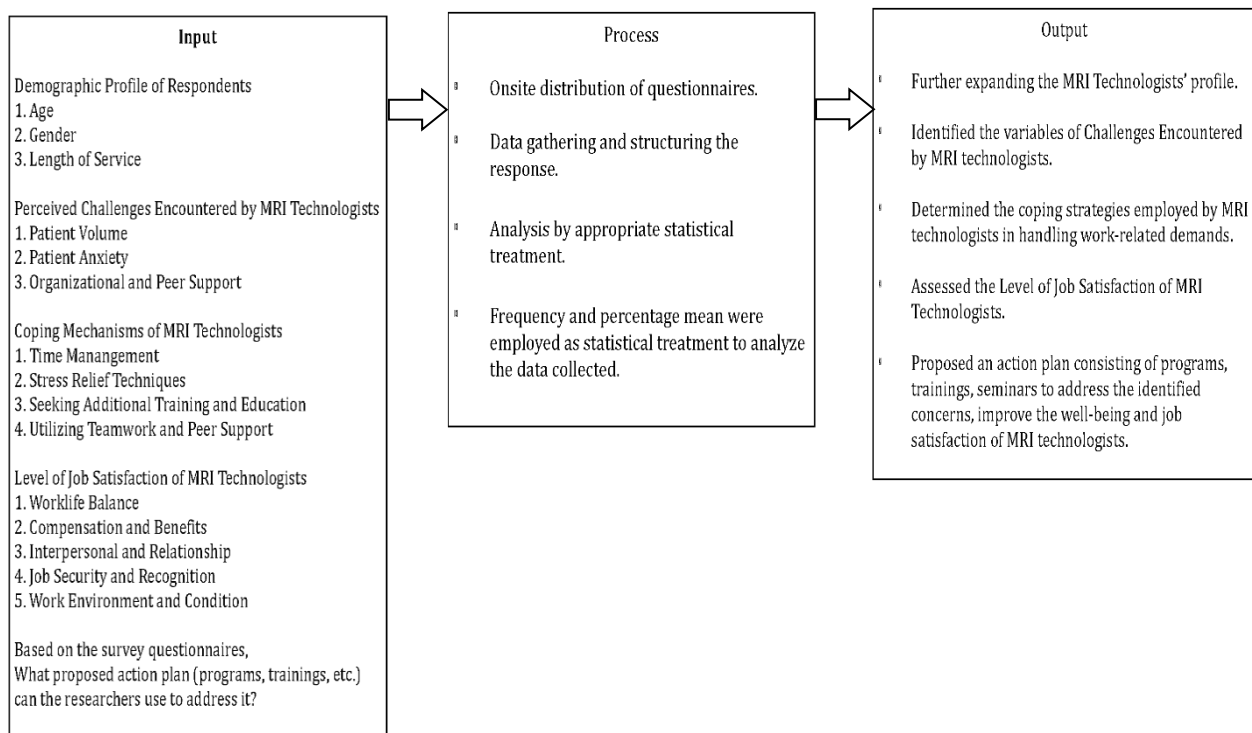


Figure No. 1. Research Framework

For the input section, the researchers decided to identify the information needed throughout this study by looking into the demographic factors, challenges encountered in the workplace, coping mechanisms, job satisfaction of MRI Technologists,

and the proposed action plan based on the survey questionnaires. With this content of the input section, the researchers will be able to form this study about the experiences of the MRI technologists in private hospitals. It will break down personal background, job demands, coping mechanisms, level of job satisfaction, and propose an action plan that influences the study's output based on the present data.

The process section will relate to the methodological steps in further discussion, but it shows here what the researchers intended to do. Starts with the onsite distribution of questionnaires to the target respondents, which is the RI Technologists working in the selected private hospitals in Laguna. After data gathering, researchers will accordingly organize and structure the responses of the survey. After collecting data, it will undergo statistical treatment through the application of frequency and percentage mean, to describe the respondents' demographic profiles and to determine the degree of challenges, the use of coping mechanisms, and the level of job satisfaction among MRI technologists. The analysis results will then form the basis for the development of a data-driven-action plan.

The output section of the study of MRI technologists intends to recognize and elaborate on the main factors that affect their work quality and mental health, evaluate the job satisfaction that allows them to keep up with their work, and propose an action to enhance job satisfaction, reduce stress, and workplace challenges.

Methodology

Research Design

This study utilized a quantitative research approach, specifically a descriptive research design, to examine the challenges, coping mechanisms, and job satisfaction of MRI technologists working in private hospitals in Laguna. A quantitative approach is appropriate for this study because it focuses on measuring variables and analyzing relationships using numerical data and statistical methods.

Respondents of the Study

The respondents of this study are licensed magnetic resonance imaging (MRI) technologists currently employed in selected hospitals in Laguna. These individuals were selected because they possess direct experience with the challenges, coping mechanisms, and job satisfaction levels associated with their work environment. The researchers will select respondents through purposive sampling, ensuring that participants have at least one year of clinical experience in MRI operations. This selection method ensures that the gathered data are accurate and reflective of real working conditions faced by MRI technologists in Laguna. The researchers used a Raosoft free online sample size calculator to compute and avoid bias. In order to gain accurate data in some way, the researchers apply a 17.89% margin of error, 95% confidence level, 50% population proportion, and 30 population size to come up with the sample size. After the calculation, the appropriate sample size for the study is 16 or more measurements/surveys are needed.

Research Instrument

The primary research instrument used in this study was a structured survey questionnaire developed by the researchers. It was specifically designed to collect data necessary to address the research problems concerning the challenges, coping mechanisms, and job satisfaction of MRI technologists employed in selected private hospitals in Laguna. The questionnaire utilized a four-point Likert scale, which is suitable for measuring respondents' levels of agreement and perceptions in a systematic and quantifiable manner. The questionnaire consisted of four main sections, each corresponding to the specific statements of the problem. (1) Demographic Profile. This section gathered personal and professional information about the respondents, including age, gender, and length of service as an MRI technologist. The data obtained from this part provided a background for interpreting the findings of the succeeding sections. (2) Challenges Encountered. This section assessed the difficulties faced by MRI technologists in their workplace. The items focused on areas such as patient volume, patient fear during MRI procedures, and support from management and colleagues. Each statement was rated using a four-point Likert scale ranging from 4 (Always), 3 (Often), 2 (Sometimes), 1 (Never). (3) Coping Mechanisms. This section identified the strategies employed by MRI technologists to manage work-related stress and maintain job performance. The indicators included time management, stress-relief techniques, seeking additional training and education, and utilizing teamwork and peer support. Similar to the previous section, responses were rated on a four-point Likert scale. (4) Job Satisfaction. This final section measured the overall level of job satisfaction among MRI technologists in terms of work-life balance, compensation and benefits, interpersonal relationships, job security and recognition, and work environment and conditions. Respondents indicated their agreement using a four-point Likert scale ranging from 4 (Always), 3 (Often), 2 (Sometimes), 1 (Never).

Data Gathering Procedure

Data for this study were collected using a quantitative approach through the use of structured survey questionnaires. This method is appropriate for measuring the level of challenges, coping mechanisms, and job satisfaction of MRI technologists using numerical data. Prior to data collection, formal permission was secured from chief radiologic technologists in their institution. Respondents were informed about the purpose of the research, the voluntary nature of their participation, and their right to withdraw at any time. The data were gathered through the distribution of questionnaires, all in hard copy, according to the availability of the respondents and institutional protocols. Following data collection, the responses were encoded, tabulated, and analyzed using appropriate statistical tools by the statistician. Descriptive statistics such as frequency, percentage, and weighted mean were used to summarize the data. This approach is consistent with a descriptive research design, which aims to identify patterns and associations without manipulating variables.

Statistical Treatment

For the challenges, a four-point Likert scale was utilized to determine that scores reflect the level of difficulty. As displayed in the table 1, a weighted mean ranging from 3.26–4.00 is interpreted as Always (Highly challenging), 2.51–3.25 as Often (Moderately challenging), 1.76–2.50 as Sometimes (Slightly Challenging), and 1.00–1.75 as Never (Not challenging). The scale measures challenge frequency through its range of values which shows that higher values indicate greater persistent difficulties and lower values show only minor challenges.

Scale	Range	Descriptive Rating	Verbal Interpretation
4	3.26 – 4.00	Always	Highly challenging
3	2.51 – 3.25	Often	Moderately challenging
2	1.76 – 2.50	Sometimes	Slightly challenging
1	1.00 – 1.75	Never	Not challenging

Table 1. Likert Scale of Difficulty Level for MRI Technologists in terms of Challenges

For the coping mechanism, a four-point Likert scale was utilized to determine MRI technologists' level of agreement regarding to the strategies they use. As displayed in the table 2, a weighted mean ranging from 3.26–4.00 is interpreted as Always (Strongly Agree), 2.51–3.25 as Often (Agree), 1.76–2.50 as Sometimes (Disagree), and 1.00–1.75 as Never (Strongly Disagree). The scale measures how MRI technologists use different coping strategies because higher mean scores demonstrate stronger endorsement and more consistent use of coping strategies while lower scores show people agreeing less and using the strategies less frequently.

Scale	Range	Descriptive Rating	Verbal Interpretation
4	3.26 – 4.00	Always	Strongly Agree
3	2.51 – 3.25	Often	Agree
2	1.76 – 2.50	Sometimes	Disagree
1	1.00 – 1.75	Never	Strongly Disagree

Table 2. Likert Scale of Agreement Level for MRI Technologists in terms of Coping Mechanism

For job satisfaction, a four-point Likert scale was utilized to assess the MRI technologists' level of contentment with work. As displayed in the table 3, a weighted mean ranging from 3.26–4.00 is interpreted as Always (Very Satisfied), 2.51–3.25 as Often (Satisfied), 1.76–2.50 as Sometimes (Dissatisfied), and 1.00–1.75 as Never (Very Dissatisfied). The scale reflects the level of satisfaction perceived by MRI technologists in which higher values imply greater satisfaction in comparison to the lower values, indicating dissatisfaction from job.

Scale	Range	Descriptive Rating	Verbal Interpretation
4	3.26 – 4.00	Always	Very Satisfied
3	2.51 – 3.25	Often	Satisfied
2	1.76 – 2.50	Sometimes	Dissatisfied
1	1.00 – 1.75	Never	Very Dissatisfied

Table 3. Likert Scale of Contentment Level for MRI Technologists in terms of Job Satisfaction

Results and Discussion

Demographic Profile of Respondents

Age	Frequency	Percentage
20-22	2	6.67%
23-25	9	30%
26-28	7	23.33%
29-31	9	30%
32-34	3	10%
Total	30	100%

Table 1. Age of MRI Technologist Respondents

Table 1 shows the largest age groups were from 23–25 years old and 29–31 years old (30%). Most MRI technologists work in their early adulthood period, which is identified as the time when individuals form their professional identity for their career development path. The research of Kasililika et al. (2024) demonstrates that active workforce participation of most healthcare workers occurs between young adulthood and middle adulthood age periods.

Gender	Frequency	Percentage
Female	18	60%
Male	12	40%
Total	30	100%

Table 2. Gender of MRI Technologist Respondents

As shown in Table 2, female (60%) MRI technologists have the majority of respondents, compared to males (40%). The study determined that MRI technologists who took part in the study displayed higher rates of female employment compared to other groups. The research study found that job satisfaction and workforce composition in Region XI of the Philippines are affected by gender differences which the study validates through its finding that female practitioners made up a substantial part of the study population (Sedillo 2021).

Length of Service	Frequency	Percentage
1-3 years	14	46.67%
4-6 years	9	30%
7-9 years	6	20.33%
10-12 years	1	3.33%
Total	30	100%

Table 3. Length of Service of MRI Technologist Respondents

As evident in the table 3, the majority of respondents had 1–3 years of experience (46.67%). The research shows that most MRI technologists who work in healthcare facilities still need to develop their professional identities while they gain work experience and learn to handle their new job responsibilities. A similar research study by Faustino et al. (2020), proves that radiologic technologists mainly belong to younger age groups because this age group represents the initial stages of their professional development.

Challenges	Weighted Mean	Verbal Interpretation	Rank
Patient Volume	2.15	Slightly challenging	1
Patient Anxiety	2.15	Slightly challenging	1
Organizational and Peer Support	1.98	Slightly challenging	2

Table 4. Perceived Challenges Encountered by MRI Technologists

Patient volume and Patient anxiety (WM = 2.15) jointly ranked as the highest out of the three. MRI technologists face two primary challenges which arise from both their workload demands and emotional reactions of patients. The MRI procedure requires both length scanning times and multiple patient contacts which results in moderate operational demands while creating challenges for maintaining efficient workflow processes. Supported research by Hudson et al. (2022) demonstrates that patient throughput increases in radiology departments lead to workflow disruptions because MRI examinations require complex and time intensive processes. Munn et al. (2015) found that MRI procedures create patient anxiety through their confined spaces and unfamiliar surroundings, but when technologists and other staff members display effective communication skills and provide backing, patients experience less trouble during the procedures.

Coping Mechanism	Weighted Mean	Verbal Interpretation	Rank
Time Management	2.96	Agree	1
Stress Relief Techniques	2.42	Disagree	4
Seeking Additional Training and Education	2.87	Agree	2
Utilizing Teamwork and Peer Support	2.84	Agree	3

Table 5. Coping Mechanisms of MRI Technologists

Time management (WM = 2.96) ranked the highest among the coping mechanisms of MRI technologists. MRI operations establish efficiency and patient safety through the effective workflow management skills which the respondents demonstrate in performing their work tasks and patient procedures. A finding by Lin et al. (2024) demonstrates that proper scheduling and preparation and technologist coordination in MRI workflow optimization produce better patient throughput results and decrease clinical scan delays which shows that efficient time management functions as a critical element in maintaining optimal MRI operations and reducing imaging department downtime.

Job Satisfaction	Weighted Mean	Verbal Interpretation	Rank
Worklife Balance	2.54	Satisfied	2
Compensation and Benefits	2.27	Dissatisfied	4
Interpersonal Relationship	2.77	Satisfied	1
Job Security and Recognition	2.49	Dissatisfied	3
Work Environment and Condition	2.77	Satisfied	1

Table 6. Level of Job Satisfaction of MRI Technologists

A study about MRI technologists need to work together with their colleagues while maintaining proper communication and suitable workplace conditions in order to conduct MRI procedures with both safety and efficiency (Ajam, A. A. et al. 2017) Aligned to the current study that interpersonal relationships and work environment conditions (WM = 2.77, Satisfied) shared equal ranking as the most important factors which show that a workplace atmosphere combined with staff cooperation leads to higher job satisfaction and better work performance in MRI departments.

Conclusion and Recommendations

The study concludes that MRI technologists in selected private hospitals in Laguna have differed in terms of age, gender, length of service, which influence how they perform their roles in the workplace. Findings indicate that MRI technologists experience challenges such as patient volume, patient anxiety, and the level of organizational and peer support, which contribute to their work-related stress and may affect their performance and interaction with the patients. Results suggest that even after these challenges, MRI technologists are still able to cope through time management, stress relief techniques, continuous training and education, and by relying on teamwork and peer support, allowing them to carry out their duties effectively and provide quality patient care.

Thus, the study concludes that MRI technologists are generally satisfied with their work-life balance, interpersonal relationships, and work environment. On one side, there are concerns in compensation and benefits, job security, and recognition, which need improvement. Ultimately, findings indicate that strengthening support systems, improving

compensation and recognition, and enhancing training opportunities are essential towards a path of improvement, job satisfaction, reduce stress, and support performance and patient care.

Recommendations

For MRI Technologists, it is recommended that they continue improving their ways of handling stress and challenges at work. They may practice better time management and use simple stress relief techniques during duty. Joining seminars and trainings can also help improve their skills and confidence. Having good communication and teamwork with co-workers may also help make their work easier and more positive.

For Radiologic Technologist Students, it is recommended that they use this study as a guide in preparing for their future work. They should be aware that challenges are part of the job, and they can start learning how to handle stress early. They are also encouraged to focus on improving their knowledge and skills while still in training so they can be more prepared in real hospital settings.

For Chief Radiologic Technologists, it is recommended that they provide strong leadership and proper supervision within the MRI department. They should ensure that workloads are properly distributed among staff and that technologists are guided and supported in their daily tasks. Encouraging open communication, providing feedback, and fostering a positive team environment can help improve performance, reduce stress, and enhance overall job satisfaction among MRI technologists.

For Hospital Management, it is recommended that they give more support to MRI technologists by improving working conditions. This may include better scheduling, enough staff, and a more organized workflow. They should also recognize the efforts of their employees and provide fair compensation and benefits. A supportive work environment can help improve job satisfaction and reduce stress.

For Future Researchers, it is recommended that they continue studying topics related to MRI technologists, especially about their challenges, coping methods, and job satisfaction. They may include more participants or study in different hospitals to get more reliable results. They can also explore other factors that may affect the performance and well-being of MRI technologists.

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Competing Interests Statement

The authors declare that they have no known competing financial interests or personal relationships that could have appeared to influence the work reported in this article.

Data Availability Statement

Data sharing is not applicable to this article as no new data were created or analyzed in this study; all data used were obtained from previously published sources as cited in the reference list.

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Appendices

No appendices are attached to this study.