**CHAPTER 1**

**INTRODUCTION**

A couple of months ago, there was a Nescafé ad about a security guard in Cebu who graduated cum laude for his Bachelor of Elementary Education degree in the school where he has been working at for 20 years already. Despite his situation – working as a security guard and a father of 3 children, he managed to finish his studies. He revealed that he was intimidated while studying since he was the oldest in the class but still chose to strive hard because he wanted to make his sons proud despite just being a security guard only. Moreover, he even earned his license as a teacher, months after his graduation, according to Annie Perez (2016) of ABS-CBN News. Kimberlie Quitasol (2016) of the Daily Inquirer also interviewed the security guard from Baguio who passed the bar exam last 2015. He was able to pass the bar exam on his second attempt despite his circumstance as well. In addition, there was also a janitor who turned into a lawyer. He was a janitor in COMELEC yet at the same time studied law in Universidad de Manila. He shared to ABS-CBN News (2017) how difficult it was to juggle his job and his studies, most especially when he has two children to support.

Those people mentioned above are one of the kinds of low-income workers in the Philippines. According to National Wages and Productivity Commission, the minimum wage in the National Capital Region is approximately Php 475 to Php 512 a day which is a total of Php 10,450 – Php 11,264 a month when computed under the usual five-day workweek (National Wages and Productivity Commission, 2018). These individuals may be the likes of security guards, janitors, fast food crew, and they earn very little and struggle to make ends meet everyday for their families. Just recently in May, according to Zen Hernandez of ABS-CBN News, a labor group in Metro Manila rallied for a cause; they were asking for a raise in their income due to the continuous price increase in commodities. National minimum income should be raised to P800 because of the alarming price increase of products which is an effect of the Tax Reform for Acceleration and Inclusion (TRAIN) law in the Philippines (2018). Despite the inconveniences they face every day, some of them even get to achieve their dreams far from their present career like the two security guards mentioned above. However, no one knows how they cope with their everyday obstacles when it comes to their work, work-home conflicts, and in their life in general. With these current situations happening in the country today, the researchers became interested with how these low-income workers continue to thrive amidst the rising inflation and their current financial responsibilities and shortcomings. With these difficult situations many low-income workers experience, the researchers seek to understand how they regulate and deal with stressful events.

Each person copes differently towards stress and problems. Some use emotion-focused coping or problem-focused coping. Emotion-focused coping is focused on minimizing the emotional effects of stress or the problem while on the other hand, problem-solving coping involves trying to find ways to fix a stressful problem (Lazarus & Folkman, 1984). Locally, it has been said that one-way Filipinos cope with problems is by having a come what may attitude which is commonly a sign of optimism (Saito, Imamura, & Miyagi, 2010). When Filipinos encounter stress or problems, they often seek help from God, and being religious and keeping the faith is considered as a coping strategy (Nakonz & Shik, 2009). Like the janitor mentioned above, he also shared that he just put his faith on God to achieve his lifelong dream – to become a lawyer. With this said, the researchers became interested to understand how low-income earners cope with their day to day lives.

People lead their lives differently and each of us has our own ways how to get through each day concerning meeting our financial, emotional, and physical needs. However, these low-income workers don’t get enough money from their work. Usually, they just have enough to put food on the table. An average Filipino worker finds importance in good pay to be able to make ends meet due to Philippines’ economy (Hechanova, Uy, & Presbitero Jr., 2005) yet low-income workers struggle with their low-income jobs due to educational background or they’re just simply not qualified to have a high-earning job.

World Health Organization (1996) defined Quality of Life as how an individual perceives his/her life based on the culture, value systems in which they reside in, along with their goals, concerns, beliefs and standards. These low-income workers come from low-income households – disruptive and crowded places. These workers go to work feeling stuck in where they live, have no means to achieve their dreams, and thinking of the struggles they will be facing again. One must have a good quality of life once one is satisfied with his/her life.

The researchers took interest in this particular topic since this is highly related with a recent social issue related to the increase of prices and that more often than not, it is the low-income workers who may directly suffer from these economic challenges. This study will help the researchers to find out how these low-income workers cope in stressful encounters in their daily life, and their currently quality of life despite the challenges they meet daily, and lastly, the researchers want to be able to raise awareness of how these low-income workers survive daily despite their work pay.

**Review of Related Literature**

The researchers found various studies that will be beneficial to understand the variables in this study. Specific topics are as follows; low-income workers, coping styles, and quality of life.

**Coping Styles.** Coping styles allude to the particular endeavors, both behavioral and mental, that individuals utilize to ace, endure, decrease or limit stressful situations. There are two common coping styles that have been characterized which are problem- focused styles and emotion-focused coping styles. Problem-focused styles are attempts to do something productive that wards them off of stressful situations whereas the latter includes attempts to normalize the emotional effects of stressful or possibly stressful occurrences (Folkman and Lazarus, 1984).

A study by Troy, Shallcross, and Mauss (2013) conducted a study to test if cognitive reappraisal may be functional when stressors are uncontrollable but dysfunctional when stressors are manageable. The researchers tested their hypotheses by measuring cognitive-reappraisal ability, the acuteness of recent life stressors, stressors controllability, and level of depression in 170 participants. Results revealed that participants with uncontrollable stress who use higher amount of cognitive reappraisal, was found to having lower levels of depression and increased well-being. In contrary, participants with manageable stress who use higher amount of cognitive reappraisal were related to having decreased psychological health. Additionally, it was found that using cognitive reappraisal is adaptive but it still depends on the context—whether the stress is controllable or not.

Kinman, Wray, and Strange (2011) studied relationships between emotional labor, job satisfaction, and burnout among a sample of UK teachers. The researchers also assessed whether workplace social support lessened any relationships found between emotional labor and stress. It was discussed in this study that emotional demands of teaching might have a harmful effect on job performance. It was found that teachers who experience more emotional labor were not only more emotionally exhausted and less satisfied with their job, they were also most prone to depersonalizing their students. This study found significant effects of social support in workplace on burnout and job satisfaction. The study suggests that improving social support from different sources is helpful to the teachers in managing their emotional labor more effectively, protecting them from burnout, and producing job satisfaction.

Another study by Khawaja et al. (2008) was conducted to know the difficulties and coping styles of Sudanese refugees living in Australia. The results of this study revealed that mostly of their difficulties focused on resettlement issues. Nevertheless, the participants’ coping styles relied mainly upon using religious coping style, cognitive reappraisal, and social support. The participants stated that during their difficulties, they would pray for strength, and for the situation to improve. These participants believed that God was in control, and that by believing in Him would make their situation sooner or later improve. Additionally, the participants also used friends, family, and community as a source of social support. Results revealed that social support was an effective coping style for the participants. Lastly, the participants find it more helpful for them to use cognitive reappraisal by focusing on wishes they hold for the future.

De Leon and Balila (2015) conducted a study to assess the coping strategies among selected Filipino adolescents. The COPE Inventory was administered to 266 students from one higher institution in the Philippines. Based on the results of the study, seeking social support, substance use, having plans and taking action, and humor were the mostly used coping strategies. According to the findings, when these Filipino adolescents undergo stressful situations, they cope by finding support whom they can talk to and have someone understand how they feel. Moreover, they also have tendencies to make use of substances such as drugs and alcohol when they are going through difficult situations. Findings also revealed that when Filipino adolescents experience challenging situations, they tend to look for the best strategies to cope with stressful situations and act on these strategies. Lastly, they use humor when situations get difficult or stressful for them. Using humor means making fun, kidding around, and making jokes about the situation.

**Low-income Workers.** In 2014, Philippine Statistics Authority measured the Working Poverty Rate in the Philippines. Working Poverty Rates indicates how many working poor there are in every 100 people who are employed. For example, a WPR of 22% specifies that in every 100 people, 22 of them are poor. It also means that 1 out of 5 people who are employed are poor. On the other hand, working poor signifies employed people who belong in a family who earn less than the poverty line/threshold. Poverty line/threshold indicates the minimum income to be able to provide basic food requirements and other basic non-food requirements. A high WPR implies lack of jobs that offer enough pay to meet the basic needs of families (i.e. clothes, food, housing, and etc.). It is found that WPR is higher in men compared to women. Men’s WPR is estimated to be 24.4% to 25.1% from 2006 until 2012 while on the other hand, 18.1% to 19.5% in women.

According to Grimshaw (2011), most of low-income workers deal with poor working conditions such as employers not being able or not even paying them on holidays and sick leave, and do not even offer a pension plans to their employees. It is found that there’s low income work in both public and private sectors even, formal and informal sectors, manufacturing services, and agriculture. Low incomes are also found in care work, and call center work even they’re in demand. Grimshaw also mentioned that in numerous countries, workers who have less experience and least educated are the ones who experience low pay in work.

Luce and Weinbaum (2008) found that there is a strong correlation between educational level and incomes for women workers. The more educated they are, the higher they earn. Those without a high school degree have a higher chance to earn low incomes compared to those who are more educated.

Pines (2013) investigated the relationships low-income working mothers’ daily perceived workload and their assessment of their mood and how they interact with their young children. The researchers chose sixty-one mothers to participate in the study. The respondents were asked to evaluate their workload, mood, and interactions with their young children for 2 weeks. Significant day to day discrepancy in workload were revealed by low-income working mothers. Results indicated that increased negative and tired mood, diminished positive mood, and increased inharmonious relationship with their young child were related to both lower-than average and higher-than-average amount of work. In the end, it was concluded that both low and high workload were main stressors for low-income earning mothers.

Floro and Swain (2012) conducted a study on food security, gender, and occupational choice among low-income households and examined a flexible strategy using occupational choice that can be used by household members to make sure they have access to food. The study focused on self-employed women and men from Thailand, Philippines, Bolivia, and Ecuador. Results indicated that occupational choice is a household role of these low-income workers when it comes to providing food, care and household maintenance. This study reveals that even though men and women are employed from low-income households, their earnings are not sufficient enough to provide food and the other things that the government has forgotten to address.

A study by Jacobs and Padavic (2015) studied the women’s experiences with work schedule and flexibility that focuses only on women who have high-paying jobs compared to low-income women workers despite their generality in low-paying jobs. The researchers aim to seek to reach out more understanding towards the work-hours problems faced by low-income women workers by tackling how work-hours demand and other issues linked to low-income jobs limit women’s ability to make ends meet. They gathered data from 17 in-depth interviews and identified four themes which are unpredictable schedules, insufficient hours, time theft, and punishment-and-control via hours-reduction – together with the problems they described as well. Results brought the researchers to conclude that work policies need to be developed meant for low-income women workers, like increases in the minimum income and ensured minimum hours.

Crespo et al. (2012) conducted a study that looked into investigating whether the security guards who are working in Soliman Security agencies are satisfied or not in their jobs and if they are satisfied with each of the nine factors of job satisfaction or not. The researchers utilized Paul Spector’s Job Satisfaction Scale to measure the job satisfaction and data were gathered from 50 respondents. Results of the study have shown that Soliman’s security guards are satisfied with their jobs. The researchers believed that the Soliman’s security guards are given proper benefits for their work and seminars so that the guards can do their job properly, hence the result of their satisfaction in their jobs.

A study by Manga et al. (2015) focused on the work life experiences of factory workers. This study also tackled the stressor these factory workers encounter in their workplace and the coping styles they use to lessen these stressors. This study had 33 respondents and from factories based in Valenzuela City. Data were obtain through qualitative research method. Based on the results of the interview, these factory workers bond with their co-workers after work to lessen the stress caused by their work and these workers perform better in their jobs because of this bonding moment that they have. Their stressors were mainly concerns about their salary and management, contract status, physical environment, and biased supervisors.

Studies under the variable of low-income workers show that working programs should be developed to help these low-income workers deal with job demands and stress accordingly and to help alleviate them.

**Quality of Life.** According to Noor and Abdullah (2011), in order to have a better well-being of the workers and society, they should have a quality of life. The researchers onducted a study about the quality of work life among factory workers in Malaysia. It was conducted at one of the largest factories in Northern part of Malaysia, and chose 170 respondents to participate in this study. The researchers utilized Pearson correlation test on the data. Results indicated that job involvement, job security, and job satisfaction has a significant relationship with the quality of work life.

Chou et al. (2010) conducted a comparison study on job satisfaction and quality of life among who are and who are not informal home care workers. The researchers utilized Job Satisfaction and Survey, and WHOQOL-BREF to measure the variables, and a sample of 1,641 home care workers. Results indicated that home care work experience, age, and family income affect both job satisfaction and quality of life. Additionally, results revealed that work conditions such as travelling time, income, and length of work experience; and personal variables such as family income and family support significantly determined the home care workers’ quality of life, and job satisfaction. Moreover, they had lowest mean scores for the domain of environment in their quality of life, and in the domains of promotion and pay in their job satisfaction.

Fernandes and Rocha (2008) investigated the effect of psychosocial facets on the quality of life of teachers from Brazil. The researchers conducted a descriptive study and had a sample of 242 elementary teachers. They utilized the WHOQOL-BREF to measure the quality of life of the respondents, and Job Content Questionnaire to know the level of control, and psychological demand of work. Results revealed that in the four domains (physical, psychological, social relationships, and environmental) physical and environmental had the lowest mean scores which means those two domains were most affected by their work which was described as demanding and active.

Small and medium enterprises workers were given a questionnaire to answer regarding their sociodemographic characteristics, working environment and conditions, and quality of life. Results had shown that quality of life with the 4 domains (physical, psychological, social, and environmental) was associated to lifestyle for example alcohol intake and exercising, and workplace conditions like shift work, working hours, and working days of these small and medium enterprises workers (Isahak et al., 2017).

Lee et al. (2009) conducted a study on the relationship between job stress and quality of life for hospital workers by type of employment. 361 workers were chosen to participate in the study. 172 were categorized as typical workers which are permanent employees while 189 of the respondents were atypical workers defined by fixed-term contraction. The researchers utilized Korean Occupational Stress Scale-Short Form and the World Health Organization Quality of Life-BREF Questionnaire (WHOQOL-BREF) to measure job stress. The results indicated that atypical workers experienced more job-related stress (insufficient control, over work, job insecurity, and lack of reward in the workplace) than with typical workers who experienced more stress in terms of job demands and occupational climate. Test results showed that typical workers had a better quality of life particularly in mental health, social relationships, and environment compared to atypical workers.

A study by Rusli, Edimansayah, and Naing (2008) examined the relationships between working conditions such as job demand, job control, and social support; stress, anxiety, and depression; and quality of life factors such as physical health, psychological well-being, social relationships, and environmental conditions. According to this study, poor work conditions will always produce stress and may actually lead into anxiety and/ or depression. Studies found by the researchers states that stress is very much linked into anxiety and depression, especially at workplaces. Studies also says that stress, anxiety and depression are all associated with poor quality of life. These factors were appraised using a sample of 698 male automotive assembly workers in Malaysia. The researchers utilized the validated Malay version of the Job Content Questionnaire (JCQ), Depression Anxiety Stress Scales (DASS), and the World Health Organization Quality of Life-Brief (WHOQOL-BREF). The findings of the study reveal that higher social support enhances these workers’ self-report quality of life. Social relationships is enhanced by higher job control, while on the other hand, higher job demand causes self-perceived stress to increase. Additionally, it causes the self-perceived quality of life related to environmental factors to decrease.

Narehan et al. (2013) examined the relationship between the quality of life among employees in Malaysia and quality of work life programs. The researchers examined the effects of quality of work life programs on employees’ productivity and quality of life in general. There were 179 respondents in the study who were randomly chosen, and data were gathered through the given questionnaires. Findings revealed that quality of work life programs and quality of life had a significant and positive relationship. It was found that work environment and job facets were the most influence factor on quality of life together with emotional well-being, personal development, social inclusion, and interpersonal relations. The researchers concluded that quality of work life programs have an effect on quality of life among employees in organization.

Drakopoulos and Grimani (2007) conducted a study on the effect of income on happiness levels. Data was obtained from the *European Quality of Life Survey 2007*. Their respondents were adults and were chosen through multistage stratified random sample. Participants responded to a questionnaire that consists of 74 questions regarding employment, income, happiness, education, family, work-life balance, and perceived quality of society. Results indicate that the household income has an insignificant effect for high income household groups when it comes to individual happiness while on the other hand, household income for low income household groups has a significant effect on their happiness.

The effects of role overload, and role distress on the perceived quality of life were assessed among the caregivers of abandoned, orphaned, abused, exploited, neglected, and special children in child-rearing institutions in Metro Manila. The personal and work-related-personality of the caregivers; their level of role overload and role distress; and their supposed quality of life with its domain physical health, psychological health, social health, and living circumstances; the association between their level of role overload and role distress, and their quality of life were specifically aimed to know by Naungayan in this study in 2015. The researcher utilized descriptive and inferential statistics. Based on the results, it was shown that the level of role overload, the level of role distress, and the quality of life of the caregivers are at the average level. Results also have shown that there are significant and negative association between the levels of role distress and role overload, and their quality of life. In the end, the researcher concluded that the quality of life of the caregivers is affected by the level of role distress and role overload.

Based on the studies presented under quality of life, job stress and demand mostly affect these workers’ quality of life. It was seen that poor working conditions contribute to more stress and anxiety of these workers. Social support and quality of work life programs can be helpful to these workers when it comes to their quality of life.

**Theoretical Framework**

**Trait-oriented Approach to Coping by H.W Krohne (2002)**

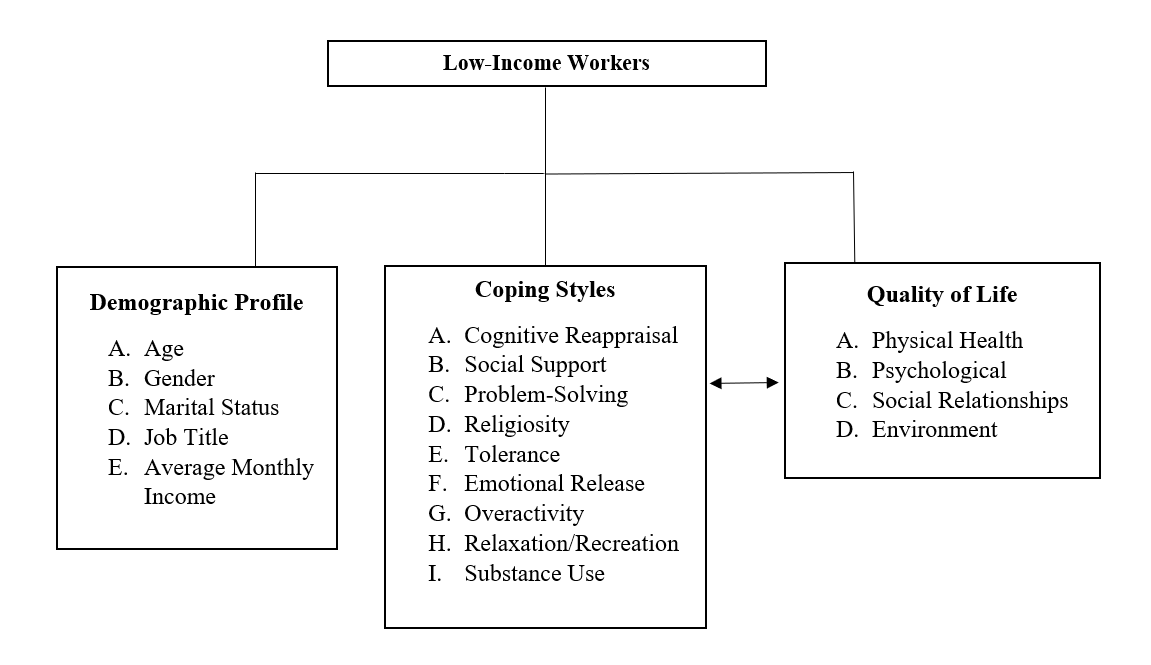
Studies on the process in which people cope with stressful situations widen over the past three decades. The trait-oriented (or dispositional) strategy goes for early identification of a person whose coping resources and tendencies are lacking for the demands of a particular stressful encounter. An early identification of these individuals will offer the opportunity for establishing a selection (or placement) procedure or a successful primary prevention program. Furthermore, macro-analytic analysis operates a higher level of concept, thus concentrating on more important ideas. As studies have been developed, the macro-analytic program of the trait-oriented approach to coping established theories. One of which is the Repression–sensitization, this theory relates a wide variety of forms of dispositional coping to one bipolar dimension. When a stressful situation has been encountered, individuals located at one pole of this dimension, the repressers will most like to deny or minimize the stress. This will also result to failure of verbalizing feelings of distress, and would often get away with thinking about the possible negative consequences of this stressful. Individuals at the opposite pole or the sensitizers will react to stress-related instances by way of enhanced information search, reflection, and obsessive worrying. Monitoring and blunting is one of the theories too, the concept of monitoring and blunting came from the same basic assumptions created earlier by Eriksen (1966). Miller conceived both constructs as cognitive informational styles and proposed that individuals who encounter a stressful situation react with arousal according to the amount of attention they direct to the stressor. Moreover, the arousal level can be lowered, if the person succeeds in minimizing the impact of unfavorable cues by employing avoidant cognitive strategies such as distraction, denial, or reinterpretation. However, these coping strategies, called blunting, should only be adaptive if the unfavorable event is uncontrollable. Examples of uncontrollable events are impending surgery or an aversive medical examination (Miller and Mangan, 1983). If control is available, strategies called monitoring, such as seeking information about the stressor, are the more adaptive forms of coping. Although initially these strategies are connected with high stress reactions, they enable the person to gain control over the stressor in the long run, and reducing the impact of the stressful situation. Lastly, the model of coping modes. The model of coping modes (MCM) deals with peoples’ differences in attention orientation and emotional- behavioral regulation under stressful situations. The experiential counterparts of these situations are emotional arousal and uncertainty. Arousal, in turn, should initiate the tendency to cognitively inhibit/ avoid the further processing of cues related to the aversive encounter.

**Quality of Life in the Holistic Approach to Health by Zygfryd Juczyn´ski**

Health is seen as essential because it allows an individual to achieve one’s goal and achieve a better quality of life. Health is perceived as a general disposition for development, to be able to perform social roles, and to be able to adapt to the constant-changing environment. Health has a big role in the shaping of quality of life. The holistic approach to health is based on these five domains: physical, psychological, social, and environmental. Physical talks about physical health which is an individual’s activities of daily living, their mobility, energy, work capacity and etc. Psychological refers to an individual’s positive and negative feelings, self-esteem, spirituality/religion, and thinking and learning. Social talks about social relationships of an individual like their personal relationships. Lastly, the environment refers to financial resources, health and social care, home environment, physical environment, transport and etc. This holistic approach is different from other approaches since this focuses more on the spiritual aspect. Health is not just defined by lack of disease, public and spiritual dimensions are also included. Thus, a healthy person can find satisfaction and meaning in life. However, one can still be dissatisfied with life even with excellent living conditions and good health.

This Quality of Life in the Holistic Approach to Health theory is applicable to low-income workers since their working conditions can affect their health, and once their health is affected, it can also have a toll on their quality of life. One can be deemed as healthy if an individual is doing well in his/her psychological domain of life, and not just in his/her physical domain.

**Conceptual Framework**

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*Figure 1: Conceptual Framework*

With the focus on the low-income workers, the researchers sought to identify the coping style they usually display in terms of how they manage stressful situations they encounter. These coping styles are cognitive reappraisal, social support, problem-solving, religiosity, tolerance, emotional release, overactivity, relaxation/recreation, and substance use. These dimensions are represented in the framework above. The researchers also identified the quality of life of the participants through the four sub-domains of physical health, psychological, social relationships, and environment. The bidirectional line connecting both the coping styles and quality of life to see if the two variables will have a relationship.

**Research Problem**

The researchers aim to answer the following questions:

1. What is the demographic profile of each respondents in terms of the following?
2. Age
3. Gender
4. Marital status
5. Average monthly income
6. What kind of coping style/s do the respondents mostly use in terms of the following dimensions?

a. Cognitive Reappraisal

b. Social Support

c. Problem-Solving

d. Religiosity

e. Tolerance

f. Emotional Release

g. Overactivity

h. Relaxation/Recreation

i. Substance Use

1. What domain of the quality of life of the respondents has the highest score among the domains below?
   1. Physical Health
   2. Psychological
   3. Social Relationships
   4. Environment
2. Is there a significant relationship between Coping Style and Quality of Life of the respondents?

**Scope and Limitation**

The participants of this study will be low-income workers around Metro Manila only. The researchers will focus on low-income workers having monthly earnings of approximately not more than PHP 10,540 – PHP 11,264. This was due to the identified earnings of low-income workers by the Department of Labor of Employment.

**Significance of the Study** This study will be conducted know the quality of life and coping styles which will be used by low-income workers in the Philippines. The findings of the study may be beneficial to the following organization or groups:  
 **Employers.** Since coping styles and the quality of life of the low-income workers will be identified in the study, their employers make use of these information to understand how their employees manage stressful events. As for the quality of the low-income workers, employers may use their knowledge of the quality of life of their employees to develop or implement programs to improve or maintain a healthy quality of life for low-income workers.

**Future researchers.** This study will help the researchers deeply understand the life of low-income workers in the Philippines and furthermore, develop other research related to low-income workers, by choosing a different set of variables or by conducting in-depth qualitative research methods to get a closer and clearer glimpse of the lives of these individuals.

**Industrial Psychology.** This study will help the psychologists of this field of psychology when it comes to the low-income workers in the Philippines. This will them gather more understanding mainly focused on the low-income workers only since there are not much studies about them here in the Philippines. This study will help the psychologists to come up with working programs designed to make these low-income workers’ life a little better.

**CHAPTER 2**

**METHODOLOGY**

This section will discuss the Research Design, Instrumentation, Respondents, Data Gathering and Data Analysis.   
**Research Design**

The researchers will use a quantitative descriptive research design. This research design will be well-suited to the intent of the researchers to identify and provide a description of the commonly used coping styles and current state of quality of life of low-income workers. Coping styles and quality of life will be identified through a series of tests, which are described in the detail of instruments section. Relationships and results of these tests will be further interpreted as discussed in the data analysis section.

**Participants and Sampling Techniques**

This study will comprise of fifty (50) low-income workers. The researchers collected respondents through purposive and convenience sampling. They went to small retail stores, salons, carinderia, public markets to look for low-income workers. The respondents should have a monthly income lower than the set basic minimum wage (Php 10,540 – Php 11,264 per month).

**Research Instruments**

The research instruments which were utilized were Demographic Profile, Filipino Coping Strategies Scale (2018) and WHOQOL-BREF (1995) to determine the coping styles and the quality of life of the low-income workers in the Philippines. These instruments, their interpretation and related information are discussed further.

**Demographic Profile Sheet**

This was developed by the researchers to be able to identify general information and details regarding the participants such as their gender, age, and the monthly income. The monthly income is essential to the study to identify whether or not the respondent earns below the average minimum wage or monthly income. Through this, the researchers are able to identify which participants are suited for the study as well as their personal information. Upon collection of data, the researchers tabulated the results to a table reporting the demographic profile of the participants.

**Filipino Coping Strategies Scale**

This questionnaire was developed by John Robert Rilveria (2018), who is from the University of the Philippines in Diliman, Quezon City. This instrument is written in Tagalog with an English translation under each to provide better perception of the subject of the scale and examine sensitivity to the local Filipino context. It also consists of 37 items which measures nine various kinds of coping styles to stressors, which are: cognitive reappraisal (pagsusuri), social support (paghingi ng tulong), problem-solving (pagtugon), religiosity (pagkarelihiyoso), tolerance (pagtitiis), emotional release (paglabas ng saloobin), overactivity (pagmamalabis), relaxation/recreation (paglilibang), and substance use (pagbibisyo). Cognitive reappraisal indicates to changing one’s view or assumption towards the problem. This involves positive and hopeful thinking, changes of goals and values, and makes another meaning of one thing. A sample item under this domain would be: “Nag-iisip ako ng positive tungkol sa aking problema.” (I think something positive about my problem). While, social support indicates to behaviors which are help-seeking, getting advice or professional care, support from friends and family and sharing of one’s problems. A sample item under this domain would be: “Humihingi ako ng payo mula sa aking mga kaibigan.” (I solicit advice from my friends). Third scale is, problem solving, which includes planning, doing action to handle the source of stress and targets to remove the stressor. A sample item of this domain would be: “Gumagawa ako ng mga hakbang patungo sa pagkaya ng problema.” (I make ways to solve my problem). Fourth scale is, religiosity, which has its different sort because it includes some religious behaviors, in the like of praying, leaving everything to God, believing in destiny, and the will of God. A sample item is “Ipinagdarasal ko sa Diyos ang aking problema.” (I pray my problems to God). Fifth scale is, tolerance, which includes withstanding the struggle and stress without exerting effort in face it. A sample item of this scale is “Tinitiis ko ang stress na aking nararanasan.” (I endure the stress I am experiencing). Sixth scale is, emotional release, which indicates to expressing of emotions through anger, humor, cry, etc. A sample item is “Iniiyakan ko ang aking problema.” (I cry my problems out). Seventh scale is, overactivity, which indicates overextension of work or exerting a tremendous amount of effort in one’s activity to distance oneself from the problem. A sample item is “Pinapagod ko ang sarili sa isang partikular na gawain para mabawasan ang stress na aking dinadala.” (I exhaust myself doing something to lessen the stress I have). Eighth scale is, relaxation/recreation, which includes taking on in activities that would make an individual feel at ease and minimizes the cognitive and emotional burden of stress. A sample item is “Pumupunta ako sa mga lugar kung saan makakapagpahinga ako.” (I go to places where I can rest). Lastly, the ninth scale is, substance use, which involves consuming drugs, drinking alcohol, smoking, or even making use of medicines to alleviate some physical and mental signs of stress. Sample items are “Umiinom ako ng alak para mabawasan ang aking stress.” (I drink alcohol to reduce my stress) and “Naninigarilyo ako upang mawala ang negatibong pakiramdam sa problema.” (I smoke to ease my negative feelings). This test uses a four-point Likert scale. Each item has four responses option scored 1-4 from 1 indicating Never or Hindi to 4 indicating Often or Madalas. Raw score for each domain will be totaled, and derive the composite score. Get the percentile rank in order to know which coping styles are the most and least used.

**World Health Organization Quality of Life – Brief (WHOQOL-BREF)**

WHOQOL-BREF is a shortened version of WHOQOL-100. WHOQOL-BREF Filipino version consists of 26 items. WHOQOL-BREF has four domains which are physical health, psychological, social relationship, and environment. There are facets incorporated within each domain. Under the physical health domain are activities of daily living, dependence on medicinal substances and medical aids, energy and fatigue, mobility, pain and discomfort, sleep and rest, and work capacity. The psychological domain includes bodily image and appearance, negative feelings, positive feelings, self-esteem, spirituality/religion/personal beliefs, thinking, learning, memory and concentration. Social relationships domain includes personal relationships, social support, and sexual activity. Lastly, for the environment domain, there are financial resources, freedom, physical safety and security, health and social care, and home environment. Four domain scores will be derived. The four domain scores will indicate an individual’s perception of his/her quality of life in each certain domain. The questionnaire is a 5-point Likert scale. Each item has five responses scored 1-5. For the questions that ask about how much an individual has experienced certain things in the last four weeks, the options were 1 = Not at all, 2 = A little, 3 = A moderate amount, 4 = Very much, 5 = An extreme amount/Extremely. There are negatively-coded questions like “To what extent do you feel that physical pain prevents you from doing what you need to do?” for the option “not at all”, the answer would be 5, and for the option “extreme amount/extremely”, the answer would be 1. For the questions that ask about how much completely an individual experiences or were able to do certain things in the last four weeks, the options would be 1 = Not at all/Very poor/Very dissatisfied, 2 = A little/Poor/Dissatisfied, 3 = Moderately/Neither poor or good/Neither satisfied or dissatisfied, 4 = Mostly/Good/Satisfied, 5 = Completely/Very good/Very satisfied. For the question that refers to how often an individual has felt or experienced certain things in the last four weeks. This question is negatively-coded like “How often do you have negative feelings such as blue mood, despair, anxiety, depression?” hence the option scored 5-1. 5 is for never, 4 is for seldom, 3 is for quite often, 2 is for very often, and 1 is for always. The researchers e-mailed World Health Organization to ask permission to use the WHOQOL-BREF, and Mr. Sibel Volkan from World Health Organization gave the researchers the permission to use the WHOQOL-BREF and attached the WHOQOL-BREF Questionnaire Filipino Version, the manual, and the syntax files for the scoring. A 5-point Likert scale will be utilized. Cronbach’s alpha is .88-.92. Results of the tests are identified as percentages. Specific interpretation of the result of the Quality of Life scales are presented below:

**Low Quality of Life Average Quality of Life High Quality of Life**

Any score below 40% 40%-60% Any score above 60%

**Data Gathering Procedure**

The respondents were gathered from small retail stores, carinderia, salons, public markets, and small businesses around Metro Manila. The researchers provided a consent letter to the selected qualified respondents which are low-income workers around Metro Manila regarding the dispensation of the test during their work hours. The letter incluedd information about the questionnaires they will have to answer. Thereafter, the researchers distribute the tests namely the Filipino Coping Strategies Scale, and the WHOQOL-BREF questionnaire to them. The tests were administered by group. There was no required time limit for completing the test. The researchers administered tests to workers depending on their availability on the time given by the researchers.

**Data Analysis**

In order to know the coping styles and quality of life of the low-income workers in Metro Manila, the researchers gathere the data taken from the respondents’ results from given questionnaires and analyzed the results through excel and SPSS. The researchers obtained the frequency for each coping styles to see what coping style/s are mostly used among the respondents. Furthermore, for the quality of life, raw scores were calculated then convert it into transformed scores, and were interpreted. Lastly, in order to know the relationship between the coping style and quality of life, the researchers analyzed the data using Pearson Correlation through SPSS. The researcher tested the hypotheses at 0.01 level of significance with the use of Statistical Package for Social Sciences (SPSS). By using Pearson Correlation, the researchers were able to analyze if there is an existing relationship between the two variables: coping style, and quality of life.