
PRACTICAL RESEARCH 11

ENDO: Experiences of Contract-of-Service Filipino Employees upon End-of-Contract within Marikina City

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Abstract

Over the years, contractualization as a form of temporary employment has been a custom in the Philippines. Thus, this study explores the lived experiences of workers engaging in contractual work geared towards the objective of eradicating the ramifications induced by the aforesaid practice. There were six participants in this research, chosen through the Snowball Sampling Technique, of which all of them are Contract-of-Service Filipino Workers from Marikina City who underwent termination of the contract. This is a Qualitative study, more specifically a Phenomenological Research, which was used to analyze data collected from the interview conducted through online applications. The lived experiences of Contractual Workers were subdivided into three (3) themes namely The Vegetated Stand by, The Arduous Rummage, and The Cynosure Alteration. All the same with the narratives behind the engagement towards Endo that arose to three themes (3) which are A Familiar Epitome, The Monetary Exigency, and An Endeavor Promenade. It was also found out that in handling the circumstances ensued to three (3) themes specifically The Contiguous Quest, Advanced Métier Hunt, and The Repercussion Acceptance. On the other hand, it was determined that they have four (4) different positions regarding Endo particularly An Expertise Evolution, The Rhythm of Toil, The Unanimous Conviction, and Appetency for Impartiality. Contractual Employees are

discovered to have been experiencing four (4) episodes that are The Precipitous Divulgence, Fallout Disconcertment, The Ironic Parallelism, and The Dubious Continuance. The perception encapsulated everything having five (5) themes: The Crestfallen Expectancy, A Proclivity to Change, The Timorous Stance, The Cognizant Forecast, and Provisional Employment. Compressed into summary form, Endo has and continuously tears down every life of contractual employees.

Key words: Contract, Phenomenological, Contract of Service, Qualitative, Custom

Entrepreneurial Optimism: A Study on Filipinos Establishing Businesses in a Period of Pandemic

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Abstract

Starting a business is not as simple as people believe. Before starting such a venture, there are several aspects and hazards to consider. Thus, it is considered more difficult to establish a business during a pandemic, especially given the lockdown and constraints imposed by the Philippine government. Hence, this study aims to scrutinize the business owners' optimism in establishing a business amidst the pandemic. This research is a qualitative study that has employed online interviews to obtain data from interviewees' responses. There are five (5) respondents for online business owners and five (5) respondents for physical business owners, for a total of ten (10) respondents chosen through the purposive sampling technique. The lived experiences of entrepreneurs and business owners were divided into three (3), The Pre-Establishment, The Establishment of the Business, and The Post Establishment. In the Pre-Establishment, respondents expressed a wide range of experience.

The majority of the respondents felt complicated, while others felt hopeless. During the establishment proper, respondents described their unique experiences in launching their online and physical business stores. The responses explain the difficulties they experience during the Establishment phase of having businesses open during the pandemic. On the other hand, the Post Establishment phase includes outcomes of maintaining their businesses and the great effect of the ongoing pandemic to their chosen business field. Their entrepreneurial journey of business owners has not been easy, especially in today's era with COVID 19. Yet, due to their optimism, they still chose to continue this endeavor for themselves and their respective families.

Key words: Business, Pandemic, Establishing

Earning While Learning: A Narrative Analysis on the Experiences of Student Entrepreneurs

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Abstract

This study aims to identify the narratives of student entrepreneurs, their own meaning of work and education and how they engage with their work alter educational responsibilities. The researchers included four student entrepreneurs located in Metro Manila, Philippines who

are currently running a business while studying as their respondents. They were chosen for they are knowledgeable and fitted for this phenomenological study. Respondents were chosen through snowball sampling. The narratives of student entrepreneurs resulted into several themes which explains their struggle with time and how they find the experiences of owning a business as an interesting venture. They expressed that education is the key to ensuring a good future for it bestows the needed knowledge and experiences that will be beneficial for them in their business or future profession. Student entrepreneurs also explained that time management, strategic plans and having a professional mindset are their ways of engaging with their task. Their narratives clearly show that even if their experiences give enjoyment and pride, there is still the main challenge they are facing which is managing time but they try to resolve that problem through different ways.

Key words: student entrepreneurs, education, work, business, experiences

Isang Kahig, Isang Tuka: Narratives Of Filipino Farmers In Philippine Rural Areas and the Crop Economy

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Abstract

The crop industry in the Philippines has been in a gradual decline throughout the years, and it has affected agricultural workers all over the country, especially the farmers in rural areas. This particular research explores the narratives of three (3) financially-struggled Filipino farmers from Ilocos Norte, all of whom do not own the land that they are farming. This study utilizes phenomenological research design and uses virtual unstructured interviews to gather data. As such, findings showed that a rural farmer struggles because of the climate-dependent nature of agriculture and the instability of their resources. However, their relationship with their respective landowners has been positive due to the benefits that have been provided to them. The low farmgate price of crops and the lack of irrigation system has been a factor in the recession of the crop industry, and therefore the farmers have been forced to either migrate abroad or find a secondary source of income. These results highlight the crop industries' ongoing predicament, and thus further exploration of these issues will help those who are concerned.

Key words: crop industry, agriculture, income inequality, land ownership, rural farmer, crops

The Customer Is Always Right: Narrative Analysis of Employee Burnout in the Business Process Outsourcing (BPO) Industry

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Abstract

Customers who have taken the notion “The Customer is Always Right” literally may be difficult to deal with. As employees in the customer service sector encounter these types of customers, they may get exhausted and may experience burnout. This phenomenological research aims to know the struggles faced by call center agents when dealing with aggressive and abusive customers and provide a narrative analysis of employee burnout; the interview approach was utilized in the data collection process, through Google Meet. Ten (10) call center agents were chosen through Purposive Sampling and should be at least 18 years old, have worked or are working in the customer service sector for at least 6 months, and experienced burnout due to customers. Upon discussion, the researchers found out that the customers in the customer service sector who have abused the notion were insistent, rude, impatient, manipulative, and potty mouths. In response to the difficult customers, the agents educated, empathized, reassured, passed the call, and deceived the customer to conclude the call or get revenge. The customers may be right, but only to an extent. Thus, the agents view the notion “The Customer is Always Right” as positive when customers know and use their rights properly, but negative when used against agents. The notion may also be a factor of mental exhaustion and resignation. In conclusion, the researchers got to know the struggles of being a call center agent when facing a difficult customer and the effects that comes with it.

Key words: Call center agents, Burnout, Difficult Customers, Customer Service Sector

ImPossible : Motivations of Medical Professionals in their Work during the COVID-19 Pandemic

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Abstract

The Coronavirus took a lot from the people in this world, one of which is the will to work of many workers, more specifically, the medical professionals. This research aims to discern what can keep them interested and motivated in their line of work. This Phenomenological study provides an in-depth interpretation of the motivations of medical professionals; the interview approach was utilized in the data collection process, which was conducted online, through Google Meet. Five individuals were chosen through convenience sampling, wherein the following criterias were observed; Filipino, working in the medical field, and working in the pandemic for at least 6 consecutive months. Upon interviewing, it was found out that medical professionals find their motivations in different places, and have different needs that engage them. Personal reasons are the most obvious of those motivations, more specifically the need to provide for their families. The respondents also shared their thoughts on their extent of working in their current field whether it may be until their bodies and minds aren't capable anymore, their passion for the job runs out, or their job can't meet their monetary needs. In conclusion, the researchers got to see the pandemic from the eyes of the Front Liners, and how they keep themselves motivated despite working in harsh conditions.

Key Words: Motivations, Medical Professionals, COVID-19, Pandemic, Burnout

Pagharap sa Hinaharap: Narratives of Filipino Citizens after Government Assistance

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Abstract

The Social Amelioration Program serves as one of the responses the Philippine government was able to make when the surge of the Coronavirus Disease had started. This research paper aims to know the meaning of the program from its beneficiaries and their narratives about it, how they were able to budget the subsidy they received, and whether or not the program was able to fulfill its purpose. This research focuses around the insights and narratives of ten of the beneficiaries of the Social Amelioration Program. Beneficiaries were able to define the program as the aid for those who became jobless, to help the poor people, to lessen the burden caused by the pandemic and the community quarantine, assistance from the government, and aid given to selected people due to the restrictions placed, and other than those, the beneficiaries were thankful, saw the subsidy as helpful, happy, and felt at ease as they had money to pay their necessities with. The beneficiaries were able to budget the subsidy in terms of buying their needs enough for a certain period of time, based on their needs, based on what they need on a daily basis, however some perceived the amount of money as insufficient therefore having another source of money for necessities. It concludes that the Social Amelioration Program was able to fulfill its purpose of helping the Filipino citizens during the COVID 19 pandemic, however was still open to ambiguity as to how it was insufficient in the eyes of some beneficiaries.

Key words: Cash Subsidy, COVID-19 Pandemic, Philippine Government, Social Amelioration Program, Social Amelioration Program Beneficiaries

#Cancelled: Narratives of Social Media Personalities who Experienced Online Shaming

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Abstract

The paper encompasses the occurrence of the act of online shaming in hopes to identify the lived stories of persons who experienced online shaming and to identify the process of how they cope up with this horrific event. The participants of this study are Social Media Personalities in the Metropolitan City who have experienced online shaming. This phenomenological research made use of interviews to analyze the experiences, feelings, positioning, and coping mechanisms of the respondents towards the matter. Upon gathering the data, the results of the study revealed that online shaming comes in many forms that overlaps with the concept of bullying and harassment. The research also found out that it is distinguished based on the impacts it caused to the victims and the purpose of the act which later on influenced their way of coping up after being shamed online. After an in depth analysis of the findings, the study concludes that the act of online shaming is adapted by social media users based on their personal intentions which therefore varies its effects to the victims.

Key words: Internet, Online, Shaming, Social Media, Humiliation

Chicken Mania: A Case Study on the Trend of Establishing Unli-Chicken Businesses in Marikina City

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Abstract

Unli-chicken wings businesses have greatly contributed to the food industry in the metro. The research paper presents the different factors that affect the trend of establishing unli-chicken wings businesses in Marikina City. This Case Study involved the manager of the Chicken Studio unli-chicken wings joint. This qualitative made use of interviews to gather data for an in-depth analysis. The responses of the manager that show their perception of establishing such business despite the trend of the Unli-Chicken Trend in Marikina City are divided into two (2) themes: Investigation Upon Existence and The Great Connection. With effective planning of the Chicken Studio business, it only led to the different systematic procedures that business have undergone and these procedures are divided into four (4) themes namely Continuous Expansion, Relationship Engagement, Preserved Standards, and Incentives as Assistance. The process of establishing a business does not end after its construction, there is a need to maintain it which leads to the positions and discourses of the manager towards their unli-chicken business. There are three (3) themes revolving around the said topic which are: Peak to Break-even, Predetermined Uncertainties, and Competitive Edge. In summary, there are a lot of factors to consider when establishing an unli-chicken wings business or a business in general. From the respondent themselves, thorough study is required before establishing a business.

Key words: chicken, business, restaurant, food, management

