**CHAPTER II**

**Lived Experience of IT Professionals Who Works in the Philippines and Abroad: A Qualitative Study.**

**Review of Related Literature and Studies**

Work Environment of IT Professionals - The work environment significantly affects the

productivity and job satisfaction of IT professionals. According to Herzberg’s Two-Factor Theory (1959), factors such as salary, company policies, and working conditions influence job satisfaction. Studies suggest that IT professionals in the Philippines often experience long working hours, while those working abroad may have better work-life balance due to more structured work policies (Hofstede, 2010).

Career Opportunities and Growth - IT professionals have a broad range of career opportunities both locally and internationally. In the Philippines, the IT-BPM (Information Technology - Business Process Management) industry has grown significantly, providing many job opportunities (DICT, 2022). However, some professionals seek careers abroad due to higher salaries and better career advancement prospects (World Bank, 2021).

Challenges Faced by IT Professionals - IT professionals face several challenges, including job stress, work-life balance issues, and cultural differences when working abroad. A study by Kim (2019) found that IT professionals working overseas often struggle with cultural adjustment, language barriers, and workplace discrimination. In contrast, those in the Philippines may encounter job insecurity due to outsourcing trends.

Cultural Adaptation and Work Ethics - Cultural differences impact the work experiences of IT professionals. Filipino IT workers abroad often need to adapt to different work ethics and communication styles. Hofstede’s Cultural Dimensions Theory (2010) highlights that countries vary in terms of power distance, individualism, and uncertainty avoidance, which affect how professionals interact in the workplace.

Studies on IT Professionals in the Philippines - A study by Dela Cruz et al. (2020) explored the experiences of IT professionals in Metro Manila and found that job satisfaction is influenced by company culture, salary, and career growth. Another study by Reyes (2021) indicated that Filipino IT professionals prefer companies offering remote work options, especially after the COVID-19 pandemic.

Studies on Filipino IT Professionals Abroad - Research by Tan (2018) focused on Filipino IT professionals in the United States, revealing that they often face challenges in work adaptation but generally experience better compensation and benefits. Similarly, a study by Martinez (2022) examined IT professionals in the Middle East and found that despite cultural differences, Filipinos are highly valued for their technical skills and work ethic.

Conclusion - The literature and studies reviewed highlight the various factors affecting the experiences of IT professionals in the Philippines and abroad. Key themes include career opportunities, workplace challenges, and cultural adaptation. These findings provide a foundation for further exploration of the lived experiences of IT professionals in different work environments.

**Conceptual Framework of the Study:**

**OUTPUT**

**PROCESS**

**INPUT**

- Identified themes (e.g., work environment, challenges, cultural adaptation)

- Comparative analysis of local vs. abroad experiences

- Recommendations for IT professionals and employers

- Framework for future research

- Demographic profile of IT professionals

- Work environment and policies

- Career opportunities and challenges

- Motivations for working locally or abroad

- Conduct qualitative interviews/FGDs

- Analyze data using thematic analysis

- Apply Herzberg’s and Hofstede’s theories

- Validate findings through member checking