

Factors Affecting Employee Retention: Experiences of young workers in the IT-BPO industry of the Philippines

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Dear respondent,

Good day. I'm a masters student at the International Institute of Social Studies (ISS) of the Erasmus University Rotterdam in the Netherlands. I am currently working on my thesis on the experiences of young workers of the IT-BPO industry in the Philippines. The primary objective of this research is to explain their career prospects. Specifically, it aims to determine the factors that affect employee retention and what is being done to address it.

The survey is composed of mostly close-ended questions and would take around 10 minutes to complete. For some of the questions, you will be required to explain your answer. Your comments will be highly appreciated and would greatly contribute to the discussion of the results. Lastly, please be assured that your identity as well as your responses will remain confidential.

Thank you very much for your help and time.

Warm regards,

Heliza

Demographic Data

Age *

years old

Gender *

Male

Female

Others

Marital Status *

- Never married (Single)
- Married/With Domestic Partner
- Widowed
- Separated/Annulled
- Others

What is the highest degree or level of school you have completed? If currently enrolled, mark the previous grade or highest degree received. *

- High school graduate - high school diploma or the equivalent
- Vocational
- Some college (1 or more years of college, no degree)
- Bachelor's degree (for example: BA, AB, BS)
- Master's degree
- Professional degree (for example: MD, DDS, DVM, LLB, JD)
- Doctorate degree (for example: PhD, EdD)
- Others

Housing *

- Owned
- Living with parents
- Rented
- Others

Work Background

Are you currently working for the IT-BPO industry *

- yes
- no

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What is your primary reason for leaving the industry? *

- Personal/professional growth
- Found work that is related to my educational background
- Education
- Family/personal reasons
- Stress/burnout/health issues
- Others

** Please answer the succeeding questions based on your previous experience as an IT-BPO employee **

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Which sector does your organization belong? *

Based on the type of service/s it provides

- Contact Center
- Back Office
- ITO, Application/ Game/ Software Development
- Healthcare
- ESO
- Animation
- KPO (Education/Market/Legal Research & Consultancy, Advertising)
- Others

Employment Status *

- Permanent
- Contractual
- Consultant
- Probationary
- Others

How long have you worked/been working in the IT-BPO industry? *

- less than a year
- 1-2 years
- 3-5 years
- More than 5 years

Which level in the organizational hierarchy do you belong? *

- Top Management
- Middle Management
- Supervisor
- Staff/Employee
- Others

What is your gross monthly salary? *

- P10,000-P15,000
- P16,000-P20,000
- P21,000-P25,000
- P26,000-P30,000
- More than P30,000

What is your primary reason for applying for a job in the IT-BPO industry? *

- The job is interesting
- Relatively high salary
- Good promotion/career prospects
- Benefits (HMO, signing bonus & allowances)
- Flexible work arrangements and schedule
- No other job opportunities available
- Others

How did you learn about job opportunity? *

- Advertisements (online, newspaper, radio & TV)
- From education/training institutions
- From Job Fairs
- Through relatives or friends
- From employees already in the enterprise/referral
- Others

Training

In the last 12 months, have you completed or are you currently attending any training or program skills development courses, either on line or in person, for the purpose of current or future employment that are not provided by a college or a university? *

- yes
- no

In the last 12 months, have you attended or are you attending any college or university courses for the purpose of current or future employment? *

- yes
- no

Reasons for acquiring training

What is your primary reason for acquiring training or pursuing advanced studies? *

- Required for current employment
- For promotion
- For future employment
- Not applicable
- For personal/professional growth/enrichment
- Others

Aspects of wellbeing

Kindly rate your satisfaction on following aspects of your personal wellbeing: *

1 for Very Dissatisfied to 5 for Very Satisfied

	Very Dissatisfied 1	Dissatisfied 2	Neither dissatisfied nor satisfied 3	Satisfied 4	Very Satisfied 5
Career wellbeing: Work environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social wellbeing: Personal relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial wellbeing: Managing your economic life to reduce stress and increase security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical wellbeing: Good health and enough energy to get things done daily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community wellbeing: Engagement and involvement in the area where you live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emotional Well-being: Daily experiences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Employee Retention Factors

For the next set of items, please rate if you agree or disagree on the following statements *

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
Right now, staying with my organisation is a matter of necessity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be very happy to spend the rest of my career with this organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It would be very hard for me to leave my organisation right now, even if I wanted to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One of the few negative consequences of leaving this organisation would be the scarcity of other job opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Compensation *

For the next set of statements, kindly rate if you are satisfied or dissatisfied on the following

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
My benefits package	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My total salary package (base pay, benefits and incentives)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The competitiveness of my total salary package (base pay, benefits and incentives)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My most recent raise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Job Characteristics *

For the next set of items, please rate if you agree or disagree on the following statements

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
The job requires me to use a number of complex or high-level skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The job denies me any chance to use my personal initiative or judgement in carrying out the work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The job is quite simple and repetitive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The job gives me considerable opportunity for independence and freedom in how I do the work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Career Development *

Please rate if you agree or disagree on the following statements

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
My chances for being promoted are good.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are enough career opportunities for me in this organisation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It would be easy to find a job in another department.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An employee who applies for another job at this organisation has a better chance of getting that job than someone from outside this organisation who applies for the job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An employee's career development is important to this organisation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Superior-Subordinate Relationship *

Please rate if you agree or disagree on the following statement

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
My supervisor looks for opportunities to praise positive employee performance, both privately and in front of others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My supervisor rewards a good idea by implementing it and giving the responsible employee(s) credit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My supervisor seldom recognises an employee for work well done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My supervisor often lets me know how well he thinks I am performing the job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Work-life Balance

Please rate if you agree or disagree on the following statements

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
I often feel like there is too much work to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work schedule is often in conflict with my personal life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job affects my role as a spouse/partner and/or parent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job has negative effects on my personal life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Commitment to Organization *

Please choose how likely or unlikely for you to do the following

	Very Unlikely 1	Unlikely 2	Neutral 3	Likely 4	Very Likely 5
How would you rate your chances of still working at this company a year from now?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you intend to leave this company voluntarily in the near future?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What are your plans for staying with this organisation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Don't forget to click DONE to complete the survey

Please scroll down and click DONE to complete the survey



Thank you for completing the survey. If you have questions or concerns, please send me an email: heliza.ariola@student.eur.nl

Seven blessings to you!

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