

THE PANDEMIC WORKFORCE

by:
Nierisa D. Bilbao

The BPO industry has dominated the job market in the Philippines, said to be the fastest and most flexible sector. As Covid-19 Pandemic has caused a lot of challenges globally, showing a domino effect not only in health matters but also contributing a lot to the drastic descend in our economic status. This brought BPO industry stands to support in opening huge job opportunities, whereas the industry immediately copes up with challenges and adjustments offering convenience with the work from home set up, accessible locations and competitive salary and benefits. This was seen by experts as the major prospect to bounce back and help improve PH's economy. Thus, everything has limits- pros and cons.

Though the majority see this as a positive outlook to excel economically, naturally speaking BPO agents face struggles mainly stress-related concerns. Call Center agents (in BPO) battle every day with common challenges, on top of the list are mental factors, and signs of depression and anxiety were evident in just the way they converse. Some might find this uneasy to believe, thinking that the job is basic working in a centralized office, the comfort of working from home in a swiveled chair. What they don't see is the job itself, the nature of this field is draining and results in known health problems among the agents since this demands to adjust shifting schedules causing disorderly sleeping and inconsistent eating habit, reducing their efficiency to work productively.

It is true that this mainstream offers high checks and great perks but requires them to manage a balance work-life system. In support of this, companies take action on the stated dilemmas, address not only salary matters but also highlight health issues in many ways,

such as working on a rotation of working hours, encouraging employees to maximize the use of their HMOs for a personal check-up, alongside constant annual physical examination. The freedom to use sick leave and unplanned leaves may be used for emergency purposes, limits as per the company's discretion.

To sum it up just like everything else in the universe, it has a negative and positive impact. The BPO industry is open to career growth, high compensation, accessibility, and other benefits. On the other hand, the employees are required to be ready to deal with repetitive tasks, stress levels, shifting schedules, and dwell with health maintenance. It is in their hand for them to be able to thrive, as they were trying to reach the highest potential, should also be aware of their limitation. It is not the industry that will adjust, cliché as it sounds after all business is business.

References;

Geraghty, Shauna, 15 Effects of Stress on Call Center Agents and the Company, <https://www.talkdesk.com/blog/15-effects-of-stress-on-call-center-agents-and-the-company/>

Flatword Solutions, 10 COMMON CHALLENGES OF BPO INDUSTRY, <https://www.flatworldsolutions.com/articles/commonchallenges-bpo-industry.php>

Rodriguez, S. and Ogena, N. (2015), Health and Social Policy Issues of BPO Workers in the Philippine, De La Salle University (DLSU) Publishing House