

Comparing Marital Satisfaction of Male and Female BPO Night Shift Workers in the Philippines

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RESEARCH ARTICLE

Abstract

Background and Objective: The study presented and compared the level of marital satisfaction of male and female Business Process Outsourcing (BPO) night shift workers. Prior to this study, there were researches that looked into the effect of night shift or nonstandard work schedule on the workers' marital life. There were also studies that tried to connect shift work to the quality of married life of BPO workers in the Philippines but they were conducted using the perspectives of the wives only. Thus, this study offered a holistic view on marital satisfaction because it took into consideration the views of both husbands and wives.

Methods and Research Participants: Sixty-six males and females in Metro Manila were purposefully selected and surveyed, of whom 11 were interviewed face to face. Data from the survey were analyzed using Mann-Whitney U Test of Significance. Information from the qualitative interview was used to validate quantitative data.

Results: Results showed that male and female BPO night shift workers were satisfied with their marriage. There is no significant difference in the level of marital satisfaction of males and females.

Conclusion: It is very evident from the study findings that economic and financial capacity affects marital satisfaction. This study can also help practitioners of pre-marital counseling. It was found in the study that compatibility of the couples' expectations in the marriage and with each other influenced marital satisfaction.

Keywords: *marital satisfaction, night shift work, family life, BPO workers*

Introduction

With a projected 1.8 million employees and \$40 billion revenues by the end of 2022, the Business Process Outsourcing (BPO) sector is considered a fast-growing industry in the Philippines [1]. It is second to India providing offshore BPO services in the Asia-Pacific and as of 2006, there already were at least 600 BPO companies in the Philippines [2]. Furthermore, being a Customer Service Representative or call center agent in the BPO sector is considered a lucrative career opportunity for young professionals and out-of-school youths, and an attractive one for new graduates who face economic uncertainty with the rising unemployment rate [1].

Since the operating hours of the BPO industry are tailored to the time zones and geographical locations of their overseas clients [3], the expansion of the BPO industry has resulted in a corresponding rise of shift work in the country. Despite its obvious disadvantages, BPO workers engage in shift work, even in night shifts, because of the promise of

increased financial stability [4], especially as night shift workers earn additional income called "night differential." [5]

Shifting schedules, however, especially night shifts, may affect the quality of workers' family relationships, one aspect of which is marital satisfaction. Marital satisfaction is an individual's personal assessment of his/her spouse, marriage, and marital relationship [6,7]. It is "the perceived level of happiness and support experienced by each spouse." [8] Marital satisfaction is essential to well-being. In a nuclear family, the spouse is considered the primary companion and main source of emotional sustenance. A happy marriage is linked to increased levels of health and global happiness, while an unhappy one is related to depression and distress. Likewise, marital distress affects a couples' ability to have a satisfying relationship with their children [9].

While the effect of night shift or nonstandard work schedule on the workers' family life has been investigated.

these studies are limited to examining the effect of such work schedule on marital life and not particularly on marital satisfaction [10,11,12]. Moreover, studies on the quality of married life in relation to shift work in the Philippines are limited only to wives' perspective [13,14]. Gender, however, is a factor that could influence the level of marital satisfaction of night shift workers because of the different social expectations among males and females.

This study, thus, presented a more holistic view of marital satisfaction as it takes into consideration the views of both husbands and wives. It aimed to compare the marital satisfaction of male and female night shift workers in BPO companies. More specifically, it aimed to (1) determine the level of satisfaction of male and female night shift workers (2) establish if there is a significant difference in the marital satisfaction of male and female BPO workers and (3) describe the concept of marital satisfaction as perceived by male and female BPO night shift workers.

The study, with the Symbolic Interaction Theory as a guide, developed the null and alternative hypotheses as follows: Null hypothesis: there is no significant difference in the level of marital satisfaction between male and female night shift workers in the BPO industry. Alternative hypothesis: there is a significant difference in the level of marital satisfaction of male and female night shift workers in the BPO industry.

Methodology

The researcher used a mixed-method research, particularly the sequential explanatory design which described the level of marital satisfaction of male and female BPO night shift workers. Quantitative data were collected and analyzed through a survey which was validated by the information gathered through an in-depth survey. The unit of analysis of the study was the individual married male and female BPO night shift workers working in Metro Manila. In order to meet the objectives of the study, a combination of quantitative and qualitative methods was utilized.

Study Participants

Survey participants were male and female night shift workers in a BPO company in Metro Manila. They were selected using purposive sampling based on the following criteria: (a) a work schedule that starts at 6:00 pm; (b) at least three years married and has at least one child; (c) a marriage that is intact; and (d) residing with his/her spouse.

A total of 185 self-administered survey questionnaires were distributed to possible research participants through contact persons and friends working in BPO industry. Only 88 survey questionnaires were accomplished. Of the 88 who returned the survey instruments, 66 participants qualified. Table 1 summarizes their characteristics.

As shown, the mean age of both male and female participants is 33.2 years. They have been working in the BPO industry for a little more than six years. The participants have been married for a little less than ten years. The average number of children is two while the mean age of their children is 9.06 years. It appears that the participants are married and had children first before they became BPO night shift workers.

Among the 66, 11 participants (male = 5, female = 6) were included in the face-to-face interview based on their willingness and availability.

Survey

For the quantitative part, a survey was used to examine the marital satisfaction of BPO workers. Likert-type questions on the level of marital satisfaction of the participants were asked through a survey. The survey questionnaire was validated by three experts from the disciplines of Family Life and Child Development, Home Economics, and Guidance and Counseling.

The survey instrument was improved after it was pre-tested to married BPO night shift workers who were not part of the study.

Table 1. Demographic data of male and female participants (N=66), males (30) and females (36)

	Male	Female	Total Mean
Mean age	33.11	33.33	33.2
Average number of years working in BPO Industry	6.27	6.64	6.45
Average number of years of marriage	9.43	9.67	9.55
Average number of children	2.00	2.00	2.00
Mean age of children	8.71	9.36	9.06

The self-administered survey questionnaire was divided into four parts. The first part included demographic data such as age, gender, number of years of marriage, number and age of children, spouse's occupation, and work schedule. These data were collected to ensure that those who answered the questionnaires were qualified based on the criteria for research participants.

The second part solicited the views of the participants on what aspects of their marriage they are most and least satisfied with. The participants were asked to list down three aspects of marriage they find most and least satisfying. This is an open-ended question to allow the participants to write any aspect of marriage they feel most satisfied with as well as the aspect they feel least satisfied with. This was formulated to realize the third objective of the study – to describe the aspects of marriage the participants feel most and least satisfied with.

The third part consisted of 12 Likert-type items in which participants rated their agreement or disagreement with statements pertaining to marital satisfaction, a scale of 60 as the highest possible score and 10 as the lowest possible score. These items answered the first objective of the study – to describe the marital satisfaction of male and female night shift workers in the call center industry. This part also addressed the last objective – to determine the significant difference in the marital satisfaction of male and female night shift workers.

The fourth part asked the participants if they were willing to be interviewed.

The survey was administered in various ways. First is through snowball or referral method. Survey questionnaires were distributed to friends and acquaintances who were possible participants. Then, the researcher solicited the help of these people to refer additional participants. The researcher also oriented the referrals on the criteria on who should qualify as survey participant. Initially, 60 questionnaires were sent out. After some time and through follow-ups with the referrals, the number of questionnaires returned was not yet enough. The researcher decided to use other means in recruiting participants. One method was the posting of advertisement in the webpage of various groups in a social networking site. Those who are willing to participate were given questionnaires through electronic mail. The researcher also sought the help of various organizations of BPO workers, namely BPO Industry Employees Network (BIEN) and BPO Workers Association of

the Philippines. The last method was sending a letter of request to distribute questionnaires to the Human Resource Department of one BPO company in Quezon City. Unfortunately, this was not successful because the company did not allow non-employees to enter their premises.

Data Analysis

The Mann-Whitney U Statistical test was used to compare the level of marital satisfaction of male and female BPO night shift workers. To reject the null hypothesis at .05 alpha value and confidence interval of .95, the z score or critical value should be + 1.96. The Mann-Whitney U test is the appropriate statistical test for the study because the data to be analyzed and compared are at the ordinal level of measurement, which is nonparametric.

To determine the participants' level of marital satisfaction the total score of the participants was compared in relation to the highest score possible in the marital satisfaction scale. There are twelve Likert-type items in the marital satisfaction scale wherein the participants rated their agreement or disagreement with each statement. For each item, the highest rating is 5 which represents "very satisfied," followed by 4 (satisfied), 3 (average), 2 (dissatisfied) and 1 (very dissatisfied). The average score per question was computed to get the overall response per item and per gender. To get the overall marital satisfaction score per gender, the researcher added the mean score for the 12 questions. Thus, 60 is the possible highest score and 12 is the lowest possible score. A total score less than 12, if any, is considered void because it means that one or more items were not rated by the survey participant.

Interview and Qualitative Analysis

The interview questions focused on the participants' concept of marriage and their perception of a satisfying marriage. Questions on the influence of work schedule on marriage, views on marital roles and overall evaluation of own marriage were also included. It is a structured interview consisting of an introduction, warm-up questions, and questions to probe the participants' answers in the survey, and wrap-up.

The volunteer interview participants were asked to describe their idea of a satisfying marriage. This was formulated in order to get the initial thoughts of the participants about marriage based on their own experience and understanding. Thematic analysis was used to identify patterns in the collected data.

Results

Marital Satisfaction of Male and Female Participants

Table 2 shows the marital satisfaction scores of the male and female participants. As shown, the overall mean score for marital satisfaction was 46.85, which shows that the respondents are satisfied with their marriage. Male participants' mean score was 46.73 while the mean score of female participants was 47.03.

Symbolic Interaction Theory posits that “actors think about and act according to the meanings they attribute to their

actions and context” [17]. The respondents gave fairly high ratings in the statements that describe their interaction with their spouse. This shows that if the actors are in agreement with their spouse on such matters, they feel happy and satisfied in their marriage.

Difference in the Satisfaction Scores

The obtained z score for the level of marital satisfaction among male and female BPO workers is -0.17, thus the null hypothesis is not rejected. Therefore, there was no significant difference in the level of marital satisfaction between male and female BPO night shift worker.

Table 2. Scores of male and female participants on the marital satisfaction scale

Items in the Marital Satisfaction Scale	Mean Score of Males (n=30)	Mean Score of Females (n=36)	Overall Mean Score (N=66)
1. I am pleased with the amount of time we spend as a couple.	3.50	3.11	3.70
2. My work schedule is not an issue/concern in our marriage.	3.43	3.53	3.48
3. I am satisfied with how my spouse and I manage conflicts in our marriage.	3.83	3.80	3.81
4. I think I perform well with what is expected of me as a husband/wife	3.77	3.86	3.81
5. I am satisfied with my sexual relationship with my spouse.	3.80	3.97	3.88
6. My spouse and I agree on the way we manage household chores.	3.63	4.03	3.83
7. I am satisfied with the support I get from my spouse	4.20	4.17	4.18
8. My spouse and I agree on how we manage our finances.	3.90	4.00	3.95
9. I feel that my spouse is satisfied with me as a partner.	4.13	4.08	4.10
10. Ours is a happy relationship.	4.20	4.25	4.22
11. My expectation on the role of a husband and a wife is compatible with my spouse's own expectation.	4.00	3.97	3.98
12. Overall, I am satisfied with my relationship with my spouse.	4.33	4.25	4.29
Total	46.73	47.03	46.85

Definition of Marital Satisfaction

Table 3 shows the themes that emerged from the interview of male and female participants.

For male and female participants, communication, compatibility, acceptance of each other, and spending time

with the family are important in marriage. Financial stability and health status of family members are also factors that could make a marriage satisfying. For Jake, 26 years old, healthy communication is important: “We always have communication and if someone is fire, someone should be water.” Quality time is important for Dante, 52 years old: “*Importante ‘yun at least may ma-implant ka man lang sa*

Table 3. *Concept of a satisfying marriage by male and female participants*

	Males	Females
Themes	Healthy communication Compatibility of husband and wife Financial stability Satisfaction with physical needs Quality time with family	Presence of open communication Couples treat each other as best friends The family is intact Family members are happy and healthy Couples accept each other Couples complement each other

mind ng bata na last week ganito ginawa namin kaya kahit papaano ‘yung mga bata nandun pa rin ‘yung love nila sa ‘yo’ (It is important to implant in the minds of the children that we did something last week, so that somehow, their love for you will still be there.)

For Vilma, 38 years old, and Berna, 33 years old, the family being intact is important. These are what they said, respectively: *“Happy siya as long as intact kami”* (He is happy as long as we're intact) and *“Magkakasama kami, kahit mahirap basta sama-sama”* (We are together; even if it is hard, as long as we're together).

Another proposition of the theory is that if the actors (husband and wife) perceive consensus in the expectations of the roles they occupy, they feel less strain in the performance of their roles, thus they are more satisfied with their relationship [17]. The compatibility on how couples view their marital roles influences their marital satisfaction. In the marital satisfaction scale, both male and female BPO workers gave high ratings on the statements about their compatibility with their spouse with their role expectations. Moreover, the findings in the in-depth interview revealed that the participants and their spouses share views on the role of a husband and wife. Although not all participants have the same gender orientation, with some who are traditional and some who are non-traditional, the important part is that their spouses share their orientations.

Socialization is another important concept of the Symbolic Interaction Theory. The traditional division of labor in Filipino families is now changing. The wife is no longer confined in housework but she also contributes to the family income while the husband can now take on more domestic work [18]. Society's recognition of the changing gender division of work influences the role expectations of males and females. BPO workers, especially women, can have a satisfying marriage if their role expectations and role performance are accepted by the society where they belong.

The Human development perspective can also explain why BPO workers are generally satisfied with their marriage despite working in night shift. As adults, BPO workers are facing major developmental tasks of balancing work, marriage, and raising their children [20]. This is the situation faced by the research participants. They described their marriage as satisfying despite the many concerns they needed to overcome, such as having limited time with the family and a different daily routine from the rest of the family, taking care of children, maintaining intimacy with the spouse, and providing for the needs of the family. Moreover, as adults gain more experience in life, they become more capable of balancing the demands of work and family. Some participants mentioned doing things to compensate for the limited time they have with their family, such as going on out-of-town vacations, eating out together once in a while, and maximizing their time during the day to play with their younger children. Others mentioned that since they had already been working in the BPO industry before marriage and children, they were able to adjust to the demands of night shift work. Some participants, on the other hand, got married and become parents first before working in the BPOs. They said that they went through an adjustment stage in their marriage before deciding to work. Some also mentioned that the challenges that their marital relationship faced were part of making their relationship stronger. They believed that it is part of the process of maturity.

The result of the study do not support earlier researches that males felt more satisfied than females, especially in families with one or both spouses working in nonstandard schedules [21,22]. This may be explained by the changing attitude towards working women. Women's work in call centers brought about changes in gender relations within their household, specifically in the allocation of household chores, child rearing responsibilities, control of resources, and decision-making [14].

This study aimed to: describe the concept of marital satisfaction as perceived by male and female BPO night shift

workers; identify the aspect of marriage male and female BPO workers are most satisfied with and least satisfied with; and determine the significant difference in the marital satisfaction of male and female BPO workers. Based on the result, using the Mann Whitney U Test, there is no significant difference in marital satisfaction between male and female BPO night shift workers. Furthermore, based on the in-depth interviews, the respondents validated the qualitative results and presented factors that for them characterize satisfying married life. This result is in contradiction with the study that posits that when wives are in higher status occupations than the husbands, they become more sensitive to the perception of support from their husbands according to Vannoy and Philiber [6]. Wives who are more successful than their husbands experience high satisfaction in their marriage especially when they perceive that their husbands are in favor of them working.

In this study, seven out of the total number of female participants (n=36) are breadwinners in the family while their husbands stay at home to take care of the household. In the in-depth interview, there are also women BPO workers who said that they earn more than their husbands. Despite this, they felt happy with the support they received from their husbands. In this case, the attitude of the husbands is important in determining the marital satisfaction of wives who earn more than their husbands. The support of the husbands helps in achieving marital satisfaction of the wives. These explanations could be the reason why female night shift workers in BPO companies are as satisfied as males in their marriages.

Discussion

Perceived Effect of Night Shift Work on Family Life

Male and female research participants perceived as a negative effect the amount of time they spend with their family because of working in night shift. Aside from lack of sleep, the lack of quality time with the family is the most common complaint of night shift workers [4]. According to Jake, 26 years old, "*Laging kulang 'yung time namin. Kapag holidays tulad ng Christmas at New Year, may pasok pa rin sa work kasi sa IT ako, 24/7 ang trabaho*" (Our time is very limited. During holidays, like Christmas and New Year, we need to work because I'm in IT. We have to work 24/7). This statement was supported by Dante, 50 years old: "*Hindi nakakain ng sabay-sabay dahil sa oras ng trabaho*" (We cannot eat together because of our work schedule). For King, 34 years old, the least satisfying effect of working night

shift is lesser time to attend their children's school activities: "*In some cases, hindi nakakapunta sa activities sa school*" (In some cases, we can't attend school activities).

This is understandable because of their different work and sleep patterns. Another reason is that BPO companies operate on a 24-7 basis [23]. Workers are required to report for duty even on weekends and holidays which could be times for family bonding. Many research participants have spouses who also work night shift in BPO companies. While this could mean that the couples can spend time together during the day, the research participants said that their time with their spouse is still not enough because their rest days are not the same.

Lack of couple time is related to insufficient communication between the couples which is another effect of working at night experienced by both male and female BPO workers. According to Vilma, 38 years old, miscommunication is usually the problem: "*Minsan kasi 'yung imbes na mag-uusap kami, aalis 'yung isa. Kung sisimulan naman naming pag-usapan, tataas na ang boses. Isa talaga sa amin ang aalis, tapos babalik kapag malamig na 'yung isa...Ibig ko lang sabihin hindi kami magkakaintindihan kung on the spot magtatalo kami. Iiwas ang isa eh para di kami sumabog. 'Yun ang pagkakaintindi ko sa miscommunication*" (Sometimes, instead of talking, one of us leaves. If we do start talking, one raises his/her voice, so one of us really has to go and just come back when he/she has cooled off. What I mean is, we won't be able to understand each other if we just argue on the spot. That's my understanding of miscommunication). This was in agreement with earlier studies. According to Kingston and Nock, lower quality of communication can cause conflicts and misunderstanding; if couples are not able to resolve conflicts, dissatisfaction occurs [10].

The most significant effect of night shift work in the lives of male BPO workers is their different daily routine. As such, they are out of rhythm with the schedules of the rest of the family [24], unless their wives also work at night. The result of this is the limited time they spend with their family. Quality time with family is important, especially to Filipino families. Moreover, the statement "I am pleased with the amount of time we spend as a couple" got the lowest rating in the marital satisfaction scale. This is a validation of the result of previous studies on the disadvantages of working at nights [4,24]. The interaction of male BPO workers with their spouse and children is very limited. Spending quality time with family also tightens the bond with the family as explained by one of the interview participants; it is sowing good memories to the

children's mind so that they will have good things to remember about their family (Dante, 50 years old).

The wives and mothers among the participants said that night shift work is a problem because as mothers, they value time spent with family. This affirms the findings of Hechanova that night shift work in BPOs diminished time with family which negatively affects family relations [4]. One of the interview participants said that due to the limited time she had with her spouse, their interaction was not as satisfying as before when she was working day shift. Although most of the husbands of the female participants had the same work hours as they did, their rest days were different.

Aside from the limited time with their family, the female BPO workers felt guilty when they miss out on their children's school activities because of their work schedule. This is because they believed that this is one of their responsibilities as mothers.

This out-of-sync schedule of the participants with the rest of their family was one of their main stressors that caused anxiety and health problems. To attend to family gatherings and children's activities, sometimes they need to reduce or forego sleeping.

On the other hand, some said that their work schedule was not a concern since they were helping the family financially. Also, they also had more financial capacity for leisure activities like travelling, which they believed, added excitement to their family life. Respondents also said that they felt satisfied in their marriage if they could provide financially for the family: *"Naibibigay pangangailangan ng family; pati sa management pera at budgeting nagkakasundo kaming mag-asawa"* (Can provide for the needs of the family, even in financial management and budgeting we are both in agreement), said King, 34 years old. For Perry, 36 years old, *"Financial compatibility kasi 'yun 'yung fulfillment mo eh, when it comes to raising your family, kahit sabihin mo na mahal nila ang isa't isa pero financially nahihirapan sila, nakaka-affect sya sa marriage satisfaction"* (Financial compatibility is my fulfillment when it comes to raising my family. Even if you say that they love each other, if they are not stable financially, it can affect marital satisfaction).

These statements are supported by earlier studies. According to Notarius and Markman, good financial savings can increase the couples' capacity to make their marriage happier [6]. This shows that higher income provided by the

BPO industry can help families afford leisure activities that, in turn, increase marital satisfaction.

Symbolic Interaction and Marital Satisfaction

The Symbolic Interaction Theory is appropriate for investigating marital satisfaction as it provides understanding on how people act based on the meaning they attribute on things through social interaction, according to Blumer [15]. Role expectations and performance of the husband and wife should be understood and shared by them in order to have a satisfying marital relationship. Burr proposes that discrepancies between role expectations and role behavior influence how people assess their marital satisfaction [16]. Similarly, Klein and White propose that "a person is more satisfied in a relationship when he or she is doing a good job of enacting the role in that relationship" [17].

Another important concept of the Symbolic Interaction Theory in understanding family relationship is socialization – the process by which individuals acquire symbols, beliefs, and attitudes of their culture [17]. Through socialization, people understand the meaning of different behaviors and values. Socialization is a dynamic process dependent on individual's interaction with others [15].

The Symbolic Interaction Theory suggests that gender role expectations are also acquired through socialization. In the Philippines, the roles usually associated with mother and father are reflected in the common Filipino adages usually taught in schools: *"Ang ina ang ilaw ng tahanan"* (The mother is the light of the household) and *"Ang ama ang haligi ng tahanan"* (The father is the foundation of the household). These metaphors suggest the traditional role of a husband as provider and of the mother as household manager.

Medina elaborates that even in rural areas, the management of the home is shared by men and women. Thus, the delineation of gender division of labor is no longer as precisely differentiated as before. Despite the acceptance of the changing role of the husband and wife, Medina explains that the Philippine society still expects the wife to take care of the home and the children (*ilaw*) and the husband to be the main breadwinner (*haligi*) for the family [18]. Guzman explains further:

"In order to accommodate their family responsibilities and increase the time they spend with their children and spouses, many women have changed or gone into occupations that offer greater flexibility, passed on promotions, limited their

work hours and schedules, and work closer to home. Despite their increased labor force participation and earnings, women continue to be more likely than men to make adjustments in their work life to fit their family life." [19]

The multiple roles of a wife as a house manager and a worker become a challenge to the marital relationship, more so if the work schedule is at night.

Conclusion

The study described the level of marital satisfaction of male and female BPO night shift workers. Further, it presented the similarities and differences in the marital satisfaction between the two groups. The study highlighted that despite the work schedule of the participants, they are satisfied with their marriages regardless of their gender. Additionally, there is no significant difference in the level of marital satisfaction of males and females.

The definition and perception of a satisfying marriage were also emphasized in the study. For males, a satisfying marriage means compatibility of the husband and wife in terms of financial, intimacy, and decision-making while the females' idea of a satisfying marriage is the presence of acceptance, peace, and harmony in the marriage. Both genders agreed that peace and harmony can be achieved if there is an open communication between the couple

The in-depth interviews also helped in presenting their views on marital roles as suggested in the study framework. For them (male and female), the husband and wife have equal responsibilities in the family. They agreed that there is no delineation in the role of husband and wife; rather they share tasks in income generation and household work.

On the effect of work schedule on their family life, the participants have differing views. Some males and females said that they feel the negative impact of working in night shift, particularly the unsynchronized time with family and its health effects. Others said that they are already adjusted to their work schedule, thus, the negative effects of night shift work is not a concern.

It is very evident from the study findings that economic and financial capacity affects marital satisfaction. Good financial management makes the workers happy and satisfied while poor management leads to conflicts and dissatisfaction.

The results of this study can help practitioners of pre-marital counseling. The study found that the compatibility of the couples' expectations in the marriage and with each other influence marital satisfaction. It is beneficial for the would-be husbands and wives if they are guided on how to reconcile their own expectations with the expectations of their partners before they get married. Aside from being able to reconcile their expectations, they will also gain a deeper understanding of their partners and their own selves.

One of the reasons why the researcher had a hard time in recruiting participants was that the family set-up of many BPO workers did not fit the criteria of the researcher. Many legally married BPO workers are separated from their spouse. There are also many workers who have partners but are not married. Some married workers are childless while others have children but they are solo-parents. There are also BPO workers who are in a homosexual relationship. Future studies on the effect on family life of the nonstandard work schedule in the BPO industry may focus on these different family set-ups to further enrich the literature on work and family. Another focus on work and family studies is to compare the family life of BPO workers to those who are also working in nonstandard schedule such as health personnel, security guards, and workers in the transportation industry.

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