

**SPENDING AND SAVING BEHAVIOR OF BPO EMPLOYEES
IN SELECTED COMPANIES IN CAVITE**

THESIS

**ALYSSA KATE B. DIDULO
CRISTINE JOY D. MATUTINAO
MARY MEI DANIELI G. TIO**

College of Economics, Management and Development Studies

CAVITE STATE UNIVERSITY

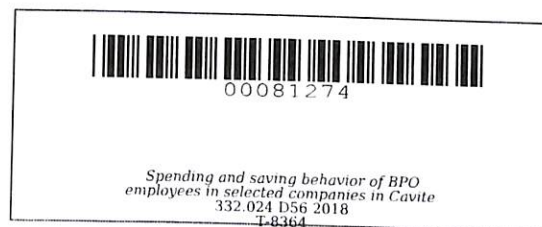
Indang, Cavite

June 2018

**SPENDING AND SAVING BEHAVIOR OF BPO EMPLOYEES
IN SELECTED COMPANIES IN CAVITE**

Undergraduate Thesis Manuscript
Submitted to the Faculty of the
College of Economics, Management and Development Studies
Cavite State University
Indang, Cavite

In partial fulfilment of
the requirements for the degree
Bachelor of Science in Business Management



**ALYSSA KATE B. DIDULO
CRISTINE JOY D. MATUTINAO
MARY MEI DANIELI G. TIO**
June 2018

ABSTRACT

DIDULO, ALYSSA KATE B., MATUTINAO, CRISTINE JOY D. & TIO, MARY MEI DANIELI G. Spending and Saving Behavior of BPO Employees in Selected Companies in Cavite. Undergraduate Thesis. Bachelor of Science in Business Management major in Financial Management. Cavite State University, Indang Cavite. June 2018. Adviser: Ms. Cecilia T. Cayao.

The study was conducted from November 2017 to March 2018 in three selected companies in Cavite.

This study was conducted to determine the spending and saving behavior of Business Process Outsourcing (BPO) employees in selected companies in Cavite. Specifically, the study aimed to: determine the demographic profile of BPO employees; determine the spending behavior of BPO employees; determine the saving behavior of BPO employees; determine the income allocation of BPO employees; ascertain the relationship of demographic profile of BPO employees to their spending behavior; and ascertain the relationship of the demographic profile of BPO employees to their saving behavior.

The participants of the study were 198 BPO employees in selected companies in Cavite namely iQor-Dasmariñas, Task Us-Imus, and Metrix Marketing Solutions-Bacoar. Mean, frequency count, percentage, and standard deviation under descriptive analysis were used to determine the demographic profile of the BPO employees. Pearson r correlation was used to determine the relationship between demographic profile of BPO employees, and their spending and saving behavior.

Based on the results of the study, it was concluded that the spending and saving behavior of the BPO employees was perceived to be a good behavior. The participants had an excellent behavior towards spending for needs and for using credit only for emergency purposes. Also, they had an excellent behavior towards saving regularly and saving for emergencies. It was also concluded in the study that there was no significant relationship between the participants' demographic profile and spending and saving behavior, which indicated that the participants' demographic profile did not affect their spending and saving behavior.

In terms of the qualitative measure of spending and saving behavior of BPO employees, it was revealed that the participants' spending behavior was perceived as good behavior, with loans/debts as having the highest mean of 4.26 among the four spending behavior categories. While for saving behavior, it was revealed that it was also a good behavior, with saving allocation as the highest mean rating of 4.13 among the five saving behavior categories.

The findings of the study also revealed that the participants spent most on food, savings, and transportation.

As for the relationship of spending behavior to the demographic profile, it was revealed that the four categories have no significant relationship to the demographic profile of BPO employees. It was also revealed that there was no significant relationship between the five categories of saving behavior to the demographic profile of BPO employees.

TABLE OF CONTENTS

	Page
BIOGRAPHICAL DATA.....	iii
ACKNOWLEDGEMENT.....	vi
ABSTRACT.....	x
LIST OF TABLES.....	xiv
LIST OF FIGURES.....	xvi
LIST OF APPENDICES.....	xvii
INTRODUCTION.....	1
Statement of the Problem.....	2
Objectives of the Study.....	4
Hypotheses.....	5
Significance of the Study.....	5
Time and Place of the Study.....	6
Scope and Limitation of the Study.....	6
Definition of Terms.....	7
Conceptual Framework of the Study.....	8
REVIEW OF RELATED LITERATURE.....	10
METHODOLOGY.....	22
Research Design.....	22
Sources of Data.....	22
Participants of the Study.....	23
Sampling Technique.....	23

Data Gathered.....	24
Statistical Treatment of Data.....	27
RESULTS AND DISCUSSION.....	28
Demographic Profile of BPO Employees in Selected Companies in Cavite.....	28
Income Allocation of BPO Employees in Selected Companies in Cavite.....	32
Spending Behavior of BPO Employees in Selected Companies in Cavite.....	32
Saving Behavior of BPO Employees in Selected Companies in Cavite.....	34
Relationship between Spending Behavior and Demographic Profile of BPO Employees in Selected Companies in Cavite.....	36
Relationship between Saving Behavior and Demographic Profile of BPO Employees in Selected Companies in Cavite.....	40
SUMMARY, CONCLUSION AND RECOMMENDATION.....	45
Summary.....	45
Conclusion.....	47
Recommendation.....	48
REFERENCES.....	50
APPENDICES.....	56

LIST OF TABLES

Table		Page
1	Distribution of the participants in selected companies in Cavite.....	24
2	Scale and interpretation used in measuring the spending and saving behavior.....	25
3	Spending behavior and its indicators.....	26
4	Saving behavior and its indicators.....	26
5	Demographic profile of BPO employees in selected companies in Cavite.....	29
6	Spending behavior of BPO employees in selected companies in Cavite	34
7	Saving behavior of BPO employees in selected companies in Cavite.....	36
8	Relationship of needs and demographic profile of the participants.....	36
9	Relationship of luxuries/wants and demographic profile of the participants.....	37
10	Relationship of transportation and demographic profile of the participants.....	38
11	Relationship of loans/debts and demographic profile of the participants.....	39
12	Relationship of personal savings and demographic profile of the participants.....	40
13	Relationship of saving allocation and demographic profile of the participants.....	41
14	Relationship of emergency fund and demographic profile of the participants.....	42

15	Relationship of investment and demographic profile of the participants.....	43
16	Relationship of insurance and demographic profile of the participants.....	44

LIST OF FIGURES

Figure		Page
1	Conceptual framework of the study.....	9
2	Income allocation of BPO employees in selected companies in Cavite.....	33

LIST OF APPENDICES

Appendix		Page
1	Questionnaire used in the study.....	57
2	Certificate from the Ethics Review Board (ERB).....	62
3	Certificate of statistical analysis.....	64
4	Request for oral review.....	66
5	Certification from English critic.....	68
6	Manuscript routing slip.....	70

SPENDING AND SAVING BEHAVIOR OF BPO EMPLOYEES IN SELECTED COMPANIES IN CAVITE

**Alyssa Kate B. Didulo
Cristine Joy D. Matutinao
Mary Mei Danieli G. Tio**

An undergraduate thesis manuscript submitted to the faculty of the Department of Management, College of Economics, Management and Development Studies, Cavite State University, Indang, Cavite. In partial fulfillment of the requirements for the degree of Bachelor of Science in Business Management major in Financial Management with Contribution No. 203. Prepared under the supervision of Prof. Cecilia T. Cayao.

INTRODUCTION

Money dictates people's way of living, but not everybody can spend money the way they like. Money plays a vital role in one's life. Everywhere we look, anywhere we go, and whatever we want, entails the use of money. It seems that someone can't do anything without money. Unfortunately talking about money is still seen as taboo and this can exacerbate the problem; however, it is a problem employer need to address (Watson, 2017)

Worrying about money is not limited only to those with debt, to younger workers, or the lower paid. At some point, everyone worries about money (Cotton, 2015).

One of the fastest growing industry sectors in the Philippines currently is the business process outsourcing (BPO) industry. The country's success as a BPO haven has seen its rise as a global leader in providing value-added business process outsourcing services, and according to Fiegehen (2017), CEO of Yempo, as of 2017, Philippines ranks