



“It’s Me Hi, I’m the Problem It’s Me”: Investigating the Implications of Job Satisfaction to the Lived Experiences of Quiet Quitting in Business Processing Outsourcing Companies

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ABSTRACT

Three years into the pandemic, the concept of "quiet quitting" has gained significant traction in the workplace, particularly within the demanding Business Processing Outsourcing (BPO) industry. Described as a series of behaviors that imply employees' disengagement from their work while remaining on the payroll, this trend poses a dual threat to the companies' pursuit of excellence and productivity and employees' aspirations for fulfillment and satisfaction in their workplace. Thus, this Phenomenological Study dives into the causal relationship between job satisfaction and quiet quitting tendencies, seeking to uncover the profound impact that satisfaction levels have on productivity, performance, and overall well-being of employees. To gather necessary data, face-to-face and online interviews were carried out to purposively selected call center agents. The research findings shed light on the factors that provoke Quiet Quitting behavior. Moreover, the participants shared rich insights into their lived work experiences and perceptions of how job satisfaction influences their budding Quiet Quitting behaviors. Understanding these behaviors will empower companies to devise effective intervention measures to reduce job dissatisfaction without undermining organizational goals and objectives. Ultimately,

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the study sought to contribute to the mindful consideration of job satisfaction when assessing employees' inclination to withdraw from their jobs. Quiet Quitting, often manifested in the decline of enthusiasm and effort in the workplace, shouldn't be overlooked.

Keywords: *Quiet quitting, job satisfaction, employee engagement, phenomenological, Business Process Outsourcing (BPO)*



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