

A CASE STUDY ON THE COMPLIANCE OF A CALL CENTER
WITH THE LABOR STANDARDS AND POLICIES

A Thesis

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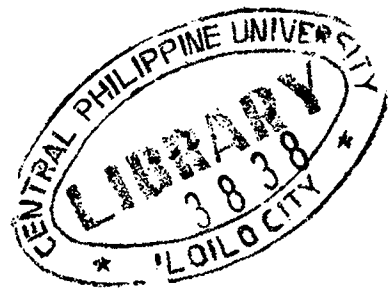
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ABSTRACT

This study was conducted to determine the compliance of a call center with the labor standards and policies. Case study – qualitative research design was employed. There were 25 participants, 18 of them were active employees, while the remaining seven were separated from the company for various reasons. Among the seven who were separated, four have a pending labor case before the National Labor Relations Commission. In-depth interview and focus group discussion served as the main tool for data collection. Results of the study showed that the call center is partially compliant with the labor standards and policies, particularly on normal work hours, rest periods, and holiday pay. However, the call center violated some of the provisions of the labor standards when it employed aliens without work permits from the Department of Labor and Employment, and without an employment visa. It also failed to pay its employees night-shift differential. Likewise, it eliminated certain benefits enjoyed by the employees which had already ripen into practice. Furthermore, the call center committed unfair labor practice when it prohibited its employees from engaging and/ or joining labor unions, or forming one. And finally, the call center terminates its employees without just and valid ground, or authorized grounds. The concluded reasons why the call center failed to comply with certain labor standards and policies were due to cultural differences, racial discrimination, and financial instability.