

Behind the Smile: Exploring the Lived Experiences of Female Client Relations Specialists in Quezon City KTV Bars

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ABSTRACT

“Behind the Smile: Exploring the Lived Experiences of Female Client Relations Specialists in Quezon City KTV Bars”

This study explored the lived experiences of Female Client Relations Specialists working in selected KTV bars in Quezon City, Philippines. Specifically, it sought to understand how they manage client relationships, navigate emotional labor, experience workplace interactions, construct their professional identities, and identify an intervention framework that may support their well-being and professional development. The study employed a qualitative research design using an interpretive hermeneutic phenomenological approach. Ten (10) Female Client Relations Specialists were selected through purposive sampling. Data were collected through in-depth semi-structured interviews and analyzed using Interpretative Phenomenological Analysis (IPA).

The findings revealed that participants viewed their profession as a meaningful journey that required adaptability, patience, empathy, and effective communication in managing diverse client relationships. They demonstrated emotional resilience by regulating their emotions and maintaining professionalism during challenging interactions. Supportive relationships with clients, colleagues, and supervisors contributed to their confidence, workplace motivation, and personal growth. Furthermore, participants developed a stronger professional identity through their daily experiences, responsibilities, and workplace challenges.

Based on these findings, the study proposed an intervention framework emphasizing emotional well-being, communication skills, emotional intelligence, peer support, and continuous professional development.

The study concludes that the lived experiences of Female Client Relations Specialists significantly influence their personal growth, emotional resilience, communication skills, and professional identity. It highlights the importance of organizational support in promoting employee well-being, enhancing service quality, and fostering professional development within client-oriented workplaces.

CHAPTER I

INTRODUCTION

Behind the Smile: Exploring the Lived Experiences of Female Client Relations Specialists in Quezon City KTV Bars examines the realities hidden behind the outward image of leisure and entertainment. The study focuses on Female Client Relations Specialist, formerly known as Guest Relations Officers, and explores how they navigate workplace challenges, manage emotional demands, and construct meaning from their roles. By centering on their lived experiences, it seeks to uncover the emotional, social, and psychological dimensions of their work, revealing what truly lies behind the smile.

BACKGROUND OF THE STUDY

In contemporary service-oriented environments, particularly within nightlife establishments such as KTV bars, maintaining a pleasant and engaging demeanor is central to work performance. Female Client Relations Specialists are tasked with fostering a welcoming and socially vibrant atmosphere through continuous interaction, emotional responsiveness, and adaptability. According to Yoo (2023), such outward performances of sociability are inseparable from the emotional labor that shapes service workers' identities. Park and Lee (2023) further emphasized that the tension between external presentation and internal experience is a defining feature of service work, underscoring the need to examine how workers interpret and negotiate these demands. For Female Client Relations Specialists in Quezon City KTV bars, everyday interactions are not only observable behaviors but also deeply rooted in personal perceptions and meanings that emerge through ongoing social encounters. This study therefore adopts a phenomenological approach to highlight the lived experiences and emotional dimensions of their work, situating outward performance within the broader context of internal realities and identity formation.

The notion of “behind the smile” highlights the distinction between outward presentation and inner experience. For Female Client Relations Specialists, smiling and maintaining composure are not simply spontaneous gestures, but practices shaped by workplace realities. As Wang et al. (2022) explain, emotional labor requires service workers to regulate expressions in ways that align with organizational expectations while negotiating their own identities. Nguyen et al. (2023) similarly emphasize that these performances are embedded in dynamic social encounters, where individuals must interpret shifting situations and respond with adaptability.

Within Quezon City KTV bars, the work environment presents distinct social and cultural conditions that further shape Female Client Relations Specialists' experiences. These establishments operate within nightlife settings characterized by informal socialization, close interpersonal engagement, and culturally embedded expectations of hospitality and emotional display. Santos et al. (2023) note that such environments often reinforce gendered norms and highlight power dynamics between clients and service workers, while Lim and Kim (2024) point to the blurred boundaries between professional roles and personal interactions. As a result, Female Client Relations Specialists must engage with diverse clients, manage unpredictable situations, and maintain composure in contexts that demand both emotional regulation and social adaptability.

Despite the visibility of their roles, limited scholarly attention has been given to how Female Client Relations Specialists themselves interpret and understand their work. Much of the existing literature on service work and emotional labor privileges quantifiable outcomes such as job satisfaction, stress, or performance, thereby overlooking the depth and complexity of workers' subjective experiences. This tendency risks obscuring how individuals construct meaning, negotiate boundaries, and reconcile

workplace demands with personal identities. Moreover, research remains scarce within nightlife establishments in the Philippine context, where cultural and social dynamics significantly influence occupational realities. By situating this study within a phenomenological framework, the analysis foregrounds interpretation and meaning making, offering a more nuanced exploration of how Female Client Relations Specialists experience and navigate the socio-cultural dimensions of their work.

To address this gap, a phenomenological approach is particularly appropriate, as it seeks to explore how individuals make sense of their lived experiences and the meanings they attach to them. Drawing from phenomenological perspectives that emphasize subjective consciousness and lived meaning, this study moves beyond surface-level descriptions of behavior to examine the internal dimensions of Female Client Relations Specialists' work. By focusing on the lived experiences of Female Client Relations Specialists in Quezon City KTV bars, the study aims to provide a deeper and more contextually grounded understanding of how emotional labor, identity, and meaning are constructed within this unique service environment.

This study adopts an interpretive phenomenological approach, grounded in Husserlian philosophy, to explore the lived experiences of Female Client Relations Specialists in Quezon City KTV bars. Interpretive phenomenology seeks to understand and describe phenomena as consciously experienced by individuals, while attempting to set aside preconceived assumptions to capture the essence of those experiences (Creswell & Creswell, 2023). In this study, the focus is on how Female Client Relations Specialists describe their everyday work, interpret their interactions, and construct meaning from the realities behind the smiles they present.

While phenomenology provides a valuable framework for accessing subjective experiences, it also presents certain methodological challenges. The reliance on participants' narratives introduces elements of subjectivity, as accounts are shaped by personal interpretation, memory, and context. Additionally, the researcher's role in interpreting these narratives may introduce bias, despite efforts to practice reflexivity and bracket preconceived assumptions. Acknowledging these limitations is essential in ensuring a more critical and rigorous engagement with the data.

Guided by this approach, the study aims to achieve the following objectives: (1) to describe the lived experiences of Female Client Relations Specialists in Quezon City KTV bars; (2) to examine how they interpret and make meaning of their interactions within the workplace; and (3) to explore how these experiences shape their sense of self, roles, and professional identities. By centering on the voices and narratives of the participants, the research seeks to provide a nuanced understanding of their work, recognizing that their roles extend beyond visible performance and are continuously shaped by their social and occupational environment.

Ultimately, this research contributes to a growing body of knowledge that emphasizes the importance of understanding human experiences within their specific social and cultural contexts. By focusing on Female Client Relations Specialists in Quezon City KTV bars, the study not only brings attention to realities that often remain unseen and underrepresented but also critically engages with how these experiences are shaped by the unique dynamics of nightlife work, including interpersonal demands, cultural expectations, and shifting power relations. Rather than treating their roles as purely performative, the study examines how Female Client Relations Specialists actively interpret, negotiate, and assign meaning to their everyday interactions within this environment.

In doing so, the research moves beyond general assertions about emotional labor by addressing specific gaps in existing scholarships. Much of the literature on service work has emphasized measurable outcomes

such as job satisfaction, stress levels, or performance indicators, yet these studies often neglect the subjective meaning-making processes that occur in nightlife settings. As a result, they fail to capture how workers interpret and negotiate the emotional and social complexities of their roles. This study contributes to the literature by filling a contextual gap examining Female Client Relations Specialists in Quezon City KTV bars, a setting where cultural expectations of hospitality, gendered labor dynamics, and client-worker interaction norms uniquely shape occupational realities. It also addresses a conceptual gap by extending discussions of emotional labor toward phenomenological inquiry, foregrounding interpretation, identity formation, and the negotiation of boundaries rather than purely quantifiable outcomes.

The study aims to (1) explore the subjective experiences of Female Client Relations Specialists within Quezon City KTV bars, (2) analyze how they construct meaning from their interactions and workplace conditions, and (3) examine how these processes influence their sense of identity and professional roles. By situating the research within a phenomenological framework, the analysis emphasizes how Female Client Relations Specialists understand and navigate the emotional and occupational dynamics of their work. This approach provides a more critical and comprehensive perspective, highlighting not only what Female Client Relations Specialists do but how they experience and interpret the social realities behind the smiles they present in their everyday roles.

REVIEW OF RELATED LITERATURE

This section reviews existing literature and studies related to the lived experiences of Female Client Relations Specialists in service-oriented and nightlife environments. Anchored on the concept of “behind the smile,” it examines key themes such as emotional labor, interpersonal engagement, and the subjective nature of workplace experiences. The review also explores phenomenological studies that focus on how individuals interpret and give meaning to their roles within socially dynamic settings. By synthesizing both foreign and local literature, this section aims to identify gaps in existing research and provide a theoretical and empirical foundation for understanding the lived realities of Female Client Relations Specialists in Quezon City KTV bars.

Lived Experiences in Nightlife Service Work

Service work within nightlife and entertainment venues is increasingly recognized as involving complex and dynamic human experiences beyond routine task performance. In environments such as KTV bars, employees engage in continuous and highly personalized interactions with clients, where social engagement and emotional responsiveness are central to their roles. These interactions are shaped not only by organizational expectations but also by the unpredictable and socially immersive nature of nightlife settings, requiring workers to constantly adapt and interpret their experiences in real time.

Rather than being purely functional, these encounters are embedded in personal meaning-making processes. Employees construct their understanding of their roles through ongoing interactions with clients, workplace norms, and situational demands. As Wong et al. (2025) suggest, examining lived experiences provides a deeper and more nuanced understanding of employees’ realities, as individual perceptions, emotions, and social contexts influence how work is experienced and interpreted. In nightlife environments, where engagement is continuous and relational, these experiences are particularly significant.

This perspective supports the present study by emphasizing the need to explore how Female Client Relations Specialists understand and make meaning of their everyday interactions within KTV bars, highlighting the importance of capturing the subjective and context-specific nature of their work.

Emotional Labor in Hospitality Work

Emotional labor is widely recognized as a defining feature of hospitality and service-oriented work. It refers to the process by which employees regulate and manage their emotions to meet organizational expectations. Workers are often required to display positive emotions such as friendliness, patience, and enthusiasm regardless of their true feelings. This requirement becomes a routine part of their daily work and shapes how they interact with customers. Emotional labor is not a one-time effort, but a continuous process that occurs throughout each work shift.

According to Kim et al. (2023), emotional labor significantly influences how employees experience their roles and responsibilities. It requires constant awareness of both internal emotions and external expressions. Over time, this process can affect how workers perceive themselves and their work. Emotional labor also contributes to the distinction between what is shown and what is felt internally. This distinction reflects the idea that employees may present a positive image while experiencing different emotions internally. The need to maintain this balance becomes part of their lived experience.

This literature supports the concept of “*behind the smile*” by showing that emotional labor creates a gap between outward expressions and internal experiences, which is central to understanding the lived realities of Female Client Relations Specialists.

Emotional Dissonance and Internal Experience

Emotional dissonance occurs when there is a mismatch between the emotions employees feel and the emotions they are required to display. This phenomenon is particularly common in service-oriented occupations where employees are expected to regulate their emotional expressions in accordance with workplace display rules and organizational expectations during interactions with customers and other stakeholders (Hur & Park, 2024; Pinkawa & Dörfel, 2024). Employees may experience internal conflict when they are required to suppress their true feelings. This mismatch can influence how they perceive their work and their role within the organization.

According to Lee and Park (2023), emotional dissonance affects employees’ sense of authenticity and self-perception. Workers may begin to question whether their displayed emotions reflect their true self. Over time, this can shape their overall experience of work. Emotional dissonance is not always visible to others, making it part of the hidden realities of service work. Employees may continue to perform their roles effectively while experiencing internal discomfort. This highlights the difference between observable behavior and personal experience. Understanding emotional dissonance provides insight into the internal dimension of service work.

This literature highlights the internal experiences of employees and supports the idea that Female Client Relations Specialists may experience a disconnect between their outward behavior and internal feelings, reinforcing the theme of hidden realities behind their smiles.

Customer Interaction as a Source of Lived Experience

Customer interaction is a central element in service-oriented work, particularly in hospitality settings. Employees are required to engage with customers continuously, making interaction a key component of their daily experiences. These interactions are not uniform and vary depending on the behavior, expectations, and attitudes of customers. Workers must interpret each interaction and adjust their responses accordingly. This process requires constant awareness, adaptability, and emotional engagement. According to Nguyen et al. (2024), customer interactions significantly influence how employees experience their roles.

Positive interactions may contribute to a sense of fulfillment, while challenging encounters may shape perceptions of difficulty in the workplace. Employees construct meaning from these encounters based on how they interpret each situation. These interpretations influence how they approach future interactions. Over time, repeated interactions contribute to the development of workplace understanding. This highlights that customer interaction is not merely a task but a lived experience.

This literature supports the study by emphasizing that the lived experiences of Female Client Relations Specialists are shaped by their daily interactions with customers, which influence how they interpret and understand their work.

Hospitality as Experiential Labor in Nightlife Settings

Hospitality work in nightlife establishments such as bars, clubs, and KTV venues can be understood as a form of experiential labor, where workers' emotional engagement and interpersonal interactions are central to the service provided. Lashley (2000) emphasized that hospitality extends beyond technical service delivery to encompass relational and affective dimensions, situating workers as active participants in creating experiences rather than merely executing tasks. Recent studies have shown that service employees are often required to regulate their emotional expressions in accordance with workplace display rules and organizational expectations, making emotional labor a fundamental component of hospitality work (Hur & Park, 2024; Pinkawa & Dörfel, 2024). Furthermore, workers in customer-facing roles are frequently expected to demonstrate warmth, attentiveness, and emotional responsiveness to enhance customer experiences and satisfaction.

Applied to the specific context of Female Client Relations Specialists in Quezon City KTV bars, these theoretical insights reveal distinctive challenges. Unlike general hospitality settings, KTV bars operate within nightlife environments characterized by informal socialization, heightened expectations of intimacy, and blurred boundaries between professional and personal interaction. Here, emotional labor is not only about maintaining composure or friendliness but also about negotiating cultural norms of hospitality, managing gendered power dynamics, and responding to unpredictable client behaviors. The experiential dimension of their work lies in how Female Client Relations Specialists interpret these encounters, construct meaning from them, and reconcile workplace demands with their own identities.

This study therefore contributes to existing literature by addressing both a contextual gap the scarcity of research on emotional labor in Philippine nightlife establishments—and a conceptual gap the limited focus on meaning-making and identity formation within hospitality scholarship. By adopting a phenomenological framework, the research moves beyond interpretative accounts of emotional labor to critically examine how Female Client Relations Specialists experience, interpret, and navigate the social realities of their roles. In doing so, it extends Hochschild's notion of emotional regulation, refines Lashley's emphasis on relational hospitality, and situates Adkins' gendered analysis within the lived realities of women working in KTV bars.

Nightlife Work Environment as Context of Experience

The work of Female Client Relations Specialists in Quezon City KTV bars unfolds within a socially complex nightlife environment that directly shapes how they interpret and make sense of their roles. Hochschild (1983) provides the foundational lens of emotional labor, explaining how workers regulate feelings and expressions to meet organizational and client expectations. Adkins (2002), by contrast, highlights the gendered dimensions of service work, showing how women are often expected to embody warmth, sociability, and emotional attentiveness as part of their professional identities. Taken together,

these perspectives underscore that Female Client Relations Specialists' labor is not merely about outward performance but about negotiating identity and meaning within a highly gendered and emotionally charged setting.

Unlike general hospitality contexts, KTV bars demand prolonged interpersonal engagement, informal socialization, and the navigation of blurred boundaries between professional and personal interaction. These conditions intensify emotional regulation, as Female Client Relations Specialists must manage unpredictable client behaviors while maintaining composure and responsiveness. The nightlife setting also amplifies power dynamics, where expectations of intimacy and hospitality intersect with cultural norms and gendered hierarchies. Such dynamics shape Female Client Relations Specialists with subjective experiences differently from other service roles, requiring them to continually interpret encounters, adjust boundaries, and construct meaning from their interactions.

This study therefore moves beyond interpretative accounts of nightlife work by critically examining how these conditions influence Female Client Relations Specialists' identity formation and everyday negotiation of workplace realities. By integrating Hochschild's focus on emotional regulation with Adkins' analysis of gendered service labor, the research situates Female Client Relations Specialists experiences within a phenomenological framework that foregrounds interpretation, meaning making, and the lived realities of service work in Philippine nightlife establishments.

Gendered Expectations in Service Work

Gender plays an important role in shaping experiences within service-oriented work. Female employees are often expected to display warmth, patience, and emotional sensitivity during customer interactions. These expectations are influenced by societal norms and cultural beliefs about femininity. In hospitality settings, such expectations become part of workplace standards that guide behavior. According to Santos et al. (2023), women in frontline service roles experience additional emotional demands compared to their male counterparts.

These demands influence how they perceive and experience their roles. Female workers may feel the need to regulate their emotions more carefully to meet expectations. This continuous adjustment shapes how they interact with customers and interpret their work experiences. Over time, these expectations contribute to how they construct their professional identity. These gendered expectations become part of their everyday lived experiences in the workplace.

This literature supports the study by showing that Female Client Relations Specialists may experience their roles differently due to gender-based expectations, reinforcing the need to explore their lived experiences.

Meaning-Making in Workplace Experiences

Employees actively construct meaning from their daily work experiences through reflection and interaction. Workplace experiences are not simply encountered but are interpreted based on individual perspectives. According to Garcia et al. (2022), employees develop personal understandings of their roles through continuous engagement with their environment. These meanings are influenced by interactions with customers, colleagues, and workplace expectations. Employees interpret situations differently depending on their emotional state and personal background. This process of meaning-making shapes how they experience their work. It also influences how they respond to challenges and opportunities in the workplace. Meaning making is an ongoing process that evolves over time. It allows employees to make sense of their roles and experiences. This highlights that work is not only performed but also understood through personal interpretation.

This supports the phenomenological focus of the study by emphasizing that Female Client Relations Specialists' experiences are shaped by how they interpret and give meaning to their daily interactions.

Continuous Emotional Regulation in Service Roles

Emotional regulation is a continuous requirement in service-oriented work. Employees must consistently monitor and adjust their emotional expressions during interactions. This process occurs throughout their work shifts and across different situations. According to Park and Lee (2023), emotional regulation is a central aspect of employees' daily experiences in hospitality. Workers must balance their internal emotions with external expectations. This requires constant awareness and effort. Emotional regulation influences how employees experience their work and interactions. Over time, it becomes part of their routine behavior. It also shapes how they perceive their roles and responsibilities. This highlights that emotional regulation is not occasional but a continuous lived experience.

This literature supports the idea that Female Client Relations Specialists' experiences are shaped by ongoing emotional regulation, which contributes to the hidden realities behind their outward behavior.

Accumulation of Workplace Experiences

Workplace experiences are not isolated events but accumulate over time. Employees build their understanding of their roles through repeated interactions and encounters. According to Wang et al. (2022), repeated exposure to workplace situations influences long-term perceptions of work. Each experience contributes to how employees interpret future interactions. Positive and negative experiences both play a role in shaping overall perception. Over time, these accumulated experiences form patterns of understanding. Employees begin to anticipate situations based on past experiences. This influences how they respond and behave in the workplace. The accumulation of experiences contributes to the development of workplace identity. It also shapes how employees view their roles and responsibilities.

This supports the study by emphasizing that Female Client Relations Specialists lived experiences are shaped over time through repeated interactions and accumulated workplace encounters.

Customer Incivility as Part of Lived Experience

Customer incivility is a common occurrence in service-oriented work. Employees often encounter rude, demanding, or disrespectful behavior from customers. These interactions influence how employees experience their roles. According to Lee and Park (2023), customer incivility affects employees' emotional responses and perceptions of work. Workers must manage their reactions while maintaining professionalism. This creates a complex experience where internal feelings may differ from outward behavior. Employees interpret these encounters based on their personal perspective. Over time, repeated exposure to incivility shapes how they view their work environment. These experiences become part of their daily reality. Customer incivility highlights the challenges of service work beyond visible performance.

This literature supports the study by showing that difficult customer interactions are part of Female Client Relations Specialists lived experiences, contributing to the hidden realities behind their roles.

Coping as a Lived Process

Coping strategies are an important aspect of how employees manage workplace experiences. Employees develop different ways of responding to challenges based on their personal interpretation of situations. According to Nguyen et al. (2023), coping is influenced by both individual and environmental factors. Workers may use different strategies depending on the demands of their roles. These strategies are not fixed but change over time. Coping reflects how employees experience and responds to their work. It also shapes how they manage emotional and social demands. Employees learn from past experiences and adjust

their coping mechanisms. This process becomes part of their everyday work life. Coping is therefore both a response and an experience.

This supports the study by emphasizing that Female Client Relations Specialists' coping strategies are part of their lived experiences and reflect how they navigate their daily work realities.

Professional Identity Formation in Service Work

Professional identity develops through continuous workplace interaction and experience. Employees form their sense of identity based on how they perceive their roles and responsibilities. According to Kim et al. (2023), identity is shaped through repeated engagement in work activities. Workers interpret their roles based on their experiences and interactions. This process influences how they see themselves in the workplace. Identity is not fixed but evolves over time. Employees adjust their self-perception based on new experiences. This development is influenced by both personal and social factors. Professional identity reflects how employees understand their place within their work environment. It becomes part of their lived experience.

This literature supports the study by showing that Female Client Relations Specialists develop their identity through lived experiences, shaping how they perceive themselves and their roles.

Night Work and Lived Experience in Nightlife Settings

Night work in nightlife and entertainment venues presents distinct challenges that shape employees' lives. In settings such as KTV bars, work is typically conducted during late hours, requiring employees to adapt to reversed daily routines and prolonged periods of social interaction. Unlike standard shift work, night work in these environments is closely tied to social engagement, where employees must remain alert, responsive, and emotionally present despite physical fatigue (Hochschild, 1983; Adkins, 1995).

These conditions influence not only workers' physical well-being but also their social and personal lives. Employees often experience disruptions in sleep patterns and limited opportunities for daytime social interaction, which can affect how they perceive and navigate their roles. At the same time, the demands of nightlife work require continuous adjustment, as workers balance the expectations of their roles with their personal needs and boundaries. As a result, night work becomes an integral part of how employees experience and interpret their everyday realities within the workplace.

This perspective supports the present study by emphasizing that the lived experiences of Female Client Relations Specialists in Quezon City KTV bars are shaped not only by their interactions with clients but also by the demands and conditions of working in a night-oriented environment.

Physical and Emotional Exhaustion in Nightlife Work

Physical and emotional exhaustion are significant aspects of employees' lived experiences in nightlife and entertainment environments such as KTV bars. Workers in these settings are required to sustain prolonged social interaction, emotional engagement, and attentiveness throughout late working hours, often despite physical fatigue. This combination of continuous interpersonal demand and night-oriented schedules contributes to an embodied experience of work, where both physical and emotional states influence how employees perform and interpret their roles (Hochschild, 1983; Grandey, 2000).

In such contexts, exhaustion is not limited to physical tiredness but also includes emotional strain resulting from the need to maintain composure, responsiveness, and sociability during interactions with clients. Employees must continue to engage positively even when experiencing fatigue, creating a dynamic where internal states and outward performance may not align. Over time, this ongoing negotiation between emotional demands and physical limitations becomes embedded in workers' daily experiences, shaping how they perceive their work and themselves within it.

This perspective supports the present study by emphasizing that the lived experiences of Female Client Relations Specialists in Quezon City KTV bars involve both physical and emotional dimensions, reflecting the complex and embodied nature of their roles within nightlife environments.

Social Interaction and Role Construction in Nightlife Settings

Social interaction plays a central role in shaping how employees construct and understand their roles within nightlife and entertainment environments. In settings such as KTV bars, Female Client Relations Specialists engage in continuous, close, and often personalized interactions with clients, where communication, attentiveness, and emotional responsiveness are expected. These interactions go beyond routine service exchanges, requiring Female Client Relations Specialists to actively adjust their behavior based on clients' personalities, expectations, and social cues (Hochschild, 1983; Adkins, 1995).

Within this context, role construction becomes a dynamic and ongoing process. Female Client Relations Specialists develop their understanding of their responsibilities through repeated interactions, learning how to navigate social situations while maintaining professionalism, and meeting workplace expectations. Their roles are not fixed but are continuously shaped by the nature of their engagements, as well as by personal interpretations and situational demands. This process reflects how workers actively construct meaning from their experiences within socially intensive environments.

This perspective supports the present study by emphasizing that the roles of Female Client Relations Specialists in Quezon City KTV bars are shaped through continuous social interaction, making their work a lived, adaptive, and context-dependent experience.

Organizational Support and Lived Experience in Nightlife Settings

Organizational support plays a crucial role in shaping how Female Client Relations Specialists experience their work within nightlife and entertainment environments such as KTV bars. In these settings, support may come through supervision, workplace policies, and access to resources that guide how Female Client Relations Specialists manage client interactions and workplace expectations. According to organizational support theory, employees develop perceptions of how much their organization values their contributions and cares about their well-being, which in turn influences their attitudes and behaviors in the workplace (Eisenberger et al., 1986; Rhoades & Eisenberger, 2002).

In hospitality and service-oriented environments, where emotional labor and interpersonal engagement are central, organizational support becomes particularly important. Employees in these sectors often face psychological, physical, and social demands, requiring a strong support system to manage workplace challenges effectively. In nightlife settings such as KTV bars, where Female Client Relations Specialists are expected to maintain composure and engagement in highly interactive situations, supportive management and clear organizational structures can help workers navigate complex social dynamics. Conversely, limited support may heighten stress and uncertainty, shaping how Female Client Relations Specialists perceive their roles and interactions with clients.

Organizational support also contributes to employees' sense of belonging, security, and well-being, which are essential in environments that require continuous emotional and social engagement. As a result, support is not only a structural factor but also a lived experience that influences how Female Client Relations Specialists interpret their work and respond to their demands.

This perspective supports the present study by emphasizing that the lived experiences of Female Client Relations Specialists in Quezon City KTV bars are shaped not only by their interactions with clients but also by the level of organizational support available within their workplace.

Mental Health and Lived Workplace Experiences in Nightlife Settings

Mental health is closely linked to the lived experiences of employees working in nightlife and entertainment environments such as KTV bars. In these settings, Female Client Relations Specialists are exposed to continuous emotional demands, prolonged social interaction, and unpredictable client behavior, all of which can influence their psychological well-being. Unlike general service roles, nightlife work often involves heightened expectations for emotional engagement and sustained interpersonal presence, making workers more vulnerable to stress and emotional strain (Hochschild, 1983; Grandey, 2000).

Research on hospitality and entertainment workers suggests that the combination of emotional labor and irregular working conditions can contribute to psychological fatigue, stress, and challenges in maintaining well-being (Bakker & Demerouti, 2007). In nightlife contexts, Female Client Relations Specialists must manage their emotional responses while maintaining a composed and engaging demeanor, even in demanding or uncomfortable situations. These experiences are not only external demands but are internally processed, shaping how workers perceive their roles, themselves, and their overall work experience.

This perspective supports the present study by emphasizing that the lived experiences of Female Client Relations Specialists in Quezon City KTV bars include significant emotional and psychological dimensions, highlighting the importance of understanding mental health as embedded within their everyday work realities.

Phenomenology in Hospitality Research

Phenomenology has been widely used to explore lived experiences in various fields, including hospitality. This approach focuses on understanding how individuals experience and interpret their realities. According to Creswell and Creswell (2023), phenomenology aims to describe experiences as they are lived by participants. It emphasizes participants' perspectives rather than external interpretations. This approach is particularly useful in service-oriented work where experiences are subjective and dynamic. Phenomenology allows researchers to capture the depth of human experience. It focuses on meaning-making and personal interpretation. In hospitality research, it helps uncover hidden aspects of work. It provides insight into how employees perceive their roles and interactions. This makes it suitable for studying lived experiences in complex environments.

This literature justifies the use of interpretative phenomenology in the study, as it focuses on capturing the lived experiences of Female Client Relations Specialists from their own perspectives

Research Gap in Nightlife Workers

Despite the growing body of research on hospitality and service work, there remains limited scholarly attention to employees working in nightlife and entertainment settings. Existing studies predominantly focus on structured environments such as hotels and restaurants, where work conditions, roles, and interactions are more formalized. In contrast, nightlife venues such as KTV bars present distinct conditions characterized by prolonged social interaction, informal engagement, and unpredictable client behavior, which are not adequately addressed in mainstream hospitality research (Hochschild, 1983; Adkins, 1995). Furthermore, much of the existing literature emphasizes measurable outcomes such as job satisfaction, burnout, and performance, often overlooking the subjective and lived experiences of workers. This creates a gap in understanding how employees interpret, navigate, and make meaning of their roles within socially complex environments. Female Client Relations Specialists remain underrepresented in academic studies, despite their roles involving intensive emotional labor and continuous interpersonal engagement.

Addressing this gap requires a qualitative and interpretive phenomenological approach that centers on the lived experiences of workers within their specific contexts. Thus, the present study focuses on Female Client Relations Specialists in Quezon City KTV bars, aiming to provide a deeper and more contextually grounded understanding of their work, experiences, and meaning-making processes within an underexplored area of hospitality research.

SYNTHESIS OF THE STUDY AND REVIEW OF RELATED LITERATURE

The reviewed literature demonstrates that workers in nightlife and hospitality settings navigate complex intersections of emotional demands, social engagement, and contextual work conditions. Hochschild (1983) introduced the concept of emotional labor, explaining how employees regulate feelings and expressions to align with organizational expectations, often producing a tension between outward behavior and internal experience—the “behind the smile” dynamic. Adkins (2002) extends this by showing how service work is gendered, with women disproportionately expected to embody warmth, sociability, and emotional attentiveness, thereby linking emotional regulation directly to identity construction. Lashley (2000) situates hospitality as experiential labor, emphasizing that service roles are not limited to technical tasks but involve relational and affective dimensions that shape both client experiences and workers’ self-understanding.

In nightlife contexts such as KTV bars, these dynamics are intensified. Prolonged and personalized engagement with clients, informal socialization, and blurred boundaries between professional and personal roles require Female Client Relations Specialists to continuously interpret encounters and adapt behavior in response to unpredictable situations. Unlike formal hospitality settings, nightlife work is socially immersive and night-oriented, introducing pressures such as emotional exhaustion, heightened intimacy expectations, and the negotiation of power dynamics. These conditions shape Female Client Relations Specialists with subjective experiences differently from other service roles, influencing role understanding, coping strategies, and identity formation.

Despite the relevance of these themes, existing scholarships reveal several limitations. Much of the research remains concentrated on formal hospitality environments and emphasizes measurable outcomes such as job satisfaction or performance, rather than exploring the interpretive and phenomenological dimensions of workers’ realities. Studies that acknowledge emotional labor often lack sufficient contextual depth, limiting their ability to explain how workers construct meaning in nightlife-specific environments. Moreover, there is a scarcity of Philippine-based research on nightlife establishments, weakening the applicability of broader findings to Female Client Relations Specialists in Quezon City KTV bars. Gender is frequently mentioned but rarely integrated into emotional labor theory, leaving underexplored how femininity and gendered expectations intersect with workplace dynamics in nightlife settings.

In response to these gaps, the present study focuses on the subjective experiences of Female Client Relations Specialists in Quezon City KTV bars. By concentrating on their interpretations, emotional management, and social interactions within a specific socio-cultural context, the study addresses both a conceptual gap (lack of phenomenological depth in emotional labor research) and a contextual gap (absence of Philippine nightlife-focused studies). This approach contributes to a more comprehensive understanding of Female Client Relations Specialists work, foregrounding the hidden and underrepresented dimensions of service labor and situating them within the broader frameworks of emotional regulation, gendered expectations, and experiential hospitality.

PHILOSOPHICAL UNDERPINNINGS

This study adopts an interpretive phenomenological approach to explore the lived experiences of Female Client Relations Specialists in Quezon City KTV bars. In this study, phenomenology is used as a practical approach to understand how participants experience, interpret, and make sense of their everyday work. The focus is on capturing their subjective accounts of their roles, interactions, and daily realities within the KTV environment.

The concept of “Behind the Smile” reflects this approach by highlighting the difference between outward expressions and internal experiences. While Female Client Relations Specialists are expected to present a pleasant and engaging demeanor, their actual experiences may involve emotional regulation, personal reflection, and social negotiation. Through participants’ narratives, the study seeks to understand these internal experiences as they are lived and described in context.

This approach is situated within a constructivist–interpretivist paradigm, which assumes that reality is socially constructed and shaped through individual experiences and interactions. From this perspective, the experiences of Female Client Relations Specialists are not fixed or universal but are multiple, dynamic, and context dependent. Their work experiences are influenced by interactions with clients, workplace expectations, and the social environment of KTV bars.

Within this paradigm, knowledge is developed through the interpretation of participants’ narratives. The study focuses on how Female Client Relations Specialists make sense of their experiences rather than seeking generalizable or objective explanations. Meaning is constructed through dialogue between the researcher and participants, ensuring that the findings remain grounded in their perspectives.

Guided by this framework, the study employs qualitative methods, specifically semi-structured interviews, to gather in-depth accounts of participants’ experiences. These narratives are analyzed using thematic analysis to identify patterns of meaning while preserving individual perspectives.

The integration of a phenomenological approach within a constructivist–interpretivist paradigm enables the study to explore Female Client Relations Specialists experiences as both personally lived and socially constructed, providing a deeper understanding of the realities behind the smile.

FRAMEWORK OF THE STUDY

This study is anchored in the Transactional Model of Stress and Coping developed by Lazarus and Folkman (1984), examined through a qualitative interpretive phenomenological perspective. The model posits that stress is not simply a direct response to external events, but a dynamic process shaped by how individuals interpret and evaluate their experiences. From this perspective, stress emerges through personal appraisal and meaning making rather than from the situation alone. This aligns with the central idea of the study, “Behind the Smile,” which emphasizes that internal experiences are often shaped by individual interpretation and may not always be outwardly visible.

However, while the Transactional Model provides a useful lens for understanding how individuals interpret and manage emotional and physical demands, its focus is primarily on individual cognitive appraisal and coping processes. This may limit its ability to fully capture the broader dimensions of the lived experiences of Female Client Relations Specialists, particularly in the context of nightlife work. The experiences of Female Client Relations Specialists are not solely shaped by stress and coping but are also influenced by social interaction, emotional labor, identity formation, and contextual workplace dynamics. In a phenomenological inquiry, experiences are understood as multi-layered and contextually embedded, extending beyond responses to stressors. The roles of Female Client Relations Specialists involve

continuous interpersonal engagement, emotional regulation, and negotiation of social expectations, which cannot be fully explained through stress appraisal alone. Therefore, while the Transactional Model informs the understanding of how Female Client Relations Specialists interpret and respond to workplace demands, it does not serve as a comprehensive explanation of their experiences.

Instead, this study uses the model as a supporting framework, while adopting a phenomenological approach to explore the deeper, subjective, and context-dependent aspects of Female Client Relations Specialists' experiences. This allows the research to move beyond a stress-centered perspective and examine how participants construct meaning from their roles, interactions, and everyday realities within the KTV environment.

In the context of this study, Female Client Relations Specialists working in Quezon City KTV bars encounter various workplace conditions, including continuous customer interaction, emotional demands, and irregular working hours. However, these conditions do not solely define their experiences. Rather, their realities are shaped through how they interpret, manage, and give meaning to these situations within their specific social and occupational environment.

This study is better understood through Hochschild's Emotional Labor Theory (1983), which explains how employees regulate their emotional expressions to meet organizational expectations. In roles such as those of Female Client Relations Specialists workers are required to consistently display warmth, friendliness, and composure, regardless of their internal emotional state. This creates a distinction between felt emotions and displayed emotions, often requiring sustained emotional regulation. In the context of KTV work, this regulation is not occasional but continuous, as Female Client Relations Specialists engage in prolonged and highly interactive encounters with clients.

Beyond emotional regulation, these experiences are also embodied and contextually situated. Female Client Relations Specialists navigate not only emotional demands but also the physical realities of night work and sustained interpersonal engagement. Despite internal fatigue, stress, or discomfort, they are expected to maintain a composed and engaging demeanor. This reinforces the idea that much of their experience remains unseen, existing behind their outward professional presentation. Emotional labor, therefore, is not simply a performance requirement, but a lived and ongoing experience that shapes how Female Client Relations Specialists understand their roles and themselves.

To further capture the depth of these experiences, the study is informed by van Manen's phenomenological lifeworld perspective, which emphasizes the importance of lived, embodied, and meaning-laden experiences (van Manen, 2023). This perspective highlights that individuals experience their world through dimensions such as lived bodies, lived relations, and lived time. In the case of Female Client Relations Specialists, their experiences are shaped by their bodily presence in the workplace, their relationships with clients, and the temporal demands of night-oriented work. These dimensions allow for a more holistic understanding of their realities beyond observable behavior.

Guided by these frameworks, the study focuses on emotional regulation, identity construction, and meaning making central aspects of Female Client Relations Specialists' experiences. Rather than viewing their roles merely as responses to workplace demands, the study examines how Female Client Relations Specialists actively interpret and construct meaning from their interactions and daily encounters. This aligns with the phenomenological aim of understanding experiences as they are lived, described, and interpreted by the participants themselves.

By integrating Emotional Labor Theory with a phenomenological perspective, the study provides a more comprehensive understanding of Female Client Relations Specialist experiences. It emphasizes that their

roles are not only performed but are continuously lived, negotiated, and interpreted within a complex social environment. This approach ultimately deepens the exploration of what lies behind the smile, revealing the emotional, relational, and contextual realities that shape their everyday work.

Conceptual Framework

This study adopts an interpretive phenomenological framework, informed by the works of Heidegger and van Manen, to guide the exploration of the lived experiences of Female Client Relations Specialists in Quezon City KTV bars. Unlike process-oriented models, this framework emphasizes understanding how individuals experience, interpret, and assign meaning to their everyday realities within their specific social and occupational contexts.

Figure 1:

At the core of this framework is the idea that experience is not simply observed but lived and interpreted. The work of Female Client Relations Specialists involves continuous interaction, emotional engagement, and adaptation to dynamic environments. These experiences are shaped not only by external conditions such as workplace expectations, customer interactions, and night work, but also by how individuals perceive, reflect on, and make sense of these conditions. As such, reality is understood as subjective, context-dependent, and meaning-laden.

The concept of “Behind the Smile” reflects this framework by highlighting the difference between outward expressions and internal experiences. While Female Client Relations Specialists are expected to present a composed and engaging demeanor, their lived realities may involve emotional regulation, personal reflection, fatigue, and negotiation of social expectations. These internal experiences are not immediately visible but are central to understanding the full meaning of their roles.

Guided by an interpretive phenomenological perspective, the study focuses on key dimensions of lived experience, including emotional labor, social interaction, embodied experience, and identity construction. These dimensions are not treated as variables but as interconnected aspects of how Female Client Relations Specialists experience and understand their work. Through participants’ narratives, the researcher engages in an interpretive process to uncover the meanings embedded in their experiences, recognizing that understanding emerges through reflection and dialogue.

In this framework, the researcher is not a detached observer but an active interpreter who seeks to understand the depth and context of participants’ experiences. Data are generated through in-depth interviews and analyzed through thematic interpretation, allowing patterns of meaning to emerge while preserving the richness of individual accounts. The goal is not to produce generalized outcomes but to provide a deeper understanding of how experiences are lived, interpreted, and given meaning.

This conceptual framework aligns with the phenomenological aim of the study by emphasizing interpretive engagement, contextual understanding, and meaning making. It allows the research to move beyond surface-level descriptions and uncover the complex, lived realities of Female Client Relations Specialists, providing a more comprehensive understanding of what lies behind the smile.

STATEMENT OF THE PROBLEM

This study aims to explore the lived experiences of Female Client Relations Specialists working in KTV bars in Quezon City. Specifically, it seeks to understand how they experience, interpret, and cope with their everyday work. Guided by this purpose, the study seeks to answer the following questions:

1. How do Female Client Relations Specialists perceive their lived experiences in managing client relationships within their workplace contexts?
2. How do Female Client Relations Specialists manage their emotional labor during their client interactions?
3. In what ways do workplace social interactions shape the lived experiences of Female Client Relations Specialists?
4. How do Female Client Relations Specialists develop their professional identities through their experiences and interactions within the workplace?
5. Based on the lived experiences of Female Client Relations Specialists, what intervention framework can be designed to enhance their well-being, professional development, and effectiveness in client relations?

ASSUMPTIONS OF THE STUDY

This study is based on the following assumptions:

1. Lived experiences are inherently meaningful and can be understood through participants' interpretations of their everyday realities.

In line with Interpretative Phenomenological Analysis (IPA), it is assumed that Female Client Relations Specialists working in KTV bars actively make sense of their experiences, and that these meanings shape how they perceive themselves, their work, and their social world (Smith, Flowers, & Larkin, 2009; Eatough & Smith, 2024).

2. The realities of Female Client Relations Specialists are socially and contextually constructed through workplace interactions and experiences

It is assumed that the participants' experiences are influenced by the complex interplay of customer relations, workplace expectations, emotional labor, and organizational culture, which collectively contribute to the formation of their lived realities (Berger & Luckmann, 1966; Braun & Clarke, 2022).

3. The experiences of Female Client Relations Specialists extend beyond observable behaviors and include subjective, unexpressed, and emotionally nuanced dimensions.

This study assumes that participants possess personal meanings, emotions, and reflections that may not be immediately visible within their professional roles but can be revealed through in-depth reflection and dialogue (van Manen, 1990; van Manen, 2023).

4. Participants can provide rich and reflective accounts of their experiences, and these narratives offer valuable insights for understanding their realities and informing supportive interventions.

Consistent with the interpretative phenomenological perspective, it is assumed that participants' narratives serve as credible sources of knowledge that can contribute to a deeper understanding of their experiences and guide the development of contextually relevant support mechanisms (Smith et al., 2009; Creswell & Poth, 2023).

SIGNIFICANCE OF THE STUDY

This study provides a clearer understanding of the everyday work realities of Female Client Relations Specialists in KTV bars in Quezon City. While their roles are often judged based on outward behavior, such as being friendly and composed, this study focuses on what they experience during their interactions and how they deal with the demands of their work.

For Female Client Relations Specialists, the study will give value to experiences that are usually hidden. It will show how they will face pressure to maintain a professional image, deal with different types of clients, and manage irregular schedules. By presenting these realities, the study will help them realize that their struggles are valid and shared by others in similar roles.

For the Community, the study will provide a more accurate picture of women working in nightlife establishments. It will challenge stereotypes and negative assumptions, and it will encourage people to see Female Client Relations Specialists not only as entertainers but also as individuals with complex identities and responsibilities.

For Counselors, the study will provide insights that will be useful in developing support strategies for Female Client Relations Specialists. These strategies will focus on helping them cope with stress, emotional demands, and the challenges of maintaining a professional image.

For Psychology Practitioners, the study will contribute to the understanding of emotional labor and workplace psychology. The findings will be applied in counseling and organizational settings to design interventions that will address burnout, identity struggles, and emotional regulation.

For Bar owners and Managers, the study will highlight how workplace practices will affect employees beyond their outward performance. It will emphasize the importance of supportive management, fair scheduling, and recognition of staff needs. With this knowledge, owners and managers will be encouraged to create healthier and more sustainable working conditions.

For Researchers, the study will add to the limited body of literature on nightlife work and emotional labor. It will provide detailed accounts of Female Client Relations Specialists' experiences that will serve as a foundation for future studies on gender roles, emotional regulation, and service-oriented occupations.

For Policymakers, the study will bring attention to the working conditions of women in nightlife establishments. It will support discussions on employee protection, fair labor practices, and access to support systems. By considering the realities of Female Client Relations Specialists work, policymakers will be able to create regulations that will safeguard the rights and well-being of women in this sector.

For Future Researchers, the study will serve as a reference point for further exploration of emotional labor and lived experiences in similar occupational contexts. It will open opportunities for comparative studies and deeper investigations into the psychological and social aspects of service work.

SCOPE AND LIMITATION

This study will focus on exploring the lived experiences of Female Client Relations Specialists working in KTV bars in Quezon City. Guided by an interpretive phenomenological perspective, the research will examine the unexpressed and internal aspects of their work experiences, consistent with the concept of *"Behind the Smile."* In line with the research questions, the study will explore how participants will experience emotional labor, workplace interactions, job demands, and how they will interpret and make sense of these experiences.

The scope of the study will include everyday workplace conditions such as customer interactions, emotional expectations, work schedules, and environmental demands. It will also consider how these conditions will shape participants' interpretations of their roles. By focusing on participants' narratives, the study will aim to provide a deep and context-specific understanding of their experiences rather than surface level descriptions. Efforts will be made to capture diverse perspectives within the selected group to reflect variations in experiences, backgrounds, and work conditions.

The study will be guided by four key dimensions of lived experience, which will serve as the central aspects of exploration. These dimensions will include emotional labor, social interaction, embodied experience, and identity construction. They will not be treated as separate variables but as interconnected aspects of lived experience. Through participants' narratives, the researcher will engage in an interpretive process to uncover the meanings embedded in their stories, recognizing that understanding will emerge through reflection and dialogue.

The study will be limited to ten Female Client Relations Specialists currently employed in selected KTV bars in Quezon City. Male employees will not be included, nor will workers from other sectors such as hotels or restaurants, or nightlife establishments outside the selected area. The focus will remain primarily on work-related experiences, and personal or family-related aspects will only be considered when they are directly connected to participants' work realities.

Quezon City will be chosen as the study site because it is one of the largest urban centers in Metro Manila, known for its active nightlife industry and concentration of KTV bars. This setting will provide a relevant and accessible context for examining the experiences of Female Client Relations Specialists.

The study will adopt an interpretive phenomenological approach because this method will allow the researchers to explore how participants themselves will make sense of their experiences. Rather than simply describing events, the approach will focus on interpretation, meaning making, and the personal significance of workplace realities.

The number of participants will be limited to ten, based on availability and willingness within the given time frame of the research. This sample size will allow for in-depth exploration of individual narratives while remaining manageable for the researcher.

As a qualitative study, the findings will not be intended for generalization but will provide in-depth insights grounded in the specific context of the participants. The study will also be limited by the time frame available for data collection, the number of participants who agree to take part, and reliance on self-reported narratives. Some participants may choose not to disclose certain experiences due to personal or professional concerns, and access to participants may be influenced by workplace policies and scheduling constraints.

Despite these limitations, the study will aim to provide a detailed and contextually grounded understanding of the experiences of Female Client Relations Specialists. By focusing on how they will interpret and make sense of their roles, the study will support a deeper examination of the internal and often unexpressed aspects of their work, contributing to a more comprehensive understanding of their realities.

DEFINITION OF TERMS

Burnout. In this study, burnout refers to feelings of emotional and physical exhaustion that may emerge from the prolonged emotional and interpersonal demands experienced by Female Client Relations Specialists in KTV bars.

Technically, burnout is a psychological condition characterized by emotional exhaustion, depersonalization, and reduced personal accomplishment resulting from prolonged occupational stress (Maslach, Schaufeli, & Leiter, 2001).

Client Demands. In this study, client demands refer to the expectations, behaviors, and pressures experienced by Female Client Relations Specialists during interactions with customers in KTV bars.

Technically, client demands refer to the expectations and behavioral pressures expressed by customers during service interactions within hospitality and service-oriented environments.

Coping. In this study, coping refers to how Female Client Relations Specialists respond to, manage, and make sense of challenging workplace experiences and emotional demands.

Technically, coping refers to the cognitive and behavioral efforts individuals use to manage stressful or demanding situations (Lazarus & Folkman, 1984).

Coping Strategies. In this study, coping strategies refer to the different ways Female Client Relations Specialists handle emotional, social, and workplace-related challenges encountered during their work.

Technically, coping strategies are the various approaches individuals use to manage and respond to stressful experiences, often categorized as problem-focused or emotion-focused (Folkman & Moskowitz, 2004).

Customer Interaction. In this study, customer interaction refers to the continuous communication, engagement, and social exchanges between Female Client Relations Specialists and customers within KTV bars.

Technically, customer interaction refers to the interpersonal exchange between service employees and customers during service encounters.

Embodied Experience. In this study, embodied experience refers to how Female Client Relations Specialists perceive, experience, and make sense of their work through their bodies, including their physical presence, appearance, emotional expressions, and bodily responses during workplace interactions.

Technically, embodied experience pertains to the lived body (*corporeality*), one of the fundamental existential themes in van Manen's phenomenological lifeworld framework, through which individuals experience and interpret the world as embodied beings (van Manen, 2023).

Emotional Labor. In this study, emotional labor refers to how Female Client Relations Specialists regulate and manage their emotional expressions to maintain a professional and welcoming demeanor during workplace interactions.

Technically, emotional labor is the process of managing and expressing emotions in accordance with workplace expectations and organizational display rules (Hochschild, 1983).

Emotional Regulation. In this study, emotional regulation refers to how Female Client Relations Specialists control and adjust their emotional expressions while interacting with customers and responding to workplace situations.

Technically, emotional regulation refers to the process through which individuals monitor, manage, and modify emotional reactions in response to situational demands (Gross, 1998).

Female Client Relations Specialists. In this study, Female Client Relations Specialists refer to female employees working in KTV bars in Quezon City whose roles involve customer interaction, emotional engagement, and maintaining a welcoming and socially engaging environment.

Technically, Female Client Relations Specialists are frontline employees responsible for maintaining positive customer relationships through communication, interpersonal engagement, and service interaction.

Guest Relations Officers. In this study, Guest Relations Officers refer to the former designation of female employees in KTV bars, now more commonly known as Female Client Relations Specialists. Their role involves interacting with customers, fostering positive relationships, and maintaining a welcoming and engaging environment.

Technically, Guest Relations Officers are frontline personnel responsible for customer engagement, interpersonal communication, and guest satisfaction through effective relationship-building and service interaction.

Irregular Work Schedule. In this study, irregular work schedule refers to the non-standard working hours experienced by Female Client Relations Specialists, including night shifts and extended working hours common in KTV bar settings.

Technically, irregular work schedules refer to work arrangements involving non-traditional hours such as evening shifts, rotating schedules, or night work.

KTV Bars. In this study, KTV bars refer to entertainment establishments in Quezon City where Female Client Relations Specialists perform their work roles involving customer interaction and hospitality-related services.

Technically, KTV bars are nightlife entertainment establishments that provide karaoke services together with opportunities for social interaction and hospitality engagement.

Lived Experiences. In this study, lived experiences refer to the personal perceptions, emotions, reflections, and everyday realities encountered by Female Client Relations Specialists while performing their work in KTV bars.

Technically, lived experiences refer to subjective human experiences as consciously perceived, interpreted, and given meaning by individuals within their everyday life context (Creswell & Creswell, 2023).

Occupational Stress. In this study, occupational stress refers to the emotional strain and pressure experienced by Female Client Relations Specialists in relation to workplace demands, customer interactions, and emotional expectations.

Technically, occupational stress refers to psychological and emotional strain arising from perceived workplace demands and pressures (Lazarus & Folkman, 1984).

Professional Identity. In this study, professional identity refers to how Female Client Relations Specialists perceive and understand themselves in relation to their workplace roles, responsibilities, and experiences.

Technically, professional identity refers to the evolving self-concept developed through professional roles, occupational experiences, and workplace interaction.

Psychological Well-Being. In this study, psychological well-being refers to how Female Client Relations Specialists perceive their emotional and mental condition in relation to their lived work experiences.

Technically, psychological well-being refers to an individual's perception of emotional functioning, self-acceptance, and overall mental wellness (Ryff, 1989).

Work Environment. In this study, work environment refers to the physical, social, and organizational conditions experienced by Female Client Relations Specialists within KTV bars.

Technically, work environment refers to the physical, social, and organizational context in which work activities take place (Danna & Griffin, 1999).

"Behind the Smile". In this study, "Behind the Smile" refers to the hidden emotional, psychological, and personal experiences of Female Client Relations Specialists that may not be visible in their outward workplace behavior and professional composure.

Technically, the phrase reflects the distinction between displayed emotions and internal emotional experiences commonly discussed in emotional labor literature (Hochschild, 1983).

CHAPTER II

METHODOLOGY

This chapter presents the research methodology used in the study. It describes the research design, research site, participants and sampling procedures, research instrument, data collection process, data analysis procedures, and ethical considerations. These methodological steps were followed to explore the lived experiences of Female Client Relations Specialists, with particular focus on the hidden realities that exist behind their visible professional composure in KTV bars in Quezon City.

RESEARCH DESIGN

Qualitative Research Design

This study employs a qualitative research design to gain an in-depth understanding of the lived experiences of Female Client Relations Specialists working in KTV bars in Quezon City. Qualitative research is appropriate because it focuses on exploring participants' perspectives, meanings, and interpretations of their experiences rather than measuring variables through numerical data. This approach allows researchers to examine complex social realities and understand how individuals make sense of their everyday lives within specific contexts.

One of the strengths of qualitative research is its ability to capture rich, detailed, and contextualized information that may not be accessible through quantitative methods. Since the study seeks to explore personal experiences, workplace interactions, emotional demands, and coping mechanisms, a qualitative design provides the flexibility needed to gather comprehensive narratives and uncover insights that may remain hidden in structured surveys or statistical analyses.

Phenomenological Approach

Within the qualitative paradigm, this study adopts an interpretive phenomenological approach. Phenomenology focuses on understanding and describing the essence and meaning of individuals lived experiences. Specifically, interpretive phenomenology seeks to examine how people interpret, understand, and assign meaning to their experiences within a particular social and cultural context.

This approach is suitable for the study because it aims to explore how Female Client Relations Specialists working in KTV bars perceive and make sense of their daily work experiences. It allows the researcher to investigate both the explicit and underlying aspects of their roles, including workplace expectations, emotional labor, interpersonal relationships, and professional identity.

Data will be collected through in-depth semi-structured interviews, enabling participants to provide detailed accounts of their experiences, perceptions, and reflections. This method allows participants to express their thoughts in their own words while ensuring that discussions remain aligned with the research objectives (Kallio et al., 2016; Braun & Clarke, 2021).

The collected data will be analyzed using a hermeneutic phenomenological approach inspired by Interpretative Phenomenological Analysis (IPA). Through careful and iterative examination of participants' narratives, significant statements will be identified, interpreted, and organized into themes that represent shared meanings and experiences. This process enables the researcher to understand how participants construct meaning from their experiences and how these meanings are influenced by their work environment and social context.

RESEARCH SITE

This study will be conducted in three (3) selected KTV bars located along Commonwealth Avenue and

nearby areas in Quezon City, Philippines. Quezon City is recognized as the most populous city in the country, with an estimated population of more than three million residents (Philippine Statistics Authority, 2024). Its large population contributes to a strong demand for commercial, hospitality, and entertainment services. As one of the country's major urban centers, Quezon City also plays an important role in the national economy.

Although entertainment districts are often associated with Manila, Quezon City has developed its own thriving nightlife and hospitality sector. The city contains numerous commercial centers, business districts, transport hubs, restaurants, bars, and entertainment establishments that cater to a diverse population of residents, workers, students, and visitors. Areas such as Commonwealth Avenue and its surrounding communities have experienced continuous commercial growth, creating opportunities for various service-oriented businesses, including KTV bars and similar entertainment venues.

The selection of Quezon City as the research site is particularly relevant because it hosts a significant number of KTV establishments that employ Female Client Relations Specialists. The city's large and diverse customer base provides a suitable setting for examining the experiences of these workers within the entertainment industry. Furthermore, the presence of multiple KTV bars in the area allows the researchers to access participants with firsthand experience of the phenomenon being studied while ensuring that the findings are grounded within a specific and meaningful social context.

At the national level, employment in the accommodation and food service sector reached approximately 2.94 million individuals in 2025, reflecting the large number of workers engaged in hospitality-related industries (CEIC Data, 2025). This sector includes nightlife and entertainment establishments such as KTV bars, where Female Client Relations Specialists are commonly employed. The concentration of such establishments in Quezon City makes it an appropriate location for investigating the lived experiences, workplace realities, and coping mechanisms of Female Client Relations Specialists working in KTV bars.

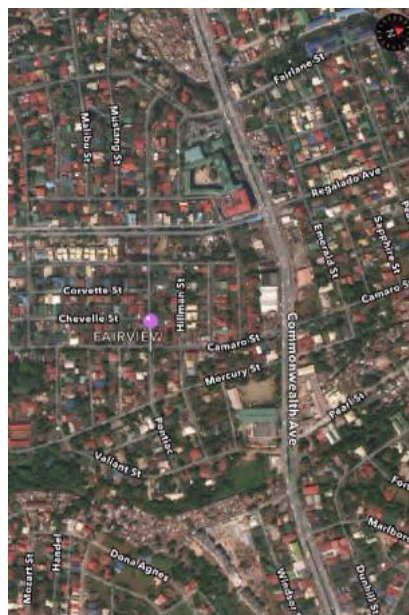


Figure 2: Map of the Study Location

Note. Adapted from Google Maps (2026). <https://www.google.com/maps>

SAMPLE SIZE AND SAMPLING TECHNIQUE

This study will employ purposive sampling; a type of non-probability sampling commonly used in qualitative research. Non-probability sampling refers to a sampling method in which participants are selected based on specific characteristics, experiences, or criteria rather than through random selection. Unlike probability sampling, where every member of the population has an equal chance of being chosen, non-probability sampling focuses on identifying individuals who are most capable of providing relevant and meaningful information related to the research problem.

Within this approach, purposive sampling involves the deliberate selection of participants who possess firsthand knowledge and experience of the phenomenon being studied. In this study, participants will be selected based on their direct experience as Female Client Relations Specialists working in KTV bars located along Commonwealth Avenue and nearby areas in Quezon City. Since the study seeks to explore and understand the lived experiences of a specific group, purposive sampling is considered the most appropriate technique because it ensures that participants can provide rich, detailed, and relevant insights that address the research objectives.

The study will involve ten (10) participants drawn from selected KTV bars within the study area. The sample size was determined based on the requirements of phenomenological research, which emphasizes depth of understanding rather than breadth of coverage. Unlike quantitative studies that often require large samples for statistical analysis, phenomenological studies typically utilize smaller samples to allow for a more intensive examination of participants' experiences, perceptions, and interpretations.

The selection of ten participants is considered sufficient to generate detailed narratives while maintaining a manageable amount of data for in-depth analysis. This sample size enables the researcher to thoroughly examine each participant's account and identify common themes, patterns, and meanings across experiences. Furthermore, phenomenological research commonly includes a small number of participants because the goal is not to generalize findings to a larger population but to develop a deeper understanding of a particular lived experience.

Participants will be recruited from different KTV bars within the study site to capture a range of perspectives while focusing on the shared experience of working as a Female Client Relations Specialists. The researcher will identify and invite individuals who meet the inclusion criteria and are willing to participate in the study. Through the use of non-probability purposive sampling and an appropriate sample size, the study aims to obtain rich and meaningful data that will contribute to a deeper understanding of the phenomenon under investigation.

INCLUSION CRITERIA

To ensure that the participants can provide relevant and meaningful information for the study, specific inclusion criteria were established. Participants must meet the following criteria to be included in the study.

Table 1. *Inclusion Criteria*

Participants	Inclusion Criteria
Female Client Relations Specialists	• Female • Currently employed on a regular, contractual, or part-time basis as a Female Client Relations Specialists in KTV Bars in Quezon City • 18 years old and above

- | | |
|--|--|
| | <ul style="list-style-type: none">• Has at least six (6) months of work experience in the position• Willing to voluntarily participate in the study and share their lived experiences |
|--|--|

RESEARCH INSTRUMENT

This study utilizes a researcher who made a semi-structured interview guide as the primary data collection instrument. The use of a semi structured format allows the researcher to explore how participants describe, interpret, and make sense of their lived experiences, particularly in relation to their workplace interactions, emotional demands, and internal experiences that may not be openly expressed. The interview questions are designed to align directly with the research questions, ensuring that the data gathered addresses the objectives of the study (Creswell & Creswell, 2023).

The interview guide is organized into several sections to facilitate in-depth discussion. The first section gathers background information about the participants' work, including their length of experience and general job responsibilities. This provides context for understanding their workplace environment. The second section focuses on participants lived experiences, including their everyday interactions, emotional demands, and workplace conditions, with particular attention to unexpressed or internal experiences. The third section explores how participants interpret and respond to their experiences, including how they make sense of their roles and cope with workplace demands.

All interview questions are open-ended to allow participants to freely express their perspectives and provide detailed narratives. To ensure the validity of the interview guide, the researcher employed the Content Validity Index (CVI). First, the questions were developed based on the study's Statement of the Problem and Review of Related Literature to ensure alignment with the research objectives. Second, the interview guide was subjected to expert validation by research advisers or qualified reviewers, who assessed the clarity, relevance, and appropriateness of the questions. Their feedback was incorporated to refine the instrument. Third, a pilot interview was conducted with individuals who shared similar characteristics with the target participants but were not included in the actual study. This process allowed the researcher to identify unclear or ambiguous questions and make necessary improvements.

ENSURING TRUSTWORTHINESS OF THE STUDY

To ensure the quality and rigor of this qualitative interpretive phenomenological study, trustworthiness will be established through the criteria of credibility, transferability, dependability, and confirmability, as proposed by Lincoln and Guba (1985). These criteria ensure that the findings accurately represent the lived experiences of Female Client Relations Specialists, including both expressed and less visible aspects of their experiences.

Credibility refers to confidence in the accuracy and authenticity of the findings. In this study, credibility will be strengthened through in-depth semi-structured interviews and sustained engagement with the data during transcription and analysis (Creswell & Creswell, 2023). The researcher will repeatedly review interview transcripts to ensure that emerging themes reflect participants' experiences as described in their own words. Probing questions will be used to clarify meanings and encourage deeper reflection.

In addition, triangulation will be employed by comparing data across multiple participants from different KTV establishments to identify common patterns and variations in experiences. This helps ensure that findings are not based on a single perspective but are supported by multiple sources of data.

Expert validation of themes will be conducted by consulting research advisers or qualified reviewers who will examine the identified themes and interpretations. Their feedback will help ensure that the themes are logically derived from the data and accurately represent participants' narratives.

When feasible, participants may also be invited to review summaries of their responses to confirm that their perspectives have been accurately represented.

Transferability refers to the extent to which the findings may be applicable to other contexts. Rather than aiming for statistical generalization, this study provides rich and detailed descriptions of the participants, KTV bar environment, and research context (Nowell et al., 2021). These descriptions allow readers to determine the relevance of findings to similar settings.

Dependability relates to the consistency of the research process. To ensure dependability, the researcher will maintain systematic documentation of all procedures, including participant selection, data collection, and analysis (Nowell et al., 2021). This audit trail allows the research process to be clearly followed and evaluated.

Confirmability ensures that the findings are grounded in participants' narratives rather than researcher bias. The researcher will practice reflexivity by acknowledging personal assumptions throughout the study (Creswell & Creswell, 2023). In addition, the inclusion of direct participant quotations and the use of expert validation support the objectivity and neutrality of the findings.

DATA GATHERING PROCEDURE

Prior to conducting the study, the researcher will obtain ethical clearance from the Institutional Ethics Review Board (IERB) of the institution. Approval will also be secured by the Dean and Program Head to ensure that the study adheres to institutional policies and ethical standards in conducting research involving human participants. In addition, the study will strictly comply with SBLC guidelines and institutional research protocols, ensuring that all procedures involving participants are conducted ethically, safely, and responsibly.

Following these approvals, the researcher will coordinate with selected KTV bar establishments in Quezon City to request permission to conduct the study. A formal letter outlining the purpose, significance, and procedures of the research will be provided to the management of each establishment. This step ensures transparency and respect for organizational protocols.

Once permission is granted, potential participants who meet the inclusion criteria will be identified and invited to participate in the study. Participation will be strictly voluntary. Each participant will be provided with an informed consent form, which explains the purpose of the study, procedures involved, confidentiality measures, and their right to withdraw at any time without consequences. The researcher will clearly explain the study and address any questions or concerns before participating. Written consent will be obtained prior to data collection, and all procedures will follow SBLC ethical standards on informed consent, confidentiality, and participant protection.

Data will be collected through in-depth semi-structured interviews, which are appropriate for exploring lived experiences and personal meanings. Interviews will be conducted at a time and location that is convenient, safe, and comfortable for the participants. When possible, interviews will be conducted face-to-face in a private setting to ensure confidentiality. If necessary, interviews may also be conducted through a secure online platform, in accordance with SBLC-approved procedures.

Each interview is expected to last approximately 30 to 45 minutes, allowing participants to share detailed accounts of their experiences. With participants' permission, interviews will be audio recorded to ensure

accurate documentation of responses. The researcher will also take field notes to capture nonverbal cues and contextual details that may support data interpretation.

After each interview, recordings will be transcribed verbatim. The transcripts will be reviewed for accuracy and completeness prior to analysis. All collected data will be handled in accordance with SBLC guidelines on data privacy and confidentiality, ensuring that participants' identities are protected and that all information is securely stored. Finally, the completed paper will be prepared for publication, contributing to the academic literature on emotional labor, workplace experiences, and identity construction among Female Client Relations Specialists in KTV bars.

DATA ANALYSIS PROCEDURE

The interview data will be analyzed using hermeneutic phenomenological analysis, which is consistent with the interpretative phenomenological approach adopted in this study. Unlike descriptive phenomenological methods that focus primarily on describing lived experiences, hermeneutic phenomenological analysis emphasizes understanding how individuals interpret and construct meaning from their experiences within specific social, cultural, and occupational contexts.

This approach is particularly appropriate for the present study as it seeks to explore not only the experiences of Female Client Relations Specialists working in KTV bars but also the meanings they attach to these experiences and how such meanings influence their perceptions of themselves and their work. Following data collection, all audio-recorded interviews will be transcribed verbatim. The researcher will engage in repeated and careful reading of the transcripts to become deeply familiar with the participants' narratives and to gain a comprehensive understanding of their accounts.

Through this process of immersion, significant statements and meaningful excerpts related to emotional labor, workplace interactions, coping mechanisms, professional image, identity construction, and unexpressed experiences will be identified. The researcher will then interpret the meanings embedded within the participants' narratives while considering the unique context of KTV bar work. As patterns and connections emerge, similar meanings will be clustered and organized into themes that capture shared aspects of the participants' lived experiences.

Consistent with the hermeneutic process, the researcher will move continuously between individual statements, entire narratives, and emerging themes, allowing for deeper reflection and interpretation while ensuring that the findings remain grounded in the participants' accounts. The resulting themes will be reviewed by the research adviser and qualified experts to assess their clarity, relevance, and alignment with the collected data.

The interpreted findings will be presented through thematic descriptions supported by direct participant quotations to demonstrate the connection between the themes and the participants' lived experiences. Through this hermeneutic phenomenological analysis, the study aims to provide a deeper understanding of the realities that exist behind the professional image of Female Client Relations Specialists and to illuminate how they experience, interpret, and make meaning of their everyday work within KTV bar settings.

ETHICAL CONSIDERATION

This study adheres to established ethical principles to protect the rights, dignity, and wellbeing of the participants. The research is conducted in accordance with the principles of respect for persons,

beneficence, and justice, ensuring that participants are treated fairly, safely, and with full autonomy throughout the research process.

The principle of respect for persons is upheld through voluntary participation and informed consent. Participants will be provided with a consent form that clearly explains the purpose of the study, procedures involved, expected duration of participation, and their rights, including the right to withdraw at any time without penalty. The researcher will explain the study and address any questions before participation begins, allowing participants to make informed and independent decisions.

The principle of beneficence is ensured by minimizing potential risks and protecting participants from harm. Interviews will be conducted in a safe and private environment, and participants will not be required to answer questions that may cause discomfort. If a participant becomes uneasy, the researcher will pause the interview and allow them to skip questions or withdraw. Special care will be taken when discussing sensitive experiences to respect participants' boundaries while still supporting the aims of the study.

The principle of justice is observed by selecting participants based on clearly defined inclusion criteria and ensuring equal and fair treatment throughout the research process. No participant will be given preferential or disadvantageous treatment, and all will be treated with respect regardless of their background or employment status.

Confidentiality and anonymity will be strictly maintained. Participants' real names will not be used in transcripts or reports; instead, pseudonyms or identification codes will be assigned. Any identifying details related to individuals or establishments will be removed or generalized. With participants' consent, interviews will be audio recorded to ensure accurate data collection. All recordings and transcripts will be securely stored in password protected files accessible only to the researcher.

The study will also comply with institutional ethical standards, including approval from the Institutional Ethics Review Board (IERB) and adherence to SBLC guidelines. Furthermore, the research will follow the provisions of the Philippine Psychology Act of 2009 (Republic Act No. 10029), which emphasizes ethical practice, confidentiality, and professional responsibility in conducting psychological research in the Philippines.

Through these practices, the study ensures that participants' narratives are handled with respect, confidentiality, and integrity, supporting a responsible and ethical exploration of their lived experiences.

Chapter III

Presentation, Analysis and Interpretation of Result

This chapter presents, analyzes, and interprets data obtained from in-depth, semi-structured interviews with ten (10) Female Client Relations Specialist. The study adopts Interpretative Phenomenological Analysis (IPA) as its qualitative framework, which seeks to examine how individuals understand, interpret, and ascribe meaning to their lived experiences within a defined professional context.

The central aim is to explore the essence of their workplace experiences, with particular emphasis on their emotional responses, interpersonal interactions, and professional identity. The findings are systematically organized into emerging themes, each substantiated by direct participant quotations and followed by interpretative analysis that draws out the underlying meanings of their narratives. This approach ensures that the discussion remains firmly anchored in the participants lived accounts while directly addressing the research questions outlined in Chapter 1.

Following the process of Interpretative Phenomenological Analysis (IPA), the interview transcripts were carefully reviewed, coded, and analyzed to identify recurring patterns and shared meanings across the lived experiences of the ten (10) Female Client Relations Specialists. Through a systematic process of interpretation, the data were organized into a superordinate theme, which represents the central essence of the participants' experiences. This superordinate theme is further divided into sub-themes that capture the specific dimensions of their narratives.

To ensure that the findings remain grounded in the participants' own voices, each sub-theme is supported by exemplary quotations identified through participant codes (e.g., CRS1, CRS2). The number of participants (n) who shared similar experiences is also indicated. These quotations are followed by the researcher's interpretation, which explains the underlying meanings of the participants lived experiences in relation to the identified themes. An optional reflection is also provided to present the researcher's insights and understanding drawn from the participants' accounts.

INTERVIEW TRANSCRIPT

The following transcript contains the verbatim responses of the participants gathered through semi-structured, in-depth interviews conducted for this study. Each transcript presents the participants' answers in their original language and expressions to preserve the authenticity of their lived experiences as Client Relations Specialists. These verbatim transcripts served as the primary source of qualitative data and formed the basis for the idiographic analysis and theme development using the Interpretative Phenomenological Analysis (IPA) approach. By presenting the participants' narratives in their original form, the study ensures a faithful representation of their perspectives and meaning-making processes.

CRS1- CLIENT RELATIONS SPECIALIST 1

CRS2- CLIENT RELATIONS SPECIALIST 2

CRS3- CLIENT RELATIONS SPECIALIST 3

CRS4- CLIENT RELATIONS SPECIALIST 4

CRS5- CLIENT RELATIONS SPECIALIST 5

CRS6- CLIENT RELATIONS SPECIALIST 6

CRS7- CLIENT RELATIONS SPECIALIST 7

CRS8- CLIENT RELATIONS SPECIALIST 8

CRS9- CLIENT RELATIONS SPECIALIST 9

CRS10- CLIENT RELATIONS SPECIALIST 10

1. Can you describe your experiences as a Client Relations Specialist and what these experiences mean to you? (*Maaari mo bang ilarawan ang iyong mga karanasan bilang isang Client Relations Specialist at kung ano ang kahulugan ng mga karanasang ito sa iyo?*)

CRS1: Siguro para sa akin hindi kasi ano itong trabaho na to eh 'yong parang hindi siya easy lang kasi hindi lahat ng tao na nakakasalamuha mo ay uh same lang ng ugali iba-iba sila iba-iba 'yong mga tao na araw-araw mong nakakasalamuha kaya para sa ikin 'yong na makikisalamuha sa kanila ay mahirap talaga. Hindi siya basta-basta na ah kasi kailangan mong makisalamuha eh. Kailangan mong ibagay 'yong kung ano yong kung ano sa kanila . Kung ano 'yong ugaling mayro'n sila. Kailangan mong bumagay talaga.

CRS2: Ahmmm... dito sa trabaho ko sa bar, uhmmm... ang pangunahin ko ay makihalubilo sa mga parokyano, ahmmm... sagutin ang kanilang mga tanong at asikasuhin ang kanil ang mga hiling. Uhmmm... inaayos ko rin kung

may reklamo sila, ahmmm... kumukuha ng utos at nakikipag-

ugnayan sa mga kasama sa kusina o sa loobpara matugunan agad ang kailangan nila.

Para sa akin, ahmmm... ito ay kabuhayan at uhmmm... aral kung paano makisama sa iba't ibang klase ng tao.

CRS3: Marami akong pinagdaanan mula sa simpleng sagot hanggang sa mahirap na solusyon siyempre may magaan at may mabigat na araw.

Galing kasi ako sa probinsiya kaya sanay akong makisama at maglingkod ng tapat at ah ang bawat karanasan ay aral na nagpatibay na sa akin.

CRS4: So bilang isang client relations especially natutunan kong makinig siyempre ayun yong pinaka importante ando'n na din yong magbibigay ako ng solusyon at ang pinaka mahalaga din is 'yong panatilihin ko yung tiwala ng kliyente ko sa'kin

CRS5: Marami akong natutunan sa pakikipag-usap sa iba't ibang clients, naging mas matiyaga and maunawain ako sa work.

CRS6: Sa trabaho kasi araw-araw iba 'yong nakakasalamuha ko. Bente.

So kapag nasa table na 'ko kailanganmarunong akong makisama kahit pa ayaw ko

'yong 'yong minsang mga ugali nila. Kailangan din siguraduhinko na parang komportable sila sa akin minsan maganda naman 'yong mga kliyenteng nakakasalamuha ko kumbaga eh napapakasamahan ko pa pero mayro'n din kasi minsang ano mga sobrang lasing.

May mgademanging tapos minsan medyo bastos na. For me kasi nakatulong 'yong trabaho na to kasi ano ba uhm iba-ibakasi 'yong nakakasalamuha ko. So nako-control ko 'yong sarili ko. 'yong pasensiya ko sa pakikitungo sa iba't-ibang klase ng tao.

CRS7: Ano di pa naman ako masyado matagal sa trabahong ko di'to pero marami na ako'ng naranasan dito'yong iba maa yos pero madalas hindi, Kasi hindi rin naman lagi maganda ugali ng mga taong pumupunta dit'omatututo ka na'lang talaga makisama sa kanila

CRS8: Um umbilang isang CRS dito sa sandigan iba iba yung mga customer na nakakasalamuha ako, Ma yroo'ng mababait, mat tahimik meron ding madalas medyo demanding pa sila. Ah kailangan marunongakong makisama. Makipag-usap sa ibat ibang tao. Hindi lang di lang siya basta trabaho para sa akin kasi ah ditoako maging matiyaga mag adjust sa ibat ibang ugali at uh siguro mag-control na rin ng emotions kahit kahit akomismo sarili sa sarili ko pagod ako at marami na akong problema ah

CRS9: Para sa akin bilang isang clients relation specialist marami akong natutunang pakikitungo sa iba't-ibang tao at sitwasyon para sa akin ang trabahong ito ay nagturo sa akin ng presensya at pag-unawa at pagiging responsible

CRS10: Ah siguro sa pagiging CRS, iba-iba talaga nakakasalamuha naming tao. Minsan may mabait, minsangalit, tsaka maraming demanding.

Alam mo yun? Kinakabahan ako siyempre lalo na nung unang beses ko pa lang, pero nung tumagal-tagal na, wala, nasanay na lang din ako sa mga tao. Natutuhan ko na importante palamaging jolly ka lang marunong kang makipag salamuha kasi syempre gusto ng mga client yung happy experiences lang.

Probes:

2. Which experiences have had the greatest impact on you?
(Aling mga karanasan ang may pinakamalaking epekto sa iyo?)

CRS1: Siguro para sa 'kiniyong pinakamalaking epekto 'yong may client ka na ano may client ka na magsasabisa 'yo na bakit ganito 'yong trabaho mo? Bakit ganiyan? Puwede ka naman mag-ganito. Puwede kc. mangganito. Puwede ka namang ganito tapos papayuhan ka. 'yong ma-realize mo din na oo nga 'no? Eh mahirapsiya. Parang mag-lo-lockdown ka or parang mag-lukbit ka sa sarili mo na ay oo nga pala ganiyan. Ganiyan pero sa kapasidad ng ah status mo sa buhay at sa pinag-aralan kasi sa panahon ngayon 'di ba lalo na dito sa atin sa pinas. Na kung wala ka talagang pinag-

aralan hindi ka talaga makapasok ng mga disenteng trabaho na At iyong trabaho na gusto mo. Tsaka hindi mo rin kasalanan kung bakit naging ganito ka kasi hindi rin naman natin masisi 'yong magulang natin dati kasi wala din naman silang maibigay Ka ganito talaga wala talaga tayong magagawa.

CRS2: Ahmmm... 'yung pagharap sa mga kliyenteng uhmmm... medyo mainit ang ulo o hindi nasisiyahan saserbisyo. Uhmmm...

doon nasusubok kung paano ka mananatiling mahinahon kahit maingay o magulo ang paligid.

Ahmmm... kapag nakita mong kumalma na sila at nagpasalamat pa sa huli, uhmmm...

doon momaramdamang sulit ang iyong pagtitiis.

CRS3: Para sa akin na ang pagharap sa galit na kliyente na naging at nagpasalamat matapos kongtulungan

CRS4: So 'yong may pinakamalaking epekto sa akin ay 'yong pagtulong sa kliyente. Sa mahirap na sitwasyon

CRS5: 'Yong paghahawak ng mga galit na clients dahil natuto akong manatiling kalmado.

CRS6: Pinakamalaking epekto sa 'kin ng mga hm nakaharap ko. Minsan kasi may mahihirap na kliyentengpakisamahan.

May mga oras na pangit 'yong trato niya sa tao parang parang hindi hindi professional

'yongtingin nila sa 'yo parang babae ka

lang gano'n The sobra sila 'yong minsan nawawala sila sa wisyo dahil ng alaksiguro na rin. Pero

kasi kailangan ko pa ring maging ah respectful sa kanidad kasi nga trabaho ko 'yon trabahokong kasi

kung Hindi baka alam mo nagkagulo mayro'n din akong uhm parang memo

memorable na ano naclient na minsan naman hindi lang hindi sila 'yong hindi nila intention

'yong parang sa bastos na paraan ba ang gusto lang nila is

may mapagkwentuhan problema minsan naman 'yong mga gusto nila may nakikinig lang sakanila so

parang may mga gano'n pala talaga 'yong parang may mga taong kailangan lang nila ng ano para

may mapagsabihan gano'n.

CRS7: Siguro yo'ng ano may isang one time may

customer na Ano mahirap kausap yo'ng hindi ako pumayagsa gus'to nya pero gusto nya pa rin gawi'n sa

kin yun alam mo na, siyempre hindi naman namin pwede awayinsila basta basta lalo na pag mapera diba

ayo'n yo'ng mahirap dito kaya nila gawin yo'ng ayaw namin pero kami

pa pwede mapasama sa huli tiis na lang talaga para maka alis sa sitwasyon na gano'n

CRS8: Ah siguro para sa akin 'yong mga pagkakataon na may customer na nagiging emosyonal o lasing

'yongsobrang lasing kailangan kong maging kalmado kahit minsan nattaakot ako nai-

stress na ako alama mo naman 'yong ah 'yong trabaho talagang mahirap hm do'n ko mas

kung paano humawak ng ibat-ibang customer saibat-ibang sitwasyon

CRS9: ang paghawak ng mga reklamong emosyonal ang pinakaapekto sa akin dahil dito ay natutunan ko ng maging kalmado at humanap ng solusyon kahit mahirap ang sitwasyon.

CRS10: Siguro yung mga guest na sobrang maiinitin ulo.

Nong una nga pati ako naiinis kasi sinisigawan akopero syempre hinahayaan ko na lang. Ayoko din ng away sa mga customer. Pero pag maayos naman yung experience, nag tethank you lang din sila kaya na rerealize na minsan kailangan lang talagang nating habaanpasensya natin.

3. How have these experiences shaped your understanding of your role? (Paano nahubog ng mga karanasang ito ang iyong pag-unawa sa iyong tungkulin?)

CRS1: Paano nahubog siguro nahubog 'yong pag-unawa ko sa tungkulin ko na ano 'yong ini-encourage mo nalang 'yong sarili mo na trabaho Ito ganiyan trabaho pera ito 'yong nagbibigay sa 'yo na pang-araw-araw na gastusin aniyang trabaho lang talaga yong nasa isip gano'n tapos

CRS2: Ahmmm... akala ko dati eh basta magsilbi lang at sumunod sa patakaran. Uhmmm... pero sa katagalan, naintindihan ko na ahmmm... higit pa doon, kailangan mong intindihin kung ano ang gusto nila. Gaya dito sabar, ahmmm... hindi lang basta ibigay ang inumin o pagkain, kundi iparamdam din sa kanila na komportablesila at uhmmm... na ririnig ang kanilang sinasabi.

CRS3: Akala

ko dati ako ay sumasagot lang ngayon alam ko na ang tunay kase sa probinsiya hindi lang trabaho ang g nagawa kung hindi iparamdam din sa kausap na siaya ayy pinapakinggan din o pinapahalagahan.

CRS4: Nahubog nito 'yong pag-unawa ko na mahalaga ang pasensya and lalo na din

'yong pagigingpropesyonal mo sa mga tungkulin na ginaawa mo bilang isang client relations specialist

CRS5: Naintindihan ko na mahalagang makinig at tumulong sa clients para maayos ang problema nila.

CRS6: So dahil sa experience na 'yon mas naintindihan ko na 'yong trabaho ko hindi lang basta umupo sa table makipag kuwentuhan parang responsibilidad ko na ring ano maging komportable 'y ong client para maging feeling welcome sila habang at the same time ano nire respeto ko din 'yong sarili ko so dito sa work na 'to natutunan ka din maging patient mas mas mas maging patient tapos ah dapat din am kailangan mong umintinding iba't-ibang ugali tapos maging professional lagi sa kahit anong sitwasyon dapat professional ka pa rin.

CRS7: Yon nga dapat sa gano'ng pangyayari dapat malakas loob mo kasi

kung hindi kawawa ka pakita mo sakanila na hindi mabait ka

pa rin at mapag pasensya gano'n lang habang nasa oras ka ng trabaho at may customer

CRS8: Siguro na realize ko na hindi lang pala pakikipag-usap ang trabaho 'yong pagiging ah GRO responsibilidad din siya namin na maging siguro para sa akin respectful ah magbigay ng magandang serbisyosiguraduhin na maayos 'yong pakikitungo namin sa lahat ng customer

CRS9: mas naintindihan ko na hindi lamang tungkol sa pagsagot ng itanong ang trabaho ko kung 'di pati sa pagbibigay ng magandang karanasan sa kliyente mahalaga rin sa empathy at maayos na komunikasyon

CRS10: Dati kasi iniisip ko basta ginagawa ko trabaho ko, ayos na yun Pero narealize ko na importante rin palatalaga yung meron ka yong customer interaction. Diba? CRS nga eh.

Kung hindi maganda yung approach moedi hindi magiging satisfied yung customer.

Interview Question:

4. Can you describe a situation where you had to manage or regulate your emotions while interacting with a client?

Emotion = nararamdaman (Physical, sweating, palpitations, restlessness, etc.) How did you make sense of that experience?

(Maaari mo bang ilarawan ang isang sitwasyon kung saan kailangan mong pamahalaan o ayusin ang iyong mga emosyon habang nakikipag-ugnayan sa isang kliyente?)

Emosyon = nararamdaman (Pisikal, pagpapawis, palpitations, pagkabalisa, atbp.)

CRS1: Ito talaga 'yong pinaka worst na pangyayari or karanasan. Kasi hindi araw-araw mudmod ka. Hindi araw-araw Iyong nasa sitwasyon na okay ang lahat. Kasi may mga un sometimes may ano ka din eh. Iyongparang sa bahay ganiyan na wala wala ka na sa mood.

Pero sa trabaho kasi ito kailangan mong ipakita sa client po na ano ka. 'yong happy ka 'yong willing ka ganiyan. Siguro ito 'yong pinakaano worse para sa 'kin nakaranasan na kailangan mong i-manageIyong sarili mo na makita nila na willing ka din sa ginagawa mo.

CRS2: Ahmmm... minsan may pumapasok na kliyente na uhmmm...

lasing na o galit dahil sa dami ng tao o sa tagal

ng hinihintay. Uhmmm... nagsasalita nang malakas at matalas. Sa una, ahmmm... kinakabahan ka at parang gusto mo ring sumagot pabalik, uhmmm... pero naaalala mo, trabaho ito.

Kaya humihinga ka nang malalim, ahmmm... nakikinig nang tahimik at hindi sumasagot nang pabalang.

CRS3: Kapag may tumawag na galit na galit sa akin siyempre kakabahan ako at gusto ko na lang sumagot ng pabalik pero naalala ko

ang payo ng aking mga magulang na kailangan magtimpi huwag magpadala sa initng ulo huminga na lang ng malalim at pakinggan yon.

CRS4: So may sitwasyon na galit 'yong isang kliyente Ramdam na ramdam ko yung 'yong kaba andon'n 'yongsiyempre sa sobrang pagkakaba ko sobra 'yong pagpapawis ko

CRS5: May client na galit sa delay, kinabahan ako pero nanatili pa rin akong kalmado habang inaayos yung concern niya.

CRS6: So may one experience kasi ako na sobrang lasing 'yong client ko tapos naging mapilit siya sa ano bapinipilit niya 'kong uminom pero ayaw ko ayaw ayaw niya rin ako ng palipatin ng table

so no'ng time na 'yon sobrang kinabahan ako kasi hindi ko alam kung anong gagawin sa 'kin o kaya kung anong mangyari pero kasi inisip ko pa rin 'yong pansilip pa rin ako naging professional

pa rin ako kumbaga kahit hindi na 'ko mapakalikailangan ko pa ring maging kalmado. Pilitin mong maging kalmado. Alam mo 'yon? So ano kinausap ko

lang siya ng maayos. So tapos no'ng after no'n humingi na rin ako ng health or nagsabi din nagsabi na din ako samga supervisors gano'n.

CRS7: Marami

ng pangyayari talaga dit' o na biglang may dadating na customer na lasing talaga pumupunta siladito na lasing na tapos pagdating dito mag lalasing pa ulit pag gano'n maingay yon nag aamats na sila minsansiyempre kami

ng nando'n kinakabahan na kasi tatawagin kami bigla tapos oorder gan'on tapos mahirapkausap yo'n kin akabahan ako pag gan'on pero hindi kasi dapat ipakita yo'n sa kanila

CRS8: May'ron akong isang customer ah naalala ko uh nagalit siya as in sobra yong galit nya akala niya hindiko pinapansin kahit 'yong totoo takot na takot na ako kinakabaha n din kasi lasing eh hindi ko alam paanonggagawin posibleng may gawin pa sakin yon kasi lasing eh pero kumalma naman din

CRS9: may pagkakataon na nagalit sa kin ang isang kliyente kahit hindi ko naman kasalanan ang nangyari Ngunit mas pinili kong manatiling kalmado at manatilik para maayos ang problema.

CRS10: Marami na eh. Actually may guests talaga na umpisa pa lang mataas agad yung boses, siyempre nakaka-kaba yun. Bilis talaga ng tibok ng puso ko nun kasi di mo talaga alam kung ano na mangyayari. Pero yun, iniisip ko na lang na trabaho lang to. Hindi naman nila ko kaaway kaya kalmado lang talaga ko habangkinakausap sila.

5. How did you make sense of that experience? (Paano mo naintindihan ang karanasang iyon?)

CRS1: Niintindihan ko nalang kase yun na eh naranasan ko naman.

CRS2: Ahmmm... naiisip ko, uhmmm... hindi naman talaga sa akin nakatuon ang galit nila, ahmmm... Kundisa sitwasyon o sa inuman nila. Uhmmm... natutunan ko na kapag pinakita mong handa kang umin tindi, ahmmm... kusang humuhupa rin ang init ng kanilang ulo.

CRS3: iyon iniisip ko na lang na ang galit ay hindi yon para sa 'kin kung 'di sa kaniyang problema Dahil do'n natutunan kong magpigil sa sarili aiyon.

CRS4: Naunawaan ko na kailangan kong kontrolalin 'yong emosyon ko dahil na din sa posisyon ko na ak o'yong ay isang client relation specialist kailangan ko maging professsional sa tungkulin ko at sa trabaho ko

CRS5: Hmm, naisip ko na hindi personal ang galit niya, frustrated lang siya sa sitwasyon.

CRS6: Una pa lang kasi natanggapin ko 'yong pasukin ko 'yong work na 'to alam ko na na hindi magiging comfortable kasi hindi naman ako sanay sa ganito pero k ailangan talaga dala ng pangangailangan 'yong natutunan ko lang ano hindi po hindi patulan 'yong mga client

kasi nga ganito 'yong trabaho ko alam ko na 'yong trabaho so mahahalaga sa 'kin talaga maging professio nal kasi kung hindi baka magkagulo tapos mawalan pa ako ng work so kung sobra na talaga. Alam ko naman 'yong mga limitations. Kaya kung alam kongsobra naman talaga is alam ko naman kung sinong lalapitan at saka uhm priority ko din na ligtas dapat ako saganitong trabaho..

CRS7: Ano lang inisip ko na lang na parte yo'n ng trabaho ko

CRS8: Inisip ko na baka dail lasing lang siya kaya ganon yong reaction niya. Hindi ko na lang pinirsonal o ginawa kasi trabaho ko ang i deal sila

CRS9: Inisip ko na lamang na normal lamang na maglabas ng emosyon ang kliyente kapag may problem a ito. Ginagawa ko na lamang itong pagkakataon para mas mapabuti ang paraan ng pakikitungo ko.

CRS10: Ano lang, hinahayaan ko lang muna siyang magsalita, ayaw kong sinasabayan yung galit nila kasi

mas lalo lang lalala eh. Nung medyo kumalma na siya, ayon ano inexplain mo naman nang maayos kung ano yungnangyari tapos kung ano yung pwede nating gawin.

Probes:

6. What are your thoughts during that situation? (*Ano ang iyong mga iniisip sasitwasyong iyon?*)

CRS1: Siguro iniisip ko siguro no'ng una no'ng unang pasok pa lang 'yong encounter na magaling hindi naman mawawala 'yong takot hindi rin mawawala 'yong pangamba m ga overthink ganiyan-

ganiyan v ngayon na tumagal na parang wala na lang tumagal na parang wala na lang kasi pera-pera lang talaga ngayon

CRS2: Ahmmm... nasa isip ko

lang, uhmmm... kailangan kong panatag ang loob niya, ahmmm... huwagpalakihin ang gulo. Uhmmm... kung ako ang gaganti, lalo lang lalala at ahmmm... makakaapekto pa sa ibangbisita.

CRS3: iyon naisip ko na lang na kung ako ang nasa kaniya gano'n din ang mararamdaman ko Ang kailangan niya ay pakikinig at hindi pakikipagtalo. 'yon lang.

CRS4: Iniisip ko nalang na makaraos at huwag galitin masyado ang customer.

CRS5: Iniisip ko kung paano ko siya matutulungan at mapapakalma

CRS6: Kapag kasi gano'n 'yon situation ang una ko talagang iniisip is masolusyunan ko or like mabigyan ko ng

solution na hindi nagkakaro'n ng galaw kasi kapag nagkagulo na mahirap na solusyunan eh kumbaga eh damay-damay tapos sisihan siyempre inlisip ko rin naman 'yong trabaho ko

kasi ito lang talaga 'yong trabahoito lang 'yong nagpapakain sa 'kin so naisip ko rin 'yong kaligtasan ko naman kaya palagi palagi ko talaganginaano na maging professional at saka respetuhin pa rin naman 'yong mga kliyente tapos kausapin sila kapagmaayos na sila kapag subay na sila kausapin ng maayos ga no'n.

CRS7: ano lang... sana mag umaga na agad para makauwi na ako

CRS8: Ah inisip ko na lang kailangan kong maging kalamado para hindi lumala yong sitwasyon kahit alam kong mahirap kahit alam ko na kahit maraming posibleng mangyari sa mga oras na yon pero mas pinili ko maging ko maging kalmado

CRS9: Iiniisip ko na lamang na kung paano ko mapapakalma ang aking kliyente at mabibigyan siya ng tamang solusyon at sinisigurado kong hindi ako mapapadala sa emosyon

CRS10: Siguro sa isip ko nun sana kumalma na siya. Siyempre kinakabahan nga ako eh para maayos sana yungconcern agad iniisip ko rin na sana ano wag siya sanang magalit sa akin tapos wal a din akong masabing malikasi baka mas lalo lang lumala.

7. What are your emotions during that situation? (*Ano ang iyong mga emosyonsa sitwasyong iyon?*)

CRS1: Siguro 'yong emosyon ko is ano lang ah natatakot tsaka mag-e-enjoy na lang din gano'n na lang gagawin kasi wala ka namang choice eh tapos

CRS2: Ahmmm... sa simula, kabado at

may halong inis din, uhmmm... pero mabilis kong kinokontrol. Ahmmm... papalitan ko ng pag-unawa, uhmmm... iniisip ko na baka may pinagdadaan din sila kaya ganoonang ugali.

CRS3: Siyempre sa una may takot at kaba ngunit napalitan ito ng awat kagustuhang maibsan ang kaniyan galalahanin

CRS4: Ang emosyon ko ay kabat at pag-aalala alam mo naman mahirap na

CRS5: Nakaramdam ako ng kaba at pressure.

CRS6: Siyempre nakaka-stress 'yon saka nakakakaba pero kasi dapat hindi ka talaga gagawa ng parang ikakagulo. Kasi kapag nagulo na, mahirap na solusyunan eh. 'tsaka dapat control kung kung baga eh compose ka compose 'yong sarili mo para hindi din para hindi din maano 'yong kliyente sa 'yo.

CRS7: Nakakainis yo'n parang gugustuhin mo nalang patulan lalo na pag bastos pero parang parte na kas i yo'nng trabaho namin pag ginawa mo yo'n.... ano nganga ka na kinabukasan kasi sa totoo lang bawal s ensitive saganito kung mag iinarte ka wala kang mapepera

CRS8: Siyempre nag-aalala ako na baka magkaroon ng gulo pero ah gusto ko lang naman matapos ko yongtrabaho ko at saka makauwi ako sa bahay ng maayos ng maayos pa

CRS9: no'ng panahong 'yon ay ako'y kinakabahan at nape-pressure sa simula Pero habang mas tumatagal ay magiging mas kampante na sa paghawak ng sitwasyon na iyon

CRS10: Nakaka takot talaga at nakaka stress nang sobra.

Pero syempre hindi ko pinapakita kasi kailanganprofessional pa rin eh.

8. What are your feelings during that situation?
(feelings = damdamin, "fear, worried, troubled, etc." (Ano ang iyong nararamdaman sasitwasyong iyon?)

(feelings = damdamin, "takot, nag-aalala, nababagabag, atbp.")

CRS1: Siguro sa una takot nga takot siya tapos ano 'yong parang nahiihiya ganiyan pero ma-ma-manage mo nalang din kasi pag ka kinatagalan

CRS2: Ahmmm... mabigat nang kaunti sa pakiramdam, uhmmm... pero kasabay nito ay ang pananagutan nagawin nang tama ang trabaho. Ahmmm... kapag naayos na ang lahat, gumagaan din ang dibdib at uhmmm... nawawala ang bigat.

CRS3: Ah mabigat sa dibdib pero may pananagutan nais kong ipakita na kahit sa telepono lang may tumutulong ng tapat. Ayon lang.

CRS4: damdamin ko ay siyempre takot siya kaba at naba bahala

CRS5: Nag-alala ako na baka hindi siya masiyahan sa solusyon.

CRS6: Nararamdaman sa situation na 'yon

um bukod sa kaba siyempre natatakot din ako na baka lumala 'yongmga mangyari mawalan ng trabaho mawalan ng kliyente, magalit 'yong kliyente, magreklamo so sa 'kin lahat punta 'yon so nag-aalala nag-aalala din naman ako na baka may mangyaring hindi maganda pero dapat kasi laging positive eh naisip ko na may may bahagi talaga ng trabaho at may mga tao talagang eh baha may may mga may mga matatakbuhan naman ako do'n sa mga ganitong s itwasyon so 'yon ang inaano ko..

CRS7: Yon nga takot din ako

CRS8: nagalala ako at natakot

CRS9: no'ng sitwasyon na iyon ay medyo ako'y nag-aalala at na baka hindi ko masolusyunan ang concern ng aking kliyente. Pero habang mas nagiging magaan na din ang pakiramdam ko ng maayos na ang problema

CRS10: Ngayon okay na eh. Parang natatwa na lang ako minsan. Feeling ko nga parang naging training ground lang yung noon eh. Siguro kelangan mas maging maintindihin lang ako sa ibat biang klase ng tao.

Interview**Question:**

9. How do your interactions with clients, colleagues, and supervisors influence the way you experience and understand your work?

(Paano naaapektuhan ng iyong pakikisalamuha sa mga kliyente, kasamahan, at superbisor ang paraan ng iyong pagdanas at pag-unawa sa iyong trabaho?)

CRS1: Siguro 'yong maaapektuhan sila sa pakikisalamuha sa mga kliyente kung sakali na ano saka na ba yolente ganiyan pero kung sakaling go with the flow lang din wala naman ding ano problema pero kung sakali na anona may mga bayolente o inaano sinasakyan ka talana ah depe nde na lang din kasi k v paano mo din 'yon i-handle an ang na din 'yon i-handle ah

CRS2: Ahmmm... sa mga kliyente, natututo kang maging mahaba ang pasensya, uhmmm... kahit anong ugali nilasa mga kasama sa trabaho, ahmmm... kailangan ng tulongan, gaya ng paghahatidin ng inumin o paglilinis—hindi mo kaya nang mag-isa. Uhmmm... sa may-ari o tagapamahala naman, ang payo nila ay gabay para ahmmm... maging maayos ang takbo ng serbisyo.

CRS3: ah well ano sa kliyente matiyaga at bukas ang puso gaya sa kapitbahay namin sa kasama may magaan kung magtutulongan parang pagtatanim ayan sa G abay tulad ng mga ano nakakatanda sa barrio.

CRS4: So 'yong pakikipagsalamuha ko sa kasamahan ko at lalong-lalo na sa supervisor ko ay sobrangnakakaapekto sa aking pananaw sa araw-araw na tungkulin na trabaho ko

CRS5: Natuto ako sa clients, katrabaho, at supervisor kaya mas gumagaling ako sa trabaho

CRS6: Malaki 'yong epekto nila sa trabaho ko kasi sa mga kliyente siyempre natutunan ko maging patient sakanila saka natuon ka rin na may iba't-iba talagang ugaliing tao sa mga kasamahan ko naman mahalaga din 'yong pagkakaroon ng uhm pag-aalala ba sa isa't-isa? Pagtutulongan dahil siyempre mahirap kapag mag-isa ka lang sa dapat may mga sumasalo kapag may mahirap na sitwasyon sa supervisor na malaki malaki kasi s ila'yong uhm gumagabay tapos tumutulong kapag may problema so si mas kampante ako kasi mayro'ng gano'ngkatulad sa kanila na parang parang sila'y ano. Takbuhan ko kapag may kailangan.

So dahil sa kanila uhm mas nagiging madali din 'yong trabaho sa para sa 'kin at maintindihan 'yong mga nangyayari sa trabaho ko.

CRS7: Kapag mabait yan sila.... mga ano kasamahan ko dito pati yung mother nam'in okay na yo'n

CRS8: Siyempre malaking tulong yong ano mga kasama ko sa trabaho na to biagayan lang kami at sandalan din namin isat isa dito

CRS9: malaki ang natutunan na itutulong sa 'kin ng magandang samahan. Dahil mas nagiging maayos ang aking trabaho.

Mas madali din akong natututo kapag ang komunikasyon sa lahat ay bukas.

CRS10: Syempre malaki naging epekto. Natututo ka na dapat kalmado lang tapos syempre dapatmapagp aasensya ka dahil maraming makukulit diyan sa trabaho. Pakikisama na lang talaga para ma survive ko yung araw ganon. Marami akong natutunan sa pag handle nila sa amin eh. Lalo na mas may alam na yun sila.

Probes:

10. Can you share a significant interaction with a client, colleague, or supervisor that affected you?

(Maaari ka bang magbahagi ng isang mahalagang pakikisalamuha sa isang kliyente, kasamahan, o superbisor na nakaapekto sa iyo?)

CRS1: Siguro 'yong pinakamahalagang bahagi na nakaapekto sa 'kin sa pakikisalamuha sa kanila ay 'yong ano may isang may isang client ako na ano siya 'yong parang sasaktan ka talaga na hindi siya hindi 'yong parang eh isinusulit niya talaga yong bayad kasi ganiyan 'yong parang ano siya 'yong parang i-to-torture ka ganiyan.

CRS2: Ahmmm... dito sa bar, uhmmm... ang araw ko ay puno ng pagtanggap ng mga parokyano, ahmmm... pagtanggap ng kanilang mga utos, paglutas ng maliit na problema, at uhmmm... nagsisilbing tulay nila sakusina o sa mga panadero.

Para sa akin, ahmmm... ito ay paraan ng pamumuhay— kailangang maging totoo at magalang para uhmmm... bumalik sila ulit.

CRS3: Minsan nahihirapan akong sumagot dahil ah natatakot akong magkamali.

Pero sa halip na pagalitanako Hindi dahil tinulungan at ipinaintindi sa akin ng dahan-dahan.

CRS4: Isang mahalagang karanasan ay 'yong nagpasalamat no'ng kliyente sa aking tulong. So sobrang na-apreciate ko yon

CRS5: May client na nagpasalamat matapos namin maayos ang concern niya at malaking bagay yon sa'kin.

CRS6: Time kasi na 'yong sobrang uncomfortable na situation ako na-experience 'yong sobrang peli talaga'yong kliyente sobrang bilib niya.

So napansin n'yo no'ng supervisor siyempre as in nilapitan kami 'di bapinasok kinausap niya 'yong kliyente ng maayos tapos siya na 'yong nagdesisyon na lumipat ako ng table siguro para na rin sa kaligtasan ko so pagkatapos niya ng kinausap niya din oh pagkatapos siyempre sindihan niya akona wag kang umatake paghinamaan ka comfortable na situation tapos magsabi lang sa kaniya ng totoo magsabisa kaniya kung kailangan kong tulong because of that ano na-realize ko din na parang mahalaga talaga 'yong kolektasan ko sa work. Hindi lang ako. Bilang sa 'kin kung 'di pati 'yong surroundings mo sa work kasi kung hindi dahil sa kanila parang mahirap mag-work magulo 'yong isip.

CRS7: Kami kami lang di'n pag nag tutulungan kami pag may hindi ako kayang gawin sa customer ipapasa ko

nalang muna sa iba ko kasama na gusto din

CRS8: Hm teka isipin ko muna siguro yung ano may customer kami na nagsabi na sakin na gusto niyang bumalik Ah

kasi mabait daw ako magaan daw ako kausap para sakin malaking bagay yon para sakin at satrabaho ko kasi deba may nakaka appreciate naman pala kahit papaano basta ayon lang

CRS9: Ang hindi ko pinaka makakalimutan na pangyayari ay isang kliyente na nagpasalamat sa akin ma tapos naming maresolba ang kaniyang concern dahil doon ay mas nagiging na-inspire ako na gawin ang maayos ang aking trabaho

CRS10: Mayroon kasing ano, guest na makulit talaga yung. Yung meron siyang inuutos na gusto niyang gawinagad tapos syempre nagwawala wala na di ko alam kung kakalma ba siya o kung paano ko pakakalmahin peronung ano naman nakausap din naman siya nang maayos. Bumabalik balik pa nga siya e. Hindi ko ineexpect namagiging ganun siya kaya tumatak na rin siya sakin alam nyo naman dito sa trabaho nam in talagang maraming makukulit.

11. How did you interpret your interaction with the client, colleague, or supervisor? (Paano mo binigyang-kahulugan ang iyong pakikisalamuha sa kliyente, kasamahan, o superbisor?)

- CRS1: Siguro ang maibigay ko na kahulugan sa kanila ayan o 'yong kung paano mabigyan ng kahulugan sigurosa mga nangyayari wala namang kahulugan kasi para sa akin sa trabaho ko lang is pera-pera lang depende nalang din siguro sa client kung ano 'yong magiging kahulugan niya sa ginagawa pero sa kin talaga trabaho lang talaga
- CRS2: Ahmmm... 'yung mga pagkakataong akala ng kliyente ay hindi na maayos ang nangyari, uhmmm... pero sa pamamagitan ng pakikinig at pagpapali wanag nang mahinahon, ahmmm... nabawi pa rin ang kanilangloob. Doon ko nakita na ahmmm... sa serbisyong ito, mahalaga ang tiwala higit sa lahat.
- CRS3: Para sa akin bawat ugnayan ay mahalaga Nagpapakita ito kung sino ka, sino ako ang maayos nas amahan ay parang sa amin sa probinsiya Gumagaan ang trabaho at tumitibay ang tiwala.
- CRS4: Binigyan ko 'yon ng kahulugan bilang patunay na tama 'yong ginawa ko and na-satisfied sila sapagiging client relation specialist ko
- CRS5: Nakita ko na mahalaga yung respect at maayos na communication.
- CRS6: So simula noon ano mas naging confident na ako parang wala sa 'king mangyayaring masama ku mbagahangga't mayro'ng nandiyan'yong supervisor ko nandiyan 'yong lahat parang safe ako kasi nandiyan silakumbaga may malalapitan ako.
- CRS7: Importante lang naman dito ano dapat bigayan kayo parang tulungan na di'n
- CRS8: na-realize ko na importante talaga ang respeto ah at maayos na pakikitungo sa kahit ano kahit anongaspeto ng trabaho siguro kasi hindi naman hindi na la ng naman ako dito noon sa trabahong napasukan ko o pinasukan ko talagang basta maayos pakikitungo mo magiging maayos trabaho mo
- CRS9: dahil dito ay napagtanto ko na mahalaga ang maayos na pakikinig at pag-unawa sa bawat kliyente. Kahit na simpleng tulong lang malaki na ang epekto nito sa kanila
- CRS10: Naisip ko na di naman pala lahat ng galit na customer e sayo galit talaga. Kasi minsan parang ano lang e, syempre may sari sarili tayong uhm karanasan kada araw, kanya kanyang buhay ganon.
- Kaya yun importantetalaga na hindi dapat natin pinepersonal yung mga sinasabi nila.

Interview Question:

12. How have your experiences as a Client Relations Specialist influenced how you view yourself as a professional and as a person?
(Paano nakaimpluwensya ang iyong mga karanasan bilang isang Client Relations Specialist kung paano mo tinitingnan ang iyong sarili bilang isang propesyonal at bilang isang tao?)

- CRS1: Siguro pa'no kung paano ko na-impluwensiyahan 'yong karanasan Kung paano naging impluwensiya'yon para sa akin Siguro kahit ganito 'yong trabaho ko is proud pa rin ako kasi kaya kong makisalamuha sa mga tao na ah bilang isang professional pa din na makikisalamuha sa kanila na ah ibibigaya iyong nararapat. na pakikisalamuha. Hindi lang basta ano hindi lang basta isang tao or isang isang client or isang nag-manage yong mga ganiyan. Tinitingnan ko 'yong sarili ko bilang isang bilang isang nagtatrabaho lang din kasi pagisipin ko na ganito 'yong trabaho ko ganiyan. Walang walang mangyayari. Siguro magiging mag-overthink at saka kung isipin ko 'yon i-da-down ko lang din 'yong sarili ko.

CRS2: Ahmmm... dati akala ko ay basta sumunod lang sa utos. Uhmmm... ngayon alam ko na, ahmmm... ako ang mukha ng lugar. Kung maganda ang pakikitungo ko, ahmmm... maganda rin ang tingin nila sa bar.

CRS3: Paano maka-impluwensiya ang iyong mga karanasan bilang isang client relations especially kung paano mo tinitingnan ang iyong sarili bilang isang professional at bilang isang tao.

CRS4: So nabago ng karanasan 'yong tingin ko sa sarili ko. Mas naging kumpiyansa ako at mas nagging professional dahil sa pagiging client relation specilaist ko, Dito 'yong nahubog 'yong pagiging proffesional ko bilang isang tao

CRS5: Naging mas confident at professional ako dahil sa mga karanasan ko.

CRS6: For me kasi sa bawat nakakasalamuha ko client panyo or kasamahan. Madami talagang natututo ma'am. Maging patient pa. Umintenda ng iba't-ibang ugali tapos siyempre 'yong pag-heal sa isa't-isa kapag may kailangan i-supervisor ko naman sila nagpapasalamat ako sa kanila kasi kita ko talaga kung pa'no nila akogabayan saka suportahan lalo na kapag sobrang hirap ng situation.

CRS7: Pakatatag lang lalo na marami pwede mangyari dito...yun lang maam

CRS8: Siyempre ako mas naging confident ako sa sarili ko hindi hindi na ako ganon ka mahiyain siyempre re saganitong trabaho bawal hiya dito dapat marunong kang dumiskarte makisalamuha sa ibat ibang tao

CRS9: Hm, dahil dito ay mas naging kumpiyansa ako na makipag-usap sa iba't ibang tao at humarap sa kanila. Natutunan ko ring maging mas ma pasensiya at maging responsable

CRS10: Ah mas naging mahaba pasensya ko. Dati kasi pag ano e madali akong kakabahan sa eksena na tapatantalaga pero ngayon mas kaya ko nang kausapin yung ibat ibang tao.

Kasi mahiyain talaga ako dati e. Ngayon understanding na ako nakikipag happy happy na ganun. Siguro ano na lang, nasanay na lang din dahil satrabaho.

Probes:

13. How has your work shaped your identity?
(*Paano nahubog ng iyong trabaho ang iyong pagkakakilanlan?*)

CRS1: Siguro nahubog ang aking trabaho sa aking pagkakakilanlan na 'yon nga naging professional na Eh na iyon nga professional ano? haha Eh ayun tumatag na emosyonal pero wala naman 'yon sa 'kin para sakin wala na kapag may nagagalit na customer kasi matagal na eh 'tsaka ano na sanay-sanayan na din.

CRS2: Ahmmm... may isang beses na biglang nagalit ang isang kliyente dahil uhmmm... na antala ang kanyang inumin. U hmmm... nagsalita nang malakas at parang naninisi. Ramdam ko ang kaba, ahmmm... pero huminga ako nang malalim, nakinig nang walang putol, at uhmmm... humingi ng paumanhin nang maayos habanginaayos agad ang kanyang order.

CRS3: Uhm ano pinalakas nitong ugaling dala ko mula sa probinsiya namin. Tapat, magalang at handang maglingkod na may puso. Ayun lang

CRS4: Nahubog 'yong pagkakakilanlan ko bilang tao na mayro'ng malasakit at respeto sa iba

CRS5: Naging mas responsable at mahinahon ako sa pakikitungo sa iba.

CRS6: Malaki 'yong influence sa 'kin ng trabaho ko kasi bilang professional siyempre trabaho din naman 'to professional din naman ako mas naging responsable ako tapos maingat sa pakikitungo sa iba't-

ibang uri ng taonatututunan ko rin na palaging maging professional sa kahit anong situation mahirap man 'yan o hindi. So bilang tao siguro mas maging strong ako, emotionally kasi mas naintindihan ko na 'yong iba't-

ibangpinagdadaanan ng bawat tao eh kasi ang dami ko na rin na naging blind na naging experience so iba-iba talaga'yong pinagdadaanan ng bawat tao kaya

mas natuto akong wag mang kumbaga 'yon nga mas naging matatag'yong loob ko dahil sa trabahong ito kasi natutuwa akong makisalamuha eh sa iba't-

ibang klase ng tao na datinaman hindi ko na naman nagagawa tapos 'yong confidence ko mas tumaas lalo na sa pakikipag-usap sa taomas naging responsible din ako lalo na sa kilos at saka sa salita ko dahil siyempre nakakaapekto to sa mgatrabaho sa trabaho ko at saka sa mga nakakasalamuha ko.

CRS7: Kasi ako responsable naman ako e ginagawa ko lang trabaho ko tapos ku'ng ano la'ng kaya ko ibigay sa customer yo'n lang ginagawa ko dapat matuto ka mag pigil

CRS8: Dito sa trabahong to dapat matatag pagiging matatag pano tumayo sa sarili mo matututo ka magin gindependent na parang lahat ng problema lahat ng problema kaya mo nang solusyunan

CRS9: Dito'y naging matatag ako sa pagharap ng mga hamon at stress.

At naging bahaging pagkatao na maging mga lawin sa aking mga kliyente at maging propesyonal

CRS10: Feeling ko mas naging mature ako eh. Natuto akong alam mo yun, kontrolin yung emosyon ko. Kahit nasobrang stress na ako sa trabaho minsan ganon. Tapos yung hindi agad nag rereact.

14. How do you understand yourself now compared to when you first started?
(Paano mo nauunawaan ang iyong sarili ngayon kumpara noong nagsisimula ka pa lamang sa trabaho?)

CRS1: Siguro sa una may ano takot pangamba may mga ganiyan talaga na hindi mo maiiwasan takot ka talaga kasi hindi mo pa maintindihan pero ngayon pero ngayon wala na 'yan iyong parang ano na lang

talaga 'yong wala na trabaho trabaho pera pera lang talaga para matustusan 'yong pang araw-araw na kailangan 'tsaka yun na yun

CRS2: Ahmmm... hayaan muna siyang ilabas ang kanyang saloobin, uhmmm... huwag makipagtalos. Nasa isip ko, ahmmm... trabaho lang ito at kailangang ayusin nang payapa. Ano ag iyong mga damdamin sa panahong iyon? Ahmmm... sa simula ay nakaramdam ng takot at inis nang kaunti, uhmmm... pero agad kong binago ang isip ko para maging kalmado at uhmmm... makahanap ng solusyon.

CRS3: Siyempre dati mahiyain at madaling kabahan Pero ngayon ano na kalmado na at may tiwala sa sariliat may tiwala sa sarili. 'yon lang.

CRS4: Ngayon mas naiintindihan ko na 'yong mga kakayahan ko kumpara noong nagsisimula pa lang like kakayahan ko na maging kampante sa sarili ko at mas nagiging professional ako sa bawat araw dahil mas nahuhubog ako na makisama sa iba't-ibang klaseng tao

CRS5: Mas matatag at mas may tiwala ako sa sarili kumpara noong nagsisimula palang

CRS6: Kasi ako parang sobrang hindi ako sure sa trabaho na to tapos siyempre personal kong dinadala din 'yong mga negative na nangyayari ngayon naman mas okay na 'ko parang marunong na 'kong kontrolin 'yong emotions ko 'yong mga actions ko 'yong sasalita 'yong mga salita ko hindi ko na hinahayaang makaabot ngayonsa 'kin sa iba't-ibang uri ng

situation kasi nga maaapektuhan naman is 'yong break ko. Alam ko rin naman 'yong mga limitations ko. Kung kailan ako dapat humingi ng tulong at hindi. Kumbaga alam ko na rin kung ano 'yong mga tama. Hindi gawin 'yon or 'yon nga. 'yong maaaring mangyari sa 'kin.

CRS7: Maam no'ng bago kasi ako dito mahiyain pa ako maarte pa

kasi kailangan dito nakikitaan ka kahit papaano ng balat mo magsuot ka dapat mga sexy tapos makikipag usap ka na sa kanila sa mga lalaki dito para magkapera ka diba lalo na yo'ng mga lasing nung una nahih iya ako ngayon hindi na pero may limistayon pa rin naman dito kasi maam ako nagkakapera

CRS8: Noon siyempre bago palang ako sobrang mahiyain din ako sobrang kabado kasi

puro lalaki madalas nandito e Parangt pakiramdam ko laging may mangyayaring masama. Ngayon ngayon uh sihuo kampante naako sa ginagawa ko

CRS9: para sa 'kin ay naging mas kampante na ako sa kakayahan kong humarap sa iba't-ibang sitwasyon Mas alam ko na rin kung pa'no kokontrolin ang aking emosyon po sa trabano

CRS10: Malayo na siyempre. Nung una nga sabi ko nga nahihya pa ko. Mag ooverthink ako ganun, di ko alam kung pano kakausapin yung mga guest kasi kung di ka rin amkikipag usap talagang marereklamo ka. Tapos minsan di ka talaga bibigyan ng tip, pagagalitan ka pa ng boss mo ganun. Yung mga mama mama namin. Ngayon mas confident na ko at alam ko na kung pano humarap sa kanila syempre kailangan namin makipagusap ayaw naman kasi nung mga boss nami nna display lang kami sa table diba tapos ayun.

Interview

Question:

15. What changes, support systems, or workplace practices do you think would help Client Relations Specialists improve their well-being and performance? (Anong mga pagbabago, sistemang suporta, o mga gawi sa lugar ng trabaho ang sa tingin mo ay makakatulong sa mga Client Relations Specialist na mapabuti ang kanilang kagalingan at pagganap?)

CRS1: Para sa akin siguro ano dagdagan ang sahod hahaha

CRS2: Ahmmm... pakiramdam ko ay may pananagutan ako, uhmmm... kahit hindi naman laging kasalanan ko.

Gusto kong ipakita na ahmmm... may karampatang serbisyo dito kahit ano pa ang mangyari.

CRS3: ah kailangan ah kailangan nila ng maayos na pasasanay at may sa pahinga. At ano at ah puwangpara mailabas ang bigat ng damdamin.

CRS4: nakakatulong 'yong experience lalo na 'yong mga maayos na sistema or system

CRS5: Kailangan ng mas maraming training, support, at sapat na pahinga para sa mga empleyado.

CRS6: Titingin ko kasi malaki 'yong tulong kung may regular na counseling para sa iba't ibang empleyado anodahil kasing sobrang training ng trabaho hindi lang physically kung 'di emotionally din mahalaga rin kasi namalinaw 'yong mga policies para maprotektahan 'yong iba't-ibang rights ng mga empleyado laban sa mgaminsan apesadong clients siyempre makakatulong din kung may sapat na rest at saka patas na pagtrato so lahat.

CRS7: Ano ba ma'am intindihin nalang siguro kami ng mga tao

CRS8: Siguro ano siguro para sakin mas okay sana kung may mas maayos na lugar at maayos na yung oras napupunta kami dito pero hindi rin maiiwasan kasi stressful tong trabaho nain e wala ring pahinga kasi

kung mapapahinga ka wala ka kakainin bukas pero nakakapagod din talaga minsan

CRS9: ang regular na training at mental health support ay nakakatulong sa mga empleyado. Mahalaga rin na ang patas na pork load at pag komunikasyon sa management.

CRS10: Siguro mas okay kung may support talaga especially minsan sunod sunod yung concern ng guest namin. Yung mga guest kasi talagang demanding nakakapressure, alam mo yun parang sasabog ka na lang dahilsa dami nilang pin apagawa. Maganda rin naman kung sana may time kami na ano magpahinga saglit lalo nakapag sobrang dami talaga ng tao.

Probes:

16. What support would have made your experiences more manageable? (Anong suporta ang makatutulong sana upang mas mapagaan ang iyong mga karanasan?)

CRS1: Maraming tip parang ano magaan 'yong magiging karanasan pagka maraming tip talaga

CRS2: Ahmmm... ang mga kliyente ang nagtuturo sa akin

kung paano umangkop sa iba't ibang ugali. Uhmmm... ang mga kasama ko

ay kailangan para mabilis ang serbisyo, at uhmmm...

ang tagapamahala ang nagbibigay ng karagdagang kaalaman kung paano haharapin ang mahihirap na sitwasyon. Lahat ito ay ahmmm... bahagi ng araw-araw na gawain.

CRS3: Ah sa para sa kin

'yong ano mabilis na tulong ng kasama at pinuno at simpleng pagkilala sapagsisikap.

Ayon malaking ah malaking tulong na sa akin 'yon.

CRS4: so for me is

'yong mentoring pati 'yong mga counseling sana sa mga napakagaan ng mga karanasan . Ayon

'yong magpapagaan sa trabaho at pagiging client relation specialist

CRS5: Mas malaking suporta mula sa supervisors at katrabaho.

CRS6: Magpapadali kasi sana 'yong trabaho kung mas madali kaming makakalapit sa mga supervisors.

Lalo nakapag ano may mga problems kung may regular emotional

support gano'n pagkatapos ng mahihirap nasituation. Mahalaga rin naman.

Ang pakiramdam at pakinggan kumbaga eh. Kailangan din namin mapakingg-mo sa party-han.

CRS7: suporta lang, support lang support tsaka intindihin kami

CRS8: Siguro yong mga kasamahan ko nalang lalo na yun mataas samin dito na madaling lapitan yongmak

akausap ko pwede ko mahingian ng payo kapag sobrang nakakapagod na yung trabahao ko

CRS9: Para sa 'kin ay malaking tulong sa na kung may sapat na coaching

at gabay mula sa mga supervisor. Makakatulong din ang

mas madalas na pahinga kapag mabigat ang work load

CRS10: Siguro ano e mas madalas na compliment or ano parang feedback ng supervisor namin, ganon di

naman kasi kailangan na puro positvie pero okay lang din kung may ituturo sila kung saan pa

kami pwedeng mag anoimprove, kung ano pa pwede naming gawin para mas mahuhubog kami.

17. What recommendations would you give to organizations employing Client Relations Specialists?

(Anong mga rekomendasyon ang maibibigay mo sa mga organisasyong may mga Client Relations Specialists?)

CRS1: Siguro 'yong maibigay ko na rekomendasyon para sa kanila puwede naman silang ano eh.

'yong parang

ah ano uh taasan nila yung rate haha at dapat higpitan nila yung security sa amin kase madalas marami m anyakis eh

CRS2: Ahmmm... dito sa trabaho, uhmmm... naging mas mahaba ang aking pasensya, mas maingat sapananalita,

at uhmmm... natutong manatiling mahinahon kahit maingay o mainit ang paligid.

CRS3: Oh. Tratuhan ng may respeto. Bigyan ng kakayahang magpasya at alagaan. Hindi lang ang trabaho kung 'di pati ang mga ano mga manggagawa.

CRS4: Pakitunguhan sana kami

ng maayos gaya ng ginagawa namin sa mga tao especially sa mga customer namin, bigyan kami ng pansin at respeto na hindi kami tinitingnan as mababang uri ng tao o trabaho na meron kami.

CRS5: Pahalagahan ang employees, at bigyan sila ng sapat na training at support.

CRS6: Sa tingin ko dapat dapat talaga i-mungkahi pa lalo kung бага para mabigyan din kasi ng sapat na training 'yong mga employees kung paano harapin 'yong mga situation na gano'n sa mga na-experience ko para protektahan nila 'yong sarili nila at saka dapat laging seryosohin ang management ng mga reklamo ng empleyado hindi 'yong parang wala silang pakialam 'tsaka dapat ligtas talaga 'yong working environment.

CRS7: Ano lang bigyan sana kami ng pansin at wag kami basta maliitin na parang ang dumi dumi namin

CRS8: Ah ito hindi lang sa pagiging GRO gusto

ko yong mga empleyado kahit saang trabaho ah mabigyan ng ah sapat na kaalamanan paano mag handle ng mga customers

uh tsaka siguraduhin lang nila na ligtas kaminglahat sa ganitong trabaho oo yong mga nakapaligid samin kahit ganito man kami protektado pa rin dapat kami

CRS9: ang ma-re-recommend ko sa kanila ay

ang pahalagahan nila ang kapakanan ng mga empleyado at makinig sa kanilang mga feedback dahil kapa suportado ang empleyado ay maging mas magiging maganda rin ang serbisyo sa mga kliyente

CRS10: Ano alagaan nila yung mga empleyado nila kai kapag okay yung trato ng club sa tao nila, mas magiging okay yung service na nabibigay namin eh. Diba?

Kasi yun yung importante sa mga pumupunta na guest dito eh, pati sa ibang club for sure.

Mas maganda kung

may training paminsan minsan ganon para malaman naminkung pano yung mga makukulit na guest. Hina hayaan na lang namin kasi e.

Debriefing:

18. What changes, support systems, or workplace practices do you think would help Client Relations Specialists improve their well-being and performance? (Anong mga pagbabago, sistemang suporta, o mga gawisa lugar ng trabaho ang sa tingin mo ay makakatulong sa mga Client Relations Specialist na mapabuti ang kanilang kagalingan at pagganap?)

CRS1: Siguro yung support lang talaga na need namin ay mag dagdag sila ng pasahod sa amin kase hindi madali mag entertain ng mga taong lasing eh

CRS2: Ahmmm... noong nagsisimula pa

lang, uhmmm... kinakabahan ako sa bawat kausap at sumusunod lang sa sinasabi. Uhmmm... ngayon, mas kampante na ako, alam ko

kung paano haharapin ang mga tao at uhmmm... hindi madaling mataranta sa anumang mangyari.

CRS3: Panatiliing bukas ang usapan at gawing parang pamilyang kapaligiran at payapang isip at magandang serbisyo.

CRS4: So kailangan ng malinaw na sistema lalong-lalo na 'yong suporta at siyempre na din 'yong sa workplace or sa trabaho

CRS5: Magkaroon ng magandang work environment at mental health support

CRS6: Kailangan mas marami 'yong support mula sa management

kasi tulad ko na rin ng ano regular na check-

in mo sa mga empleyado Tapos 'yong sapat na pahinga malinaw na safety

protocols tapos siyempre 'yong patas na pagtrato Kapag kasi nararamdaman ng empleyado na pinapahalagahan sila siyempre maganda rin 'yong performance mo sa trabaho.

CRS7: Maayos na suporta

CRS8: Mas ah mas maganda siguro kung mayroong uhm magandang or maayos na employer para masarap mag trabaho kahit nakakpagod hanggang sa makaraos

CRS9: hm maganda sa kanila na magkaroon ng wellness, programs at regular lapse-in sa mga ayado. At makakatulong din y malinaw

CRS10: Sapat na tao bawat shift sana. Yung ano namin sa work para hindi sana bugbog sa trabaho tapos okay din

kung makakausap mo nang maayos yung mga kasama mo. Minsan merong ano e, alam nyo yun, normal nainggitan sa trabaho lalo na pag nakakuha ka ng tip diba. Tapos yung ano kapag nagtutulungan, kasi

mas maganda yung trabaho mo kapag mababait yung mga kasama mo. Syempre ngayon daming inggitan, gumagawa ng paraan para lang masira yung reputation mo sa club.

Probes:

19. What common misconceptions do people have about your work as a Client Relations Specialist?

(Ano ang mga karaniwang maling pananaw ng mga tao tungkol sa iyong trabaho bilang isang Client Relations Specialist?)

CRS1: Wait lang what common misconception the people call about your work as client relation specialist siguro 'yong mga pananaw ng mga tao sa bilang trabaho ko

is ano ah babaeng bayaran babae hindi na ooandian na tayo andian na tayo sa ganiyan na usapin pero hindi nila alam na wala talaga kasi kung may opportunity

lang talaga na makapantrabaho ng ibang trabaho ba ndi 'di ba so sa ano kasi sa sa sitwasyon so saano kasi sa sa sitwasyon kasi is dito lang tayo nabilong dito lang dito lang ako nabilong at ito lang talaga kaya.

At saka hindi hindi naman 'yon nga sinabi ko no'ng una hindi kasalanan 'di ba?

Hindi kasalanan. Ganiyan. Andian na tayo sa babaeng bayaran, babaeng ganiyan.

Pero hindi wala na 'yong wala na 'yon sa ganito ngayon.

CRS2: Ahmmm... akala

ng iba ay madali lang, uhmmm... nakaupo lang o nakatayo at naghihintay ng utos. Uhmmm... hindi nila alam na kailangan ng matinding pasensya, uhmmm... lakas ng katawan, at kakayahang Spigilan ang sarili kahit may mga kliyenteng uhmmm... mahirap pakisamahan.

CRS3: Ah akala nila madali lang nakaupo at nagsasalita lang pero nila nakikita ang pasensiya at damdaming kailangan kontrolin. 'yon

CRS4: So 'yong maling pananaw ng ibang tao is madali lang 'yong trabaho tapos siyempre sa Pinoy thinking pag naririnig nila yung GRO pa is parang like bayaran kang babae like kung sinu-sino kung kani-kanino ka sumasama gano'n which is hindi hindi naman gano'n 'yong work namin

CRS5: Akala ng iba, madali lang ang trabaho, pero mahirap dahil iba't ibang tao at problema ang hinaharap araw araw.

CRS6: Kasing ano nag-lisip ng sobrang dali lang ng ginagawa namin kung anong babae puro saya lang gano'n naita rin naman na sobrang makapanghusga hindi naman nila alam kung ano 'yong trabaho namin hindi naman nila alam kung ano yong mga pinagdad aanan namin kung bakit kami napunta sa ganitong trabaho ang hindikasi nila nakikita 'yong pagod tapos 'yong emotional pressure dala-dala namin palagi. Hirap din po kayo tungosa iba't ibang klase ng tao. Habang professional siyempre parang kailangan mong maging compose eh.

CRS7: Akala kasi ng mga tao marumi kami na mga pokpok kami nag ta trabaho lang din naman gaya ninyonagkataon lang na ganito yo'ng trabaho namin gan'ito bumubuhay sa pamilya namin dit o kami nakakauha ng pera na ibibili namin ng pagkain ito yo'ng ikabubuhay namin.. Hindi kami basta bagpapatira sa lalaki diyan nainaakala ninyo marangal pa rin itong hanapbuhay

CRS8: akala siguro ng iba diyan pagiging CRS puro lang saya hindi nila alam na kailangan din yong mahabangpasensya kailangan mo ng kontrol lalo na sa emosyon mo dapat marunong kang makitungo sa bawat tao mgaganong bagay

CRS9: maraming tao na iniisip na madali lamang ang aking trabaho dahil puro pakikipag-usap lamang ito ngunit ang totoo ay kailangan ng mahabang pasensiya at tamang diskarte at emosyonal sa nakontrol ito

CRS10: Ano akala nila parang sexy lang ganun, kala nila lahat ng ganitong trabaho e puro sex lang. Hindi nilaalam mas madalas na nakikipag inuman lang talaga kami, usap usap lang ganun. Hindi naman kasi talaga ganunlang ang CRS. Minsan kailangan mo lang din kasi talaga ng pera syempre. Anong ipapakain mo sa pamilyamo?

Yung sa mga kasama ko dito iba iba yung rason nila, iba rin yung rason ko.

Yun, kailangan kasi ano lagingmaayos. Maayos ka dapat kausap dito, sa tutuusin lang wala rin talaga kami ng nakukuha na guest dito sa club namin e, pero okay na rin talaga. Pagmeron, gagalingan talaga performance para makakuha rin ng tip.

20. As a Client Relations Specialist, what would you like others to understand about your work to help address or reduce the stigma associated with your profession?

(Bilang isang Client Relations Specialist, ano ang nais mongmaunawaan ng ibangtao tungkol sa iyong trabaho upang makatulong na mabawasan o matugunan ang stigma na kaugnay ng iyong propesyon?)

Specialist, ano ang nais mongmaunawaan ng ibangtao tungkol sa iyong trabaho upang makatulong na mabawasan o matugunan ang stigma na kaugnay ng iyong propesyon?)

CRS1: siguro makakatulong din ng ano makakatulong din siguro 'yong mga bagong sistema ngayon na mga ah may ano ngayon 'di ba? May mga may mga sex

doll ganiyan. Siguro makakatulong din iyong para sa mgaganiyan kasi hindi naman hindi naman ano eh hindi naman masisisi yong mga lalaki minsan walang mga asawaganiyan siguro gano'n lang din

CRS2: Ahmmm... malaking tulong kung mabilis ang impormasyon sa pagitan ng mga kasama, uhmmm... may sapat na pahinga, at uhmmm... may gabay kung paano haharapin ang mga mahihirap na bisita. Anong mgamungkahi ang maibibigay mo sa mga organisasyon? Ahmmm... bigyan ng sapat na pagsasana

y ang mgakawani, uhmmm... huwag pilitin ang bilis kung hindi naman kaya, at uhmmm... igalang din ang karapatan ng mga manggagawa kung may masamang pakikitungo ang kliyente.

CRS3: Kailangan ito ng ah may puso at tiyaga siyempre tao rin kaming napapagod ngunit marangal at mahalaga ang aming ginagawa.

CRS4: So bilang CRS nais kong maunawaan ng iba na mahalaga din 'yong trabaho namin na pagpapanatili ng tiwala at magandang karanasan ng kliyente and gusto ko din mabura yung Filipino thinking porket CRS ka is parang malaswa or masamang trabaho 'yon which is hindi

CRS5: Ang gusto ko maunawaan ng ibang tao ay hindi lang basta pakikipag-usap sa clients ang trabaho namin, kailangan din namin magmanage ng ibat-ibang emotion humarap sa pressure at magha nap ng solusyon saproblema aeaw-araw. Sana mas mabigyan ng respeto at pagpapahalaga ang aming trabaho dahil malakingbahagi kami sa pagpapanatili ng magandang relasyon sa mga kliyente.

CRS6: Siguro ano lang gusto ko kasing maintindihan ng mga tao na nagtatrabaho lang naman kami ng marangal para kumita para ma suportahan siyempre 'yong sarili namin at pamilya hindi naman tama na husgahan kami so kung ano lang nakikita nila kung ano 'yong sabi-sabi dahil lang ganito 'yong trabaho namin'dinaman nila alam kung ano 'yong talagang ginagawa namin tulad ng ibang propesyon may mgaresponsibilidad din naman kami mga sacrifices kaming ginagawa para sa amin sa sarili namin at saka sapamilya so sana lang makita ng mga tao siyempre irerespeto namin saka professionalism na kailangan satrabahong 'to kaysa do'n sa mga istorya-type na madalas na 'yan naririnig.

CRS7: Huwag kayong manghuga agad oo ganito trabaho namin pero mabuting tao kami sadyang ito kasi ikabubuhay namin sana maunawaan nyo na may pamilya na umaasa samin, hindi kami basta bayaran lang tapang at sakripisyo baon namin sa araw araw sa ganitong trabaho nagkataon lang talaga na kami yo'ng na saganio'ng sitwasyon

CRS8: Ang gusto ko maintindihan nila ng mga tao na ah nagtatrabaho lang din kami ng maayos para kumitakami ng pera. Sana wag wag nyo naman kaming husgahan agad kasi base lang sa trabaho namin kasi tulad ng iba tao ginagawa lang namin ang trabaho namin para mabuhay kami at higit sa lahat makatulong sa pamilyanamin ayon siguro. Salamat

CRS9: Nais ko na malaman ng mga tao na hindi madaling humarap sa iba't-ibang ugali at problema ng mga kliyente araw-araw At ang pagiging client relation specialist ay nangangailangan ng tiyaga, empathy, at dedikasyon

CRS10: Siguro gusto ko lang na maintindihan ng ibang tao yung ginagawa namin. Syempre nakakatulong pa rin naman kami siguro sa iba dahil para kaming ano e, yung ano mga katulad niyo, psychiatrist ba yan? Nakikipagusap kami sa tao e, may pag inom inom lang pampatanggal stress diba. Yan, minsan may mga bagay lang talagana hindi mo agad naayos kasi proseso rin kaming sinusunod tulad dun sa mga guest namin para maintindihannila yun. Kasi hindi naman pwede na mag desisyon kami para sa kanya kasi meron din kaming mga amo diba. Mas madali rin kasi kung ano e makikipag tulungan sila na maayos yung usapan. Yun lang naman.

Idiographic Analysis

In keeping with the principles of Interpretative Phenomenological Analysis (IPA), the researchers first examined each participant's account individually before identifying patterns across participants. This idiographic approach emphasizes understanding the uniqueness of each participant's lived experience, allowing the researchers to explore how every Female Client Relations Specialist personally interpreted her workplace experiences, emotions, relationships, and professional development.

Each participant's narrative was carefully reviewed and interpreted based on the verbatim responses obtained during the in-depth interviews. The researchers focused on how the participants made sense of their experiences within their personal and professional contexts while preserving the individuality of their accounts. This process ensured that each participant's voice remained central to the analysis before developing the shared superordinate themes presented in the succeeding section.

The following idiographic analyses present the individual lived experiences of each participant, highlighting the meanings they attached to their work as Female Client Relations Specialists and how these experiences shaped their perceptions of themselves, their profession, and their workplace.

Participant CRS1

CRS1 described her work as a Female Client Relations Specialist as emotionally demanding because she interacted with clients who had different personalities and behaviors. She perceived adaptability as an essential part of her role, believing that she needed to adjust her approach to meet each client's expectations. Despite experiencing fear, anxiety, and personal challenges, she consciously regulated her emotions and maintained a cheerful and professional demeanor while serving clients. Over time, these experiences helped her develop emotional resilience and acceptance of the realities of her profession. Although she recognized the social stigma associated with her work, she interpreted her occupation as an honorable means of earning a living and expressed pride in her ability to remain professional despite the challenges.

Supporting Verbatim Quotations

"Hindi lahat ng tao na nakakasalamuha mo ay same lang ng ugali. Iba-iba sila... Kailangan mong ibagay kung ano sila."

"Sa trabaho kasi kailangan mong ipakita sa client na happy ka, na willing ka sa ginagawa mo."

"Sa una takot at nahihiya ako, pero pag kinatagan, nama-manage mo na lang."

"Kahit ganito ang trabaho ko, proud pa rin ako kasi kaya kong makisalamuha sa mga tao bilang isang professional."

Participant CRS2

CRS2 described her work as a Client Relations Specialist as more than simply attending to clients' requests. She perceived her role as building trust, making clients feel comfortable, and maintaining professionalism even during difficult situations. She explained that handling clients with patience and understanding helped her manage emotionally challenging encounters. Through her experiences, she developed greater confidence, emotional control, and interpersonal skills. She also recognized that teamwork, guidance from supervisors, and continuous training were important in improving her performance and well-being. Despite the common misconceptions about her work, CRS2 viewed her profession as meaningful because it allowed her to serve others while continuously growing both personally and professionally.

Supporting Verbatim Quotations

"Para sa akin, ito ay kabuhayan at aral kung paano makisama sa iba't ibang klase ng tao."

"Hindi

lang

basta ibibigay ang inumin o pagkain, kundi iparamdam din sa kanila na komportable sila at naririnig ang kanilang sinasabi."

"Hindi naman talaga sa akin nakatuon ang galit nila, kundi sa sitwasyon o sa inuman nila."

"Sa mga kliyente, natututo kang maging mahaba ang pasensya."

"Ngayon,

mas kampante na ako, alam ko

kung paano haharapin ang mga tao at hindi madaling mataranta sa anumang mangyari."

Participant CRS3

CRS3 perceived her work as a meaningful journey of learning, resilience, and personal growth. Coming from the province, she believed that values such as humility, respect, and genuine service shaped the way she interacted with clients. She interpreted difficult encounters with clients as opportunities to strengthen her patience, empathy, and communication skills rather than viewing them as obstacles. Through her experiences, she became more confident, emotionally resilient, and responsible in fulfilling her role. CRS3 also emphasized that support from colleagues and supervisors, continuous training, and a respectful workplace contributed to her personal and professional development. Despite the challenges and misconceptions surrounding her profession, she remained proud of her work and believed that it required dedication, compassion, and perseverance.

Supporting Verbatim Quotations

"Ang bawat karanasan ay aral na nagpatibay sa akin."

"Hindi

lang trabaho ang ginagawa kundi iparamdam din sa kausap na siya ay pinapakinggan o pinapahalagahan."

"Iniisip ko na lang na ang galit ay hindi para sa akin kundi sa kaniyang problema."

"Naging mas mapagkumbaba, responsable, matiyaga at matatag."

"Dati mahiyain at madaling kabahan, pero ngayon kalmado na at may tiwala sa sarili."

"Kailangan ito ng

puso

at tiyaga... tao rin kaming napapagod ngunit marangal at mahalaga ang aming ginagawa."

Participant CRS4

CRS4 perceived her work as a Client Relations Specialist as a profession centered on listening, problem-solving, and building trust with clients. She viewed patience and professionalism as essential qualities in handling difficult situations, especially when interacting with upset clients. Although she experienced fear, anxiety, and nervousness during challenging encounters, she consciously regulated her emotions to fulfill her responsibilities effectively. Through her workplace experiences, CRS4 developed greater self-confidence, professionalism, and respect for others. She also recognized the importance of mentoring, counseling, and organizational support in helping Client Relations Specialists maintain their well-being. Despite the stigma associated with her profession, she emphasized that her work is meaningful because it focuses on providing quality service and maintaining clients' trust.

Supporting Verbatim Quotations

"Natutunan kong makinig... ang pinakamahalaga din is panatilihin ko ang tiwala ng kliyente ko sa'kin."

"Nahubog nito ang pag-unawa ko na mahalaga ang pasensya at pagiging propesyonal."

"Ramdam na ramdam ko ang kaba... sobra ang pagpapawis ko."

"Kailangan kong kontrolin ang emosyon ko dahil client

relations

specialist ako at kailangan maging professional."

"Mas naging kumpiyansa ako at mas naging professional dahil sa pagiging Client Relations Specialist ko."

"Nais kong maunawaan ng iba na mahalaga din ang trabaho namin sa pagpapanatili ng tiwala at magandang karanasan ng kliyente."

Participant CRS5

CRS5 viewed her work as a Client Relations Specialist as an opportunity to develop patience, empathy, and professionalism through daily interactions with clients. She perceived challenging situations, particularly dealing with dissatisfied clients, as experiences that strengthened her emotional regulation and problem-solving skills. Rather than taking clients' frustrations personally, she chose to respond with understanding and composure. Through these experiences, CRS5 became more confident, responsible, and resilient in fulfilling her professional role. She also emphasized the importance of organizational support, continuous training, and a positive work environment in enhancing employee well-being. Despite the challenges of her profession, she believed that the role deserves greater respect because it requires emotional resilience, effective communication, and the ability to manage complex situations while maintaining positive client relationships.

Supporting Verbatim Quotations

"Marami akong natutunan sa pakikipag-usap sa iba't ibang clients, naging mas matiyaga at maunawain ako sa work."

"Naintindihan ko na mahalagang makinig at tumulong sa client's para maayos ang problema nila."

"Naisip ko na hindi personal ang galit niya, frustrated lang siya sa sitwasyon."

"Naging mas confident at professional ako dahil sa mga karanasan ko."

"Mas matatag at mas may tiwala ako sa sarili kumpara noong nagsisimula pa lang."

"Hindi lang basta pakikipag-usap sa clients ang trabaho namin, kailangan din naming mag-manage ng iba't ibang emotion, humarap sa pressure, at maghanap ng solusyon sa problema araw-araw."

Participant CRS6

Jenny described her work as a Client Relations Specialist as a continuous process of adapting to clients with different personalities, attitudes, and behaviors. Although she encountered disrespectful, intoxicated, and demanding clients, she perceived these experiences as opportunities to strengthen her patience, emotional control, and professionalism. Rather than reacting impulsively, she deliberately regulated her emotions to maintain a calm and respectful interaction, recognizing that emotional composure was necessary to fulfill her role effectively.

A significant aspect of Jenny's lived experience was her awareness of personal safety while maintaining professional responsibility. She emphasized that seeking assistance from supervisors during difficult situations allowed her to feel protected and supported. These experiences reinforced her confidence, emotional resilience, and trust in her workplace. She also acknowledged that continuous interactions with clients, colleagues, and supervisors contributed to her personal and professional growth by enhancing her communication skills, emotional maturity, and understanding of human behavior.

Jenny further reflected on the stigma associated with being a Client Relations Specialist. She expressed that many people unfairly judge their profession without understanding the emotional demands, sacrifices, and responsibilities involved. Despite these misconceptions, she viewed her work as an honorable means of supporting herself and her family. Her narrative demonstrates a process of meaning-making in which workplace challenges, organizational support, and lived experiences contributed to the development of a stronger professional identity, emotional resilience, and greater self-confidence.

Selected Verbatim Quotations

"Kailangan pa rin akong maging kalmado... maging professional pa rin ako."

"Priority ko din na ligtas dapat ako sa ganitong trabaho."

"Mas naging responsible ako... mas naging strong ako emotionally."

"Sana maintindihan ng mga tao na nagtatrabaho lang naman kami ng marangal."

Participant CRS7

CRS7 described her lived experience as a Client Relations Specialist as one characterized by constant emotional challenges, personal sacrifice, and resilience. Although she had only been in the profession for a relatively short period, she recognized that the work required patience, emotional control, and the ability to endure difficult interactions with intoxicated and disrespectful clients. She perceived emotional regulation as an essential part of her professional role, believing that remaining calm despite fear or frustration was necessary to maintain professionalism and ensure her livelihood.

The participants also emphasized the importance of support from colleagues and supervisors. She viewed teamwork as a valuable coping resource, particularly during situations she could no longer manage independently. Through these experiences, she developed greater confidence, emotional strength, and self-control while learning to establish personal boundaries within her work. Despite the emotional demands of the profession, CRS7 understood her work as an honorable means of supporting herself and her family. Another significant aspect of CRS7 narrative was her experience of social stigma. She expressed that many people unfairly associate Client Relations Specialists with negative stereotypes without recognizing the dignity, sacrifices, and responsibilities involved in their work. Rather than allowing these judgments to define her identity, she attached personal meaning to her work as a source of resilience, perseverance, and family responsibility. Her narrative reflects the IPA perspective that individuals actively construct meaning from difficult lived experiences, transforming workplace challenges into opportunities for personal growth, and stronger professional identity.

Selected Verbatim Quotations

"Parte 'yon ng trabaho ko."

"Kailangan malakas ang loob mo... mapagpasensya habang nasa oras ka ng trabaho."

"Kami-kami lang din... nagtutulungan kami."

"Hindi kami basta bayaran... marangal pa rin itong hanapbuhay."

Participant CRS8

CRS8 described her experience as a Client Relations Specialist as a journey of continuous adaptation, emotional regulation, and personal growth. Through daily interactions with clients of varying personalities, particularly those who were intoxicated, demanding, or emotionally distressed, she learned the importance of patience, professionalism, and self-control. She viewed her role as extending beyond simple communication, recognizing it as a responsibility that requires respect, quality service, and the ability to remain composed even during stressful situations.

A significant aspect of CRS8's lived experience involved managing fear and anxiety when dealing with angry or intoxicated clients. Despite feeling threatened and worried about possible negative outcomes, she consciously chose to remain calm and avoid taking clients' behavior personally. Her narratives suggest that emotional regulation became an essential coping mechanism that allowed her to maintain professionalism while protecting herself from further conflict. Through these experiences, she developed greater confidence, independence, and resilience in handling workplace challenges.

CRS8 also highlighted the importance of workplace relationships and social support. She valued the encouragement and assistance provided by colleagues and supervisors, viewing them as sources of guidance during difficult situations. Furthermore, she expressed concern about the public stigma attached to her profession. She emphasized that Client Relations Specialists work honestly to earn a living and support their families, challenging the misconception that their work is easy or morally questionable. Her experiences reflect a process of meaning-making in which workplace struggles, emotional labor, and social support contributed to the development of a stronger sense of self, professional competence, and personal responsibility.

Selected Verbatim Quotations

"Dito ako naging matiyaga, mag-adjust sa iba't ibang ugali at mag-control ng emotions."

"Takot na takot na ako... pero mas pinili kong maging kalmado."

"Bigayan lang kami at sandalan din namin isa't isa dito."

"Nagtatrabaho lang din kami ng maayos para kumita ng pera."

"Sana huwag n'yo naman kaming husgahan agad kasi ginagawa lang namin ang trabaho namin para mabuhay at makatulong sa pamilya."

Participant CRS9

CRS9 described her experience as a Client Relations Specialist as a process of developing emotional maturity, confidence, and interpersonal competence through continuous interaction with clients from diverse backgrounds. Although she initially experienced fear and uncertainty when dealing with demanding and emotionally charged customers, she gradually learned that successful client relations require patience, effective communication, and the ability to create positive customer experiences. She came to understand that her role extends beyond simply fulfilling work responsibilities; it involves building meaningful interactions that contribute to client satisfaction.

A central aspect of CRS9 lived experience was learning to regulate her emotions when faced with angry or difficult clients. She recalled experiencing intense nervousness, stress, and fear, particularly when customers raised their voices or became confrontational. Rather than reacting emotionally, she intentionally remained calm, allowed clients to express their frustrations, and focused on explaining situations respectfully once emotions had settled. She interpreted these encounters as opportunities to understand that clients' anger was often directed toward circumstances rather than toward her personally. This realization helped her develop emotional resilience and strengthened her ability to remain professional under pressure.

CRS9 also emphasized the importance of supportive workplace relationships in shaping her professional growth. Guidance from supervisors and interactions with colleagues helped her become more patient, emotionally composed, and confident in communicating with clients. She believed that constructive feedback, continuous training, teamwork, and organizational support would further improve the well-being and performance of Client Relations Specialists. Beyond workplace experiences, she expressed concern over the persistent stigma associated with her profession. She challenged the misconception that Client Relations Specialists merely entertain clients or engage in immoral activities, explaining that their work involves emotional labor, effective communication, and genuine efforts to provide quality service while supporting themselves and their families. Overall, her experiences reflect a process of personal transformation in which emotional regulation, professional growth, and the desire for social recognition became central to her understanding of herself and her profession.

Selected Verbatim Quotations

"Natutuhan ko na importante pala maging jolly ka ang, marunong kang makipagsalamuha kasi syempre gusto ng mga client yung happy experiences lang."

"Hindi naman nila ako kaaway kaya kalmado lang talaga ako habang kinakausap sila."

"Naisip ko na hindi naman pala lahat ng galit na customer ay sa'yo talaga galit."

"Mas naging mahaba pasensya ko... mas confident na ako at alam ko na kung paano humarap sa kanila."

"Akala nila puro sex lang ang ganitong trabaho... hindi nila alam mas madalas na nakikipag-inuman lang talaga kami at nakikipag-usap sa mga tao."

"Siguro gusto ko lang na maintindihan ng ibang tao yung ginagawa namin... hindi naman kami basta nagde-desisyon, sumusunod din kami sa proseso at gusto lang naming maayos ang usapan."

Participant CRS10

CRS10 described her lived experience as a Client Relations Specialist as a continuous process of adapting to the diverse personalities and behaviors of clients. At the beginning of her employment, she experienced nervousness and uncertainty, particularly when interacting with demanding and irritable customers. However, through repeated exposure to different situations, she gradually developed confidence and learned that maintaining a cheerful attitude and building positive relationships with clients were essential aspects of her role. She came to understand that client satisfaction depended not only on completing work-related responsibilities but also on creating positive and enjoyable interactions through effective communication and emotional engagement.

A central feature of CRS10's experience was the regulation of her emotions while handling difficult clients. Encounters with customers who raised their voices or expressed anger initially caused fear, stress, and physical anxiety, yet she intentionally remained calm by reminding herself that the clients' frustrations were directed at the situation rather than at her personally. She avoided reacting impulsively, allowed clients to express their concerns, and explained solutions only after they had calmed down. Over time, these emotionally demanding encounters became meaningful learning experiences that strengthened her patience, emotional control, and ability to empathize with people from different backgrounds. Rather than viewing these situations as purely negative, she interpreted them as opportunities for personal growth and emotional maturity.

Beyond client interactions, CRS10 emphasized that workplace support and organizational practices significantly influenced her well-being and professional performance. She valued guidance, constructive feedback, and recognition from supervisors, believing that these forms of support motivated employees to improve and provide better service. She also highlighted the importance of teamwork, adequate staffing, and a healthy work environment to reduce workplace stress and competition among colleagues. Furthermore, she challenged the negative stereotypes associated with the Client Relations Specialist profession, explaining that many people mistakenly assume their work revolves solely around sexual services. Instead, she emphasized that their primary responsibility is to communicate with clients, provide emotional support, and create a welcoming environment while working honestly to support themselves and their families. Through these experiences, CRS10 constructed a stronger professional identity characterized by resilience, emotional intelligence, patience, and a desire to be understood beyond the stigma attached to her occupation.

Selected Verbatim Quotations

"Kinakabahan ako siyempre lalo na nung unang beses ko pa lang, pero nung tumagal-tagal na, nasanay na lang din ako sa mga tao."

"Natutuhan ko na importante pala maging jolly ka lang, marunong kang makipag-salamuha kasi gusto ng mga client yung happy experiences lang."

"Nakakatakot talaga at nakaka-stress nang sobra.

Pero syempre hindi ko pinapakita kasi kailangan professional pa rin eh."

"Hindi dapat natin pinepersonal yung mga sinasabi nila."

"Feeling ko mas naging mature ako eh. Natuto akong kontrolin yung emosyon ko."

"Mas magiging okay yung service na nabibigay namin kapag okay yung trato ng club sa tao nila."

"Akala nila lahat ng ganitong trabaho e puro sex lang. Hindi naman kasi talaga ganun ang CRS."

"Gusto ko lang na maintindihan ng ibang tao yung ginagawa namin... nakikipag-usap kami sa tao."

IPA ANALYSIS

Below are five IPA Tables corresponding to each Statement of the Problem. Each table presents one super-ordinate theme, its subthemes, the number of participants (n) contributing to each subtheme, representative verbatim quotations, and an interpretative meaning consistent with the principles of Interpretative Phenomenological Analysis.

1. How do Female Client Relations Specialists perceive their lived experiences in managing client relationships within their workplace contexts?

Table 1.1 Lived Experiences in Managing Client Relationships

Superordinate Theme	Subtheme	n participant's contributing	Representative Verbatim Quotes	Interpretative Meaning
Adaptive Professionalism in Managing Diverse Client Relationships	Adapting to diverse personalities	8	"Hindi lahat ng tao... iba-iba ang ugali." (CRS1); "Iba-iba yung customer." (CRS8); "Hindi lang basta trabaho... kailangan marunong makisama." (CRS6)	Client relations were defined by participants as a continual process of adapting behaviors to clients' various personalities.
	Developing patience and understanding	8	"Naging mas matiyaga at maunawain ako." (CRS5); "Natuto akong makinig." (CRS4); "Makinig at tumulong." (CRS5)	Adaptability becomes critical for their professional existence.
	Building trust through quality service	7	"Panatilihin ang tiwala ng kliyente." (CRS4); "Ipamdam na komportable sila." (CRS2); "Respectful at magandang serbisyo." (CRS8)	Continuous encounters foster patience, empathy, and emotional maturity, ultimately
		8	"Aral kung paano makisama." (CRS2); "Bawat karanasan ay aral." (CRS3);	changing interpersonal talents into

	Work as personal growth		"Nakatulong itopara makontrolko ang sariliko." (CRS6)	professional competencies. Participants saw trust as the cornerstone of successful client interactions, emphasizing respectful communication and responsiveness. Everyday encounters create learning opportunities that promote resilience, emotional regulation, and personal growth.
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Superordinate Theme Interpretation

Female Client Relations Specialists lived experiences center on constantly adapting to their clients' diverse expectations, personalities, and behaviors. Participants viewed their employment as a developmental process that required patience, empathy, flexibility, and interpersonal competency, rather than simply providing customer service. Through repeated interactions, they gradually transformed challenging meetings into chances for personal and professional development, emphasizing adaptable professionalism as the essence of their work experience.

2. How do Female Client Relations Specialists manage their emotional labor during their client interactions?

Table 2.2 Emotional Labor During Client Interactions

Superordinate Theme	Subtheme	n participants contributing	Representative Verbatim Quotes	Interpretative Meaning
Maintaining Professional Composure During	Emotional suppression	8	"Kailanganmong ipakita nahappy ka." (CRS1); "Hindi dapatipakita." (CRS7))	Participants purposefully disguised negative feelings in order to maintain professionalism

Emotional Challenges	Cognitive reframing	8	"Hindi personal ang galit." (CRS5); "Hindi sa akin nakatuon ang galit." (CRS2); "Parte ng trabaho." (CRS7)	m despite personal distress. They saw clients' behaviors as the result of objective conditions rather than personal attacks, allowing for emotional management.
	Remaining calm under pressure	4	"Huminga nangmalalim." (CRS2); "Nanatili akong kalmado." (CRS5); "Pilitin mong maging kalmado." (CRS6)	Deliberate self-regulation allowed participants to de-escalate confrontations while maintaining service quality.
	Seeking organizational support		"Nagsabi akosa supervisor." (CRS6); "May malalapitan." (CRS6)	Supervisors intervened and gave emotional reassurance, which reduced emotional labor.

Superordinate Theme Interpretation

Participants defined emotional work as the ongoing task of repressing personal feelings while displaying serenity, friendliness, and professionalism. Their stories show that emotional regulation requires explicit cognitive efforts such as reframing challenging situations, exercising self-control, and obtaining organizational support when necessary. Emotional labor is much more than just behavioral performance; it is a deliberate psychological process that balances personal well-being with occupational needs.

3. In what ways do workplace social interactions shape the lived experiences of Female Client Relations Specialists?

Table 3.3 Workplace Social Interactions

Superordinate Theme	Subtheme	Number of participants contributing	Representative Verbatim Quotes	Interpretative Meaning
Building Strength Through Supportive Workplace Relationships	Learning from clients	8	"Natututo kang maging mahabaang pasensya." (CRS2); "May iba'tibang ugali." (CRS6)	Clients become significant sources of experiential learning that
		7	"Kailangan ng tulungan." (CRS2); "Sandalannamin ang isa'tisa." (CRS8); "Kami-kami lang nagtutulungan." (CRS7)	improve interpersonal skills.

Teamwork among colleagues	6	"Takbuhan ko kapag may kailangan." (CRS6); "Tinulungan ako." (CRS3)	Peer relationships offer emotional support as well as practical assistance in difficult circumstances.
Guidance from supervisors	5	"Nagpasalamatang client." (CRS4); "Gusto niyangbumalik dahilmabait ako." (CRS8)	Supervisors boost workers' self-esteem and sense of security by acting as mentors and guardians.
Positive recognition			Client recognition strengthens occupational significance and confirms professional ability.

Superordinate Theme Interpretation

Female Client Relations Specialists' living experiences are heavily influenced by the quality of their employment interactions. Interactions with clients promote experiential learning, whilst coworkers provide emotional support, and supervisors provide advice, protection, and mentoring. Collectively, these ties produce a supportive social environment that boosts resilience, confidence, and vocational dedication.

4. How do Female Client Relations Specialists develop their professional identities through their experiences and interactions within the workplace?

Table 4.4 Professional Identity Development

Superordinate Theme	Subtheme	n participants contributing	Representative Verbatim Quotes	Interpretative Meaning
Transforming Through Professional Development and Resilience	Increased confidence	8	"Mas nagingconfident." (CRS4); "Hindi na akomahiyain." (CRS8); "May tiwala sasarili." (CRS3)	Workplace experiences steadily increased participants' self-confidence and professional image.
	Emotional resilience	8	"Mas matatag." (CRS5); "Sanay na." (CRS1);	
		8		

	Professional responsibility		"Strong emotionally." (CRS6)	Continuous exposure to working stressors
	Personal transformation	8	"Professional lagi." (CRS6); "Mukha ng lugar." (CRS2); "Responsible." (CRS5) "Mas responsable." (CRS6); "Mas mahinahon." (CRS5); "May malasakitat respeto." (CRS4)	fostered emotional endurance and psychological resilience. Participants began to see themselves as professionals responsible for the organization's reputation and client happiness. Professional experiences went beyond the workplace, influencing individuals' personal values and social identities.

Superordinate Theme Interpretation

Professional identity emerged from ongoing interactions with clients, coworkers, and professional obstacles. Participants gained confidence, emotional resilience, responsibility, and maturity, gradually reframing themselves as competent workers. Their identities emerged from lived experiences that combined occupational skills with personal development.

5. Based on the lived experiences of Female Client Relations Specialists, what intervention framework can be designed to enhance their well-being, professional development, and effectiveness in client relations?

Table 5.5 Proposed Intervention Framework

Superordinate Theme	Subtheme	n participants contributing	Representative Verbatim Quotes	Interpretative Meaning
Creating an Organizational Culture of Support, Safety, and Professional Development	Mental health and counseling support	5	"Regular counseling." (CRS6); "Mental health support." (CRS5); "Counseling." (CRS4)	Participants stressed the importance of systematic psychological help in dealing with emotional weariness.
	Continuous professional training	6	"Mas maraming training." (CRS5); "Sapat napagsasanay." (CRS2); "Maayos napagsasanay." (CRS3)	Ongoing learning opportunities increase expertise and confidence in dealing with tough clients.
	Workplace safety and organizational protection	7	"Higpitan ang security." (CRS1); "Safety protocols." (CRS6); "Protektahanang rights." (CRS6)	Organizational rules should prioritize employee safety and safeguards against abusive clients.
	Recognition, fair compensation, and supportive leadership		"Dagdagan ang sahod." (CRS1); "Pahalagahanang employees." (CRS5); "Support mulasa management." (CRS6)	Participants saw organizational praise, appropriate compensation, and supportive leadership as critical for long-term motivation and well-being.

Superordinate Theme Interpretation

Participants envisioned an intervention framework based on organizational care rather than just individual coping. They focused on complete psychological care, ongoing professional growth, workplace safety, supportive supervision, equitable compensation, and employee recognition. Collectively, these guidelines emphasize the importance of organizational systems that recognize the emotional complexities of client relations work while encouraging employee well-being, professional competence, and long-term occupational effectiveness.

Additional representative verbatim quotes drawn from the interview transcripts that can be added to the discussion. These quotations are different from those already included in the previous IPA tables and may be used to strengthen thematic saturation.

Statement of the Problem 1

Subtheme 1. Adapting to Diverse Personalities

- CRS2: "...ito ay kabuhayan at aral kung paano makisama sa iba't ibang klase ng tao."
- CRS3: "Marami akong pinagdaanan mula sa simpleng sagot hanggang sa mahirap na solusyon."
- CRS7: "Marami na akong naranasan dito... hindi rin naman lagi maganda ugali ng mga taong pumupunta dito."

- CRS6: "Kailangan mong makisama kahit pa ayaw ko 'yong minsang mga ugali nila."

Subtheme 2. Developing Patience and Understanding

- CRS2: "Kailangan mong intindihin kung ano ang gusto nila."
- CRS3: "Iparamdam din sa kausap na siya ay pinapakinggan at pinapahalagahan."
- CRS6: "Natutunan ka din maging patient... umintindi ng iba't ibang ugali."
- CRS7: "Dapat malakas loob mo... mapagpasensya habang nasa oras ka ng trabaho."

Subtheme 3. Building Trust Through Quality Service

- CRS2: "Iparamdam din sa kanila na komportable sila at naririnig ang kanilang sinasabi."
- CRS5: "Mahalagang makinig at tumulong sa clients para maayos ang problema nila."
- CRS6: "Responsibilidad ko na ring maging komportable ang client para maging feeling welcome sila."
- CRS8: "Magbigay ng magandang serbisyo, siguraduhin na maayos ang pakikitungo namin sa lahat ng customer."

Subtheme 4. Work as Personal Growth

- CRS4: "Natutunan kong makinig."
- CRS6: "Nako-control ko 'yong sarili ko... 'yong pasensya ko sa pakikitungo."
- CRS8: "Dito ako naging matiyaga, mag-adjust sa iba't ibang ugali."
- CRS3: "Ang bawat karanasan ay aral na nagpatibay sa akin."

Statement of the Problem 2

Subtheme 1. Emotional Suppression

- CRS6: "Kahit hindi na ako mapakali kailangan ko pa ring maging kalmado."
- CRS8: "Takot na takot na ako... pero kumalma naman din."
- CRS4: "Ramdam na ramdam ko ang kaba... sobra ang pagpapawis ko."
- CRS5: "Kinabahan ako pero nanatili pa rin akong kalmado."

Subtheme 2. Cognitive Reframing

- CRS3: "Ang galit ay hindi para sa akin kundi sa kaniyang problema."
- CRS6: "Hindi patulan ang mga client kasi ganito ang trabaho ko."
- CRS8: "Baka dahil lasing lang siya kaya ganoon ang reaction niya."
- CRS1: "Trabaho lang talaga."

Subtheme 3. Remaining Calm Under Pressure

- CRS3: "Huminga na lang ng malalim at pakinggan siya."
- CRS6: "Kinausap ko lang siya nang maayos."
- CRS8: "Mas pinili kong maging kalmado."
- CRS5: "Iniisip ko kung paano ko siya matutulungan at mapapakalma."

Subtheme 4. Seeking Organizational Support

- CRS6: "Humingi na rin ako ng help at nagsabi sa supervisor."
- CRS6: "Alam ko naman kung sinong lalapitan."
- CRS6: "May mga matatakbuhan naman ako sa ganitong sitwasyon."
- CRS6: "Priority ko rin na ligtas dapat ako."

Statement of the Problem 3**Subtheme 1. Learning from Clients**

- CRS5: *"Natuto ako sa clients."*
- CRS8: *"Malaking bagay sa akin at sa trabaho ko kasi may nakaka-appreciate pala."*
- CRS4: *"Nagpasalamat ang kliyente sa aking tulong."*
- CRS3: *"Pagharap sa galit na kliyente... nagpasalamat matapos kong tulongan."*

Subtheme 2. Teamwork Among Colleagues

- CRS3: *"May magaan kung magtulongan."*
- CRS7: *"Ipapasa ko muna sa iba kong kasama."*
- CRS8: *"Bigayan lang kami at sandalan namin ang isa't isa."*
- CRS5: *"Mas malaking suporta mula sa supervisors at katrabaho."*

Subtheme 3. Guidance from Supervisors

- CRS6: *"Siya na ang nagdesisyon na lumipat ako ng table."*
- CRS6: *"Sinabihan niya ako na magsabi lang kung kailangan ng tulong."*
- CRS3: *"Tinulungan at ipinaintindi sa akin nang dahan-dahan."*
- CRS5: *"Natuto ako sa supervisor."*

Subtheme 4. Positive Recognition

- CRS5: *"Malaking bagay iyon sa akin."*
- CRS2: *"Magalang para bumalik sila ulit."*
- CRS8: *"Gusto niyang bumalik kasi mabait daw ako."*
- CRS4: *"Patunay na tama ang ginawa ko."*

Statement of the Problem 4**Subtheme 1. Increased Confidence**

- CRS6: *"Mas naging confident na ako."*
- CRS4: *"Mas naiintindihan ko na ang mga kakayahan ko."*
- CRS3: *"Ngayon kalmado na at may tiwala sa sarili."*
- CRS5: *"Mas may tiwala ako sa sarili."*

Subtheme 2. Emotional Resilience

- CRS1: *"Tumatag na emosyonal."*
- CRS6: *"Mas naging strong ako emotionally."*
- CRS5: *"Mas matatag."*
- CRS7: *"Matuto ka magpigil."*

Subtheme 3. Professional Responsibility

- CRS2: *"Ako ang mukha ng lugar."*
- CRS6: *"Palaging maging professional sa kahit anong situation."*
- CRS4: *"Mas naging professional."*
- CRS7: *"Ginagawa ko lang trabaho ko."*

Subtheme 4. Personal Transformation

- CRS6: *"Mas naging responsable ako."*
- CRS8: *"Hindi na ako ganoon kamahiyain."*
- CRS4: *"May malasakit at respeto sa iba."*
- CRS3: *"Tapat, magalang at handang maglingkod."*

Statement of the Problem 5

Subtheme 1. Mental Health and Counseling Support

- CRS3: *"Puwang para mailabas ang bigat ng damdamin."*
- CRS6: *"Regular emotional support pagkatapos ng mahihirap na sitwasyon."*
- CRS4: *"Mentoring pati counseling."*
- CRS5: *"Mental health support."*

Subtheme 2. Continuous Professional Training

- CRS6: *"Sapat na training kung paano harapin ang mga sitwasyon."*
- CRS3: *"Maayos na pagsasanay."*
- CRS2: *"Bigyan ng sapat na pagsasanay ang mga kawani."*
- CRS5: *"Mas maraming training."*

Subtheme 3. Workplace Safety and Organizational Protection

- CRS6: *"Malinaw na safety protocols."*
- CRS1: *"Higpitan nila ang security sa amin."*
- CRS6: *"Protektahan ang rights ng mga empleyado."*
- CRS3: *"Tratuhin nang may respeto."*

Subtheme 4. Recognition, Fair Compensation, and Supportive Leadership

- CRS6: *"Mas marami ang support mula sa management."*
- CRS1: *"Dagdagan ang pasahod."*
- CRS5: *"Pahalagahan ang employees."*
- CRS7: *"Bigyan sana kami ng pansin at huwag kami maliitin."*

Synthesis of Findings

The findings of this study reveal that the lived experiences of Female Client Relations Specialists extend beyond the completion of assigned job responsibilities. The participants described their work as a meaningful experience that influenced both their personal and professional development. Although each participant shared unique experiences, common patterns emerged across their narratives, resulting in the identification of one superordinate theme, Finding Meaning in the Female Client Relations Specialist Role Through Human Interaction and Personal Growth, supported by four interconnected sub-themes.

The sub-theme Adapting to Diverse Client Personalities illustrates how the participants regularly interacted with individuals who possessed different attitudes, behaviors, expectations, and communication styles. These encounters required them to become flexible and adaptable to maintain positive relationships with clients and effectively perform their responsibilities. Through these experiences, the participants learned the importance of understanding individual differences and adjusting their approaches according to the needs of each client.

The sub-theme Developing Patience and Emotional Maturity Through Work reflects how continuous exposure to workplace challenges contributed to the participants' emotional growth. Their experiences in handling complaints, resolving concerns, and dealing with demanding clients enabled them to strengthen their patience, emotional regulation, and resilience. The participants described these experiences as opportunities to become more understanding, responsible, and capable of managing difficult situations in a professional manner.

The sub-theme Viewing Work as More Than a Source of Livelihood highlights how the participants attached personal meaning to their profession. Beyond earning an income, they viewed their work as a source of learning and self-development. Their narratives suggest that workplace experiences allow them

to gain valuable life lessons, improve their interpersonal skills, and develop a greater appreciation for the diverse individuals they encountered throughout their careers.

The sub-theme Building Professional Relationships Through Trust and Service emphasizes the significance of establishing meaningful connections with clients through empathy, active listening, responsiveness, and quality service. The participants recognized that maintaining clients' trust requires consistency, professionalism, and genuine concern for the needs of others. Their experiences demonstrate that trust is developed through positive interactions and a commitment to providing effective assistance and support.

Taken together, these findings suggest that the participants' professional experiences are interconnected and contribute significantly to their personal growth, emotional development, and professional identity. Their narratives reveal that working as a Female Client Relations Specialist involves continuous learning, adaptation, relationship-building, and self-reflection, all of which shape how they understand themselves and their profession.

Discussion of Findings

The findings support the concept of emotional labor introduced by Hochschild (1983), which explains that employees in service-oriented occupations are expected to regulate and manage their emotions while interacting with clients. The participants described situations in which they needed to remain calm, patient, and professional despite experiencing stress, frustration, or emotional exhaustion. Their experiences demonstrate that emotional regulation is an important aspect of maintaining positive client relationships and fulfilling workplace expectations (Hochschild, 1983; Grandey & Gabriel, 2021).

The participants' narratives also reflect the perspective of Ashforth and Humphrey (1993), who emphasized that service employees often display socially appropriate emotions to facilitate successful interactions with clients. The participants explained that they frequently adjusted their communication styles, attitudes, and emotional responses depending on the personalities and behaviors of the individuals they encountered. These experiences indicate that effective client relations require both interpersonal adaptability and emotional awareness (Ashforth & Humphrey, 1993; Grandey & Gabriel, 2021).

The findings highlight the importance of emotional intelligence as discussed by Goleman (1995). The participants demonstrated empathy, self-awareness, emotional regulation, and effective communication while managing client concerns and workplace challenges. These competencies enabled them to respond appropriately to different situations, strengthen relationships with clients, and maintain professionalism even in demanding circumstances (Goleman, 1995; Miao et al., 2021).

The participants also emphasized the value of workplace relationships in supporting their personal and professional growth. Positive interactions with clients and colleagues provided opportunities for learning, encouragement, and emotional support. These experiences are consistent with Social Support Theory, which suggests that supportive interpersonal relationships contribute to an individual's well-being and ability to cope with workplace challenges. Their narratives indicate that meaningful workplace interactions helped them develop confidence, resilience, and a stronger sense of belonging within their professional environment.

The participants' narratives further reveal that professional identity develops gradually through workplace experiences. Their interactions with clients, exposure to different situations, and continuous engagement with the demands of their profession enabled them to become more patient, emotionally mature, responsible, and confident. These experiences shaped how they viewed themselves as professionals and

influenced their commitment to providing quality service. The findings suggest that professional identity is continuously constructed through lived experiences and ongoing interactions within the workplace. The study demonstrates that the role of a Female Client Relations Specialist involves more than addressing client concerns and helping. The profession requires emotional resilience, adaptability, empathy, communication skills, and a commitment to building meaningful relationships. The participants' experiences show that their daily interactions with clients serve as important opportunities for personal learning, emotional development, and professional growth.

Relationship of the Findings to the Research Questions

The findings of the study provide meaningful insights into the lived experiences of Female Client Relations Specialists and directly address the research questions presented in Chapter I. The participants described managing client relationships as a continuous process of learning, adaptation, and personal growth. Their experiences demonstrate how interactions with diverse clients enable them to develop interpersonal skills, emotional awareness, and a deeper understanding of their professional responsibilities.

The findings also reveal that emotional labor is an important aspect of their work. The participants described consciously regulating their emotions, demonstrating patience, and maintaining professionalism during challenging interactions. These experiences illustrate how emotional regulation became both a professional responsibility and a personal strategy for coping with workplace demands.

The participants further explained that workplace interactions significantly influenced their experiences. Relationships with clients and colleagues provided opportunities for learning, support, collaboration, and personal development. These interactions contributed to their ability to navigate workplace challenges and perform their responsibilities effectively.

The findings also indicate that professional identity develops through continuous workplace experiences. Through their daily responsibilities and interactions with clients, the participants gradually became more confident, patient, emotionally mature, and committed to their profession. Their narratives suggest that professional growth occurs through ongoing engagement with real-life situations rather than through formal training alone.

The experiences shared by the participants also provide valuable insights for the development of workplace interventions. The findings highlight the importance of promoting emotional well-being, strengthening communication skills, enhancing emotional intelligence, encouraging peer support, and providing opportunities for professional development. These areas may serve as the foundation for an intervention framework designed to support the well-being, effectiveness, and professional growth of Female Client Relations Specialists.

Presentation of the Findings

This section presents the answers to the research questions stated in Chapter I (*See page 35*). The findings are presented based on the themes that emerged from the Interpretative Phenomenological Analysis (IPA) of the participants' narratives. Each research question is discussed using the participants' verbatim responses, supported by relevant literature and theories, and followed by the researcher's interpretation to provide a deeper understanding of the lived experiences of Female Client Relations Specialists.

Research Question 1

How do Female Client Relations Specialists describe and make sense of their lived experiences in managing client relationships within their professional environment?

The findings of the present study are supported by the concept of emotional labor introduced by Arlie Russell Hochschild (1983), who explained that service-oriented occupations require employees to regulate their emotions and behaviors while interacting with clients to meet organizational expectations. This perspective is further supported by Bruce E. Ashforth and Ronald H. Humphrey (1993), who emphasized that employees in service roles express socially appropriate emotions to build positive relationships with clients. Likewise, Daniel Goleman (1995) highlighted that emotional intelligence—including empathy, self-awareness, emotional regulation, and effective communication—is fundamental in maintaining successful interpersonal relationships. Recent literature likewise emphasizes that employees who continuously interact with clients develop emotional regulation, adaptability, and interpersonal competence, which contribute to service quality, customer satisfaction, and professional effectiveness (Grandey & Gabriel, 2021; Miao et al., 2021; Karatepe et al., 2023).

From the researcher's perspective, the participants' narratives demonstrate that managing client relationships is more than fulfilling assigned job responsibilities; it is a meaningful lived experience that shapes how they understand themselves and their profession. Their accounts reveal that working with clients from different backgrounds requires continuous adaptation, patience, empathy, and emotional resilience. Rather than perceiving workplace challenges as merely difficulties to overcome, the participants interpreted these experiences as opportunities to strengthen their interpersonal skills, emotional maturity, and professional competence. Their lived experiences suggest that meaningful client interactions become an essential source of personal growth and contribute significantly to the construction of their professional identity. This shared meaning reflects the essence of Interpretative Phenomenological Analysis, wherein participants actively make sense of their everyday experiences and attach personal significance to the realities of their work.

Research Question 2

How do Female Client Relations Specialists experience and navigate emotional labor during their interactions with clients?

The findings are consistent with the Emotional Labor Theory of Hochschild (1983), which explains that employees in service-oriented occupations often regulate and manage their emotions to meet the expectations of their work while maintaining positive interactions with clients. Similarly, Grandey (2000) emphasized that emotional labor involves both surface acting and deep acting, enabling employees to display appropriate emotions despite experiencing internal stress. Likewise, Brotheridge and Lee (2003) found that emotional regulation is a necessary competency among service professionals because it contributes to effective customer relations and organizational performance. More recent studies have likewise shown that employees who develop healthy emotional regulation strategies experience greater resilience, improved job performance, and higher client satisfaction (Grandey & Gabriel, 2021; Miao et al., 2021; Karatepe et al., 2023).

From the researcher's perspective, the participants' narratives reveal that emotional labor is deeply embedded in their everyday work experiences. They described intentionally controlling their emotions, remaining calm during challenging situations, and presenting positive attitudes regardless of their personal feelings. These experiences illustrate that emotional regulation is not merely an organizational expectation, but a personal coping strategy developed through repeated interactions with

clients. The participants lived experiences further suggest that successfully managing emotions enables them to preserve professionalism, strengthen client relationships, and maintain their own confidence despite workplace demands.

Research Question 3

How do social interactions within the workplace influence the lived experiences of Female Client Relations Specialists?

The findings support the Social Support Theory proposed by Cobb (1976), which emphasizes that supportive interpersonal relationships contribute significantly to an individual's psychological well-being and ability to cope with workplace stress. Likewise, House (1981) argued that emotional, informational, and instrumental support from colleagues improves employees' job satisfaction and work performance. Furthermore, Cropanzano and Mitchell (2005) explained through Social Exchange Theory that positive workplace relationships encourage cooperation, trust, and reciprocal support among employees. Recent studies further demonstrate that supportive workplace relationships enhance employee well-being, resilience, work engagement, teamwork, and organizational performance by fostering psychological safety and social connectedness (Holt-Lunstad, 2022; Saks, 2022; Lee & Kim, 2023).

From the researcher's perspective, the participants lived experiences indicate that workplace relationships play a significant role in shaping both their personal and professional lives. Positive interactions with colleagues provided emotional support, guidance, and encouragement during challenging situations, while interactions with clients allowed them to strengthen their communication and interpersonal skills. These narratives suggest that social relationships within the workplace extend beyond professional collaboration, serving as meaningful sources of motivation, learning, and emotional stability that help participants navigate the demands of their profession.

Research Question 4

How do Female Client Relations Specialists construct and negotiate their professional identities through their embodied and workplace experiences?

The findings are consistent with Identity Theory developed by Stryker (1980), which explains that professional identity develops through continuous interaction between individuals and their social environment. Similarly, Ashforth and Mael (1989) emphasized that employees gradually construct their professional identity by internalizing the values, expectations, and norms associated with their occupation. Furthermore, Bandura's (1986) Social Cognitive Theory suggests that repeated experiences enhance self-efficacy, confidence, and professional competence. Recent studies further support these perspectives, indicating that professional identity develops through workplace experiences, social interactions, reflective practice, and organizational support, which strengthen employees' confidence, resilience, sense of responsibility, and commitment to their profession (Trede et al., 2022; Mancini et al., 2023; Cruess et al., 2024).

From the researcher's perspective, the participants' narratives demonstrate that their professional identity was not established immediately but gradually evolved through continuous workplace experiences. Their interactions with clients, daily responsibilities, and workplace challenges enabled them to become more emotionally mature, confident, patient, and responsible. These lived experiences indicate that participants continuously negotiate their professional identity by integrating personal values with workplace

expectations. Consequently, professionalism becomes more than fulfilling job responsibilities; it reflects the participants' commitment to personal growth, ethical conduct, and meaningful client service.

Research Question 5

What intervention framework may be developed based on the lived experiences of Female Client Relations Specialists to support their well-being, professional growth, and effectiveness in client relations practice?

The findings support the recommendations of the World Health Organization (2022), which emphasizes that promoting mental health and psychological well-being in the workplace contributes to healthier employees and more productive organizations. Similarly, the International Labour Organization (2022) advocates implementing workplace interventions that strengthen emotional resilience, stress management, and supportive organizational cultures to improve employees' overall well-being. Previous research has likewise demonstrated that professional development programs focusing on emotional intelligence, communication skills, conflict resolution, and peer support significantly improve employee satisfaction, resilience, and service effectiveness.

From the researcher's perspective, the participants lived experiences highlight the importance of providing structured workplace interventions that address both their emotional and professional needs. The challenges they encountered demonstrate the necessity of promoting emotional resilience, strengthening interpersonal competencies, and creating supportive work environments. Based on these findings, an intervention framework focusing on emotional wellness, stress management, communication enhancement, peer support, and continuous professional development may help Female Client Relations Specialists improve their overall well-being while enhancing the quality of services they provide. Such interventions recognize that employee well-being and professional effectiveness are closely interconnected and essential to sustaining positive client relationships.

Chapter IV

Summary of Findings, Conclusions, and Recommendations

This chapter presents the summary of the study, the conclusions drawn from the findings, and the recommendations based on the lived experiences of ten (10) Female Client Relations Specialists in Quezon City, Philippines. It consolidates the key insights generated through Interpretative Phenomenological Analysis (IPA), focusing on how participants understand and give meaning to their workplace experiences in relation to their emotions, values, communication, and professional roles.

It also presents the implications of the study for workplace practice, organizational development, and future research. The discussion highlights the importance of understanding how personal background and lived experiences influence behavior and perspectives in client-facing roles, contributing to deeper and more contextual understanding of professional experiences in the field of client relations.

Summary of the Findings

This section presents the summary of the findings based on the research questions answered in the study.

Research Question 1

How do Female Client Relations Specialists describe and make sense of their lived experiences in managing client relationships within their professional environment?

The findings revealed that the participants viewed their work as more than simply assisting clients. They described their profession as a continuous learning experience that required them to interact with people from different backgrounds, personalities, and attitudes. Through these interactions, they learned to become more flexible, patient, and understanding. Although managing client relationships was sometimes challenging, they considered these experiences meaningful because they helped them develop confidence, communication skills, and a better understanding of themselves and others.

Research Question 2

How do Female Client Relations Specialists experience and navigate emotional labor during their interactions with clients?

The participants shared that emotional labor is a normal part of their everyday work. They learned to control their emotions, remain calm, and maintain professionalism even when dealing with demanding clients or stressful situations. Instead of allowing their emotions to affect their work, they chose to respond patiently and respectfully. Their experiences enabled them to develop emotional maturity, resilience, and self-control, which helped them perform their responsibilities more effectively.

Research Question 3

How do social interactions within the workplace influence the lived experiences of Female Client Relations Specialists?

The findings showed that workplace interactions played an important role in the participants' experiences. Positive relationships with clients helped improve their interpersonal and communication skills, while support from colleagues encouraged teamwork, motivation, and emotional stability. The participants believed that these interactions helped them become more confident in handling workplace challenges and contributed to their personal and professional development.

Research Question 4

How do Female Client Relations Specialists construct and negotiate their professional identities through their embodied and workplace experiences?

The study found that the participants' professional identities developed through their everyday experiences at work. Their daily interactions with clients, the responsibilities they performed, and the challenges they encountered gradually helped them become more patient, responsible, emotionally mature, and committed to their profession. These experiences influenced how they viewed themselves as professionals and strengthened their dedication to providing quality service.

Research Question 5

What intervention framework may be developed based on the lived experiences of Female Client Relations Specialists to support their well-being, professional growth, and effectiveness in client relations practice? Based on the participants lived experiences, the study proposes an intervention framework that focuses on promoting emotional well-being, improving communication skills, strengthening emotional intelligence, encouraging peer support, and providing continuous professional development. The framework aims to help Female Client Relations Specialists manage workplace challenges while enhancing their effectiveness, resilience, and overall well-being.

Conclusions

This study explored the lived experiences of Female Client Relations Specialists working in selected KTV bars in Quezon City through an interpretive phenomenological approach. The findings revealed that participants experience their work as more than simply providing customer service; they continuously

manage emotional labor, build meaningful workplace relationships, develop resilience, and construct their professional identities through their everyday interactions and experiences. These findings demonstrate that their roles involve complex emotional, psychological, and social dimensions that extend beyond what is visible in their outward professional demeanor.

The study also addressed the identified research gaps by providing context-specific knowledge about Female Client Relations Specialists in Quezon City KTV bars, a population that has received limited scholarly attention in the Philippine setting. Furthermore, by adopting a phenomenological approach, the research moved beyond previous studies that primarily examined measurable outcomes such as stress, burnout, job satisfaction, and performance. Instead, it highlighted how participants interpreted, understood, and gave meaning to their lived experiences, thereby contributing a deeper understanding of emotional labor, identity formation, and workplace interactions within the unique context of nightlife service work.

The study concludes that the lived experiences of Female Client Relations Specialists significantly influence their emotional resilience, communication skills, personal growth, and professional identity. These findings emphasize the importance of organizational support, employee well-being, and continuous professional development in fostering healthier work environments and improving service quality. The study also contributes to the existing body of knowledge by providing a richer, more comprehensive understanding of the hidden realities behind the smiles of Female Client Relations Specialists and offers a valuable foundation for future research on emotional labor and service-oriented occupations.

Recommendations

This section presents the recommendations formulated based on the key findings and conclusions of the study involving ten (10) Female Client Relations Specialist in Quezon City, Philippines. These recommendations are grounded in the themes that emerged from the interpretative Phenomenological Analysis (IPA), particularly the participants lived experiences in relation to their workplace interactions, values, and professional roles.

The suggestions are intended to provide practical insights for improving workplace practices, enhancing organizational support, and strengthening professional development in client relations settings.

Methodological Recommendations

Future researchers are encouraged to include a larger number of participants and conduct similar studies in different cities or provinces to obtain a wider range of lived experiences. They may also use additional qualitative methods, such as participant observation or focus group discussions, to enrich the data gathered. Conducting longitudinal studies may also provide a deeper understanding of how workplace experiences influence professional growth over time.

Operational Recommendations

Bar owners and managers are encouraged to provide regular seminars and training programs on emotional intelligence, communication skills, conflict resolution, stress management, and customer relations. Organizations may also establish employee wellness programs, peer support activities, and mental health initiatives to help Female Client Relations Specialists manage workplace challenges and maintain their emotional well-being. These initiatives may contribute to improved job performance, employee satisfaction, and better client relationships.

Theoretical Recommendations

Future researchers may examine the lived experiences of Female Client Relations Specialists using other theoretical perspectives such as the Job Demands–Resources Theory, Self-Determination Theory, Resilience Theory, or Role Theory. Applying different theoretical frameworks may provide broader explanations of workplace experiences and contribute to the continuous development of knowledge in the field of client relations and service professions.

Research Gap Recommendations

This study focused solely on the lived experiences of Female Client Relations Specialists working in selected KTV bars in Quezon City. Future studies may explore other factors that were not covered in the present research, including job satisfaction, burnout, work-life balance, organizational support, leadership style, workplace discrimination, compensation, and mental health. Investigating these areas may help address existing gaps in the literature and provide a more comprehensive understanding of employees working in customer-oriented industries.

Future Research Recommendations

Future researchers are encouraged to replicate this study in other industries that require frequent client interaction, such as hospitality, tourism, healthcare, retail, business process outsourcing, and financial services. Comparative studies involving participants from different work settings or demographic backgrounds may also provide additional insights into how workplace experiences influence professional development. Furthermore, future researchers may consider using mixed-method or quantitative approaches to complement and validate the findings of this study.

For Female Client Relations Specialists

Female Client Relations Specialists are encouraged to continue developing their communication skills, emotional intelligence, and stress management strategies. Practicing healthy coping mechanisms and maintaining a balance between work and personal life may help improve both their well-being and job performance.

For the Community

The community is encouraged to promote greater understanding and respect toward individuals working as Female Client Relations Specialists. Recognizing the challenges they experience may help reduce social stigma and foster a more supportive environment for workers in the service industry.

For Counselors

Counselors may develop intervention programs that focus on emotional wellness, stress management, resilience building, and coping strategies. Providing accessible counseling services may help Female Client Relations Specialists better manage workplace stress and emotional exhaustion.

For Psychology Practitioners

Psychology practitioners are encouraged to design evidence-based mental health programs that enhance emotional resilience, emotional intelligence, and psychological well-being among Female Client Relations Specialists. Regular mental health assessments and psychoeducational activities may also contribute to healthier workplace functioning.

For Bar Owners and Managers

Bar owners and managers are encouraged to create a supportive work environment by recognizing the emotional demands placed on Female Client Relations Specialists. Providing regular training in communication skills, emotional regulation, customer service, and conflict management may improve employee confidence and service quality. Likewise, implementing employee wellness programs and providing opportunities for professional growth may increase job satisfaction and employee retention.

For Researchers

Researchers may use the findings of this study as additional literature in understanding the lived experiences of Female Client Relations Specialists. The themes identified may also serve as references for future qualitative studies involving emotional labor, workplace relationships, and professional identity.

For Policymakers

Government agencies and policymakers may strengthen labor policies that protect employees working in client-oriented industries. Programs promoting mental health, fair working conditions, professional development, and employee welfare may contribute to healthier workplaces and improved quality of service.

For Future Researchers

Future researchers are encouraged to conduct similar studies involving participants from different cities, organizations, or service industries to determine whether similar experiences emerge. They may also explore related topics such as occupational stress, burnout, work-life balance, job satisfaction, emotional intelligence, and organizational support. Employing different qualitative approaches or mixed-method research designs may also provide a broader understanding of the experiences of Female Client Relations Specialists.

Implications of Result/Findings to Profession and Self-Actualization

The findings of this study have important implications for the profession of Female Client Relations Specialists. They demonstrate that the role extends beyond providing customer service and requires emotional intelligence, effective communication, adaptability, and emotional resilience. These findings emphasize the need for organizations to establish supportive workplace environments that prioritize employee well-being, mental health, continuous training, and professional development. Implementing programs focused on emotional regulation, stress management, communication skills, and employee support may enhance job satisfaction, service quality, and organizational effectiveness (Grandey & Gabriel, 2021; World Health Organization [WHO], 2022).

The findings also contribute to the field of psychology by providing a deeper understanding of emotional labor, professional identity, and workplace well-being among employees in client-oriented professions. Using Interpretative Phenomenological Analysis (IPA), the study offers meaningful insights into how individuals interpret their lived experiences and construct meaning from their professional roles. These findings may assist counselors, psychology practitioners, organizational leaders, and future researchers in developing evidence-based interventions and workplace programs that promote psychological well-being, resilience, and professional growth (Creswell & Poth, 2023; Trede et al., 2022). From the researchers' perspective, conducting this study fostered greater empathy, critical thinking, ethical awareness, and a deeper appreciation of the participants' lived experiences. The research process strengthened the researchers' qualitative research skills and reinforced the value of understanding human experiences through a phenomenological perspective. As Psychology students, the researchers developed a stronger commitment to promoting mental health, respecting diverse lived experiences, and applying psychological knowledge to improve the well-being of individuals working in service-oriented professions (van Manen, 2023; American Psychological Association [APA], 2023).

These implications emphasize that understanding the lived experiences of Female Client Relations Specialists not only enhances professional practice but also contributes to the advancement of psychological knowledge by encouraging more compassionate, evidence-based, and person-centered

approaches to employee well-being, professional development, and workplace support.

Researcher Reflexivity

In this phenomenological study, the researchers recognized that they entered the research with preconceived notions and societal stereotypes about Female Client Relations Specialists working in KTV bars. Growing up in the Filipino context, the researchers were aware that individuals in this profession are often negatively perceived and labeled with derogatory terms such as "low-class," "immoral," or "prostitutes." These stereotypes, commonly reinforced by social norms and media portrayals, initially shaped the researchers' perceptions of the participants and the nature of their work. As emphasized by Olmos-Vega et al. (2023), qualitative researchers inevitably bring their own beliefs, values, and experiences into the research process. Therefore, engaging in continuous reflexivity is essential to recognize and manage these influences while enhancing the credibility and trustworthiness of qualitative inquiry.

Recognizing the potential influence of these preconceived ideas, the researchers consciously practiced reflexivity throughout the study. They acknowledged that their assumptions could affect data collection and interpretation if left unexamined. To minimize bias, the researchers intentionally set aside their personal judgments and approached each participant with openness, empathy, and respect. This practice aligns with Husserl's concept of epoché or bracketing, as discussed by Moustakas (1994), which encourages phenomenological researchers to suspend prior assumptions to better understand participants' lived experiences. This perspective is further supported by Finlay (2021), who explained that reflexivity and bracketing are continuous, dynamic processes that require researchers to critically examine their own perspectives while remaining attentive to participants' meanings. During the interviews, the researchers maintained a nonjudgmental attitude, asked open-ended questions, actively listened to participants' narratives, and fostered a safe and confidential environment where participants felt comfortable sharing their lived experiences without fear of criticism or prejudice.

As the study progressed, the researchers' perspectives gradually changed. Listening to the participants' narratives allowed them to recognize that their experiences extended far beyond the stereotypes commonly associated with their profession. The researchers came to understand that the participants navigated complex emotional demands, cultivated meaningful interpersonal relationships, demonstrated resilience, and experienced significant personal and professional growth. This shift in perspective reinforced the importance of approaching qualitative research with openness, empathy, and cultural humility. According to Olmos-Vega et al. (2023), continuous self-reflection enables researchers to gain a deeper understanding of participants' realities while minimizing the influence of personal assumptions on the interpretation of qualitative findings.

Throughout data analysis, the researchers remained committed to ensuring that the identified themes emerged from the participants' narratives rather than from their own assumptions. Collaborative discussions, continuous reflection, and repeated review of the interview transcripts were conducted to strengthen the credibility, dependability, confirmability, and trustworthiness of the findings. Nowell et al. (2017) emphasized that maintaining an audit trail, engaging in collaborative analysis, and documenting analytic decisions enhance the rigor, transparency, and trustworthiness of qualitative research. Similarly, Ahmed (2024) highlighted that sustained reflexivity, transparency, and systematic documentation throughout the research process strengthen the credibility, dependability, confirmability, and overall trustworthiness of qualitative findings.

By acknowledging and critically examining their own biases, the researchers were able to present a more authentic and faithful representation of the lived experiences of Female Client Relations Specialists in Quezon City KTV bars. The practice of reflexivity not only strengthened the rigor and trustworthiness of the study but also transformed the researchers' understanding of a profession that they had initially viewed through the lens of societal stigma.

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