

**'Moving to the 'Right Direction': The Labor Mobility of Young Professionals in the Call Center Industry and the Banking Industry in Metro Manila**

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**Abstract**

The service industry, where the call center industry and the banking and finance industry falls into, has been expanding and contributing significantly to the economies of especially developing economies. In this regard, a study on the labor mobility of service employees is deemed necessary in a looming threat of further unemployment, not only in the country. Behavioralism and idealism are integrated to form the theoretical framework of the study, while Chopin's model of activity patterns served as conceptual and was used as a basis for the operational frameworks. Respondents are urban young professionals aged 20-34 who had some jobs held. The results of this study, as to what are the characteristics of jobs sought and jobs left, and the identification of mobility trends, may be useful by policymakers, business-owners, and educators, in improving systems with the aim of reducing labor turnover. It was found that wages have a positive correlation as to the purpose of working, as well as with age, and that the presence of friends and company benefits motivates them to stay on a job. A trend on inclination to nearer workplaces, and horizontal mobility are observed. Vertical mobility happens rather unevenly in terms of age, income and length of tenure. Enjoyment in the job itself was also found to be somewhat equally important as wages. The study recommends the utilization of employee satisfaction surveys and the adherence to performance-appraisal program policies.