

**ROMANTIC RELATIONSHIP IN THE WORKPLACE AND ITS IMPACT ON
THE EMPLOYEE:
A CASE STUDY ON SYKES ASIA**

An Undergraduate Thesis

Submitted to:
Professor Ronald Henson
Department of Arts and Communication
College of Arts and Sciences
University of the Philippines Manila


In Partial Fulfillment of the Course
Organizational Communication 200
(Thesis)

Submitted by:
Ma. Christina Concepcion Amansec

March 2003

APPROVAL SHEET

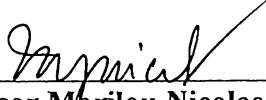
This thesis entitled “Romantic Relationship in the Workplace and its Impact on the Employee: A Case Study on Sykes Asia” is presented by Ma Christina Amansec in partial fulfillment of the requirements for the course in Orcom 200.



Professor Ronald Henson
Thesis Adviser



Professor Pacita Gavino, Ph. D.
DAC Chairperson



Professor Marilou Nicolas, Ph. D.
CAS Dean

ACKNOWLEDGEMENT

To Ma'am Beringuela, thanks for helping me out in the beginning of this thesis.

To Sir Henson, thanks for polishing my work.

To Ma'am Adeva, thanks for showing zest on my topic and for reminding me that the topic is "so Tina." It inspired me to make the presentation better.

To Sir Sanchez, thanks for your wonderful ideas. I admire you for your wits and articulation

To all the DAC professors who have come my way, you have inspired me a lot.

To Chrislyn, thank you for the lap top and for the other favors which you have granted.

To Jazz, thanks for watching me during my defense and for giving me enough supply of endorphins each and every day.

To Fides, thanks for being my pass to Sykes.

To all the couples I have interviewed, thanks for your time. More power to your relationship!

To my family, Tito Obet, Tito Lito, Tita Tess, Lolo, Mommy, etc., this is for you.

God, thank you!

TABLE OF CONTENTS

TITLE PAGE	
APPROVAL SHEET	
ACKNOWLEDGEMENT	
TABLE OF CONTENTS	
ABSTRACT	
INTRODUCTION.....	1-10
Background of the Study.....	1-3
Theoretical Framework.....	3-4
Conceptual Framework.....	5
Definition of Terms.....	6
Statement of the Problem.....	6-7
Objectives of the Study.....	7
Significance of the Study.....	8-9
Scope and Limitations.....	9-10
REVIEW OF RELATED LITERATURE	
Introduction.....	11-12
Organizations.....	12-14
Interpersonal Communication.....	14-27
Romantic Relationships and the Organization.....	27-34
METHODOLOGY	
Introduction.....	35
Method of Research.....	36
Method of Collecting Data.....	36
Sampling Design.....	36-37
The Actual Interview Questions.....	37
The Actual Survey Questions.....	38
DATA PRESENTATION & ANALYSIS	
Site of the Study.....	39-41
Respondent's Profile.....	42-72
Results of the Study.....	72-73
SUMMARY OF FINDINGS, CONCLUSION, & RECOMMENDATIONS	
Summary of Findings.....	74
Conclusion.....	75
Recommendation.....	76
Bibliography.....	77-78

ABSTRACT

Times have changed. The economy is now becoming globalized and the technology creates a staggering impact on the ways of living especially in urban settings. Even the nature of work has changed. People are spending more and more time in the workplace. The usual 8am to 5pm working days are gone. What we have now are 8pm to 5am shifts. These kinds of shifts apply especially to call centers like the researcher's chosen company for case study, Sykes Asia.

Goldhaber (1979) defines an organization as a "network of interdependent relationships." The pattern and nature of relationships in an organization may be determined by the positions and prescribes roles for those positions. This gives structure and stability to the organization. However, individuals act outside of role structure. Another type of relationship other than *positional relationship* bursts forth and it is *interpersonal* in nature. An interpersonal relationship can be an acquaintance, friendship, or a romantic relationship.

This paper focuses on romantic relationships. The need to study romance in the workplace crops up simply for the reason that the quality of a romantic relationship has a strong effect on the personal happiness and life satisfaction of an individual. Human resources are depended upon by an organization to achieve its purpose. Therefore, romantic relationships of human resources may affect the organization itself.

Romantic relationships affect the conduct of work of employees especially when the romance occurs within the organization. With the increasing number of women in the labor force and longer working hours, this type of relationship can not be avoided. Managers have come to realize that they can not forbid romance in the workplace any more than they can forbid competition.

Since the topic is all about romance, the researcher thought it would be best to choose an organization with a young population since young professionals or "yuppies" are in the age of searching for potential marriage partners. The research is basically a descriptive case study of the situation of romance couples in the company and how their co-workers view the concept of having a romance partner in the workplace.

A traveling experiment served to be the best tool to gather data. The researcher interviewed romance couples personally and exclusively to gather information on their personal experience in having a romantic relationship in the workplace. A survey was conducted, on the other hand, to gather information on how the general population of the organization perceives romance in the workplace.

The study was conducted at Sykes Asia Inc. located on the 26th floor of Robinsons Summit Bldg. at Ayala Avenue. Sykes is a call center. They help companies optimize *customer-facing and back office processes while containing variable costs and facilitating capital divestiture via outsourcing and program management.*

The results of the study show that romantic relationships can indeed increase worker productivity. This response is especially true with the couples interviewed because most of them reported increased zest to go to work, a way to ease their work burdens, and healthy competition with their romantic partners. Negative results towards romance in the workplace are minimal.

With all the theoretical information and the actual data gathered from the organization it was shown that proximity is a strong basis of human attraction and therefore has become a foundation for the formation of such romantic relationships. Romantic relationships, however, are not conducive in all types of organizations. Sykes Asia is one of the organizations where romance in the workplace serves a good purpose.

There are general kinds of interventions that organizations make in response to specific organizational romance: no action at all, punitive action (e.g. reprimand, warning, transfer, termination) and positive action (e.g. open discussion, counseling). The most frequent response was no action.

The researcher recommends that the management generally should not intervene with the workplace romance since this will only cause low working motivation or in worst cases, resignation of the employee from the company. The management can only offer counseling, seminars, or open discussion but this should not be pressed on to the employees. Punitive action is not advised unless sexual harassment occurs.

Chapter I

INTRODUCTION

Background

Many of us believe office romances wreak havoc on the morale of coworkers. At the same time, a lot of us grow indignant when employers attempt to regulate their employees' intimate relationships. When Cupid's arrow pierces flimsy cubicle walls, the integrity of careers and private lives can be punctured as well. But with professionals spending more time in the office than they did 20 or even 10 years ago, love and the paycheck are inseparable. Who has time to seek a partner for life anywhere else?

Relationships in organizational settings may affect the conduct of work by individuals, groups, and organizations. Let us take the case of a high tech company for example. Programmer and programmer begin a relationship which fails after three months. When it does, she "stalks" him, won't leave him alone, leaves Post-It Notes all over his cubicle, and sends hundreds of e-mail to his computer. The relationship not only screws up an entire project that the two were working on, but disrupts the work of others. She's fired, continues to "stalk" him at home. Bigger problems. Is this still a corporate concern? Well, it was affecting his work, and his work was key to a new product. Ultimately, he had to be terminated as well.

Romantic relationships differ from other kinds of relationships in organizational settings that have received scholarly attention (Powell 1). Studies show that as many as

80 percent of employees from the United States report some sort of social-sexual experience on the job. The workplace is now the most likely place for Americans to meet a romantic partner. That is because of the ever-increasing number of women in the labor force and longer hours worked by most employees (Schmidt).

Workplace romances originate from different reasons pertaining to participants' motives, liking to each other, attitudes toward workplace romance in general, and proximity in their work roles and the physical environment (Powell 1).

Workplace romances provide experiences for participants that range from positive to negative, exploitative to non-exploitative, and utilitarian to love-motivated in nature. From this, the issue on the positive and negative aspects of having a romantic relationship for employees within or outside the organizational setting will be discussed and related to the conduct of work of employees (Powell 1).

Charles A. Pierce, a professor of psychology at Montana State University-Bozeman specializing in industrial and organizational psychology, says scientific data shows workplace romances can result in productive employees. Instead of blanket policy forbidding them, Pierce recommends workplace romances be evaluated on a case-by-case basis (Schmidt).

Pierce and his research partner, Herman Aguinis at the University of Colorado-Denver, have come to their conclusions after combing through hundreds of articles dealing with interpersonal relationships and office organization. Their research continues with surveys of large, mid-sized and small organizations (Schmidt).

Their preliminary findings are, that under certain conditions, workplace romances can increase productivity, motivation, job satisfaction and involvement. On the downside, such romances may also negatively affect employee gossiping and managerial decisions (Schmidt).

Theoretical Framework

Interpersonal Relationships

An organization is an open, living social system. Its connecting parts function in the hands of people. The network through which messages travel in an organization is connected by people. Thus, one of our interests is the study of **human relationships** within the organization by focusing on the communication behavior of the people involved in the relationship (Goldhaber 24).

One of the most distinctive features of organizational communication is the concept of relationship. Goldhaber (1979) defines an organization as a “network of interdependent relationships”. When things are interdependent, this means that they both affect and are affected by each other. The pattern and nature of relationships in an organization may be determined by the positions and prescribed roles for those positions. This gives structure and stability to the organization. However, individuals act outside of role structure, thereby creating communication linkages and structure. This emergent

communication structure may not coincide with “positional relationships”. Relationships within organizations differ in terms of their “interpersonal” nature (Pace & Faules 138).

The most intimate relationships we have with other people on a personal, friend-to-friend, peer-to-peer level are usually referred to as *interpersonal*. Our closest friends in an organization, on the job, in church or the club tend to care for us more than others. It is with them that we have our most satisfying interpersonal relationships. With them we *resonate, vibrate, and jibe*, indicating that we care for them. Hoopes (1969) has observed that “the alienated are those people who have been excluded or who have excluded themselves”. In authentic interpersonal relationships no one is excluded, nor does anyone want to exclude others (Pace and Faules 138).

Clearly interpersonal relationships exert a powerful and pervasive influence over organizational affairs. Where the conditions for good interpersonal relationships exist, we also tend to find positive responses to supervisors, responsiveness to personal and organizational needs, sensitivity to employee feelings, and a willingness to share information, all prerequisites for effective upward and downward communication. Sometimes increased productivity is also found. *Quality circles* represent a way of utilizing improved interpersonal relationships to facilitate increased productivity, but their success is contingent upon an organizational climate that may be very difficult to produce generally (Pace & Faules 139).

Positional relationships are defined by the authority structure and functional duties of members of the organization (Pace and Faules 139). The most common positional relationship, and probably the most crucial to efficient and organizational functioning, is that of superior to subordinate.

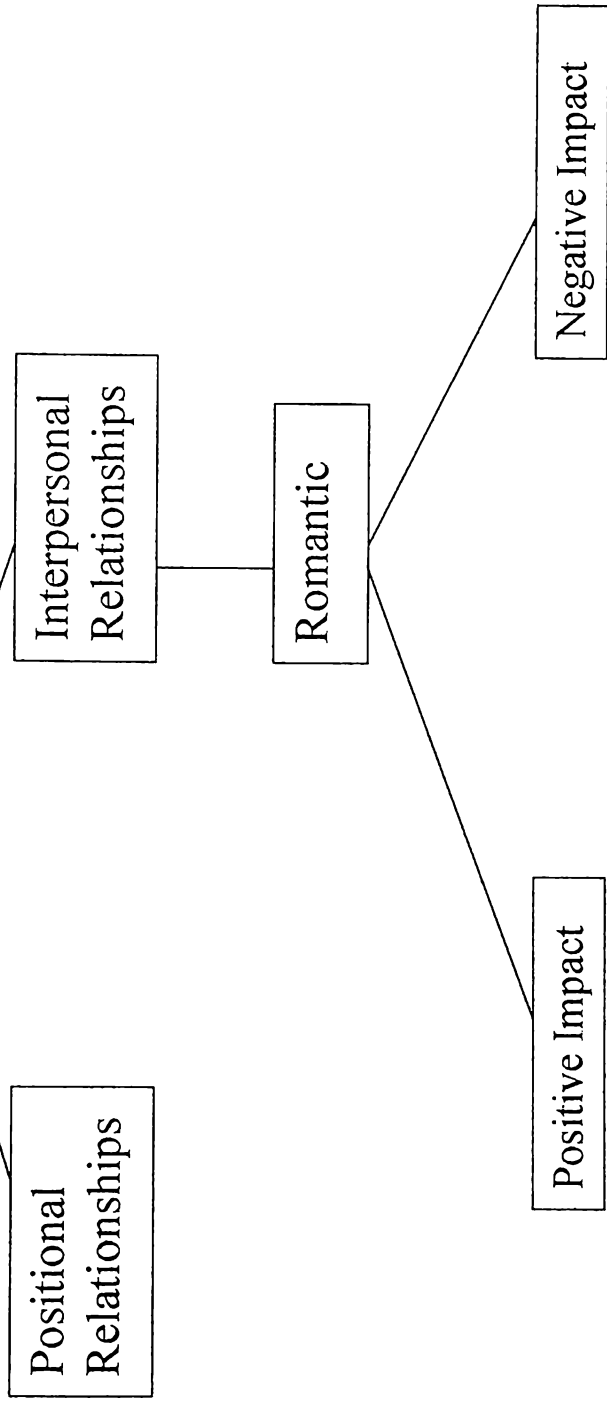
Conceptual Framework

People are spending more and more time at work, and workplaces becoming increasingly integrated between sexes, it is hardly surprising that many employees find themselves striking up romantic relationships with their co-workers. Recent surveys indicate that 59 percent of employees have had a romantic relationship with a co-worker and that one-third of all romantic involvements started in the workplace.

Romance in the workplace obviously occurs inside the organization which is a “network of interdependent relationships”. By the term “interdependent” we mean that the people affect and are affected by others. The nature of relationships in the organization is not only locked to positional but there is an inevitable occurrence of interpersonal relationships. From these interpersonal relationships stems romantic relationships. Romantic relationships can be a bit more complicated. It can yield either positive or negative results.

Romantic Relationship ————— Positive or Negative Impact
on the Employee

**ORGANIZATION – network of
Interdependent relationships**



Definition of Terms

Romance – an occurrence of an intimate relationship under the category of love

Workplace – refers to an organizational setting where interaction of different employees takes place

Employers – individuals in managerial positions who are entitled to create sanctions and policies regarding workplace romance

Employees – individuals working in an organization subject to the policies regarding workplace romance

Proximity – repeatedly exposing a person to others which is said to trigger liking

Conduct – an employee's behavior towards work and his working environment

Favoritism – usually occurring in superior-subordinate employee relationships; occurs when the superior gives undue favoring of one person over others

Sexual Harassment – unwelcome sexual advancements usually by a superior or employer to a subordinate

Utilitarian Relationship – a relationship where the usefulness of the partner (in career, salary, etc.) is the motivating factor in continuing the relationship

Statement of the Problem

Romantic relationships affect the conduct of work of employees especially when the romantic affair is within the organization. Some organizations prohibit such relationships while some employers take a practical approach to love in the workplace.

Managers have come to realize that you can not outlaw office romance any more than you can outlaw competition. There have been many researches on the topic of workplace romance exhibiting both its positive and negative effects. Issues such as favoritism, conflicts of interest, confidentiality (as in nondisclosure agreements), hostile work environment, and sexual harassment take place in relation to workplace romance.

Objectives of the Study

The general objective of the study is to show us how a romantic relationship between workmates makes an impact on the employee.

Specifically, the researcher seeks to answer the general problem regarding romantic relationships and the conduct of work of the employee by answering the following objectives:

1. to identify factors that lead to the formation of romantic relationships within the organizational setting;
2. to identify the positive and negative effects of romantic relationships in organizational settings to the employee's work;
3. to identify employee perception on romantic relationships in organizational settings.

Significance of the Study

Why is there a need to study the impact of romantic relationships on the employee? That is because the fact that the quality of a romantic relationship has a strong effect on the personal happiness and life satisfaction of an individual is recognized. Human resources are depended upon by an organization to achieve its purpose. Therefore, romantic relationships of human resources may affect the organization itself. The impact of this normal experience of being "in love" in the way an individual goes about his or her daily life including work cannot be separated.

Workplace romance has been a controversial issue within different organizations. It has been the topic of gossip or what we call the "grapevine information" within the office. For instance, a superior has a romantic relationship with his subordinate and shows a "special treatment" in terms of salary, communication skills, etc. The other employees would notice it and in turn, would cause a commotion.

Another situation is when two employees who are functioning well in the organization fall in love with each other. But there is a sanction against romantic relationships in this particular organization, these two people are having a hard time in hiding their "love affair" and it affects their conduct of work already.

Facing different situations involving workplace romances and how it affects their work conduct. Therefore, there is a need to study and improve company policies regarding workplace romance.

Scope and Limitations

This paper is limited to the study of relationships inside the interpersonal branch of organizational communication. It focuses on romantic relationships within the organization. Here are some guidelines as to exactly what constitutes the kind of relationship is pertained to. First, the term "romantic relationship" suggests that the researcher will be examining relationships between two people in which some element of sexuality or physical intimacy exists. Second, this term suggests that the relationship is a welcome one for both partners. If the relationship is welcomed by one partner but not the other, it is likely to constitute sexual harassment rather than what is considered a romantic relationship because one party may be forcing his or her will on the other. Lastly, relationships such as strong friendships that are psychologically intimate but not characterized by physical intimacy will not be examined. The relationship should be declared.

Organizational communication is also tackled though descriptions are brief and it only discussed terms which can easily be connected to the study of interpersonal communication like human resource, organizational climate, organizational development,

and organizational learning. A distinction between interpersonal relationships and positional relationships is discussed. The importance of romantic relationships in those aspects of organizational communication are discussed since the topic is all about romantic relationships and its impact on employee productivity.

Chapter II

REVIEW OF RELATED LITERATURE

Introduction

What's love got to do with it? Quite a lot, actually. To answer *Tina Turner's* proverbial question, here is a paper on workplace romance. If it's just about sex, a dalliance, an extramarital affair, or a relationship to move an individual up the career ladder, co-workers and companies tend to frown on love relationships in the office. If a couple is genuinely serious about dating and building a relationship, popular opinion is more favorable.

After all, where can you meet that special someone anymore? With the amount of time people spend working, and the increasing percentage of women in the workforce, where else is a couple to meet? Traditional meeting places such as church, the neighborhood, family events, and leisure time activities do not present the same pool of candidates as they did in earlier times. In contrast, the office provides a pre-selected pool of people who share at least one important interest. People who work together also live within a reasonable dating distance, and share a location, so they see each other on a daily basis. Co-workers in similar jobs may also be approximately the same age, and share similar interests both inside and outside of work.

Workplace romance is a worry to employers, but it is not the major faux pas, it may have been in earlier years. In fact, a 1998 Society for Human Resource Management

(SHRM) Workplace Romance Survey found that most companies surveyed do not even have a formal, written, romance policy. Of the 617 members who responded to the SHRM survey, 72 percent do not have a written policy; 14 percent say they have an unwritten, but well understood, norm in their workplace. Thirteen percent do have a policy.

Organizations

Nature of Organizations

Organizations are collections of people working together in a division of labor to achieve a common purpose. The purpose of organizations maybe simply stated as to produce goods or services for society. A well-functioning organization accomplishes its purpose with benefits of synergy, the creation of a whole that is greater than the sum of its parts. To achieve this, organizations depend on their human resources. Human resources are the people who do the work that helps the organizations fulfill their missions. Organizations are open systems. Open systems transform human and material resource inputs into finished goods and services (Schermerhorn, Hunt and Osborn 42-43).

Organizational Climate

The organizational climate refers to the personality, feel, or character of the organization. It is the internal environment in which the organization members function. John Kottler has developed a model that can assist us in describing the organizational climate. He suggests one major control system and six supportive subsystems (Plunkett and Attner 435).

The system of key organization processes is the central factor of an organization. This includes the way an organization collects and communicates information to achieve its goals, make decisions, and produce. The central system or factor is affected by six other systems which create the total climate of the organization (Plunkett and Attner 435).

The size and internal characteristic of an organization's employee population, plant offices, equipment, tools, land, inventory and money are the resources with which the organization must work. The amount and type of job design, organizational structure, reporting hierarchy, rules, regulations, procedures and standing plans are formal systems which create a climate. The social system pertains to the norms and values shared by employees and is one of the most crucial factors in establishing the organizational climate. The technology are major techniques commonly used by employees while engaging in organizational processes. The climate of the organization is very much affected by the objectives, strategies, personal characteristics, and internal relationships of the managers (Plunkett and Attner 436).

Elements such as public attitudes, the state of technological development, the economy, the political system, demographics of people in a given area, and prices are some other factors shaping the organizational environment. The organizational climate is composed of many factors. The totality of these factors describe the personality of the organization. The alteration of one factor can impact on all other factors and change the

climate of the work environment. The climate can be repressive or supportive, depending on how it is managed (Plunkett and Attner 436)

Organizational Development

Organizational development is a companywide long-term plan. The purpose of OD is to bring about a system of organizational renewal that can cope with environmental changes. There are different strategies of organizational development and they are classified as diagnostic or change. Diagnostic strategies include consultants, surveys, and group discussions. Change strategies include training programs, development programs, team building activities, job enrichment, management by objectives, meetings and seminars and a six-phase program for management and organizational development based on the managerial grid (Plunkett and Attner 448-452).

Organizational Learning

Organizational learning is the “how” behind the attempts by organizations and their managers to integrate new ideas into established systems to produce better ways of doing things (Plunkett and Attner 570).

Interpersonal Communication

Using the situational definition which involves the context in which the interaction occurs, interpersonal communication is defined as involving a small number of communicators who are close together and who have a great deal of access to one another. Using the qualitative definition which involves the quality of interaction between individuals, interpersonal communication is now in contrast to impersonal communication (Adler, Rosenfeld and Towne 9-11).

Types of Interpersonal Communication

There are two main types of interpersonal communication namely, small group communication and dyadic communication.

Small Group Communication. Small Group Communication occurs between three or more persons who perceive themselves as belonging to, or being identified with, a group.

Dyadic Communication. Dyadic communication is also called 2-person communication with a direct communicative transaction. Examples are, friendship pairs, marital couples, business pairs, a parent-child relationship, or two people having coffee (Tubbs and Moss 7-8).

Successful dyadic encounters in an organization occur when both parties show mutual honesty, trust, and love. By remaining open and permissive with one another,

Using the situational definition which involves the context in which the interaction occurs, interpersonal communication is defined as involving a small number of communicators who are close together and who have a great deal of access to one another. Using the qualitative definition which involves the quality of interaction between individuals, interpersonal communication is now in contrast to impersonal communication (Adler, Rosenfeld and Towne 9-11).

Types of Interpersonal Communication

There are two main types of interpersonal communication namely, small group communication and dyadic communication.

Small Group Communication. Small Group Communication occurs between three or more persons who perceive themselves as belonging to, or being identified with, a group.

Dyadic Communication. Dyadic communication is also called 2-person communication with a direct communicative transaction. Examples are, friendship pairs, marital couples, business pairs, a parent-child relationship, or two people having coffee (Tubbs and Moss 7-8).

Successful dyadic encounters in an organization occur when both parties show mutual honesty, trust, and love. By remaining open and permissive with one another, each allows the other to grow and develop for the mutual benefit of the individuals and the organization (Goldhaber 231).

Building Relationships

A relationship is defined in the dictionary as “the mode in which two or more things stand to one another.” Interpersonal relationships deal or involve the way people involve with one another socially. Therefore, interpersonal relationship is an association in which parties meet each other’s social needs to some degree (Adler, Rosenfeld and Towne 153).

A relationship is the state of being related; the state of being related by birth or marriage; the friendship, contact, communications, etc. which exist between people, countries, etc., an emotional or sexual affair. This is according to Chambers Encyclopedic English Dictionary. Goldschneider elaborates this:

The need for others appears to be inescapable... Most of our relationships are due to chance... A relationship is a rather mysterious and amazing third entity, one that can come to lead an existence independent of the will or desire of its partners, once things going... Perhaps relationships are ultimately more human than people themselves. After all, if we look at the human being anatomically or biochemically, we will find in common with all living creatures here on earth, but what separates us from them, in many ways is the great range and complexity of the way we relate to each other. In fact, it could be argued that aliens would find our relationships with each other infinitely more interesting and revealing than our individual bodies and psyches alone. To picture a person in isolation makes practically no sense – it contradicts what the human being is all about, namely, personal and social interaction (Goldschneider 1-2).

Stages of Relationships

There are different stages of relationships which are classified into two categories namely, the “coming together” and the “coming apart” stages. The “coming together” stages include initiating, experimenting, intensifying, integrating and bonding. The “coming apart” stages include differentiating, circumscribing, stagnating, avoiding and terminating (Tubbs and Moss 108).

Initiating is the first “coming together” stage. These are the very first attempts to make a conversation with a new person. Communication is generally cautious and conventional. The relationship is still casual and relaxed in the Experimenting stage. This pertains to trying sample conversational topics in an attempt to gain some knowledge of the other person. The Intensifying stage is illustrated by many changes in communication behaviors, both verbal and nonverbal. It takes place when acquaintances become close friends. Indicators are physical closeness, hand holding, greater eye contact, and a great deal of openness. The Integrating stages takes place when two people begin to consider themselves a couple. As the two begin to value more and more of the same things, they intensify some aspects of their personalities and minimize others. The last stage is Bonding. This is a formal or ritualistic stage. The couple gain social or institutional support for their relationship. This may take the form of engagement or marriage, and even “going steady” (Tubbs and Moss 109).

Differentiating is the first “coming apart” stage. This is when two people begin to focus on their differences rather than their similarities. The most obvious change in communication is the increase in the number of fights. Circumscribing refers to a stage in which couples begin to reduce the frequency and intimacy of their communication. Stagnating is the stage which reflects the increasing deterioration of a relationship that the participants are trying to hold together. Verbal and nonverbal messages become more and more like those conveyed between strangers. The Avoiding stage is a coping tactic to minimize the pain of experiencing a totally deteriorated relationship. Physical separation takes place. Terminating is the final stage in any relationship. Messages of distance and

The most obvious way to classify relationships is by contexts in which they occur. Examples are school, neighborhood, religion, and etc. Context does not play much role in shaping interpersonal relationships. The length of time a relationship lasts is one measure of its importance. But then not all long-standing relationships are important, however. A better indicator of importance is the amount of time one chooses with another. Time involuntarily spent is a partial indicator of a relationship's importance, but how the parties communicate when together is even more important. Three kinds of intimacy help determine the importance of a relationship: intellectual, emotional, and physical. Altman and Taylor suggest that relationships develop in increments, moving from superficial to more personal levels. As two people learn more about each other, primarily through the process of self-disclosure, the relationship gains importance. They visualize these two factors as an image of concentric circles. Depth increases as one discloses information that is central to the relationship, information is not available unless it is provided; examples are personal goals, fears and self-images. This model can be used to predict a variety of relationships. According to the theory, relationships proceeding rapidly to central areas can be fragile. For example, an experience such as "one-night-stand" of sexual intimacy often lacks the accompanying transactions that build trust and understanding. When interpersonal conflict erupts, the relationship crumbles (Adler, Rosenfeld and Towne 30).

Another dimension of relationships is control and affinity. "An intimate relationship isn't always friendly or equal. Relationships can be described along two dimensions. One of these dimensions measure a range of behaviors from dominance or control on the one hand to unassertive, following behaviors on the other. This is called

variety of relationships. According to the theory, relationships proceeding rapidly to central areas can be fragile. For example, an experience such as “one-night-stand” of sexual intimacy often lacks the accompanying transactions that build trust and understanding. When interpersonal conflict erupts, the relationship crumbles (Adler, Rosenfeld and Towne 30).

Another dimension of relationships is control and affinity. “An intimate relationship isn’t always friendly or equal. Relationships can be described along two dimensions. One of these dimensions measure a range of behaviors from dominance or control on the one hand to unassertive, following behaviors on the other. This is called “dominance/submission.” The other dimension ranges from accepting, friendly, loving behavior at one extreme to hostile, punishing actions at the other. This is the spectrum of “love/hate.” According to Timothy Leary, a cold and unfeeling person is dominant/hostile; a person who is distrustful is hostile/submissive; a trusting person is submissive/loving; and someone who actively tries to help others can be characterized as loving/dominant. Watzlawick, Beavin, Jackson on the distribution of control in a relationship: this identifies three distinct relational structures – complementary (by different behaviors, each fulfills the other’s needs), symmetrical (implies equality, with the goal of balance or reciprocity which is often a result of similarity between the partners; partners are highly independent, individuality preserved), parallel (participants are willing to employ both complementary and symmetrical communication patterns). The parallel is the best or mostly favored while the complementary is the least favored (Adler, Rosenfeld and Towne 31-33).

are willing to employ both complementary and symmetrical communication patterns). The parallel is the best or mostly favored while the complementary is the least favored (Adler, Rosenfeld and Towne 31-33).

Climates in Which Relationships Thrive

Humans survive in specific climates. No one can survive the extremely cold climate of North Pole. Relationships also need specific climates in order to survive. Climates such as descriptiveness, spontaneity, provisionalism and equality help a relationship thrive (Verderber and Verderber 55).

Relationships grow best in a climate that is descriptive rather than evaluative. Describing is putting sensory data into words. Evaluating does not inform; moreover, evaluation places judgement on what has been said or done. Misunderstandings are often the result of a shortage of information. Evaluating does not inform; moreover, evaluation places a judgement on what has been said or done. Misunderstandings are often the result of a shortage of information. Evaluation has its potential for creating a negative climate. When one makes an evaluation in the presence of another person, that person may become defensive, especially if the evaluation is personal, negative, or contrary to the other person's opinion. Defensiveness is a negative feeling and/or behavior that results when a person feels threatened. There are two major kinds of description. Description of behavior is recounting specific observable actions without labeling the behavior as good or bad. Description of feelings is making statements that put emotional states into words (Verderber and Verderber 56).

circumstances is spontaneous. Occasionally however, those talking have what is called a hidden agenda. A hidden agenda is a reason or motive for behavior that is undisclosed to other participants. At best, the hidden agenda is gross manipulation. Interpersonal communication is supposed to be open and honest. When people try to achieve their goals in indirect ways that are designed to keep the other person from knowing what is happening or why, a potential for barriers between people exists. When hidden agendas are discovered, the fragile bond of trust is often frayed or perhaps even broken, and once trust is gone, the chance for good working relationship is gone. Dealing with the issue will lessen difficulty by not adding some element of distrust (Verderber and Verderber 58).

Relationships grow in a climate marked by provisional rather than dogmatic statements. Provisional statements are tentative rather than dogmatic. The tentativeness of phrasings is likely to result in a less certain tone of voice than in the dogmatic ones. The words themselves convey a tentativeness that is going to be less antagonizing. Speaking provisionally allows for different opinions. The procedure for phrasing ideas provisionally is as follows: First, is considering what is about to be said. Then determine whether it contains a wording that shows an attitude of finality, positiveness, or "allness" of concept that is not warranted. If it does, add a qualifying statement that recognizes that the statement is your opinion, and/or the statement may not necessarily be entirely true or true under this set of circumstances (Verderber and Verderber 62).

Relationship grow in climates where the people are seen as equals rather than in climates where one person is perceived as superior to another. In order to show equality, one must consider what he or she is about to say. He or she should consider whether it contains words or phrases that indicate or imply that he or she is in some way superior to those spoken to. If there are signs of superiority, recasting the sentence to change the tone helps a lot (Verderber and Verderber 63).

Types of Relationships

There are different types of relationships. These are acquaintance, role, friendship and intimate relationships. Intimate relationships do not only pertain to romantic partners, they can also be friends or family members with whom one shares a close personal relationship (Verderber and Verderber 44).

Acquaintances are people one knows by name where ties are loose. These are important. They meet many social needs. These are characterized by relatively low amount of risk and disclosure of personal aspects of self and feelings (Verderber and Verderber 45). One of the role relationships are work relationships. Most work relationships are fortuitous; two individuals are thrown together in an office and make the best of it (Goldschneider 6). The role relationship arise from the necessary interaction of people who hold prescribed roles. The relationship will only last so long as they hold their roles (Verderber and Verderber 45). Deep friendship has elements of love and marriage built into it. Two friends can be extremely self-sufficient and not need much external input (Goldschneider 6). The friendship relationship is built on trust and require

a level of commitment. This is where people find satisfaction with each other on many levels. They spend time with each other because they want to (Verderber and Verderber 46)

An intimate relationship can be under the category of love, marriage, and family. Under the category of love are considered or included intimate relationships ranging from platonic to sexual in nature. It should be noted that love means different things to different people. Sexual attraction is discussed in this category for the most part. Yet romantic feelings are not in any way restricted to the erotic, and some romance can manifest itself in many of the personology combinations that have little to do with physicality. Marriage is still a powerful social institution. It can not be assumed that love is always the main motivating factor in marriage or the one that holds such units together. Match up strengths have something to do with shared values that are of a practical, financial, social, intellectual, aesthetic nature. In families, some of the most possessive and destructive drives of human beings come out, whereby many parents are all too prone to push their children to make up for their own failures and inadequacies. They have to build bonds of trust and acceptance (Goldschneider 5-6).

Bases of Human Attraction. “Those who reward us, or whom we associate with rewards, we like.” Minimax is where costs are minimized and rewards are maximized. This is the Reward Theory of Attraction. Equity is a condition in which the outcomes people receive from a relationships are proportional to what they contribute to it. True friends tune into one another’s needs even when reciprocation is impossible. One clue

that an acquaintance is becoming such a friend is the person's sharing when sharing is unexpected. Happily married people tend not to keep score of how much they are giving and getting. People associated with good feelings are also liked. Social conditioning creates positive feelings towards those linked to rewarding events. One is less likely to take a liking to someone he or she meets while suffering a splitting headache (Myers 463-465) Therefore, who likes whom? The major prediction of whether any two people are friends is just proximity to one another. Proximity is conducive to interaction. Proximity repeatedly exposes a person to others and repeated exposure triggers liking. The second determinant is physical attractiveness. But, people tend to actually marry someone whose attractiveness roughly matches their own. There exists a strong physical attractiveness stereotype, an assumption that what is beautiful is good. Although attractiveness is relative. One's liking for another is greatly aided by similarity of attitudes, beliefs and values. That means, opposites rarely attract. One also tends to develop friendships with people who like him or her (Myers 500).

Romance in the Workplace. Now, with respect to the study of organizations, romance in the workplace shall be discussed. Romance in the workplace may invoke, among others, issues of love, sex, family, power, justice, ethics and norms regarding acceptable behavior in the workplace. Knowledge of workplace romance causes gossip among organizational members (Powell 10).

Involvement in a romantic relationship may affect how the partners conduct themselves in their formal work places. Romantic relationships in organizational settings

may result in conflicts of interest, flawed or biased decision-making and other workplace inequities that have a negative impact in individual and organizational performance and on the careers of one or both partners as well. On the other hand, workplace romances that lead to marriage may help individuals to work their maximum potential because their personal needs are being satisfied and thereby benefit both individual and organizational performance. Since romantic relationships in organizational settings are occurring at high frequency, their potential impact on the conduct of work is considerable (Powell 1).

Romantic relationships in work settings are not organizationally sanctioned and occur for reasons unrelated to organizational goals; “from an organizational perspective, their ‘effectiveness’ is not an issue. Instead, they are intended more as a vehicle for the satisfaction of individuals personal needs outside their work roles (Powell 3).” However, such relationships often have an effect on the conduct of work by the partners involved.

There is an evaluative component in co-worker’s reaction to romantic relationships in work settings that is not present in their reactions to organizationally sanctioned relationships. When co-workers are upset about what is going on, or what they imagine is going on, in a workplace romance, they may experience lower morale and group cohesiveness that ultimately leads to lower organizational performance. Further, even if coworkers do not believe that anything improper is happening in a workplace romance, they may object to a personal relationship with no real organizational purpose as an unnecessary distraction and the subject of gossip (Powell 4).

Individuals may participate in romantic relationships in organizational settings for a variety of reasons classified under love motives and job motives. “Anderson and Fisher (1991) found that attributed motives for involvement in workplace romance differed according to the gender of the participant, with ego/job motives seen as more prevalent in men and love motives in women (Powell 5).”

How about when there is an imbalance of power in a romantic relationship (Hierarchical Romances)? When this exists, there is a high potential for exploitation of who is more dependent on the relationship. Workplace romances may also be characterized according to whether participants attempt to keep them secret from co-workers and whether such attempts are successful. In addition, what was once workplace romance may become sexual harassment if one participant pursues a romantic relationship that the other participant no longer desires (Powell 5).

What are the consequences of romantic relationships in organizational settings? The consequences may be seen in the behavior attitudes of individual participants, the reactions of co-workers and work group members and the impact on the organization as a whole (Powell 5).

Participants experience decreases in productivity, work motivation, and job involvement during the early stages of the romance and increases in these three outcomes in the later stages of romance; effects become more positive once the initial excitement of finding a new romantic partner diminished. Love-motivated individuals yield positive work results compared to ego-motivated ones (Powell 6).

Romances between love-motivated participants are likely to stimulate more positive gossip, whereas romances between job-motivated participants are likely to stimulate more negative gossip, especially if the romance is between a superior and subordinate. Overall, hierarchical romances, more visible romance, job-motivated romances, and romances in which exploitation is perceived to have occurred or has actually occurred are likely to elicit the most negative effect on group morale (Powell 12).

The impact of the workplace romance on the organization as a whole range from positive to neutral to negative. Positive impacts include increased individual productivity, work motivation and improved work climate. Increased levels of non-disruptive gossip are neutral. And the negative ones are decreased individual productivity, work motivation, and lower group morale (Powell 12).

Are there policies in organizations regarding workplace romances? “Most organizations are reluctant to develop strict policies regarding romantic relationships conducted within their boundaries. If companies have any policy at all, it is usually that workplace romances need to be treated on an individual basis” (Powell 14).

There are general kinds of interventions that organizations make in response to specific organizational romance: no action at all, punitive action (e.g. reprimand, warning, transfer, termination) and positive action (e.g. open discussion, counseling). The most frequent response was no action, involving either decision to ignore the romance, a

belief that whatever problem the romance presented would resolve itself, or any avoidance of the risk associated with taking action (Powell 14).

How about same-sex workplace romance? Silence has exhibited in the growing literature on sexual orientation in the workplace. An example of this is Crotean's (1996) review of research on the work experiences of lesbian, gay, and bisexual people integrated findings within five areas of common content namely, pervasiveness of discrimination in the workplace, formal versus informal discrimination, variability in workplace openness about sexual orientation, and correlates of the degree of openness versus concealment of sexual orientation. Same-sex workplace romance is a very controversial issue. This results to gossip and in some instances, breakdown in communication (Powell 14).

Romantic Relationships and the Organization

Human Resources and Romantic Relationships

Human resources are the people who do the work that helps organizations fulfill their missions (Schermerhorn, Hunt and Osborn 32). "Romantic love is a normal experience of normal people, not just something that maladjusted and immature people fall into as an escape from life (Rice 147)." This just stated that human resources normally fall in love and because of this aspect of life, the conduct of work by individuals, groups, and organizations are affected. Involvement in a romantic relationship may affect how the partners conduct themselves in their formal work roles.

Organizational Climate and Workplace Romance

Organizational climate is the internal environment of an organization (Plunkett and Attner 435). When a romantic relationship is initiated and conducted outside of work, it is not subject to the scrutiny of co-workers for several hours each day (Powell 2). There is an additional evaluative component in co-workers' reactions to romantic relationships in work settings that is not present in their reactions to organizationally sanctioned relationships (Powell 2).

An improved workplace climate is one of the positive impacts of workplace romance (Powell 1). This takes place when the couple works to their maximum potential because their personal needs are being satisfied and thereby benefit both the individual and the organizational performance (Powell 2).

Policies on Romantic Relationships in Organizational Settings and Organizational Development

Organizational Development is a company wide long-term plan. This is in order to bring about a system of organizational renewal that can cope with environmental changes (Plunkett and Attner 452). Romantic relationships in work settings are not organizationally sanctioned and occur for reasons unrelated to organizational goals; "from an organizational perspective, their 'effectiveness' is not an issue. Instead, they are intended more as a vehicle for the satisfaction of individual's personal needs outside their work roles (Powell 3).

Policies on Romantic Relationships in Organizational Settings and Organizational Learning

Organizational Learning is the "how" behind the attempts by the organizations and their managers to integrate new ideas in better ways of doing things in an organization (Plunkett and Attner 448). Most organizations are reluctant to develop strict policies regarding romantic relationships within their boundaries. If companies have any policy at all, it is usually that workplace romances need to be treated on an individual basis (Powell 14). There are general kinds of interventions that organizations make in response to specific organizational romance namely, no action at all, punitive action and positive action.

Relationships in the Organization

Positional Relationships

Positional relationships are defined by the authority structure and functional duties of members of the organization (Goldhaber 139). The most common positional relationship, and probably the most crucial to efficient and effective organizational functioning, is that of superior to subordinate. Positions in an organization are arranged in hierarchical order, creating a series of superior-subordinate relationships throughout the organization. In fact, except for the very top and the very bottom of the organizations, all positions, and the people in them, have a subordinate relationship to some positions and a superior relationship to other positions. Thus regularities and patterns in superior-subordinate communication have implications for almost the entire organization.

Romantic Relationships

Romance Between a Manager and His or Her Direct Report. The most problematic types of workplace romance are those that arise between a manager and an employee who directly reports to the manager. This type of relationship usually presents a genuine conflict of interest for the manager who, by virtue of his or her position is charged with evaluating the employee's work on behalf of the company, making promotion decisions, doling out assignments, creating schedules, and so on. This type of relationship may also set the stage for a subsequent claim of quid pro quo harassment when the romance goes sour and the subordinate employee does not get a desired promotion or, worse, is terminated or demoted. The claim in this scenario, of course, is that the subordinate employee's job advancement was contingent upon continuation of the sexual relationship (Buchanan 2).

Employers generally are well advised to address these kinds of relationships in a clear conflict-of-interest policy that requires disclosure of any such relationship and that makes clear that the company strongly discourages these relationships and may take necessary steps to address the situation. When such a relationship arises, the employer may need to instruct the love-struck employees that, as a result of the relationship, they cannot both continue in their current positions, and that transfer or termination of one or both employees may be required. Before making this kind of a determination, employers should consult with legal counsel as such a decision, especially if it negatively impacts the subordinate employee, may also give rise to legal complications (Buchanan 2-3).

Romance Between a Manager and a Subordinate Employee Not in Reporting Relationship. While not as perilous for the employer as a romance between employees in a direct reporting relationship, a romance between a manager and a regular employee who are not in a reporting relationship, a romance between a manager and a regular employee who are not in a reporting relationship also holds numerous possibilities for trouble. The romantics often forget that, while they may not be in a direct reporting relationship today, organizations are fluid and six months from now the manager may be asked to manage the part of the organization where his or her “significant other” works. And even if the manager has no direct supervisory responsibility for his love-interest at any time, there is, of course, a power differential in such a relationship that may later be claimed to have prevented the subordinate employee from complaining about harassing conduct (Buchanan 3).

When dealing with such a relationship, it generally is advisable to meet separately with the employees involved to ensure that the relationship truly is voluntary and to advise the employees of the sexual-harassment policy and the importance of appropriate, professional behavior in the workplace. The particular complaint mechanism in the harassment policy should be underscored, particularly with the lower-level employee, so that the employee clearly knows how to notify the company if things go sour in the workplace as a result of the relationship. Because the employer ultimately will have to prove that it effectively communicated to the employee about these issues should the company find itself sued for sexual harassment, the issues discussed should be well documented. In many cases, the most appropriate format for this communication will be a

memorandum from the human resources manager that summarizes these points, along with a copy of the company's harassment policy. The memorandum should include a place for the employee to sign to indicate an understanding of the contents of the memorandum and of the sexual-harassment policy (Buchanan 3).

In the meeting with the managerial employee who is romantically involved with a lower-level employee, the critical information to be imparted (along with the harassment policy) is that the manager must not let the relationship interfere with the employee's job or working environment and that any transgression of that expectation will result in discipline that may take the form of termination of employment. That admonition should be captured in a document that the company can point to later if things turn ugly (Buchanan 3).

A manager who engages in a romantic relationship with a lower-level employee should be made to understand a hard truth: that if any difficulties ensue in the workplace as a result of the relationship, the company will have every incentive from a legal standpoint to have the manager pay the full price. For example, if the relationship goes sour and it becomes difficult for the two former lovers to work together, transfer or termination of the subordinate is almost impossible as it is likely to lead to a troublesome claim of quid pro quo sexual harassment. By contrast, transfer or termination of the manager, while often more difficult from a business point of view, is much less likely to be vulnerable to a legal challenge. Consequently, managers should be aware that choosing to enter into a romantic relationship with an employee may put their careers at risk (Buchanan 3-4).

Romance Between Co-Workers. Relationships between co-workers who have parity in the company hierarchy are less likely to create legal headaches for the employer, so long as both employees conduct themselves appropriately at work. This is particularly true in companies that have many employees as a single romance among equals in that setting is unlikely to have a significant impact on the rest of the workforce. In most cases, the best approach for dealing with these kinds of relationships is to focus on the employee's workplace conduct. If it remains appropriate and professional, there usually will be little cause for concern. However, employers should remain mindful that even relationships between equals can give rise to complications, particularly when a relationship breaks up or the company's organizational structure changes such that the lovers (or antagonistic former lovers) are no longer equals in the corporate structure (Buchanan 4).

Chapter 3

METHODOLOGY

Introduction

SYKES is one of the world's leading providers of end-to-end customer care management solutions – providing CRM solutions for many of the world's leading global companies. They support products and services for the world's leaders in the technical, financial and communications industries. They complement their support services with comprehensive consulting, enterprise support and fulfillment services – delivering total solutions that are customized for each business' unique requirements. Personalized customer care, successful integration of today's leading technologies, and an expert approach to technology-driven business solutions enable SYKES to deliver the right answers for today, and the right solutions for tomorrow.

SYKES has been providing expert outsourcing and consulting solutions to the world's leaders in the technology, finance and communications industries for over 24 years. Their methods of acquiring the best resources, integrating the latest technologies, and refining the best business processes enable SYKES to deliver true world class customer care management solutions to our clients. They supply outsourced support solutions, consulting for strategic CRM initiatives, customized training systems, or business process redesign to enhance business operations. SYKES is ready to deliver the experience, quality, and results you expect from a world-class company.

Method of Research

The method to be used is descriptive. It is a case study of Sykes Asia, Inc. It shall describe the situation of romance couples in the company. It will highlight the effects of romantic relationships among the employees based on their responses. It should prove or disprove the statement that having a romantic relationship shall increase the productivity of work.

Method of Collecting Data and Development of the Research Instrument

The method of collecting data is thru interviewing couples and distributing questionnaires to employees. A traveling ~~experiment~~ would serve as a great opportunity to garner sufficient amount of data. This would entail a great deal of immersion to the company. There would be an exclusive interview with each couple.

The Sampling Design

The population would consist of 30 pairs or couples inside the company regardless of their department. Sykes Asia Makati was chosen because the researcher has established contacts with them. The company has enough population to gather information from. The company is composed of young adults ages 20 to 30 years old and shall serve as a great population to look for romance couples.

The non-probability design would best be utilized for descriptive purposes like this. Some segments of the population in Sykes Asia do not have a chance of being included in the sample. Standard errors cannot be made and methods of statistical inference can not be applied.

The researcher would use the quota sampling where the sample units are selected at her convenience until she has filled up the quota or allotted number of respondents.

The Actual Interview Questions

The researcher would ask the basic questions such as the name, age, position in the company, and the number of years in the company of each of the interviewee. Then, the researcher would proceed in asking questions about their life as a couple and how it affected their work.

1. What is the nature of your work? What is it all about?
2. How did the two of you meet?
3. How did it start? Tell us about your love story
4. What is your daily routine?
5. Did your relationship interfere, in any way, with your work?
6. What are the positive effects of your love life to your work?
7. What are the negative effects of your love life to your work?

The Actual Survey Questions

Name: _____ Age: _____

Position in the company: _____ Sex: _____

Years of service in the company: _____

Do you know of any romantic couple in your department? Y/N

If yes, how many?

Do you think that having a co-worker who is in your department as a boyfriend/girlfriend is a good idea? Y/N

Do you think that having a co-worker who is NOT in your department as a boyfriend/girlfriend is a good idea? Y/N

Do you think having a romantic relationship in the workplace would affect the conduct of work of the employees? Y/N

DATA PRESENTATION & ANALYSIS

Site of the Study

The study was conducted at Sykes Asia Inc 26th Floor Robinsons Summit Bldg., 6783 Ayala Avenue, Makati City, Metro Manila.

What SYKES Do

SYKES helps companies optimize customer-facing and back office processes while containing variable costs and facilitating capital divestiture via outsourcing and program management. Above all, their focus is on delivering solutions that enhance the customer experience, lead to stronger brand loyalty for their clients, and bring about higher levels of performance and profitability.

Their vertical industry enterprise, combined with proven processes and technologies, enables them to provide their clients with fully integrated and scalable solutions to today's and tomorrow's challenges. Whether the client needs technical support, customer service, sales, or back office outsourcing, SYKES takes the extra steps to ensure results that exceed both the client's and the client's customer expectations.

By helping them better manage their customer facing and back office business processes, SYKES enables their clients to anticipate, understand and respond to dynamic challenges. Their personalized care and dedication to quality in comprehensive customer

care and back office outsourcing radiate throughout their organization and their client's. through these centers of excellence.

- Enterprise Support
- Customer Care
- Fulfillment

SYKES Enterprise Support Services

SYKES believes that to best support the customers, a company should first need to support your internal customer – your employees. To do this as efficiently and effectively as possible. Enterprise Support Services (ESS) focuses on a company's employees, by improving the supporting processes and systems within the company. Through the delivery of best practices in Information Technology (IT), Human Resources, and back-office business process outsourcing, SYKES can provide the best quality services at the best price. By leveraging SYKES' 25 years experience in customer care and information technology a company can balance cost and efficiency with the best results for a company' internal customers.

- Reduce transaction costs by managing to a service level. streamlining operations through job consolidation across the enterprise, improving training, and just in time hiring of skilled resources.
- Focus on the core business by better aligning IT and support expenditures with business goals.
- Gain process knowledge by benefiting from SYKES' knowledge management and transfer capabilities.

- Improve internal service levels through employee training, motivation, and quality assurance initiatives.
- Reduce capital costs and migrate to new technology by leveraging the network, ticketing, productivity, management, and reporting infrastructure.
- Supplement IT staff through project-based, T&M, and contract-to-hire relationships.

Customer Care

SYKES' clients, consisting largely of Fortune 1000 firms and globally expanding corporations, trust SYKES to manage their customer care operations with their most valuable assets – their customers and their brand. SYKES has earned this trust through years of dedication, delivery, and results.

SYKES' focus is not just to provide excellence in customer care, but to help their clients reduce their operating costs, improve customer satisfaction, and maximize the value of every customer touch-point. From expert technical support and sales order processing, to up-selling and outbound telemarketing campaigns, SYKES' expertise is there to provide personal care for the customers whenever they need it.

Fulfillment Services

Fully integrated with their customer care services, SYKES provides fulfillment solutions throughout Europe including multi-lingual sales order processing through e-mail, Web and phone, full multi-currency financial management, inventory control and storage, vendor management, product delivery and product returns handling. For their clients, this means a completely integrated front-to-back-office service 'from purchase-click to parcel-drop'.

RESPONDENT'S PROFILE

GRACE & MIKE

Tina: Please introduce yourselves.
Grace: Grace Duran, 26 years old.
Mike: Michael Duran 26 years old.
T: Duran? Ahh.. nagpakasal na kayo?
G: hehehe.... Bakit dib a sinabi sa yo ni Fides?
M: hahaha...
T: Kelan?
G: Dati pa.
M: Mga 2001
T: May baby na kayo? Ilang taon na?
G: One year and five months.
T: bali, umun.. tungkol saan yung work niyo?
Technical support engineer din kayo parchas?
G: Customer service ako
T: Tapos anong ginagawa niyo sa work niyo?
G: Email, email. Tapos magre-respond dun sa mga customer. Pero siya iba kais team lead siya c.
T: Superior ka? Wow ang galling mo! Umm... pano kayo nagkakilala?
G: Ay ikaw magkwento...
M: Kasi yung ng-start yung account naming sabay-sabay kami pumasok. Mga 1999 yon.
G: 1999, November.
M: So dun ko siya nakilala nung sabay-sabay kami
T: So dati pa lang crush mo na siya?
M: Hinde.. Hahaha...
G: Ano e. galit ko to e. Di naman kami masyadong nag-uusap noon e.
M: marami akong crush pero hindi siya.
G: Kelan mo ko naging crush?
M: Kasi naging magbarkada kami dun sa office e. so nakakasama namin siya lagi.
T: Ok... kaya nagka-developan.
M: Siya nga may gusto sa kin e.
G: Kapal mo...
T: Kayo ha, sweet pa rin kayo ha... Ilang years bago kayo nagpakasal?
G&M: Wala, walang years bago kami nagpakasal...
T: So pano, kwentuhan niyo naman ako tungkol sa love story niyo.
G: Wala naming love story eh
M: hehehe...
G: Ikaw...
M: Ikaw na... De kasi 2000 nag-start 'yun e. Medyo tinamaan ata ako sa kanya nung 2000. Bali dun ko siya niligawan.
T: Bali anong nagustohan mo sa kanya?
M: hehehe... kasi ano sweet siya, malambing. Yung hindi ko akalain na sa kanya ako maiilove. Dami akong ibang crush e... Tapos sa kanya na

lang ako sama ng sama... Ano yan e. love is blind... hahaha...
G: Sa kin dapat yung Love is blind c!!
T: Tapos, ano yung daily routine niyo? Pano kayo nagkikita?
G: Sabay kami ngayon pumasok, sabay kami umuwi...
T: So nagde-date pa ba kayo?
G: Ah before nung di pa kami mag-asawa. After ng shift tumataks yan.
M: Tsaka before ng shift lumalabas kami.
T: So nag-iinterfere ba 'yung love life niyo sa work niyo?
G: Hindi naman. Kung nagkaka-misunderstanding hindi naman naming nasasali sa work.
T: Ano naman yung mga positive effects ng love life niyo sa work?
G: Ang maganda don napapag-usapan niyong lahat. Kasi, kunwari isa yung work namin so kahit na umuwi kami, pag-usapan naming yung work.
T: Tapos ano naman yung negative?
M: Negative, ummun... Katulad ko team lead ako, marami akong ginanagawang reports pero minsan kailangan kong iwanan muna yung work para samahan siya sa break.
G: At saka pag mag-miting sila ng mga ibang team leads at supervisor, umaalis siya sasabay siya sakin.
M: Wala namang masyadong negative effect yun nga lang, baka sabihin nila na wala akong masyadong amor sa trabaho. Bali, parang time constraints lang.
G: Medyo mas mahirap ngayon kasi parehas kami ng sinu-support, MSN IA. Tapos team lead siya don tapos ako agent. Hindi siya pwedeng magpakita masyado ng special na treatment sa kin, kasi baka isipin nila may bias purkit asawa niya ko.
T: In general, can you say that having a romantic relationship is beneficial to work?
G&M: Oo siyempre. Yes. Actually depende siya sa tao e. sa min ok siya. Kasi may mga tao na kapag nagkaroon kayo ng problem, sobrang naapektuhan pati yung work.

DIANA & MICMIC

Tina: Hi! Please introduce yourself.

Mic: I'm Micmic, 24 years old.

T: How about your girlfriend? What's her name?

M: Her name is Diana. She's two years younger than me.

T: TSE rin kayo katulad ni Fides?

M: Opo.

T: So tell me about your love life. Pano kayo nagkakilala?

M: Pano kami nagkakilala? Umun... I was here na months before siya pumasok. Tapos, I see her around then one time, at the xerox machine. I got to talk to her. We were not introduced until one time, we had this office gimnick at Venezia doon ko siya nakausap. She's the shy type so ako din medyo shy pero nilalakasan ko lang yung loob ko. Then, at around 10 she said she's meeting up pa with her college friends at Greenbelt so maglalakad siya mag-isa. Sabi ko samahan ko na siya. So I walked her to Seattle's Best. Na-meet ko yung mga friends niya. They all had suspicious glances at us coz I carried her bag for her pa. That was Saturday then on Tuesday, Nagka-sabay kami sa elevator. Kinamusta ko siya. Then hiningi ko na rin yung nick niya sa chat. Chat-chat kami, then para hindi halata after mga 3 days ko na hiningi yung text # niya. Then at first, friendly quotes lang then after a few months naging at ease na siya sa kin. Nag-start na ko manligaw. Then nadevelop din siya sa kin. Then kami na. Bago pa lang kami.

T: What's your daily routine?

M: Daily routine? Well, wala naman. She has her own car naman so I don't have to pick her up. At night, pag coding yung car ko or yung car niya. hinahatid niya ko or hinahatid ko siya. We have our breaks together with our friends. Nung Valentine's we had our first trip together at Puerto Azul.

T: Nakaabot na tayo sa Puerto Azul... So ano naman yung mga positive effects ng pagkakaroon ng love life sa office.

M: Wow! What a question. Madaming positive effects ewan ko lang sa kanya. Pero mukhang inspired din siya. Ganado talaga ako pumasok simula nung nakilala ko siya kasama na jan yung pagpapapogi. Sumipag talaga ako. Hindi na ko tinatamad. Ang sarap ng feeling. There is also a slight urge to compete pero it's healthy. Maganda talaga.

T: E how about the negative effects?

M: Nung una parang medyo natutulala ako kasi naiisip ko siya pero ngayon OK na naman.

T: Pano pag nag-aaway kayo?

M: Hindi uso sa min yung tampuhan. Sine-settle agad nanin kung ano man yung conflict.

MARVIN & LALAINÉ

Tina: So kindly state your name and age.

Marvin: I'm Marvin, 25.

Lalaine: Lalaine, 26.

T: Ano yung nature ng work niyo?

M: Pareho kami e. We're technical support engineers. Actually, Sykes is a call center so we are supporting companies overseas so, what we do is we handle customer complaints. We're basically more on the email.

T: So pano kayo nagkakilala?

L: Sa previous work namin.

T: Saan?

L: Sa Recall 138, paging company siya.

T: Tell me about your love story.

L: Nung nag-resign ako sa Recall, saka palang naging kami. May communication pa rin kami even after ako nag-work sa Recall.

T: So parang may gusto ka na sa kanya kahit nung nasa Recall pa lang kayo?

M: Hindi naman, mga dalaw dalaw lang. Tapos hinahatid ko siya sa bahay kapag unuuwi siya galing work.

T: So ano yung daily routine niyo ngayon?

M: Siyempre 3 years ago, nung di pa kami mag-asawa, siyempre hatid lang muna sa kanya tapos sundo.

L: Bali araw araw kami magkikita dahil sa work.

T: So ngayon araw araw kayo nagkikita sa office at saka sa bahay.

M: Magkasama pa kami sa isang department.

T: Tapos, mag-iinterfere ba yung relationship niyo sa work niyo?

M: Kunwari may maganda nang opportunity, ngayon ang iniisip mo na yung dalawa na kayo.

T: Kaya parang nananarrow down yung opportunities niyo. Ganun ba yon? Tapos, ano yung positive effect ng love life niyo sa work?

M: Halimbawa, kapag tinatamad pumasok yung isa, yayayain niya ngayon yung isa pumasok. Kasi pag mag-isa ka lang di mo magagawa yon.

L: Kasi masarap pag may kasabay na kayo pumasok.

T: So ano yung negative naman?

M: Sa work, naapektuhan din kami siyempre kasi halatang halata pag nag-aaway kami.

L: Pero nase-set aside naman din yung conflict sa trabaho kasi iba naman kasi yun e. pag trabaho kasi, trabaho talaga. Kung ano yung performance naming sa trabaho ganun pa rin, as is.

T: Do can you say that having a romantic relationship in the workplace is beneficial to your work?

M: Oo siyempre. Parchas kami ng work so medyo nagpapatasan kami parang may healthy competition.

L: Yung parang palagi kaming mraming alam.

REGG & CHRISSIE

Tina: What are your names?

Regg: I'm Reggie. You can call me Regg. Tapos my girlfriend's name is Chrissie.

T: What's the nature of your work?

R: Technical support engineer kami.

T: What is your love story?

R: Kailangan pa bay un? Hehehe...

T: Wag ka na mahiya...

R: Ok, eto na. Kasi na love-at-first-sight yan sa kin.

T: Pano muna kayo nagkakilala?

R: I was here na a year before siya nag-start. Katabi ko siya pero di ko makausap. I was actually attracted to her na the first time I saw her. I was just too shy to express kasi hindi naman ako showy type. Tapos, tong si Ed, nag-squeel sa kin. Sabi niya, "Pare, type ka pala nung crush mo!" Kasi kausap niya si Chris the night before tapos tinatanong nitong si Ed kung ano yung type ni Chris keso may papa-date daw siya dito. Tapos pinilit niya kung sino yung kamukha sa office. Tapos sabi daw niya, "Pwede na yung tipong Regg." Siyempre kinilig naman ako nung sinabi yun.

T: Yihee!

R: Tapos the next day, parang lalo na akong kinakabahan sa kanya. 'Tong si Ed, desididong i-match kami kasi alam nga niya na crush ko yung girl. So since close sila, sabi nitong si Ed na may ise-set up siyang blind date. May ipa-pa date daw siya kay Chris tapos si Chris din may papa-date sa kanya. So yun nga after ng work, tong si Ed sinama ako jan sa Italianni's. Ayaw sabihin sa kin kung sino yung ipa-pa date sa kin. Ang kulit. Pag lingon ko, si Chris! Kasama niya yung friend nya na ipa-pa date niya kay Ed. Siyempre muntik na ako magka-lagnat non. Hindi nga ako maka-diskarte pag kami lang dalawa tapos ngayon, may kasama pa. E di ilang na ilang kami nun. Pati siya ilang din. Tapos the next day, nangangatog na ko.

T: hehehe...

R: Tapos tong si Ed nagpasimuno ng tuksuhan. Lahat na ng mga officemates namin tinutukso kami. Hanggang sa onc time, kami na lang yung natira sa office nung breaktime e may sandwich siya, binigyan niya ko. So nag-chikahan kami tapos kinuha ko na rin yung cell# niya. Then yun, text text kahit nagkikita kami araw araw. Tapos labas labas na rin. Hanggang sa naging kami na.

T: So pano yung daily routine niyo ngayon?

R: Sabay naman kami ng shift eh so susunduin ko siya kasi yung condo naman niya dito lang sa Makati. Then sa gabi, labas labas diyan sa Greenbelt or minsan watch kami ng movie. Usually nanonood kami ng movie. Tapos hatid ko na siya sa condo niya.

T: Ano yung mga napansin mong positive effects nung relationship niyo sa work?

R: Nung first time ko pa lang siya nakita, inspired na kaagad ako pumasok tapos siyempre nagpapa-impress ako. Di ako nale-late para talagang pag dating niya makikita niya agad ako. Nung, naging kami na, wala naming nagbago Oks na oks lalo.

T: E yung negative effects?

R: None. As in none.

BOBBY & BETINA

Tina: Please introduce yourselves.

Bobby: Bob.

Betina: I'm Bctina.

T: So are you both TSE's?

Bob: Yup!

Tina: How did you meet each other?

Bob: Well we met at one of the office gimmicks there at Ipanema at Eastwood. It's the birthday of our common friend in the office.

T: And then?

Bets: Then nagtc-text na siya sa kin palagi and he started calling me every night.

T: Ok, so what can you say are the positive effects of having a boyfriend/girlfriend at work?

Bets: Well, it's nice to know that someone take cares of me. He even brings me baon considering that he's the guy, 'no.

Bob: Talagang sweet ako sa girlfriend ko.

T: Sa work niyo what happens?

Bob: La lang. Siyempre inspired ka and then parang ang sarap sarap pumasok ksi magkakasama nanaman kayo.

T: What's your daily routine? We just see each other at 8pm then I bring her home in the morning na at 6 but unfortunately, magiging 2-10 na yung shift niya so I don't know pa what will happen.

T: Ok, so ano naman yung mga negative effects?

Bets: So far wala naman. Yun nga lang katulad ngayon, we'll be in different shifts na so it's so sad.

Bob: Wala talaga coz everything is positive yun nga lang I'll miss her. Huhuhu...

DIVINE & JOE

Tina: Please introduce yourselves.
Divine: Hi. I'm Divine 24 years old.
Joe: I'm Joe. 24.
T: Ano 'yung nature ng work niyo?
D: Call center
T: So technical support engineer kayong dalawa?
D&J: Oo.
T: So kelan kayo nag-start ditto?
D: Nauna siya.
J: September 22, 2000
D: Ako naman October
T: Tapos, pano kayo nagkakilala?
J: Same team kasi kami e. same account.
T: Ah so dito na kayo nagkakilala?
D&J: Ya..
T: Ah so kelan kayo nag-mit?
D: Actually kasi magkaiba kami ng team nung una. nung probi pa lang kami tapos nalipat ako sa team nila
T: pero magkakilala na kayo
D: Hindi pa. nagkakilala na kami nung magkaparehas na kami ng team.
J: That's May of 2001.
T: Tapos?
D: Wala lang. 'yun lang kasi magka-team kami nakikita ko siya nakikita niya ko. Lahat naman kami ganun e. Magkakilala kami lahat.
T: Magka-shift ba kayo?
J: Oo
D: Minsan
T: So pano nagstart yung relationship niyo?
J: Siguro mga isang taon.
T: So tell me about your love story.
D: Friends kami, friends..
T: Nililigawan mo ba siya ever since?
J: Ay hindi
D: Parang close lang
T: So kelan ka nag-start manligaw sa kanya?
D: Sagot...
J: Siguro parang mga ilang months yon
T: So crush mo na siya bago pa man din lahat?
J&D: (laughs)
T: So ano ang daily routine niyo? Pano ba kayo nagmi-mit?
D: Dito lang kami madalas magkita e, sa office.
Text-text.
T: So, sinusundo mo ba siya?
J: Ay hindi na
D: Nagkikita na lang kami dito.
T: So kelan kayo nag-dedate?
D: Ay hindi kami nagde-date.
T: So minsan parehas kayo ng shift o hindi?
D: Nung nanliligaw na siya, parehas na kami ng shift.

T: pano yon? Ah. nataon lang?
J&D: Oo
T: Tapos. pano kayo nagde-date? Kamusta ang Valentines niyo?
D: Valentines? Ncto lang?
T: Nagde-date b kayo palagi?
J&D: nung kami na
T: Tuwing kelan?
D: pag monthsary Pag may free time kasi usually nandito kami sa office. work ganun.
T: So what kind of problems do you encounter as a couple?
D: Umm... yung mga misunderstanding mga ganun...
J: A.. wala akong maisip e.
D: Ano ba? Anong sasabihin ko? Umm... 'yung ex ko.
T: Ahh third party nga. Tapos um. 'yung bang relationship niyo nag-iinterfere sa work niyo?
Parang pag nag-aaway ba kayo nanaapectuhan yung work niyo?
D: Umm, hinde hinde.
T: So what are the positive effects of your love life to your work?
D: Siyempre mas inspired ka d ba?
J: Parang looking forward ka palagi na pumasok everyday.
T: Negative effects naman
D: Negative, ano ba?
J: D ako makaisip ng negative e
D: Ako din e.
T: Can you say that having a romantic relationship is beneficial to your work?
J: Oo, kasi wala naman kaming nakikitang disadvantages.

ROBERT & ANA

Tina: Hi! Please state your name and age please.

Robert: I'm Robert, 25 years old.

Ana: Ana, 26 years old.

T: Are you in the same position as technical support engineers?

R: Yes.

T: So what's your love story?

A: Kase si Robert, nakilala ko siya a year ago. We are seatmates, magkatabi lang yung cubicle naming so lagi kaming nagkakabiruan. We started out as friends. We belong to the same group. We eat our midnight snack together. Kasi we are both from the 8pm-5am shift. Then nagka-developan so yon anniv na naming sa Thursday.

T: Did your relationship, interfere in any way with your work?

R: No kasi our work naman is very light and most of the time we are facing the computer so wala masyadong communication with your officemates while at work so hindi nakakailang.

A: He's right kaya din naman hindi masyadong mahigpit yung management when it comes to these kinds of relationships.

R: Wag lang siguro aabuso yung mga employees.

T: So what are the positive effects of having a boyfriend or a girlfriend at work?

R: It encourages you to go work early and go home late kasi gusto mo siya makita and makasama ng matagal.

A: Same.

T: How about the negative effects?

A: Well, pag may tampuhan, tampo rin sa work. Hehehe...

R: Since seatmates kami, ang hirap but kailangan tiisin kasi work yun eh. Di ka naman pwedeng mag-absent dahil lang hindi kayo bati dib a?

That's very unprofessional.

T: Ok, thanks po!

MARVS & MAFFY

Tina: Kwentuhan mo naman ako tungkol kay Maffy. Pano naman yung love story niyo.

Marvs: Nagkakilala kami sa American accent training palang. Siyempre naghahanap ako ng cute don. Tapos pag lingon ko, ayan pala may cute sa team ko. Tapos kulitan. Eh since malapit lang kami sa may Alabang lang. Simula noon hatid sundo ko na siya. The bad thing here is that, she has a boyfriend at the 14th flr. Our floor is on the 11th. Her boyfriend is from the Sales Department. So there, e medyo nagh-holding hands kami and payakap-yakap diyan so akala ng officemates namin, girlfriend ko siya.

T: How did your elicit love story start?

M: Well kasi, we became close dahil nga sabay kami pumapasok tapos sabay din kami umuwi. Then one time we watched a movie then after that, we had dinner. We talked about our feelings pero nung una nga dineny niya kasi she has a boyfriend. Then, two days after, we had coffee and she admitted that she has feelings for me na. Then, after a while, nabasyo din kami ng boyfriend niya so nag-break din kami.

T: Ok, mukhang intriguing to ah. So anong positive effects nitong relationship niyo to your work?

M: Well, it's so comfy to be with her and we can talk about anything under the sun. Tawa lang kami ng tawa so being with her even at work makes me so comfy na rin with work!

T: How about the negative ones?

M: Well talagang nandiyan yang negative kasi may pagka-mushy nga kami eh. Parehas kaming sweet so nachi-chismis kami sa office. What almost broke us apart is yung nalaman nga nung boyfriend niya. But it's all in the past now.

MARVIN & GUIA

Tina: Hi Marvin!

Marvin: Hi!

T: So pano kayo nagkakilala ni Guia?

M: Parehas kami ng shift ni G tapos barkada tapos sumasabay na siya sa kin pauwi since parehas naman kami sa Las Pinas.

T: Ano yung mga positive effects ng love life niyo sa work?

M: siyempre masarap pumasok. May inspiration, masaya. Di mo na papansinin yung sweldo mo. Di mo rin kasi maaalis yung maghanap ng inspiration sa work e.

T: How about sa negative?

M: Sa aming dalawa wala. Pero sa iba parang chi-chismis kami. Kung ano ano yung mga iniisip.

T: What caused the break up?

M: Everthing was so fine nung magkasama pa kami sa work. Naging Malabo kasi schedule-wise. Tapos may bago na siyang set of friends. Lumalayo na siya sa kin. Parang ako na lang ang gumagawa ng effort na magkita kami. Cool off kami ngayon.

T: You think it's a good idea to have a girlfriend in the office?

M: Actually it's the other way around. Mas maganda na magkasama kayo sa work pag may girlfriend ka kasi lagi kayong magkasama. Matindi yung bonding niyo.

OBET & CRISTY

Tina: Good afternoon po. Please introduce yourselves.

Cristy: I'm Cristina Concepcion.

Obet: I'm Roberto Concepcion.

T: So what is the nature of your work?

O: I'm the financial advisor of Sykes.

C: I'm an account manager.

T: So are you in a direct superior-subordinate relationship?

O: No, she doesn't report to me.

T: So how did the two of you meet?

O: We met through a common officemate.

T: What are positive effects of your love life to your work?

C: Well, it puts balance into things.

O: But if you don't know how to put an equilibrium between your work life and love life, you will lose either.

T: How about the negative?

O: Well, not much for now.

JANET & MIKE

Tina: Your name and age please.

Janet: I'm Janet 24 years old.

Mike: I'm Mike, 26 years old.

T: So how did the two of you meet?

M: Umm... I really don't know exactly how it happened. We were not formally introduced. We just saw each other in the office. I'm from this department and she's from that. I think the first time I met her was when she borrowed a lap top from our department.

J: O ya! And did you know that they were teasing me to you already that time?

M: Where did that come from?

J: Well, it was from one of the financial advisors who started to spread rumors coz I was borrowing stuff from your office all the time.

M: Maybe you had a crush on me then talaga...hehehe..

J: Kapal mo!

T: Ang sweet niyo naman...

M: Anyway, what happened with the rumors? I didn't know that they were talking about me pala.

J: Nothing...

T: Then, pano kayo nagaka-developan?

M&J: (looked at each other & giggled)

M: La lang. Coz she seems to be accommodating and she's always smiling so I started calling her up and chatting with her at the Microsoft Outlook. I found out that we have the same interests din coz we're both in the Creative field. We both like playing The Sims din.

J: And he's so cute kasi. Hehehe...

T: So what are the positive effects of your love life to your work?

M: It increased my zest to go to work kasi I see her. And even before the relationship started, I felt this way na. And everything feels so right now when I see her and when she smiles at me...

J: Ako din. Everthing's pleasant. Even the customer's complaint is pleasant.

T: You're in the same position right?

J: Ya, but I'm more on the phone and he's more on the computer.

T: How about the negative effects?

J: I can't find any.

M: Nada.

T: That's all! Thanks!

MARGAUX & MARCO

Tina: Naku, mukhang kakaiba yung iinterviewhin natin ngayon, so papaano ko kayo ika-classify? Homosexual o hetero?

Margaux: Homo-hetero. Hehehe ...

Marco: Homo turned hetero.

T: Let's talk about the nature of your work first.

Marco: We are both newly trained customer-service representatives.

T: Ok, love story. Shoot!

M&M: hehehe.....

Margaux: It's because of Marco's cousin my bestfriend. Kasi he entered siguro 2 batches ahead of me dito sa training. When I entered, I know na that my friend has a cousin who is training there. Then one day...

Marco: Nagkasalubong yung group ko and group niya sa elevator. I asked the other group kung kilala nila si Margaux. Wala lang, for the sake of having a conversation. Then may sumigaw, eto si Margaux o. So there, tinukso na kami. "Marco is looking for Margaux! Marco is looking for margaux!"

Margaux: Actually, ang may gusto jan talaga eh yung ka-group ko na si Richard na bading.

Marco: Lapitin kasi ako ng bading.

Margaux: bading din siya... hehehe... actually, that time, I was still in a lesbian relationship. As in serious. Tapos si Richard, he's chasing marco. Parang ako pa nga yung nag me-make ng way e for them.

Marco: Tapos niligawan ko siya.

Margaux: Tapos yun... Kami na ngayon!

Hehehe..

T: Pano na si Richard?

Margaux: May iba nang boyfriend...

Tina: Mukhang happy naman kayong dalawa, what are the positive effects of your love life to work?

Margaux: Hehehe... ang sarap pumasok kasi magkakasama kayo pag break time. It's fun and nakakatawa pa the fact na kami yung nagkatuluyan. He's actually a close friend na rin kasi cousin nga siya ng bestfriend ko. So from the start parang may connection na.

Marco: Tawag nga niya sa kin kuya c. We actually spoke to each other na sa phone kasi lagi siyang kausap ng cousin ko. We had a common denominator na kasi she's from UP Diliman tapos I used to live at UP campus and I know the professors there. So the first time we talked, dami na kaagad naming napag-usapan.

Masaya... di naman kasi nakaka-ilang kasi during work, we don't have much interaction

since nakatutok lang sa computer not to mention that the work is light and easy.

Tina: How about the negative?

Margaux: Sobrang wala kasi mga I found a friend in him pa. Para kaming buddies. Thanks to my best friend talaga.

Marco: negative? Si Richard nagalit sa kanya nung una. Di ba?

Margaux: Pero ok na siya kasi may nahanap siyang bago.

Tina: Ok, thanks!

ROMNI & K

Tina: So what's your name?

Romni: My name is Fromni Valderama. I'm 27 years old.

T: What is the nature of your work? What do you do?

R: I email support. I'm a technical support engineer. I've been one for 2 and a half years.

T: How about your girlfriend before?

R: My girlfriend before she has the same work as I do. She does email support. I was ahead of her for about a year.

T: Tapos pano kayo nagkakilala?

R: Ah... Isang outing naming... first time naming magkakilala. Tapos ang sungit pa nga niya e. A bali. crush niya kaagad ako... hehehe... Hindi, sa email kasi sa line of work namin, we are easy on communication kasi we have office email through the express outlook. Outlook mo lang siya. makakausap mo na siya. Kahit na hindi kayo personally nagkikita, makakausap mo pa rin siya.

T: Kwentuhan mo naman ako tungkol sa love story niyo.

R: Yon, nagkita kami sa Subic for the first time. She was kinda snobbish. Kasi mataray dating niya so we didn't really got to talk sa outing sa outlook na lang thru the outlook. Tapos, everyday communication. We talk to each other on the phone. Patext-text.

T: So kailan kayo nag-start magdate date?

R: We started dating as in date date lang kasi gusto nakikilala ko muna yung girl. So ganun din naman siya, hindi kaagad yung biglang I'll court you tapos yun pala in the end, I won't like you pala. Nakilala ko muna siya tapos she's OK. She's very likable so yon. palabas labas, tapos we eventually liked each other tapos naging kami. But the bad thing about it is, she's already prepared to go to the States a few weeks nung naging kami. So our relationship lasted for only a month.

T: pano yung daily routine niyo?

R: Nung naging kami na, we go out after our shift. We have coffee or something. Buti nga sabay kami sa shift. 2-10 shift. Lalabas muna kami tapos ihahated ko siya sa bahay.

T: How often do you date?

R: Before kasi sobrang hectic na ng schedule namin tapos a month after aalis na siya so everyday kami nagkikita.

T: Ano yung naging positive effect ng love life mo sa work?

R: Sa work, ah siguro nagkaroon ng bagong zest to go to work. Tapos nagpupunta ako ng work

kasi gusto ko siyang makausap. Yun na yung parang nagkaroon ng zest na bago. Hindi na ako tinatamad punasok ng trabaho.

T: How about yung negative effects naman?

R: Nung naging kami, wala naman siguro.

Siguro mas puyat lang kaming dalawa. Late na kami nakakauwi mga probably 2 in the morning. Kasi yun lang yung time naming, after work lang yung time namin

T: so in general, ano yung tingin mo sa romance in the workplace?

R: in totality, siguro ok naman siya. Kung walang masasagasaan, o di makakaapekto sa work, it will be OK.

GEMMA & RICH

Tina: Pano love story niyo ni Rich?

Gemma: Magka-batch kami sa pagpasok.

T: same level lang ba kayo?

G: Nung una tapos na-promote siya as team leader. Ganito kasi, since magka-group naman kami, lagi kaming nagkikita tapos lumalabas pag gabi. Same shift pa kami.

T: ano yung mga naging positive effects ng love life niyo sa work?

G: Tulungan kami sa work. There's a big connection sa min dalawa kasi nga naging team lead pa siya. Tinutulungan niya ko.

T: E how about the negative ones?

G: well, pag may away, di ka makapasok kasi ayaw mo siya Makita. O kaya naman pupuntahan mo siya para maayos yung relationship.

T: Did your relationship interfere with your work?

G: Oo, ganun talaga yun. Di mo talaga maba-balance yung job sa relationship. Kailangan isa lang yung focus mo. Work or relationship lang.

REY & DEMI

Tina: So Rey, tell me about your girlfriend.

Rey: 'Yoko nga... hehehe... well, she was employed in this company, Sykes. Then nag-resign siya then she transferred jan lang sa Ayala Tower for sales.

Tina: ano yung love story niyo?

R: Wala lang. Friends. Kasi same shift kami ever since. Ka-shift nga namin yung friend mo e. yon tapos we're still together hanggang ngayon.

T: Mukhang inspired ka ha. So ano yung positive effects of having a girlfriend in the workplace?

R: Inspired ka, o ha! More on the positive side siya e. Hindi naman kasi ako showy e. magaan lang magtrabaho pag nandiyan siya.

T: How about the negative?

R: Pag may quarrels, di ka makapgtrabaho. 30% naapektuhan. Umm... nakaka-ilang din, di ka maka-porma sa iba. Hehehe...

T: So, did your relationship interfere with your work?

R: No. Tanggap naman kasi ng mga officemates ko e. Di naman kami bulgar.

FERDIE & O'NEAL

Tina: Kwentong mo yung love story niyo, yung name niya.

Ferdie: Well, magkasama kami sa work ngayon. Tapos, magkaiba kami ng group.

T: Dito kayo nagkakilala?

F: Oo, she's supporting another product.

T: TSE kayo parchas?

F: Oo.

T: so pano? Well, alam mo naman sa shift naming, 2-10 so laging gumigimik. So yon.

Nagstart lang talaga siya as friends, barkadahan. Barkada kami for a year tapos 2000 kasi naging kami e, yung official na naging kami.

T: sino nauna sa company?

F: mas nauna lang ako pumasok.

T: So ano yung mga positive effects na nadulot ng love life niyo sa work?

F: siyempre, sisipagin ka pumasok. Para sa kin maranang positive effects talaga. Alam mo naman ako lalake, mayabang. So gusto ko mai-impress ko siya. Parang papansin. Parang magbarkada kami hindi ako nanliligaw sa kanya. Parang nag-start na naging close ganun. Parang special close, ganun.

T: So yun ang positive? Negative naman...

F: sa kin personally walang negative effects. Sa kanya alam ko wala rin. Parang iniisip nila hindi kami makakapag-work ng maayos, sila yung mga ibang tao jan na nasa higher position. Pero wala naman silang nagawa.

T: so sa kanila yon, e ikaw, sa tingin mo ba ok magkaroon ng girlfriend sa workplace?

F: walang problema don kasi parang it's like sa school diba? Araw araw kayong magkasama tapos merong isang girl jan o boy na mabait sa yo, single. Parang minsan kasi nakakatuwa e.

LLOYD & MARIE

Tina: Tell us about your love story.

Lloyd: somewhere around 2000, in our building, there's a bank. I was in line for the ATM.

There's this beautiful woman. I didn't she worked as the supervisor. So I approached her after she made the withdrawal. And I said, "Hi! My name is Lloyd." There was no exchange of names, we just spoke for 10 seconds. And that was it. Come a year later, I was assigned at Ortigas then I transferred to Makati then I discovered that she's the supervisor. I didn't know it at first that it was her. It took me the second day to notice that she's the girl.

I got to talk to her on a regular basis and then I asked her out to dinner.

T: what was her position, same level as yours?

L: no, she was the supervisor and after some time I became a team leader. Well anyway, she was also in a different group.

T: so she's not your direct superior?

L: so anyway, what happened there was we started to talk and then I asked her out to dinner along with other officemates so we all had dinner, and winded up and we went home at around 2 in the morning. We had dinner and we all had coffee. During that dinner, we got to talk about the manghuhula so a friend of mine suggested that there's one over Café Alegro. So that's where we went the following day to the manghuhula, and after that we got to talking and after that I distinctly remember... I asked her, 'Haven't you met me before?' she said no, and I said, "ya, it was exactly one year ago. One year ago this month that I ran into you at the ATM over at Sykes Ortigas." She was like dumbfounded. And she's like, "Ya, oo nga no?" it pretty much started out from there and everything just fell into place.

T: How?

L: Well, I'd see her in the office and she'd work and I'd work. We'll get together for lunch and we would go out for dinner, it started out with a group and it became just her and me.

T: Why?

L: Attraction. We just started to go out and we started to watch a movie. The very first movie we saw was, "Bridget Jones' Diary" over in Rockwell. When it was still new. Parking was still free. So there, it pretty much blossomed and it started from there. And we were OK. We were together for a time.

T: why did it end?

L: well a little background. Well, she was a little bit older than me.

T: How old was she?

L: Right now she's 37, back then she was 36.

T: and you are...

L: 13 years junior. I'm sure you're gonna ask me about the age gap. Partially, it did play a factor. Her mentality, her fears. But, oftentimes enough, it didn't play a factor. It would just be her own monsters, her own fears, that would make her paranoid.

T: so she has a kid already?

L: She has 3 kids. She has 3 daughters. She's separated. She lives by herself, with her kid. I take care of the kids. We became so close that we became like a family. I was starting to pick the kids up from school.

T: you're like a young father.

L: and I would go there to dinner and make kwento to the lola and make kwento to the kids.

T: So what ended the relationship?

L: pretty much it was her. Her paranoia got into her.

T: So what are the positive effects of your love life to your work?

L: well, you always wanna be masipag. You always wanna be the guy looked upon. Well not just to impress her but to impress other people also with her. If other people would look upon you, it would be positive also. Something like that. You tend to go home late and come to work early. And what else? Pretty much work together.

The negative side would be, we can't hide the fact that if we had a fight, you'll try to keep distance between you and her. Let's say, last night we had a fight then tomorrow we'll see each other in the office and if the fight wasn't resolved, there is a chance na hindi kayo magpapansinan.

T: so with the work what happens?

L: it really depends. It depends on the person, for me what happens is that I try not to think about it. My outlet was just really work. My cushion, my buffer was just work. I just wanna go home really tired.

T: so, all in all, what do you think about romance in the workplace?

L: wow! It's a broad spectrum. Well, it's exciting. It's inspiring. It could be a motivation but then if you don't know how to have an equilibrium of yourself and your work, you focus too much on yourself, your personal life, you will sacrifice your work. You will lose your job, everything can either make or break you. It really depends on the person.

FIDES & TROY

Tina: If you want to tell your love story, you can tell.

Fides: Umm... Love story, kasi friend ko siya sa office tapos.. Ayon, nanligaw siya pero barkada ko siya.

T: So anong position mo? Technical support engineer tapos siya rin technical support engineer?

F: Oo.

T: So ilang taon kayo noon?

F: Ako 22. Siya 24.

T: Ano nga palang name niya?

F: Troy

T: So anyway, ano yung nakikita mong mga positive effects niya sa work mo?

F: Positive effects... Araw-araw kaming nagkikita. Sa work, inspiration siguro. Siyempre, alam mo yon, parang papasok ka kasi makikita mo siya, gamun. Ano pa ba? Masaya yung environment

T: Tapos negative?

F: Negative, pag there are times na hindi kayo OK, maffect yung work mo.

T: In what way?

F: katulad namin, lagi kaming magkatabi. Pag magkagalit kayo, di ka na masyadong makakapagtrabaho kasi you'll be thinking of it. Tapos, as a co-worker, yon kasi affected din yun kasi san kayo mag-uusap?

T: so ano nangyayari sa work mo? Palpak?

F: Hindi naman pero hindi ka lang talaga makapag-work nang maayos. There will be times na tatamarin ka. Na ayaw mo siyang Makita kaya hindi ka na lang papasok.

T: sa tingin mo ba mas maganda magkaroon ng boyfriend sa work? O hindi?

F: Ano ba, it's ok . basta alam niyo yung limitations. For me, ok lang. as long as mahahandle mo mabuti. Madi-divide mo yung personal mo sa work.

T: so ano sa tingin no, mas ok ba na merong boyfriend sa work o hindi?

F: mas ok na sigurong hindi. Para at least hindi ka na mahihirapang mag-divide. Lalo na yung sa min, it didn't work out fine. So pati yung whole group namin affected. Siyempre kasi barkada ko siya eh tapos parang affected pati yung barkada namin.

LIZA & TONY

Tina: Hi! Can you please introduce yourselves?

Liza: I'm Liza Bacal

Tony: T'm Tony.

Tina: What is the nature of your work? What is it all about?

L: We are both tech support engineers

Tina: O so like all others, you so emails and stuff?

Tony: Yep yep...

Tina: How did the two of you meet?

Liza: We met here na at Sykes. He belongs to another group. At first, he was hesitant to court me because of our age group.

Tony: Teka, alis muna ko...

L: Peron na-realize niya na di niya ako matiis.

Tina: Did your relationship interfere with your work?

L: Nung una nakakailang kasi baka ma-tsismis kami pero we found out na very professional naman ang mga officemates namin.

Tina: So what positive effects can you say that your love life has brought to your work?

L: it's very inspiring at nakaka-motivate mag-work.

T: How about the negative effects?

Everytime na may topak yung kahit sino sa aming dalawa, di maiiwasan na di makaapekto sa relationship.

TEDDY & TINTIN

Tina : Please introduce yourselves. Pati yung age kasama.

Teddy: I'm Teddy. I'm 23 years old

Tin2: I'm Tintin, 22.

Tina: How did the 2 of you meet?

Teddy: Actually, we were never introduced.

Tin2: Hindi, si Maan ata yung nag-introduce.

Teddy: Sinong Maan?

Tin2: Maan, yung nagmo-model?

Teddy: Ah si Maan. Pero even before parang nano-notice ko na siya.

Tina: Yihee!

Tin2: Kaw din naman e.

Tina: So pano nga kayo nagkakilala?

Teddy: Basta alam namin, magkakilala kami sa school Nagkakatinginan na kami noon. Pero ditto lang kami sa office naging close. Kasi nung training, kami lang ang magkakilala. Nagkataon pa na magka-batch kami so kami na talaga yung nag-uusap.

Tina: Wow! Serendipity na naman. Ang dami ko nang couples na ganyan.

Tin2: Talaga?

Tina: And then...

Tin2: Sa totoo lang, hon, naiilang pa talaga ako sa 'yo nun e.

Teddy: Ako din e. Bakit nga ba?

Tina: Baka crush niyo na ang isa't isa dati pa.

Ted&Tin: Hehehe...

Tina: Ano yung mga positive effects nang may girlfriend or boyfriend sa work?

Teddy: Inspired, sobra. 'Di bah hon?

Tin2: Oo naman.

Tina: Yihee!!!

Teddy: 'yon, tapos tulungan pa.

Tina: Eh how about the negative?

Ted: None. Ang saya nga pag kasama mo girlfriend mo, mababantayan mo. 'Di mo na kailangan isipin kung nasan siya kasi nasa building lang siya.

Tina: Magka-department be kayo?

Tin2: Nope, iba yung product na sinu-support niya pero same floor lang kami and same shift.

Teddy: Problema ko nga kapag hindi na kami same ng shift e. kapag naging 6-2 kunwari ako tapos siya naging 8-5. hindi kami magkakakitaan. Bibisitahin na lang niya ko sa house, dib a hon?

Tin2: Hehehe... Tignan natin...

Tina: Ang sweet niyo naman. Sigé thank you... Good luck in your relationship!

VON & CHRISTINE

Tina: Your names please.

Von: I'm Von.

Christine: Christine.

T: TSE kayo pareho.

Von: Unfortunately yes...

C: hehehe...

T: Pano kayo nagkakilala? Tell me about your love story.

C: Gosh. Medyo censored...

V: Oo nga e. Pwede change topic, j/k!

C: We met nung college pa. I was hanging out with my friend at this coffee shop near our school where we usually hang out. 3 kami palagi Kasama niya yung boyfriend niya then ako. Parang singit lang ako doon palagi. Then, one time, we were there sa coffee shop then I just went to the bookstore to buy something. Pag balik ko, nandun na siya. He actually introduced himself to me pa nga e. So yon, nag-click kami kaagad. Mga 6 kami nag-start mag-usap then natapos kami ng 12nn na.

V: Then, hinatid naming 3 siya sa sakayan coz my friend has a car. Ako na lang yung bumaba then tumawid kami. When we said 'good byc', my first impulse was to kiss her, really. Parang close na kami agad.

T: And the rest is history...

V: Hanggang everyday ko na siya sinusundo from practicum niya. On and off pa kami dati.

C: so yon.

T: Ano yung mga positive effects of having a bf/gf at work since magka-work na kayo?

V: We are not naman in the same department so di masyadong visible yung effects. Sabay lang kami sa lahat, pumasok, kumain, etc. Inspired kami pumasok and kahit minsan ayoko pumasok e ayaw ko naman maiwan sa bahay mag-isa kaya sasama na lang ako.

T: so you're living together na.

C: Actually we're just roommates. Hehehe...

T: How about the negative effects?

C: Wala naman sa work e. mas gusto ko pa nga na galit kami e. Hehehe..

V: sutil kasi yan e. lagi akong iniwan.....

PATRICK & KAMESH

Tina: Please state your name and your boyfriend's name.

Kamesh: I'm Kathrynne Michelle Go and my boyfriend's name is Patrick.

Tina: Are you both Technical Support Engineers?

K: Yup!

T: How did you meet each other? Tell me about your love story.

K: About 3 years ago, I met a new friend of my brother, Francis. You know him, right?

T: Yup.

K: So there, at first, I hated this guy but after a while, I started dating him. Hehehe.... He wasn't really my type then but after a while, I realized that it's not only the looks or the porma that counts. It's more of the way he treats you. He treats me like a princess up until now and I love him so much.

T: Ok, so what are the positive effects of having a boyfriend here at Sykes?

K: Quite a lot, actually. I mean, he really takes care of me and I love that. I don't have to look for him coz he's just right here in the office. It's good for work because I feel satisfied and it shows with the work.

T: How about the negative?

K: Hmm... I can't seem to think of any. O!
Sometimes he irritates me because he's so overprotective. But with work, there's nothing, really.

JAMES & TRISHA

Tina: Please introduce yourself.

James: I'm James.

T: How about your girlfriend?

J: Fiance

T: Sorry, your fiancé. When are you getting married?

J: February next year.

T: Are you both TSE's?

J: Yes

T: How did you start out as a couple? Pano kayo nagkakilala?

J: We started out really good friends. Actually, girlfriend siya before ng kuya ko. So parang brother lang ang turin niya sa kin. I had a crush on her nung una tapos sabi ko wag kasi girlfriend siya nung brother ko. Nag-fade yung attraction ko sa kanya and we became like brothers and sisters. Then nag-break sila nung kuya ko. I was contented being her "little brother" by then so hindi ko na siya niligawan. Our relationship was so good. She'd confide in me. I'd confide in her na para talagang magkapatid. The trust is really there. Then I had to go to the States. I went there for like a year and while I was there, we just e-mailed each other. I missed her so much. the distance made the heart grow fonder. Then I went back and to my luck wala siyang boyfriend. Sabi niya na she feels bad coz the one for her might not come anymore then I was not able to hold my feelings back anymore. I guess it's time for the truth. I held her hand and put on the ring on her fingers and said, "Can I be the one?" And she was shocked at the sight of the ring. Medyo na-ilang siya sa kin for about a week and after that, she accepted my offer for her to be in my arms forever.

T: Naging kayo before kayo nag-apply sa Sykes?

J: Yup.

T: What are the positive effects of having a fiancé as a girlfriend?

J: Nakaka-inspire knowing that someone in the office or in the department loves you.

T: Does it provide healthy competition also?

J: In a way, oo. Kasi wala namang nafi-feel masyadong competition ditto kasi maghapon kaming tutok sa computer.

T: If there are positive effects, are the negative ones?

J: Siyempre, pag nag-aaway kami, nakaka-ilang but otherwise, wala naman.

T: What do you think about workplace romance in general?

J: Well, it really depends on how the couple handles the situation kasi in our case, sobrang memoryado na naming ang isa't isa pero dun sa mga couples na mabilis na-develop, medyo nahihirapan sila lalo na pag officemate nila yung gf nila.

TERENCE & DENISE

Tina: Your name and your boyfriend's name please.

Denise: I'm Denise and he's Terence.

T: What is the nature of your work?

D: We are Customer Service Representatives. Basically, parang TSE din yung work parang kay Fides.

T: So for the most exciting part, kwento mo yung love story niyo ni Terence.

D: Hehehe...

T: Pano kayo nagkakilala?

D: Dati pa as in Grade 3 pa lang magkakilala na kami pero iba yung set of friends niya at saka yung akin din. So high school came and he was known as the "Mr. Yabang" of the batch kasi heartthrob yun e and he's aware of that. Hehehe... Nung first year, while practicing for this First Friday Mass, we got a chance to have a little talk. After that, may rumors na may crush daw siya sa kin but that didn't last that long kasi bigla siyang nagka-girlfriend so nakalimutan na niya ko. Huhuhu... Then, nung college nagkikita kami accidentally sa Taft area tapos may one time naman yung college friend ko, kapit bahay niya yung friend ni Terence. E nagkataon na nandon ako sa friend ko tapos bumisita sila don so nagkita nanaman kami. Then months before nag-apply ako dito, nagkita nanaman kami sa may nagtitinda ng fish ball sa may UM. One time, bigla na lang may nag-text sa kin hindi ko kilala. So textmate ko siya then nung nag-eye ball kami, grabe, siya pala yun! Di ako makapaniwala kasi high school ko pa siya type and hindi ko ine-expect na crush din pala niya ako ever since. Then, ewan ko ba basta umaalis alis na rin kami kasi we were both working in the same building jan lang sa Philippine Stock Exchange. Tapos na-discover naming yung gym sa baba so sabay na rin kami nag-gym. Hanggang sa nagsabi na siya na he loves me daw.

T: Kilig!

D: Talaga no parang I'm not expecting this to happen kasi nung umaalis alis kami nagbabanggit pa yan na crush niya daw si ganito si ganyan. Pero ma-obvious mo naman din di ba? Pero hindi talaga ako nag-expect before kasi nga baka masaktan lang ako. So yon, naging kami officially mga weeks lang bago ako nag-training dito. Then sabi niya mami-miss daw niya ko kaya nag-apply na rin siya ditto.

T: Ang sweet niya grabel!

D: Hay naku! There's nothing more I can ask for. Sana lang talaga wag siyang magbago.

T: So what's your daily routine?

D: Hatid -sundo niya ko as in everyday then wala kaming pasok, obligado kaming gumimik with his friends or my friends. Tapos tatawag pa yan sa phone at makikipag-chat pa pag nasa work just to see how I am doing during the day.

T: You've got the perfect guy!

D: Hehehe....

T: So what are the positive effects that your love life has brought you?

D: Sobrang inspired kasi you know that someone loves you right at the back of your cubicle.

T: As in magkakarap kayo?

D: Ang kulit nga e. Magkakarap kami.

T: What else?

D: With the inspiration comes all the positive effects kasi. You're happy kasi kaya nagreflect yon sa work mo. You're satisfied with the way things are going so everything comes in smooth. Ang gaan gaan ng day mo.

T: Negative naman.

D: Well, minsan hindi mo matatanggal yung selos na seloso yun e, sobra. Pag umaalis kami tapos kinakausap ko yung ibang guys, nakadagger look na yan. Siya din naman minsan nagpapaselos kaya minsan nagtatampuhan kami pero sa work wala namang visible effects. At the end of the day, OK nanaman kami.

T: Ang saya naman ng love life niyo... Any parting words?

D: Well, the right man will come at the right place and at the right time. Your just have to be pre-occupied first while waiting.

T: How about workplace romance?

D: The romance will last and it takes concerted effort on both partners. You just have to learn how to act professional.

JUNI & JOMI

Tina: Please introduce yourselves.

Juni: Juni Mojica. 24 years old.

Jomi: Jomi, 24 years old.

Tina: What is the nature of your work? What is it all about?

Juni: Technical support. It's actually answering customer support through e-mail.

Jomi: same... same...

Tina: How about the position?

Juni: Technical support engineer.

Jomi: same... same...

Tina: How did the two of you meet?

Juni: Ano, common friends.

Tina: In the company?

Juni: No, outside pa.

Tina: Pa'no 'yun?

Juni: High school friends ko at saka high school friends niya college friends.

Tina: So before kayo nag-work dito kayo na?

Juni: Oo, kami na.

Tina: So tell us about your love story, pa'no kayo nagkadevelopan?

Jomi: Wala naman e. Wala namang ligawan e.

Juni: Casual lang.

Tina: 'De, pano kayo nag-start?

Juni: 'Yun nga thru friends tapos every Saturday, basta every week nagkikita kame.

Jomi: Parang The Buzz 'to ha...

Tina: Kayong dalawa lang agad?

Juni: 'De, with friends.

Tina: Ilang years na kayo?

Jomi: 2

Tina: Kailan ba kayo pumasok ditto sa Sykes?

Juni: October

Jomi: 2000

Tina: Ano 'yung daily routine niyo? Pano kayo nagkikita?

Jomi: Kasi simula nung niligawan niya 'ko.... 'De, pag umaga, susunduin ko siya at 6 am tapos hatid ko siya pauwi tapos nag-stay muna ako doon hanggang gabi tapos uwi na ko. Tapos the next day ganon ulit, doon din ako may bandi clock ako dun e.

Tina: So everyday talaga kayo nagkikita?

Juni: Oo, dun sa two years na yon everyday.

Tina: Tapos how often do you date as in go out?

Juni: Often, as in siguro twice a week.

Tina: How did you spend your Valentine's Day?

Jomi: Medyo ano e, PG.

Juni: Ano lang, movie tapos dinner.

Tina: What kind of problems do you encounter as a couple?

Jomi: Wala! Ako lang naman yung may problema e. Kasi seloso ako e.

Juni: 'Yun lang.

Tina: Ikaw, di ka selosa?

Juni: Hinde.

Jomi: may agreement kami e basta like dapat hindi ka nagsisinungaling, susunod ka.

Tina: Did your relationship interfere in any way with your work? Sa tingin mo ba much easier na walang ka-relasyon sa work?

Jomi: Hindi naman. Ok lang

Tina: mas inspired ba?

Jomi: It depends naman e kung ano yung gusto mo.

Juni: At least hindi na nakakapagod na gagawa ka pa ng way para magkita kayo. Sa work, magiging magkasama na kayo.

Tina: So you think positive ang effect niyan sa work niyo?

Jomi: Pag may problema ka sa work, magtatanungan kayo.

Juni: Mas nakaka-relate.

Tina: Ano naman yung mga negative effects sa work niyo?

Jomi: Negative? PDA. Depende senyo kasi sakin PDA e.

Juni: Meron lang kasing one instance, kasi bago pa kami noon e.

Jomi: kasi yung mga ka-officemate mo di mo naman alam yung ugali e. Ganito, minsan bawal pala sa kanya yung naka-akbay, ganun. May mga dork kasi rito madami.

Juni: Pero matagal na yon.

Tina: Ok, last question. Can you say that having a romantic relationship is beneficial to your work?

Jomi: Oo naman. Bakit hinde? Yung drive mo na pumasok dahil nandun siya.

Juni: Kasi minsan pag magkaiba kayo ng work lalo na kami, shifting, minsan pano yon pano kung magkaiba kami ng work. Siya 10-6 tapos ako 6-2 siguro mapipilitan ako mag-absent para magkita kami.

Jomi: Tsaka mas ok pumasok compare mo pag mag-isa ka lang, parang ay ayoko na ako lang mag-isa e kung yung isa, siyempre di siya mag-agree siyempre mapipilitan ka pumasok.

Juni: Siya gusto niya pumasok, ako gusto ko mag-absent.

Jomi: Sayang yung pera.

Tina: Yun lang. Sige, thank you!

SAM & ANNA

Tina: Please introduce yourselves

Sam: I'm Sam.

Anna: Anna here.

Tina: What is your work here?

S: We are both customer service representatives.

A: So it's like we cater to the needs of the customers of the product we support through email and phone.

T: Ok, so tell me about your love story.

A: I met him through his friend who happens to be my boyfriend way back. We were not close then until we saw each other here at the training of this office.

S: Then I asked her out like 5 times and eventually we became close and eventually became one.

T: That's cute. So what are the positive effects that your relationship has brought to your work?

S: Well, first and foremost, work has become very inspiring rather than perspiring.

C: We also like competing with each other so there's healthy competition.

T: Are together for a long time already?

S: We are still new in this company and since our relationship blossomed in here, our relationship is also new.

A: We've been officially together for about a month now.

T: You mentioned about the positive effects a while ago, did you find any negative ones?

A: I can't find any, really. Sam is a very cool person and so far, there are still no problems.

S: Ya, that's right. Everything is sooo good.

T: That's cool!

MIKE & CHESKA

Tina: Hi! Please introduce yourselves.

Mike: Haloha! I'm Mike and this is my darling Cheska.

Cheska: Hi there!

Tina: So you are both TSE's?

C: Yup!

T: How did the two of you meet?

C: Oh, you don't wanna know.

T: How come?

M: Ya, how come? Ok, I'll be the one to tell you.

Well, you know, I was into sales before so I'm so used to approaching people. One day, I was with my brother at SM Manila, we were at the escalator going down then I glanced at the back and I saw this beautiful girl wearing white. She was looking back at my direction. When we reached the floor going to Shakey's, we were like looking at each other.

C: Oh yeah... Something embarrassing.

M: And, I actually followed her to where they were eating, at Shakey's.

C: You want me to continue for you?

M: Ok.

C: Then my friends were giggling already. So after eating, he and his brother approached our table to my surprise! We were actually quite scared. Then he gave me this leaflet with the property he is selling with his name and contact number at the back which says, "Call me,ok?"

M: Hehehe...

C: So I texted him that night just to kill my curiosity and partly to amaze my friends too. Then we met up that night. As in only the two of us. We ate at Carl's Jr. And from what I remember, he gave me this cookie in a shape of a star and this star key chain too. It was way back in college. I guess about 2 years ago. Then he went with me to the FX station going to our house. I was kinda' shocked that night because everything happened quite fast as I imagined.

M: I'm fast.

C: Yeah, you are fast. Then he asked if I could go out on a Saturday and there, we went out and after that day, he went to our house again and we started seeing each other everyday! Then after like a week, we decided to call each other boyfriend/girlfriend.

T: And then?

M: Catch your breathe, I'll be the one to continue. And then, she got so jealous because I was so flirty with other girls and it was her first time to have a serious relationship. We broke up. And so many things happened but our friendship

remained. I went to Thailand and we still wrote to each other. She told me that she's working at a call center. So I said, "That's cool!" So, a few months after, I came back to the Philippines then I applied for this call center. Then, we became like part of this group and got closer again this time so there!

T: That's a great story. So what are the positive effects of your love life to your work?

C: In Mike, I didn't only find a boyfriend but a super close friend. I know him so well and we've been through a lot already. So it's really inspiring to have someone close at work. You have a constant companion who will help you not only with work but in your daily ups and downs.

M: She's right.

T: How about the negative effects?

M: Every relationship is not perfect. She still gets jealous sometimes but I always remind her that she's the one I really love. I'm just like that. And when she gets mad, there would be times that I get distracted, I don't know with her.

C: Me too, I get distracted. But pride doesn't get in the way of our relationship. At the end of the day, he surprises me with things that would melt my heart away. Like giving me not a dozen of roses just to say, "I'm sorry" but instead, a dozen of red and white balloons. Omigod!

T: Omigod!

TIN & JR

Tina: Hi! I'm here to interview you for my thesis. Your name please.

Tin: Tin-tin

JR: JR

Tina: Ang cute naman ng name mo, parehas tayo.

T: Thanks!

Tina: What is the nature of work?

T: We are supporting a product like if they have questions and complaints about the product we are supporting, we respond to them.

J: Yun nga. Tumpak.

Tina: So how do I call you, technical support engineers?

J: Oo pero siya team leader so mas mataas position niya sa kin.

Tina: Do you report directly to her?

J: Yup.

T: Wait guys I have a call. Maiwan ko muna kayo jan.

Tina: So, how did you meet?

J: We met when we were in high school pa. Nene at totoy pa kami. Bali bagong lipat siya nun sa tabi ng house namin. E bigla kaming tinukso kasi yun nga, bago siya tapos magkatabi pa yung house namin. Then niligawan ko siya for a year. Pero sinagot niya ko for one day lang kasi takot pa yan sa lolo niya noon. Then, may isang girl dati na naging girlfriend ko. Yun yung mommy ng son ko.

Tina: O, so is this some kind of an elicit affair?

J: Hindi. Hiwalay na kami nung girl. Ganito kasi yun, bale naging kami nung girl hanggang nagkaroon kami ng baby for about 7 years tapos nagpunta na siya ng London. We got separated mga 5 months siya bago umalis. Tapos, one time, tinext ko si Tin, wala lang, nangangamusta lang. Wala lang akong magawa. Then yun, naging friends na kami. As in friends lang. Wala talaga kaming nafi-feel for each other. Ang gusto ko pa nga noon e yung isa naming friend eh.

Then hindi ko alam nag-apply din pala siya dito ahead of me. So when I came here for training nagulat ako kasi I saw her! Then, kami nanaman yung tinukso kasi yun nga lagi ko siyang nilalapitan, lagi rin siyang lumalapit kasi we've known each other na. Then na-fall ako sa kanya for the second time. Siya rin kasi parang feeling naming meron kaming unfinished business. First love ko siya. First love din niya ko.

Tina: Shocks! First love never dies...

J: Siguro nga ganun yung nangyari sa min parang everything will fall into place at the right time.

Tina: So what are the positive effects of your love life to your work?

J: Inspired ka talaga pumasok and kahit wala akong pasok inspired pa rin ako pumunta ng office kasi hatid-sundo ko siya. Hehehe... Tapos it also serves as a healthy competition na rin kasi Tin is an achiever e. Pinagbubuti ko tuloy ngayon yung work ko kasi gusto ko ring ma-promote.

Tina: How about the negative?

J: Nung una, nakaka-ilang pero kasi kami talaga yung usap-usapan. Then ngayon ok na since inabait naman si Tin and supportive, wala pa naman kaming problems.

Tina: So you think mas OK talaga magkaroon ng love life sa ofc?

J: Ok na ok.

ANNA & RC

Tina: Tell me your love story.

Anna: Kasi friend siya nung dati kong dine-date.

Tapos siya yung nagustuhan ko. I was 26 then.

Tapos a month later. nag-apply na rin siya dito but he's supporting a different company.

T: you are both TSE's?

A: Ya.

T: What are positive effects of having a romance partner in the workplace?

A: Stressed ka, nakakagaan ng day. he's like a shoulder to lean on. He takes your mind off problems.

T: How about the negative?

A: Well, actually, it's a little bit more complicated. There's conflict of interest. But in our case, wala naman. He's not employed here anymore and we broke up not because of work but of personal reasons.

T: so what do you think of romance in the workplace?

A: Mas maganda pag may love life ka coz it balances things that you're not so serious with work.

ANGELIKA & GINO

Angelika: Hi! I'm Angelika 24 years old.

Gino: Gino. 24.

Tina: So we all know na you are tse's of the same level. so pano kayo nagkakilala?

A: Ahh... Way back pa, well he claims na twice na daw niya ko nakilala nung college. Well, di ko lang talaga maalala. Nagkakilala kami nung college. Pinakilala kami. ganyan.

G: '97.

A: Ok. alam niya siya na lang.

G: '97 through common friends.

A: Pero I can't remember anymore. Pero di ko naalala nung college, di ko naalala na pinakilala kami.

T: so kwento niyo na yung love story niyo.

A: de kasi, si mic2 close friend ko siya tapos nung time na yon, he was dating my cousin.

Umm... it just so happens na sumunod ako sa gimik nila. Kasama ni Mic si Gino and some of his friends. Tapos nakilala ko rin yung ibang friends ni Mic, siya lang yung hindi ko kilala. Mg November yon e, mga November something 2001. sa Pier One yon sa Libis. Pero nung time na yon, parang wala lang, dir in ako umiimik. Na-cutan lang ako sa kanya dati kasi long hair siya dati.

G: o? hehehe...

A: E yung crush ko nun dati long hair din so naalala ko yung crush ko through him. Hehehe... tapos mga January, iba pa yung work ko noon, I was a pre-school teacher pa sa Golden Angels, basta small school lang siya. E minsan kasi, hindi ako nagdadala ng car, nag-cocommute lang ako so pag masipag ako, from school, naglalakad ako hanggang bus station. Yung day na yon, naglalakad ako, nakasalubong ko yung cousin ko na gf ni Mic2. so sabi niya, san ka? Sabi ko, uwi na. sabi niya, sabay ka na sa kin. Pupunta daw kami sa house ng friend ni Mic. Di ko alam na Kayla Gino pala yon.

T: Galing... serendipity!

A: so punta kami sa house nila e nakapanbahay ako non. Dali dali kwento mo!

G: naka- short shorts ako, tapos pangit yung shirt ko, tapos sabog yung buhok ko, akala ko kasi si Mi clang yung darating. Napahiya ako dumating to.

T: Crush mo na siya non?

G: Oo! Crush ko na siya non.

A: Eversince?

G: Oo, eversince.

A: Kailan?

G: '97!

A: Tapos, nung gabi, nanood kami ng horror movie. E natatakot ako mag-CR. Tapos sinamahan niya ko tapos sabi ko magsalita siya e kumanta siya ng "You're just so good to be true..." yun na yung theme song naming...

G: Hehehe...

T: Galing... Para talagang love story!

Tapos, ano yung naging positive effect niya sa work mo?

G: Basically it's the drive to go to work. Kasi, nung naging kami. nasa school pa ko ulit kasi I'm finishing animae. Anyway, now I want to work hard kasi matakaw to e, marami akong papakain dito. Yun lang to work harder.

T: How about the negative ones?

A: Umm... yung zest ko to finish work para magkita kami. Kasi di kami same shift eh. 6-2 siya in the morning. Ako naman, 2-10 so pag dating ng 2pm, uwi na siya tapos matutulog.

Tapos pag dating ng 10, susunduin na niya ako.

T: Pero di naman masyadong negative yon e.

A: di naman nga, parang nilu-luk forward ko lang yung end of the day na magkikita kami.

T: ikaw naman Gino, wala talaga. Umm... kung meron, next time ko na lang sasabihin sa yo kasi wala talaga akong maalala ngayon.

A: Ay meron pa palang positive siyempre pag nape-pressure ka sa work, outlet mo siya.

Siyempre lalo na kapag stressful yung work pag nagkikita kayo sasabihin niya na, "Ok lang yan." Parang for a moment, hindi muna naming pa-usapan yung work.

T: pero more on positive siya no?

A: Ang negative lang naman doon e, it's hard to balance your time. Siyempre meron kang responsibility na kailangan mag-usap muna kayo, ganyan.

T: Ok, sige. Thanks!

A: Thanks din!

Results of the Study

After gathering the needed library materials, read and analyze related studies, the researcher interviewed 30 romantic couples derived from 10% of the total population of Sykes Asia Headquarters in Makati. There was a survey conducted on the same site. The total population of employees at Sykes Makati is 600. The sample population is 240 people which is garnered through the formula:

$$\text{Sample Population} = \frac{\text{Total Population}}{1 + TP (.05)^2}$$

The results of the study based on the survey questionnaire are as follows:

	Are there romantic couples in your department?	Is it a good idea to have a boyfriend/girlfriend in your department?	Is it a good idea to have a boyfriend/girlfriend who is NOT in your department?	Do you think that romantic relationship can affect the conduct of work of the employees?
Yes	202/240 = 84%	127/240 = 53%	185/240 = 77%	156/240 = 65%
No	38/240 = 16%	113/240 = 47%	55/240 = 23%	84/240 = 35%

Results of the Interview

The interview on the 30 couples is not exclusive to technical support engineers. Though most of them are technical support engineers, a very small population are financial advisors and account managers. Most of them work in the same level and a few are superior-subordinate cases. The usual superior-subordinate relationship is that of a team leader and a technical support engineer. There are no interviewees in the managerial position.

Most of the couples met inside the office. Most of them are in the same department. Some met through office outings and night-outs since a lot of them are in the 2pm-10pm shift. Some couples met outside and had established their romantic relationship even before they applied at Sykes. Surprisingly, a number of them were just friends when they applied at Sykes and eventually fell in love inside the office.

According to the interviews, the positive effects of their love life to their work are: increased zest to go to work, a way to uplift daily burdens, healthy competition, discouragement to absent, satisfaction in an important area in their lives resulting to good work output, and inspiration.

The negative effects, on the other hand, are distraction from work resulting from a misunderstanding within the relationship and scrutiny from workmates due to public display of affection.

Almost all of the couples interviewed have an ongoing relationship with their partner. They seem to be happy and satisfied. On the other hand, a small number of them did not work out because of personal reasons and reasons pertaining to work. They find it uneasy to have a romance partner in the workplace.

Chapter 5

SUMMARY OF FINDINGS, CONCLUSION, & RECOMMENDATIONS

Summary of Findings

With the population of 600, 84% of the sample population which is 240 reported that there are romantic couples in their department. The number of couples averages a number of 6 couples per department. The sample population has a positive attitude towards having a boyfriend or a girlfriend in the workplace. However, the department where the romantic couples are situated matters. More people prefer to have a boyfriend or a girlfriend who is not in the same department as theirs. 65% thinks that having a romantic relationship in the office can affect the conduct of work of the employees.

The sample population of the interviewees (romantic couples) consists of technical support engineers, financial advisors, and account managers. A small number of those couples have a superior-subordinate relationship. More couples met inside the office than outside. The reported positive effects of having a romance partner in the workplace are: increased zest to go to work, the uplifting of the daily burdens of work life through communication, healthy competition, and increased job motivation. Negative effects are distraction from work when the couple fights and scrutiny from workmates.

Conclusion

Romance in the workplace is an inevitable occurrence. An organization is composed of humans and it is just but normal for humans to be “in love.” An organization is composed of interdependent relationships and these relationships can not be locked to positional relationships, the formation of interpersonal relationships will always come about, again because an organization is composed of humans and robots. One type of interpersonal relationship other than acquaintance and friendship is a romantic relationship.

One of the factors that lead to the formation of romantic relationships within the organizational setting is obviously the element of proximity. Proximity is conducive to interaction. Proximity repeatedly exposes a person to others and repeated exposure triggers liking. Therefore, the ones who are in the same department or the ones who are in the same shift tend to like each other and eventually develop love for each other.

Romantic relationships can yield more positive results than negative ones. Among the positive results are: increased zest to go to work, a way to uplift the daily burdens of work life healthy competition and increase in job motivation. The negative effects are minimal. Misunderstandings among couple can result to distraction from work which does not create remarkable effects on work output.

The general employee population at this company has a positive perception on romantic relationships in the organizational settings. Most of them, though, prefer having a romance partner not in their department.

Recommendations

There are general kinds of interventions that organizations make in response to specific organizational romance: no action at all, punitive action (e.g. reprimand, warning, transfer, termination) and positive action (e.g. open discussion, counseling). The most frequent response was no action, involving either decision to ignore the romance, a belief that whatever problem the romance presented would resolve itself, or any avoidance of the risk associated with taking action.

The researcher recommends that the management should not intervene with the workplace romance since this will only cause low working motivation or in worst cases, resignation of the employee from the company. The management can only offer counseling, seminars, or open discussion but this should not be pressed on to the employees. Punitive action is not advised unless sexual harassment occurs.

BIBLIOGRAPHY

Books

Adler, Ronald B., Rosenfeld, Lawrence B, and Towne, Neil (1986). Interplay: The Process of Interpersonal Communication. 3rd Edition. New York: CBS Publishing House.

Goldhaber, Gerald M. (1990). Organizational Communication. 5th Edition. Dubuque, Iowa: WM.C. Brown.

Myers, Gail E (1976). The Dynamics of Human Communication: A Laboratory Approach. 2nd Edition. New York: Mc Graw-Hill.

Plunkett, Warren R. and Attner, Raymond R. (1986). Introduction to Management. 2nd Edition. Boston, Massachusettes: Kent Publishing.

Rice, Philip F. (1990). Intimate Relationships, Marriages, and Families. CA: Mayfield Publication.

Schermerhorn, John R., Hunt, James G., and Osborn, Richard N. (1997). Organizational Behavior. 6th Edition. New York: Wiley.

Tubbs, Stewart L. and Moss, Sylvia (1981). Interpersonal Communication. 2nd Edition. New York: Random House.

Verderber, Rudolph F. and Verderber, Kathleen S (1983). Inter-act: Using Interpersonal Communication Skills. 3rd Edition. CA: Wadsworth.

Websites

Buchanan, Paul. "Love in the Workplace." www.stoel.com.

Olsen, David C. "Dealing with Office Romance has Changed with the Times." www.humanresources.about.com.

Powell, Michael R. "Romance in the Workplace." www.hrnext.com.

Rossheim, John. "Love Conquers All Workplaces." www.sexandbusiness.com

Schmidt, Carol. "MSU Psychologist Takes Workplace Romance from Water Coolers to Scientific Journals." www.business.com

Winning, Ethan A. "Romance In The Workplace." www.ewin.com.

Yager, Jan. "Workplace Friendships or Office Romance." www.selfgrowth.com

www.sykesasia.com