Well Being and Job Satisfaction Among Call Centre Agents

A survey among 774 agents in four large Danish companies in house call centres shows that working in a call center is stressful. Lack of control and autonomy, lack of potentiality and challenges, conflict between qualitative and quantitative demands and monitoring all have an adverse effect on job satisfaction. The survey reveals a need for improving working conditions and for development of the work as such in call centres. The survey suggests that the agents both want to participate in the process of development and that they can contribute to the process in a competent way. In the project as part of which the survey has been undertaken there is already several examples of how this can be done.

General information
Publication status: Published
Organisations: Department of Management Engineering, Center for Alternativ Samfundsanalyse
Contributors: Wiegman, I. M., Mathiesen, K., Møller, N.
Publication date: 2004