

APPENDIX A

SUBJECT INFORMATION SHEET



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My name is MELISSA SILVER, and I am conducting research for the purposes of obtaining a Masters at the University of the Witwatersrand. My area of focus is a case study of organisational climate, job satisfaction and self-esteem. Call centres have become increasingly prevalent globally. Similarly, technological advances have altered the face of work, as we know it. The main aim of the research is to: explore if the work experienced in call centres is characterised by experiences of high demand and low control, as well as what relationship exists between organisational climate and call centre agent's job satisfaction, life satisfaction and self-esteem. I would like to invite you to participate in this study.

Participation in this research will entail completing the attached questionnaire. The questionnaire will take approximately 20 minutes to complete. Participation is voluntary, and no employee will be advantaged or disadvantaged in any way for choosing to complete or not complete the questionnaire. While personal questions are asked, no identifying information, such as your name or I.D. number is asked for, and as such you will remain anonymous. Your completed questionnaire will not be seen by any person in this organisation at any time, and will only be processed by myself. Your responses will only be looked at in relation to all other responses. This means that the feedback provided to the organisation will be in the form of group responses and not individual perceptions.

If you choose to participate in the study please complete the attached questionnaire as carefully and honestly as possible. Once you have answered the questions, place the questionnaire in the envelope provided and deposit it in the sealed box provided. I will collect the questionnaires from the box. This will ensure that no one will have access to the completed questionnaires, and will ensure your confidentiality. If you do return your questionnaire, this will be considered consent to participate in the study.

Your participation in this study would be greatly appreciated. This research will contribute to a larger body of knowledge on call centres within South Africa.

Kind Regards

Miss Melissa Silver
(Industrial Psychology Masters)

APPENDIX B

FREQUENCIES AND PERCENTAGES FOR DEMOGRAPHIC VARIABLES

<u>VARIABLE</u>	<u>FREQUENCY</u>	<u>PERCENTAGE</u>
GENDER		
MALE	87	44.16%
FEMALE	110	55.84%
RACE		
BLACK	54	25.23%
WHITE	59	27.57%
COLOURED	91	42.52%
INDIAN	10	4.67%
MARITAL STATUS		
SINGLE	137	77.84%
MARRIED	33	18.75%
DIVORCED/SEPERATED	6	3.41%
JOB TITLE		
BANKING	136	62.10%
INSURANCE	48	21.92%
TRAVEL	35	15.98%
<u>AGE</u>		
18 – 25	111	52.11%
26 – 30	74	34.74%
31 – 39	20	9.39%
40 <	8	3.76%
<u>EDUCATION</u>		
Less than Grade 12	7	3.20%
Grade 12	168	76.71%
Some Courses	15	6.85%
Diploma	24	10.96%
Degree	4	1.83%
Postgraduate	1	0.46%
TENURE		
LESS THAN 1 YEAR	121	55.25%
1-2 YEARS	52	23.74%
3-4 YEARS	13	5.94%
5 YEARS	31	14.16%
5 YEARS +	2	0.91%

APPENDIX C

QUESTIONNAIRE

By completing this questionnaire I consent to participating in a study on call centre agents by Melissa Silver. I understand that:

- Participation is voluntary.
- No information that may identify me will be included in the research report, and my responses will remain confidential.

PLEASE ANSWER **ALL** THE QUESTIONS:

Age:

Gender: Female / Male

Race: ☐ Black
 ☐ White
 ☐ Coloured
 ☐ Indian

Marital Status: ☐ Single
 ☐ Married
 ☐ Divorced/separated
 ☐ Widowed

SECTION: I and SECTION: II

The Job Content Questionnaire (JCQ) is copy write. Permission to use and administer this questionnaire may be obtained by writing to Robert Karasek, in the Department of Work Environment at the University of Massachusetts.

SECTION: III

FOR ALL THE QUESTIONS BELOW, PLEASE CHECK THE BOX WITH THE ANSWER THAT COMES CLOSEST.

1. All in all, how satisfied are you with the persons in your workgroup?
☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied
2. All in all, how satisfied are you with your supervisor?
☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied
3. All in all, how satisfied are you with your job?
☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied
4. All in all, how satisfied are you with your present organisation, compared to most others?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

5. Considering your skills and effort you put into work, how satisfied are you with your pay?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

6. How satisfied do you feel with the progress you have made in this organisation up to now?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

7. How satisfied do you feel with your chances for getting ahead in this organisation in the future?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

SECTION: IV

FOR ALL THE QUESTIONS BELOW, PLEASE CHECK THE BOX WITH THE ANSWER THAT COMES CLOSEST.

1. In most ways my life is close to my ideal.

☐ Strongly disagree ☐ Disagree ☐ Slightly Disagree
☐ Neutral ☐ Slightly Agree ☐ Agree ☐ Strongly Agree

2. The conditions of my life are excellent.

☐ Strongly disagree ☐ Disagree ☐ Slightly Disagree
☐ Neutral ☐ Slightly Agree ☐ Agree ☐ Strongly Agree

3. I am satisfied with my life.

☐ Strongly disagree ☐ Disagree ☐ Slightly Disagree
☐ Neutral ☐ Slightly Agree ☐ Agree ☐ Strongly Agree

4. So far I have gotten the important things I want in life.

☐ Strongly disagree ☐ Disagree ☐ Slightly Disagree
☐ Neutral ☐ Slightly Agree ☐ Agree ☐ Strongly Agree

5. If I could live my life over, I would change almost nothing.

☐ Strongly disagree ☐ Disagree ☐ Slightly Disagree
☐ Neutral ☐ Slightly Agree ☐ Agree ☐ Strongly Agree

SECTION: V

FOR ALL THE QUESTIONS BELOW, PLEASE CHECK THE BOX WITH THE ANSWER THAT COMES CLOSEST.

1. I feel that I'm a person of worth, at least on an equal plane with others.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

2. I feel that I have a number of good qualities.
☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree
3. All in all, I am inclined to feel that I am a failure.
☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree
4. I am able to do things as well as most other people.
☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree
5. I feel I do not have much to be proud of.
☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree
6. I take a positive attitude toward myself.
☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree
7. On the whole, I am satisfied with myself.
☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree
8. I wish I could have more respect for myself.
☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree
9. I certainly feel useless at times.
☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree
10. At times I think I am no good at all.
☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree