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S179: Demands, Resources and Wellbeing in a Contact Centre: Does the Workers' Family Characteristics Matter?

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Purpose: Contact centres are pointed as one of the industries that best illustrates the shifts in today's society (Russell, 2008). The use of outsourced workers (OW) is one of the employment arrangements used by the contact centre industry, which has been on the rise within the Portuguese call centre industry (Sobral, Chambel, & Castanheira, 2016). Outsourced workers

have a highly complex work relation, which involves: the workers, the contractor company (outsourcer), and the client company (e.g., Sobral, et al., 2016). It is likely that this complex relationship and the demands of a call centre have detrimental workers wellbeing (Sobral et al., 2016). Nevertheless, according to the conservation of resources theory (Hobfoll, 2001) resources and demands can impact on the strain within a person's idiosyncratic ecology. Thus, we may consider that the worker's family characteristics can also have a say on worker's wellbeing in a way that workers married and/or with children are more depended on their job for achieving their need–satisfaction. In this regard we might expect that, when compared with single workers and/or workers without children, for workers that are married and/or have children job resources are particularly salient, the perceptions of job demands are lower and the perceptions of resources and workplace wellbeing are higher.

Design: This research will involve a sample of Portuguese OW working in a contact centre (n=2525). Data will be collected through a self-report questionnaire and analyzed with the Mplus7 software.

Results: Results confirmed that workers married and/or with children, perceived lower job demands and burnout and higher job resources and work engagement. Furthermore, job demands and job resources were found as mediators between these family characteristics and these indicators of workplace wellbeing. Therefore, the resources obtained by contact center workers that are married and/or have children, were more salient when compared with workers single and/or without children. Additionally, the first group also showed a better perception of job characteristics and higher wellbeing.

Conclusions: According to our hypothesis, and with the COR theory (Hobfoll, 2001) we observed that the effects of job resources and job demands depends of the person's idiosyncratic ecology, namely the workers family characteristics.

Limitations: The study presents two limitations that do not allow the generalization of its results: cross-sectional design and, the use of a self-report questionnaire.

Originality/Value: This paper contributes to the research on contingent work relations, namely OW, when working in the specific context of contact centres. Moreover, this study adds to the literature by applying the COR theory and by aiming to understand how family characteristics can impact on workplace wellbeing.