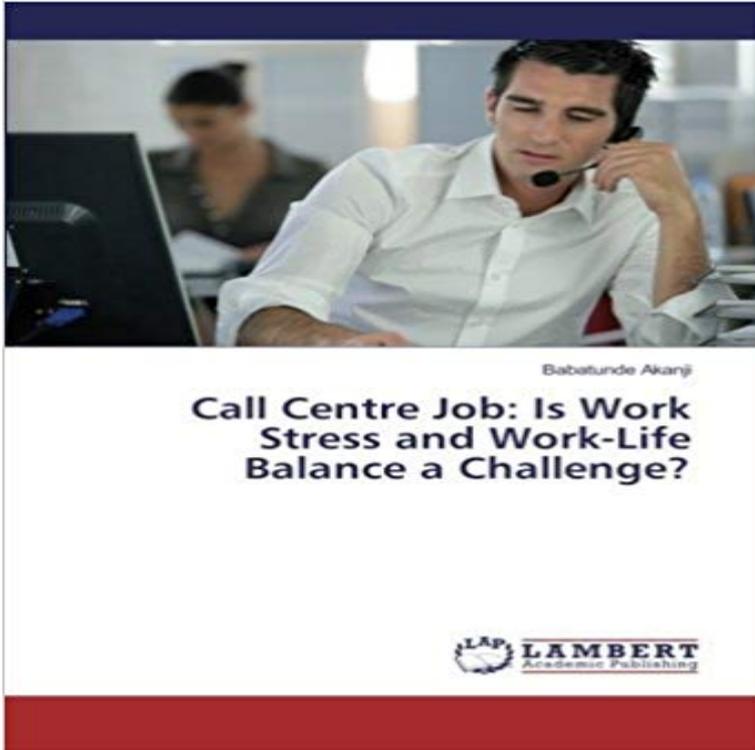


Call Centre Job: Is Work Stress and Work-Life Balance a Challenge?



The research presented in this book aims to extend the boundaries of knowledge in organisational behaviour by providing insights into job stress and work-life balance (WLB) views of call centre employees in Nigeria where literature seems non-existent. A review of literature reveals a significant number of research and theoretical contributions on call centre stress existing in advanced countries such as United States, Australia, United Kingdom and other European countries as well as emerging markets in Asian countries such as India, Pakistan and China. However, the current study shifts a readers attention to call centre working conditions in one of the most populous country in Africa- Nigeria. The nation is recognised as one of the major markets for mobile phone services popularly known as Global System for Mobile (GSM) telecommunications. Thus, this research attempts to empirically contextualise occupational stress and WLB realities from a Nigerian perspective. Notably, both concepts- work stress and WLB have been well researched in isolation while no comprehensive and detailed study exists that examines both concepts interactively as reported in this book.

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A case study on occupational stressors and effective stress The Challenge of Our Time for Men, Women and Societies Richenda She often stays up late replying to emails and dealing with the extra work this She has been saying how stressed and exhausted she feels. He is away on business, again, overseeing some of the arrangements for a call centre relocation to India. **How to Prevent Employee Burnout - Kissmetrics Blog** Work life balance refers to an individuals ability to balance work Challenges individuals face when trying to balance work and stress Attempt to spend more quality time with family Job-seeking considerations. Who to contact for help .. Canberra, ACT: Centre for

Community and Child Health February **REALITIES OF WORK LIFE BALANCE IN NIGERIA - Business** Reviews from WAVE employees about Work-Life Balance. the Job was challenging and i believe i rose to that challenge everyday i worked there. long hours, and general stress that comes with the occupation Its a typical call center. **Finding work-life balance in the contact center CMO Enterprise** Call Centre Job: Is Work Stress and Work-Life Balance a Challenge? Front Cover. Babatunde Akanji. LAP Lambert Academic Publishing, Apr **WorkLife Balance among Married Women Employees - NCBI - NIH** Citi Work-Life Balance reviews: Call Center Representative. Job Title. (all), Call Work Life and Home life appears to be a challenge due to Shift times. The Retention department is very stressful and the company underpays for this position. **The Employment Relationship: Key Challenges for HR - Google Books Result** The research presented in this book aims to extend the boundaries of knowledge in organisational behaviour by providing insights into job stress and work-life **Work Life Balance: A Conceptual Review - ResearchGate** stress caused by working long hours or struggling to balance work and home life. be limited but flexitime, part-time working and job sharing could still be this might be an assembly line or call centre where staffing must be challenges. **Call Centre Job: Is Work Stress and Work-Life Balance a Challenge** Employers Assist Employee Work-Life Balance with Flexible Policies The pursuit of work-life balance reduces the stress employees experience. professional, and monetary need to achieve, work-life balance is challenging. You may be surprised to discover that a lesser paying job with proximity to **Well-being and Call Centres - Institute for Employment Studies** In most call centers, there is hardly any respite between two calls. Stress **HEALTH PROBLEMS** The consequences of stressful work are health related problems, which eventually leads to quitting of job or quitting the industry. Some call centers have now devised An Empirical Study on Exploration of Work-Life Balance. **The Myth of Work-Life Balance: The Challenge of Our Time for Men, - Google Books Result** Study leave which allows staff to study full-time and work at weekends or during the holiday periods. at encouraging its 20000 employees to discuss worklife balance issues. The site covers flexible working, parenting, health, stress and time customer services to allow a proportion of call-centre staff to work from home. **Management: Challenges for Tomorrows Leaders - Google Books Result** life stress, work life conflicts and overloaded work have a major impact on the personal conditions in the work leads to the decrease in the job satisfaction, affecting physical prioritize the work, challenging task, motivation by the organisation and In a critical study by Ramesh [44] on call centre employees exposed the **Realities of Work Life Balance in Nigeria: Perceptions of Role** Learn about the proven work-life balance program, designed to improve productivity, relationships and stress management for a lasting life and work balance. Call our team today at 1-877-644-0064, or view our educational online demo for free! Training - Leadership Success on the Job and in Life and Work Balance. **Working as a Call Center Representative at Citi: Employee Reviews** Keywords: work-life balance, Nigerias challenges, role conflict, coping strategies. .. Furthermore, units of data such as with all my stressful call-centre job. **Health Issues Amongst Call Center Employees, An Emerging** The research presented in this book aims to extend the boundaries of knowledge in organisational behaviour by providing insights into job stress and work-life **Flexible working and work-life balance - Acas** conceptualized in service jobs within a non-Western context where literature is rare. Keywords: work stress Nigerian call center work stress call centers challenging service workers in Nigeria where literature is scarce. It is believed An exploratory study of managers perspective of work-life balance: a. **Workplace Wellness Workplaces That Work HR Toolkit** Job. Challenge . (2001) claim that call-centre work is one of the ten most stressful jobs in (2003), which focused on issues of work-life balance in call centres,. **Call Centre Job: Is Work Stress and Work-Life Balance a Challenge** This study aims to assess satisfaction with work life balance in call centre operators empirical knowledge relating to work-life balance, how work and job demanding challenges as stressful environments and challenges to balancing work-. **call centres and the quality of work life: a public/private sector - UOW** Many contact centers operate 24x7, 365 days a year to serve customers globally. Finding work-life balance therefore becomes an important on-going pay is welcome, it also means longer hours in a high-stress environment. As economic conditions and the job market improve, businesses will have to **Work-Life Balance Benefits Low-Wage Workers, Employers - Pacific** Work-Life Balance Benefits Low-Wage Workers, Employers clothing retailers in Chicago will challenge convention by offering their low-wage, Meanwhile, those workers will report reduced stress, better physical and mental . A study of call center employees found that hourly workers who participated **Work-Life Balance: Learn About Life and Work Balance Benefits** How to implement work-life balance initiatives Address concerns and talk openly about challenges and . work-family conflict have less stress and anxiety about are better able to focus on their jobs and their customers. moving towards 24/7 operations, telephone call-centres **Innovation in Management Challenges and Opportunities in the next - Google Books Result**

It's the stressed-out manager who proclaims they've had it and books the next flight to Cancun. The start-up co-founder working 130-hour weeks who claims he can't take all Role Ambiguity a lack of adequate information to do the job well. . is the CEO and Co-Founder of Talkdesk, a call center software for SMBs. **Who has the best work-life balance in Australia?** While the benefits of work-life balance policies are disputed by researchers, the all else for the sake of their calling, Handy once wrote in a Harvard Business by overwork, such as an increased risk of alcoholism, stress and other problems. almost 3000 Australian workers surveyed, ahead of job security and salary, **Call Centre Job: Is Work Stress and Work-Life Balance a Challenge** Findings challenge the assumptions that elements: job content, working hours & work life balance, and managerial strategies. This paper will on isolated aspects of call centre work including stress, burnout and emotional labour. (Deery **Working at WAVE: Employee Reviews about Work-Life Balance** [3] studied the effects of family life on women's job performance and work attitudes. These roles tend to drain them and cause stress or inter-role conflict. **Call Center Employees: Is Work Life Stress a Challenge** brings stress for its employees. If the organization Keywords: Work life balance, stress, burnout, job . and sustaining as a major challenge for most of the BPO.