
Adjustment and Psychological well-being among of Call center employees

Nitin R. Korat¹, Mohit M. Pandya²

ABSTRACT:

The purpose of present study was to find out correlation between the Adjustment and their Psychological well-being among of Call center employees. The said sample was 240 both males and females in equal numbers was selected through random sampling. Adjustment Inventory & Psychological well-being Inventory are tailor-made instruments, having sufficient reliability and validity. For the purpose of analysis, The Karl-Pearson 'r' technique was used. Present study reveals the result that there is significant Positive correlation between the Adjustment and Psychological well-being among of Call center employees. The authors suggest that there is a need to explore the rural and the urban correlation in the line of above study.

Keywords: *Adjustment and Psychological well-being.*

INTRODUCTION:

R.L. BHARSAKHALE (2013) A study of marriage attitude and adjustment among art and science faculty students by employing a sample of 140 subjects in which 70 subjects were Arts faculty were Arts faculty (35 Male and 35 Female) and 70 subjects were Science faculty (35 Male and 35 Female) with age ranging from 21 to 24 years located From Aurangabad District were selected. The Marriage Attitude scale. This scale was developed and standardized by Pramod Kumar and An Adjustment Inventory (for school and College pupils). This scale was developed and standardized by Dr.Penni Jain. A factorial design was used; since there were two independent variables i.e. Faculty and Gender. A 2x2 factorial design was used to analyzing the data. It was found that the Science faculty students have positive marriage attitude from the arts faculty students and Science faculty students have good adjustment than arts faculty students.

¹Ph.D. Research Scholar, Department of Psychology, Saurashtra University Rajkot, Gujarat

²Ph.D. Research Scholar, Department of Psychology, Saurashtra University Rajkot, Gujarat

Adjustment and Psychological well-being among of Call center employees

Kim, Sooyeon, Brody, Gene H. (2005) Longitudinal Pathways to Psychological Adjustment among Black Youth Living in Single-Parent Households. A 5-wave model linking family and maternal functioning to youth psychological adjustment was tested with 139 single-mother-headed African American families with young adolescents (mean age = 11 years at recruitment) living in the rural South. Structural equation modeling indicated that an accumulation of family risk factors at Wave 1 was linked with maternal psychological functioning at Wave 2, which forecast competence-promoting parenting practices at Wave 3. These parenting practices indirectly forecast youth externalizing and internalizing behaviors 2 years later at Wave 5, through youth self-regulation at Wave 4. The hypothesized model was retested, controlling for Wave 1 youth externalizing and internalizing behaviors. All paths remained significant, indicating that the model accounted for change in youth psychological adjustment across 4 years. Thus, it becomes clear that the above studies youth adjustment and Psychological well-being are associated with each other.

During the last two decades, mental health has to be define in terms of psychological well-being low psychological well-being is illustrated in anxiety, depression, low morale, lack of self-confidence, low sense of personal autonomy, inability to cope with the problems of living and dissatisfaction with one self and the physical environment. Mental health is fundamental component of health through which one realizes one's own cognitive affective and relational abilities. It can be define as the ability to adjustment to the environment on the plan of reality. "Well-being is a positive and sustainable condition that allows individuals, groups or nations to thrive and flourish. (Huppert, Baylis & Keverne., 2005)"

Numerous studies have investigated effects of working conditions on strain (Kahn & Byosiere, 1992; Sonnentag & Frese, 2003). Moreover, job demands like job complexity and variety have the same effects on well-being and job-related attitudes as resources at work as long as they do not overtax a person's capabilities and as long as they allow utilizing one's skills, knowledge, and abilities and therefore, promote learning. Positive relationships of job complexity and variety with well-being and job-related attitudes have been reported both in the literature on stress at work in general (Kahn & Byosiere, 1992; Sonnentag & Frese, 2003; Warr, 1999) and specifically for call agents, while control, complexity, and variety are associated with well-being, good health, and positive job-related attitudes, the opposite applies to stressors at work. Holman (2002) described findings for four measures of well-being, namely, anxiety, depression, intrinsic and extrinsic job satisfaction. Deery, S., Iverson, R., & Walsh, J. (2002) conducted research in five call centers of a large Australian telecommunications organization. The Deery(2002) paper is concerned with the identification of the factors that are associated with emotional exhaustion and the frequency of absence amongst call center employees.

METHOD

Study method is presented below.

OBJECTIVES

To check correlation between adjustment and Psychological well-being of Call center employees.

HYPOTHESIS

There is no correlation between adjustment and Psychological well-being of Call center employees.

SAMPLE

The respondents of the present study 240 people randomly selected from various areas in Ahmedabad district. In present research the total sample consisted of 120 male and 120 female Vodafone company Call center employees were chosen.

TOOLS

1. REVISED ADJUSTMENT INVENTORY (RAI)

The revised adjustment scale was made by Pramodakumara (1997). Giving a total of 40 statements. These statements answer 'yes' or 'no' is given in. Its main purpose is to understand the person's general adjustment. In this scale statement no. 33 are positive and others statements are negative. The questionnaire Reliability and validity of this scale was high.

2. PSYCHOLOGICAL WELL-BEING INVENTORY

Psychological well-being Questionnaire it was developed by Bhogle and Prakash (1995), was used to measure Psychological well-being. The questionnaire contains 28 items with true and false response alternative. It covers 13 dimensions of psychological well-being. The maximum possible score is twenty eight and minimum is zero. High score indicates high level of psychological well-being. The test – retest reliability coefficient is 0.72 and internal consistency coefficient is 0.84. The author has reported satisfactory validity of the questionnaire.

PROCEDURE

In this research two test were administrated individually as well as on Call center employees, which collecting data for the study before attempting the questionnaire the subjects were requested to read the instruction carefully and follow them in true spirits. While the data collection was completed then 'r' was used to check correlations.

Adjustment and Psychological well-being among of Call center employees

RESULTS AND DISCUSSION

Table-1

Correlation calculation between Adjustment and Psychological well-being of Call center employees.

Sr. no.	Variables	N	df	R	Sig. Levels
1.	Adjustment	240	238	0.34	0.01
2.	Psychological well-being	240	238		

Concluded from the table is that the Adjustment and Psychological well-being a positive correlation of 0.34 between the occurs. Moderately positive correlations that can be called. Around Adjustment and Psychological well-being meaningful correlation between the occurs. Hypothesis is therefore to be rejected and the conclusion is that the Adjustment and Psychological well-being are associated with each other. Means that if one increases the other will increase.

CONCLUSION

The study presented in Call center employees Adjustment and Psychological well-being of which are connected to each other in check. Meaningful result was found. Variable moderately correlation was seen between the two. Thus, Adjustment and Psychological well-being is correlated with each other moderately solid. Be the case.

REFERENCES

Atwater, E. (1995). Psychology for living: Adjustment, growth and behavior Today, New Delhi: Prentice Hall.

Christine A. Sprigg, Phoebe R. Smith, Paul. R. Jackson (2003). Psychosocial risk factors in call centers: An evaluation of work design and well-being. The text of the Health and Safety Executive 31-32 (ISBN 0 7176 2774 8).

Adjustment and Psychological well-being among of Call center employees

Dr. B. A. Parikh, Individual adaptation of Psychology, Eastwood Atwater. (2003) Psychology of Adjustment, Kim, Sooyeon; Brody, Gene H. Journal of Family Psychology, Vol 19(2), Jun 2005, 305-313. Doi: 10.1037/0893-3200.19.2.305

Holman, D. (2002). Employee wellbeing in call centers. Human Resource Management Journal, 12(4), 35-50.

Kahn, R. L., & Byosiére, P. (1992). Stress in organizations. In M. D. Dunnette & L. M. Hough (Eds.), Handbook of industrial and organizational psychology (2nd ed., pp. 571 – 650). PaloAlto, CA: Consulting Psychologists Press.

R.L.Bharsakhale, Golden Research Thoughts Volume 2, Issue. 12, June. 2013, ISSN:-2231-5063

Warr, P. (1999). Well-being and the work place. In D. Kahneman, E. Diener, & N. Schwarz(Eds.), Well-being: The foundations of hedonic psychology (pp. 393 – 412). New York: RussellSage Foundation.