

The Relationship Between Occupational Stress and Job Performance: An Empirical Study in a South African Contact Centre

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Abstract

As frontline service providers, the contact centre agents are bound to experience occupational stress with having to meet the customers' demands and shareholders expectations. Occupational stress is a growing problem that can cause significant cost to individual workers performance and that of the organization. Studies performed on stress provide insight into patterns of stress level among various occupations such as that is the call centre of banks in South Africa. New developments in managing job related stress emerge almost all the time and that should be an indication of just how much the topic of stress needs attention. The purpose of this study was to find the level of occupational stress and its relationship to work performance among contact centre agents working in a bank in South Africa. The study used descriptive-correlational research design and the survey method was used to gather data regarding occupational stress. The respondents were the contact centre agents of South African banks. This study could well provide perception of occupational stress to the employees in the bank's contact centre in South Africa, and this may lead to better understanding of self-apprehension which can enable them to have a productive working environment.

Keywords

Occupational Stress, Contact Centre, Job Performance, South Africa and Banking Sector

Biography

Nokukhanya Ndlovu is with the Department of Quality and Operations Management, Faculty of Engineering and the Built Environment. University of Johannesburg. Johannesburg 2092, South Africa. She has a published paper in the 2018 5th International Conference on Industrial Engineering and Applications (ICIEA) (pp. 116-121). IEEE. - Evaluating variables that affect job satisfaction of bank customer contact center agents in South Africa.