

**“Implication of Birth Order on Job Performance
Among Call Center Agents”**

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ABSTRACT

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Objective of the study:

This study is to determine the implication of birth order in the job performance among call center agents.

Scope and Coverage

The proposed project is limited and concentrated on the job performance of the call center agents as affected by their birth order, which among them is dedicated and more responsible in their work. If there's an implication on their birth order towards on their job performance.

The researcher's focus and limited on the total number of sixty six (66) call center agents as respondents from AIG Business Processing Services Inc. Call Center Company located in Madrigal Business Park Alabang, Muntinlupa. The only tool to be used to measure their job performance is through job performance review.

Methodology

This study was design to find out and determine if birth order has an implication on job performance among call center agents. The researchers used purposive sampling technique. Each birth order position has 22 respondents with the total of 66 respondents

The researchers used job performance review to measure if there is an implication on birth order on job performance among call center agents. The tool consists of two (2) questions in each ten job performance

indicators. The research was done in Alabang, Muntlupa through help of AIG Business Processing Service Inc. After conducting the research and obtaining the result, the research concluded that there is an implication of birth order on job performance among call center agents.

Major Findings

The birth order profile of the respondents in terms of first born, middle born and last born according on the results was equal percentage of 33.33 having the frequency of 22.

The respondent's communication skill got the highest average mean score of 3.56 which is an above average in expressing their thoughts and ideas clearly. The lowest average mean score of 3.20 that is interpreted as an average in developing new ideas for improvement is creativity.

Based on the computed result using Chi-Square test there is an implication of birth order on job performance knowing that the independent variable has an implication on the dependent variable.

Conclusion

Based on the gathered data there is an implication of birth order on the job performance. The result of the utilized instrument named the self-made test (Job Performance Review) by using the Chi- Square Test

shows that:

It showed that middle born child are more successful and task oriented rather than other siblings.

Adler's contention that middle born child are predictable to be more successful and talented because of the position that makes them complete and they will always try to do better and always be an over achiever is true.

Middle born strive harder and will often compete to "take-over". They feels competent than older child and they may try to excel in other areas.

Recommendation

From the results gathered, the researcher comes up with the following recommendation:

There should always be a job performance review in every call center agents to assure or check the status of their attitudes towards their work

To have a problem that would enhance the job performance of the agents.

To be open on new ideas and approaches for the improvement of

the job performance.

To improve dealing or communicating with other people for acquiring smooth working relationships.

The researchers who are interested to do the similar study should explore more about the demands of our society and increase the number of respondents from different call centers and make comparative studies.



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