

Abstract

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Title: Personality Profile and Level of Job Satisfaction
among Call Center Agents
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Statement of the Problem

The aim of this study is to present a description and analysis of personality profile and job satisfaction among call center agents.

The study will provide answers to the following problems:

1. What is the demographic profile of the respondents as to:
 - a. Age
 - b. Gender
 - c. Marital Status

- d. Educational Attainment
 - e. Economic Bracket
 - f. Length of Service
2. What is the Personality Profile of the respondents?
 3. What is the Job Satisfaction of the respondents?
 4. Is there a relationship between Personality Profile and level of Job Satisfaction?

Methodology

Simple Random Sampling was used to select the respondents of the study. The study used the mixed method which consists of qualitative and quantitative type of questions which was used to gather information. The top 5 respondents were called out for a focus group discussion. From the gathered data, the respondent's answers were tabulated; finally the summary and conclusions were identified to know the objective of the study.

Findings

1. Majority of the respondents are ranging from the age of 20-30 years old with 84%, single with 82%, and college graduate with 68%. All of the respondents belong to the middle class in the economic bracket, and most of them have been working in the BPO Company for 12 – 24 months with 36%.
2. The respondent's personality profile resulted of 18% ESFJ and 14% ENFJ personality. Whereas, the ISFJ and ISTJ personality showed with a

percentage of 8%.

3. The job satisfaction survey gathered from the respondents belonged as slightly high level in the following facet: Communication and co-workers (3.8), Nature of work and Supervision (3.7). Half of them showed a slightly low level result in the facet namely: contingent rewards (3.3), and operating procedures (2.9). These results showed a mean of 3.5 which falls in slightly low level.
4. Correlation result of 0.64 showed that there is no significant relationship between the personality profile and Job satisfaction of the call center agents.

Conclusions

1. The personality profile of the Call center Agents is dominant in extroversion, sensing, Feeling and judging. It presents us an idea that call center agents' personalities do really reflect the way they relate themselves on each other and they view their jobs as something that offers them sufficient growth potential that meet their goals and ideals.
2. The overall job satisfaction level of call center agents is in slightly low level. But for this reason, the result focused on the call center agents' high factors such as communication, co-workers, nature of work and supervision. Considering the communication and co-workers as the highest, it only proves that call center agents do enjoy the nature of their work which is about communicating and they are satisfied with their

social interactions on colleagues and the feeling of belongingness with co-workers.

3. The result revealed that there is no relationship between the call center agent's personality profile and their level of job satisfaction. This means that the personality of each person do not reflect on how satisfied they are on their work because they have different needs to meet as an individual and it changes through time.

