

Il benessere nei call center: un approccio multidisciplinare di ricerca e valutazione

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KEY WORDS

Well-being at work; stress; call center

SUMMARY

«Well-being in call centres: a multidisciplinary approach to research and evaluation». **Background:** *The topics of stress and well-being in call centres are the focus of many different disciplines. This article presents the definition and start-up phases of the “Well-being in Telecom Italia Call Centres” project, which was coordinated and supervised by an interdisciplinary scientific committee composed of members from different universities. To address the topic of individual well-being in the organizational context means considering all the main factors that can affect well-being.* **Objectives:** *For this reason, the study assessed the topic from three different view-points (psychological/sociological/cultural, physical/chemical/biological, organizational/technological/work-related) in order to obtain an accurate as possible picture of the complex well-being dynamics.* **Methods:** *The study plan shows that merging qualitative methods (interviews, observations, focus-groups) and quantitative methods (questionnaires, physiological response to perceived stress) was a central concern for the research team.* **Results:** *The collected data highlighted important differences between psychological and physical well-being and discomfort according to the different kinds of call centre, the respondents' gender and working hours.* **Conclusions:** *This method enabled us to define the specific features of call centre environments, leading to a definition of work in the centres as an activity with high psychological uncertainty, where rigid rules coexist with demands of high levels of flexibility and competence, and suggesting the importance of specific organizational measures in order to improve well-being.*