

Para maka gawa lang



**ASSIGN
BUSTER**

It is a good practice to have a good hygiene. Though centers would usually have maintenance, prevention is still better than cure. Working in a call center would usually affect the social life of an agent as well due to the drastic change of schedule, and that may arise to conflicts in work and performance as well. Global, formerly known as veldt Events Inc. The headquarters of the company is in Magmata City operating in 30 locations. Their areas served are North America, Europe, and Asia-Pacific. Currently this year, Sip Global has been held as the " Best

Employer of the Year" in the International CIT Awards. Working in a call center has always had its draw backs for the past century, when BOP (Business Process Outsourcing) was being catered by business firms from other countries. And here in the Philippines, we usually encounter business men from the west countries due to the differences in " Labor Cost" compared to their country. That is why people from SIP Global would have a sense of opportunity since they are working locally but for a company that is outside of the country.

Business trips are sometimes given by clients to the managerial team of the LOB or Line of Business. In any call center company, SIP Global had some fare share of experience when it comes to labor management since the company has run for over 34 years running. And we can note that there are main problems that Sip Global encounters. Some common problems within a call center industry would be Agent Absenteeism which directly is affected by work schedules that are sometimes forced by the management that is in contrary to the agent's liking. Another would be Staff Attrition.

Since by default, agents know that there are a lot of call centers out there, they would find the one that suits to them. One factor is the schedule which the agent prefers, if it is for a day schedule or going to work at night shift for the Hazard/ Night differential pay. These 2 notable habits of a usual agent are directly affected by work schedule, thus would always result on the same ending. This study will determine the effects of work schedule to the work performance and health conditions of a call center worker or agent at SIP Global.

Specifically, it tends to respond to the following queries: 1. What is the demographic profile of the respondents in terms of: 1. 1 Age 1. 2 Gender 1. 3 Marital status 1. Education 2. The concerns that you encounter due to your schedule: 2. 1 Social life 2. 2 Family 2. 3 school 2. 4 Curricular activities

OBJECTIVE OF THE STUDY The study has the following objectives to attain the thesis entitled " The effects of work schedule to the work performance and health conditions of a call center worker or agent at SIP Global" to find out how work schedules affect an employee in SIP Global.

These are the following objectives that the researchers would like to attain: To determine the demographic profile of the respondents in terms of age, gender, marital status and educational background To determine the effects of work schedule to the work performance and health conditions that may affect social life, family, school and other curricular activities. To determine what other alternatives can the agents do to avoid the effects on their health and work performance with a difficult schedule.

Traditionally, absenteeism has been viewed as an indicator of poor individual performance, as well as a breach of an implicit contract between employee and employer; it was seen as a management problem, and framed in economic or quasi-economic terms. Attrition - are reduction in the number of employees or participants that occurs when people leave because they resign, retire, etc. , and are not replaced. Labor Cost - is a part of wage-bill or payroll that can be specifically and consistently assigned to or associated with the manufacture of a product, a particular work order, or provision of a service.

Firms - are typically associated with business organizations that practice law, but the term can be used for a wide variety of business operation units.

Habit - is a routine of behavior that is repeated regularly and tends to occur unconsciously. - Business process outsourcing is a subset of outsourcing that involves the contracting of the operations and responsibilities of specific business functions (or processes) to a third-party service provider. LOB - Line of Business is a general term which often refers to a set of one or more highly related products which service a particular customer transaction or business need.

Introduction This portion of the study presented various write-ups, articles, studies, reports and related literatures, both foreign and local about cultural preservation and other issues and concerns brought by agents local and international. Foreign Literature According to Kennedy (2011), productivity is the efficient creation of goods and services. Productivity is a product of various factors; it can be the workplace such as lighting, ventilation and sanitation.

If they are not favorable, they reduced productivity. Employees are the most important productive resources of the organization. If they are trained and treated properly, they are capable of attaining peak performance. For this reason, progressive business enterprises never stop developing their employees through education and training, whatever financial needs their employees have, they get their companies assistant. Capron' (201 1), stated that all human beings must deal with the passing of time.

Different cultures emphasize a different ways of understanding and managing time, including whether time is viewed as a scarce resource to be saved and spent wisely or a series of moments to savor; whether people should manage their time by doing one thing at a time or many things at once; whether the people should focus primarily on the past, present, or future. These assumptions have implications for day to daytime management and coordination, as well as for strategic planning. According to Heaven et al. (2010) work may be stressful when we feel that we do not have enough time to complete the work.

We may wish to find a better way to manage our time. This could include a number of things, such as proportioning tasks and developing plans to achieve goals. As donated by Levity et al. (2010) managing time effectively is one of the keys to become an efficient worker. Follow these time management tips to increase your productivity: be on time; determine your priorities & plan your work around them; use time management tools; develop your good time management habits; keep your work area well-organized; expect that adjusting to your new Job take some time