

# Affecting Factors of Call Center Employees' Job Satisfaction and Impact of Job Satisfaction on Performance

**Devran Deniz**

Balikesir University

Turkey

*devrandeniz@balikesir.edu.tr*

**Çağrı İzci**

Balikesir University

Turkey

*cagriizci@balikesir.edu.tr*

**Abstract:** *The aim of this study is to examine factors which influence job satisfaction of call center employees and investigate impact of job satisfaction on job performance for call center employees. Research data were collected from a public bank (n=101). In this context; result of the research literature, questionnaire forms which are used 5-point Likert scale was enforced reliability analysis. Cronbach alpha values of study were measured high level. After the obtaining data were analyzed, some solutions were offered to researchers. 6 fundamental factors which are thought to affect job satisfaction were planned as wage policy, promotion policy, attitudes of team leader, work friends, working conditions and job security. Job security, promotion policy and work friends were determined explaining factors of job satisfaction from these 6 factors. Correspondingly, it was detected that some linear relationships in the same direction between job satisfaction and job performance in this study. Although it is not a primary object of this study, it was examined whether the relationship has been between demographic information and job satisfaction. To be obtained the conclusions of this study, it was utilized from independent samples t tests, simple-multiple regression and correlation analysis.*

**Keywords:** *Job Satisfaction, Job Performance, Call Center.*

