

Personal Factors and Career Adaptability in a Call Centre Work Environment: The Mediating Effects of Professional Efficacy

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Abstract : The study discussed in this article sought to assess whether a sense of professional efficacy mediates the relationship between personal factors and career adaptability. A quantitative cross-sectional survey approach was followed. A non-probability sample of (N = 409) of which predominantly early career and permanently employed black females in call centres in Africa participated in this study. In order to assess personal factors, the participants completed sense of meaningfulness and emotional intelligence measures. Measures of professional efficacy and career adaptability were also completed. The results of the mediational analysis revealed that professional efficacy significantly mediates the meaningfulness (sense of coherence) and career adaptability relationship, but not the emotional intelligence-career adaptability relationship. Call centre agents with professional efficacy are likely to be more work engaged as a result of their sense of meaningfulness and emotional intelligence.

Keywords : call centre, professional efficacy, career adaptability, emotional intelligence

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