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## LEVEL OF WELLNESS IN RELATION TO LIFESTYLE BEHAVIOR AMONG CALL CENTER AGENTS



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### **Abstract:**

The main objective of the study was to know the Level of Wellness in Relation to Lifestyle Behavior among Call Center Agents. A descriptive-correlation method of research was utilized to assess the demographic profile of the respondents in terms of age, sex, employment status, marital status, number of years in work/service and educational attainment. Quota and convenient sampling procedures were employed in the study. The individual respondent's profile was distributed a questionnaire to get the age, sex, employment status, marital status, numbers of years in work/service and educational attainment. For the lifestyle behavior and wellness, a standard questionnaire cited from Corbin et al. (2000) was used. For the treatment of data, the descriptive statistical method in a form of frequency and percentage distribution was used. Significant relationships between variables were determined using Pearson Product Moment Coefficient Correlation or Pearson r and Analysis of Variance. All moderating and independent variables obtained p-values that exceeded 0.05 (level of significance). All the moderating variables disposed no significant relationships ( $p > 0.05$ ) to the independent variables, except for correlations: sex and physical activity ( $p = 0.011$ ), avoiding destructive habits ( $p = 0.050$ ) and practicing safe sex ( $p = 0.003$ ); employment status and avoiding destructive habits ( $p = 0.022$ ), knowing first aid ( $p = 0.038$ ); marital status and using medical advice ( $p = 0.006$ ); as well as number of years in work/service and managing stress ( $p = 0.018$ ).

**Keywords:** Wellness, Lifestyle, Behavior & Call Center Agents.

### **Introduction:**

Philippines are one of the countries that have a low cost labor in terms of salary. Because of this reason, a lot of people chose to enter tough jobs just to survive, call center is counted in. Nowadays most of successful students who graduated in a bachelor's degree still prefer to work in this field due to the low employment rate that is why Filipinos these days would rather wish to become a call center agent as long as they will be highly compensated rather than what an average Filipino worker gets. There are lots of benefits in attaining this profession. However, there are still drawbacks that cannot be avoided. One of the things that can get affected is one's health. But according to Prentice (1997), well-being is largely achieved and maintained by the individual who properly manages his or her own lifestyle behaviors.

### **Objective of the Study:**

The main objective of the study was to know the Level of Wellness in Relation to Lifestyle Behavior among Call Center Agents.

**Methodology:**

**Research Design:**

A descriptive-correlation method of research was utilized to assess the demographic profile of the respondents in terms of age, sex, employment status, marital status, number of years in work/service and educational attainment. Also, this aimed to determine the extent of relationship between level of wellness and lifestyle behavior among call center agents and the effects of the moderating variables in the relationship to the other variables.

**Population and Samples:**

Quota and convenient sampling procedures were employed in the study.

**Research Instruments:**

The individual respondent's profile was distributed a questionnaire to get the age, sex, employment status, marital status, numbers of years in work/service and educational attainment. For the lifestyle behavior and wellness, a standard questionnaire cited from Corbin et al. (2000) was used.

**Statistical Tools:**

For the treatment of data, the descriptive statistical method in a form of frequency and percentage distribution was used. Significant relationships between variables were determined using Pearson Product Moment Coefficient Correlation or Pearson r and Analysis of Variance.

**Research Setting:**

The study conducted at Cagayan de Oro City, specifically on the two Business Process Outsource companies namely: FBC Business Solutions and Concentrix Corporation.

**Respondents of the Study:**

The respondents of the study were the employees of the two Business Process Outsource companies namely: FBC Business Solutions and Concentrix Corporation in Cagayan de Oro City.

**Data Gathering:**

From the authorization given from the Human Resource Recruitment Officer and the heads of each company, the researcher able to gathered data among call center agents.

**Results and Discussion:**

The study revealed that most of the respondents were belong to the age range of 28-37 years; females were 52 or 51.0% which has almost the same number of males (50 or 49.0%); most were regular employees (80 or 78.4%); single respondents have a great frequency (76 or 74.5%); majority (81 or 79.4%) belonged to AB/BS graduate or with units in AB/BS courses; most obtained a good level of emotional wellness (59 or 57.8%); almost half got a good level of intellectual wellness (50 or 49%); most of 51 or 50% attained a high level of physical wellness; majority (68 or 66.7%) were exposed to high level of social wellness; a high percentage of 67.6 (69) falls to high level of spiritual wellness; most of 52 (51%) out of 102 have a good total result in comprehensive wellness; a poor result (34 or 33.3%) in terms of physical activity; thirty-eight or 37.3% were identified as poor in nutrition; a great percentage (40 or 39.2%) labeled as good in managing stress; 37.3% (38) was obtained in avoiding destructive habits known as very good; majority (53 or 52.0%) had the average result of practicing safe sex; a

good number of respondents were poor in terms of adopting safety habits (63 or 61.8%); among the one hundred two, 68 or 66.7% were regarded as average in first aid; a high percentage of 38.2% (39) belonged to the average in terms of personal health habits; majority (68 or 66.7%) were classified as good in seeking medical advice; an average result (47 or 46.1%) as informed consumer; forty-three among one hundred two or 42.2% were considered to have a good result in protecting the environment; and a great percentage of 58.8% (60) which fitted to the score range of 17-25 in overall healthy lifestyle.

### Summary of the Results:

All moderating and independent variables obtained p-values that exceeded 0.05 (level of significance). All the moderating variables disposed no significant relationships ( $p > 0.05$ ) to the independent variables, except for correlations: sex and physical activity ( $p = 0.011$ ), avoiding destructive habits ( $p = 0.050$ ) and practicing safe sex ( $p = 0.003$ ); employment status and avoiding destructive habits ( $p = 0.022$ ), knowing first aid ( $p = 0.038$ ); marital status and using medical advice ( $p = 0.006$ ); as well as number of years in work/service and managing stress ( $p = 0.018$ ). From among the correlated moderating and dependent variables, only; intellectual wellness and personal health habits ( $p = 0.020$ ); physical wellness and physical activity ( $p = 0.009$ ), managing stress ( $p = 0.024$ ), seeking medical advice ( $p = 0.011$ ), and overall healthy lifestyle ( $p = 0.028$ ); social wellness and managing stress ( $p = 0.041$ ), seeking medical advice ( $p = 0.036$ ); spiritual wellness and knowing first aid ( $p = 0.004$ ), seeking medical advice ( $p = 0.004$ ); as well as comprehensive wellness and managing stress ( $p = 0.010$ ), personal health habits ( $p = 0.016$ ), seeking medical advice ( $p = 0.006$ ) demonstrated significant relationships.

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