

## Participant Consent Form

# THE UNIVERSITY OF BRITISH COLUMBIA



**Sauder School of Business**  
Organizational Behaviour and Human Resources Division  
2053 Main Mall  
Vancouver, B.C. Canada V6T 1Z2

## PARTICIPANT INFORMATION AND CONSENT FORM

### Job Quality in Canadian Call Centres

#### **Purpose:**

The purpose of this research is to investigate the management and human resource practices currently used in Canadian contact centres. This research project is being funded by the Social Sciences and Humanities Research Council (SSHRC).

#### **Study Procedures:**

From existing research, industry reports, and interviews with other individuals involved in the call centre industry, you were identified as having experience with the Canadian contact centre industry. In this interview, you will be asked to answer a few questions about your experiences pertaining with the call centre industry. Specifically, we will be asking questions about skills and training, the use of technology, staffing practices, compensation strategies, and the role of the unions in call centers, where unionization exists. If any of the questions are uncomfortable for you to answer, please let us know and we will proceed to the next question.

Participation in this study will take no more than an hour of your time. This study is completely voluntary and you are under no obligation to participate. You can withdraw from this study at any time without penalty. The results of this research may be used for professional publications or presentations. Results however will only be reported in aggregated form. No individual participant will be identified in anyway.

**Confidentiality:** This consent form will be kept separate from any information you provide. Any information you provide will be treated confidentially, with access to interview notes and audiotapes limited to the two investigators listed below. Your information will **not** be provided to anyone else.

**Contact:** If you have any questions at any time you may contact

Dr. Danielle D. van Jaarsveld (Phone: 604-822-8441; Email: [vanjaarsveld@sauder.ubc.ca](mailto:vanjaarsveld@sauder.ubc.ca)) or

Dr. Ann C. Frost at (Phone: 519-661-3262; Email: [afrost@ivey.uwo.ca](mailto:afrost@ivey.uwo.ca)).

If you ever have any issue with regard to the way you have been treated, or your rights as a participant in research, you may also call the Research Subject Information Line at the University of British Columbia at (604) 822-8598.

**Research Team:**

Danielle van Jaarsveld  
Assistant Professor  
UBC Sauder School Of Business  
Phone: 604-822-8441  
Email: [vanjaarsveld@sauder.ubc.ca](mailto:vanjaarsveld@sauder.ubc.ca)

Ann C. Frost  
Professor  
UWO Richard Ivey School of Business  
Phone: (519) 661-3262  
Email: [afrost@ivey.uwo.ca](mailto:afrost@ivey.uwo.ca)

**Consent:** By signing this consent form, I understand the following things:

- My participation is voluntary and I may refuse to participate or withdraw from the study at any time without penalty,
- If I should choose to withdraw from the study, then all of the data I have provided will be destroyed and will not be used in any way
- I am **not** waiving any of my legal rights by signing this consent form.
- I have received a copy of this form.

I consent to participate in this study.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Participant