

Corrigendum: Personality as predictor of customer service centre agent performance in the banking industry: An exploratory study

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The authors apologise for omitting the third author's name from their article, Personality as predictor of customer service centre agent performance in the banking industry: An exploratory study, published 29 October 2014.

A third author, Helene Muller, has now been added to the article. For more information please see the updated authors' contributions section, which reflects the authors' role in the article:

Authors' contributions

L.B. (University of South Africa) was the main researcher responsible for the intellectual conceptualisation of the article, the development of the research design, data collection, and part of the data analysis. L.M.U. (University of South Africa) supervised the research, made conceptual contributions to the study and co-wrote the article. H.M. (University of South Africa) assisted in addressing the reviewers' comments and undertook additional statistical analyses. She contributed to the research objectives, added the statistical analysis strategy and wrote the results and conclusion sections of the final article. L.B. and L.M.U addressed the editor's and copy editor's concerns.