

Is BPO Boon of Bane?

Introduction:

Business Process Outsourcing (BPO) Is The Delegation Of One Or More IT Intensive Business Process To An External Provider That In Turn Owns Administers And Manages The Selected Process Based On Defined & Measurable Performance Criteria. BPO Is One Of The Fastest Growing Segments Of ITES Industry. On The The ITES –BPO Front, Customer Care Is Expected To Continue Offering The Highest Contribution Growing At A Significant Pace.

What can be outsourced?

- Finance/Accounting
- Payment Services
- Administration
- Content Development
- HR

Why Outsourcing?

- Cost Advantage
- Productivity
- Quality Benefits

Why People Prefer To Join BPO?

1. Find Nothing Better To Do.
2. Education Level Doesn't Matter
3. Good Work Environment.
4. Good Benefits.
5. Flexibility Of Time
6. Attractive Life Style.
7. Transport Facility

BPO Industry Attracts Lots & Lots Of Young Job Seekers. As A Call Centre Pays A Fresh College Graduate 2.5 Times As Much As Other Opening.

Why BPO is a Boon:

- Economic Independence
- Reduction Of Unemployment.
- Improvement in The Standard Of Living Of People.

Why BPO is a Bane:

ATTRITION RATE:

The Biggest HR Challenge Faced By BPO Industry Is Attrition. Already Gripping With 30% Attrition Rate Which Is Highest In Asia –Pacific Region, Whereas The Rate Is 10-15% In China.

The Industry Is Expected A Man Power Shortage. In A Country (INDIA) Where 3 Million Graduate Every

Year The Task Is Daunting. There Is A Need Of 3 Million Java Professionals Alone.

Other Reasons why BPO is a Bane

1. Biological Changes.
2. Cultural Values.
3. Frustration (Work Life Balance).
4. Politics.
5. Workholism (24x7)
-Lengthy Hours Without Compensation.
6. Psychological Changes.
7. Unknown Career Graph.
8. Stress, Depression, Tension.

Conclusion:

BPO is a boon or a bane depends on the objective of setting it up and the perception of good or bad changes from person to person