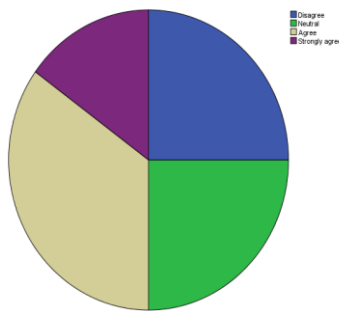




14. How satisfied are you with the interaction from senior management with you in the company

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	10	25	25	25
	3	10	25	25	50
	4	14	35	35	85
	5	6	15	15	100
	Total	40	100	100	



Interpretation:

Table 12, 13, 14, 15 & 16 shows respondents' opinion on relationship and recognition for each other and with management in the organization. Pie chart 12- 40% respondents agree on supervisors performing duties properly on job, pie chart 13- 30% respondents agree and 30% respondents neutral with senior managers performing duties on job, pie chart 14- 30% respondents agree on information being given from senior management, pie chart 15- 45% respondents agree with the involvement in decisions making among team members and pie chart 16- 35% respondents agree with regular interaction with senior management.

5. Findings

The major findings in the research are as listed below:

1. 45% of the respondents have given a strongly agree opinion about the growth aspect in the organization.
2. 50% of respondents were given neutral and rest 50% have given agree opinion about job satisfaction.
3. 60% of the respondents have given agree opinion about organizational culture.
4. 45% of the respondents have given agree opinion about team work.
5. The respondents were asked reasons for leaving previous organizations and they told some of the influential factors as listed:

Low career prospects

The BPO industry usually adopts a flat structure with little avenue for specialization. Only the most ambitious of the lot manage to climb up the corporate ladder. The rest have to make do with striving for higher incentives and settling for their own profiles for a longer period as compared to their counterparts in other industries.

For better remuneration

Employees in the BPO sector are usually thrilled during the few months of receiving their paycheck. But sooner or later they begin to feel either exploited or underutilized and seek jobs offering higher pay scales. These are usually jobs in other BPO companies poaching on experienced people by offering better salaries. With remuneration the prime factor behind any job, employees seldom think twice about leaving their BPO jobs for a better paying one.

Stressful lifestyle

Most youngsters take up BPO jobs assuming they would have the ideal job to cater to their requirements. The sedentary lifestyle, sleep disruptions, and unbelievable targets laid greatly increases the stress levels of these employees. Hence they take up unnecessary vices such as smoking and drinking to ease their tensions which in the long run take a toll on their health. Unmanageable stress is a major reason many opt out of the BPO industry.

Unsatisfying interpersonal relationships

Non-cordial relationships with peers and superiors make it strenuous in a BPO job. This is because of the peculiar nature of the job requiring you to be amongst the same set of people for a larger part of the day. Hence a sour experience leads the influential minds of young employees to think of other alternatives in their career.

6. Conclusion

A BPO company operates 24 hours a day and 365 days a year. Graveyard shifts and odd hours which suit the foreign clients create lot of problems to the employees. Symptoms of Insomnia and even depression are caused due to change of 24-hour biological rhythm of the body, and also loss of employee's personal life hence. The employee of BPO sectors has undergone with stressful life which can be reduce. This paper focus on the remuneration paid by the BPO sector and they are unsatisfying with the interpersonal relationship

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