The Comprehensive Study of Working Conditions In The BPO Sector Employees Lifestyle Within Small, Large and MNC Company

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Abstract:
The BPOs are now a day's entry options for the fresher's as the good companies does not higher the direct students or in other words the fresher's were not at the mark of being selected in good companies because of lack of experience. So most of them were start their career with the BPO as the starting point to gain the experience about the company working culture and environment. But the rising stress and career imbalance driven them towards depression.
Keywords: depression, job security, BPO, MNC,

I.   Introduction

The reason for this is to create a widespread practice of BPO surprisingly, the industry is unique. Working conditions in the BPO sector differ from the conventional molding industry. The entrance of the staff is strictly limited to the designated common area of the work area and recreation and relaxation. During working hours, the company is commanded to maintain an acceptable break periodically by keeping the system on time. Emotional causes fatigue works under the bureaucratic system and works closely with the physical and mental burden of employees electronic monitoring increases the level of stress and exhaustion. Despite all these efforts, a growing number of people engaged in the BPO sector. Company has grown to 46 percent. Prior to young employees do not themselves for most other industries. Servants of the younger generation have ever had to work on a small scale only at night. Many young people will never have to walk in the world with the charm and glamor and relative wealth of former BPO. What about big money. The young staff training progress and the future is a matter of a million dollars really.

More recently, fresh graduates were recruited to the relatively higher salaries than in other sectors in the non-professional grade. While the wear starts and starts to rise, excessive graduates have also assumed. This has suddenly been switched to employees with a relatively high purchasing power as a student. The high-BPO package and advanced work environment were successful in attracting a large number of young people, unable to maintain the pool. And the reason is in physiological fatigue and ranked in a bizarre fear of future aesthetics un-satisfaction range.

This study provides new employees, but QWL industry growth is still a challenge, as it is one of the main causes of high elimination. He kept deotbutyigo tight deadlines, repetitive nature of work and late night shifts. The timing of the cemetery has serious consequences for the quality of work. The more clearly related to the industry and requires detailed regulations and guidelines. Health risk assessment should be performed periodically for pre-employment and employee. Research requires a detailed study to gather more data from a larger number of employees that work in more sectors spread across a wide area of geographic areas to be useful for providing first advice in this industry. The various types of outsourcing contracts used by many companies around the world are available. Some of them are here.

- Consumer Support Services
- Technical Support Services
- Telephone Marketing Services
- Workers Assistance IT Service
- Insurance Processing
- Knowledge processing out sourcing.

Scope and Limitation

Analysis of the research staff, we have some of his strength and limitations. This study aims to determine the specific employees working in the field of BPO and MNC in India work balance and the consciousness of life. Given the technical nature of the limited amount of time and research in the thorough

review of the balance between work and life in particular BPO / MNC field is not included. Another limitation of this research is the sample.

• It is limited to only 50 respondents.
• We saw the reaction of the staff were reluctant in this study.
• The fact that the staff did not open the study staff

The answer can not only be interpreted as revealing the official response of its own institutions to merge existing benefits and program staff for BPO / MNC industry related issues with a lack of competitive advantage of Human Resources departments in the negative comparison with other companies.

• The study of researchers did not extend the participation of managers and managers in the BPO / MNC companies because it focused on the status of employees.
• Respondents nature of the information obtained and the response was influenced by the participants openness and willingness response.
• Some respondents responded to the question regarding satisfaction with financial gain and business organizations.

Need of experiments
In times of conflict and the security of unexpected jobs and unemployed young people, always find the situation where they can get a smile. Choosing the BPO for this purpose is a good example. Instead of a large MNC company, BPO provides services to our customers to provide customers with some sort of branding to BPO services(8). By entering this area so that a normal person can decide to cause unemployment are the main aspects and negative aspects of the BPO industry. The study is based on personal communication about the lifestyle and expenses for the metropolitan lifestyle. For the survey for employee research to select the small business BPO (SC-BPO), major BPO (LC-BPO) and MNC Company(9).

Population and Sampling
The population of the study consisted of BPO Employees and MNC Employees of Mumbai region Western suburbs and Thane district region in the state of Maharashtra. The above regions were selected by Convenient Sampling Method. BPO Employees in the areas were selected on random basis to get true findings. MNC Employees were selected by convenient sampling method.
• Number of SC-BPO Employees: 100
• Number of LC-BPO Employees: 100
• Number of MNC Employees: 100

Collection of Data
Data collection consists of both the primary and secondary data types. Basic data is collected by means of a structured questionnaire in motion. Is pilot tested before completing a structured questionnaire. By eliminating the difficulties that the final design has been devised. Response to the survey was collected via email using a survey method. Secondary data was collected from the following sources:
• Publication of NASSCOM.
• The books and magazines related to the research done.
• Publication and unpublished research reports.
• Various websites related to BPO.
The questionnaire is three parts,
A: General Information,
B: Specific Information,
C: suggestions

Sampling Techniques
The sampling technique applied Target / Convenience and Random Sampling. MNC BPO staff and staff are purely randomly chosen from the study site to obtain unbiased results. The questionnaire responses are the subject of editing the imperfections that are insufficient to fill in the questionnaire. This study must admit that about 300 questionnaires for further analysis and interpretation.

II. OBSERVATION AND RESULT INTERPRETATION
Criterion 1: Qualification Of Employers
In this criterion the sampling was done on 100 persons related to all 3 core; SC-BPO, LC-BPO, MNC. The value in mean and in percentage is tabulated in table 1. On drawing the chart based on the sampling data the result was found that in SC-BPO mainly graduate students were selected or they will opt he choice to join the Small Scale companies BPO.

Table 1: Qualification Of Employers In Sample.

Qualification Of Employers In Sample						
Qualification	**SC-BPO**	**%**	**LC-BPO**	**%**	**MNC**	**%**
HSC	13	13	3	3	6	6
Graduate	57	57	21	21	38	38
Post Graduate	25	25	47	47	22	22
MBA	5	5	21	21	31	31
Above	0	0	8	8	3	3
TOTAL	**100**	**100**	**100**	**100**	**100**	**100**

The SC BPO has highest 57% of total employee were graduate, while next to them were post graduate students who were joined this sector; while in LC BPO the highest percentage of the employee were 47% which belongs to postgraduate, after that MBA and graduates were selected which are 21% of whole strength, unexpectedly, very low number of HSC were found in LC- BPO and Some PhD were also associated with the LC-BPO, in MNC the graduate and MBA students were similar while post graduate strength are lesser than that (Figure 1).
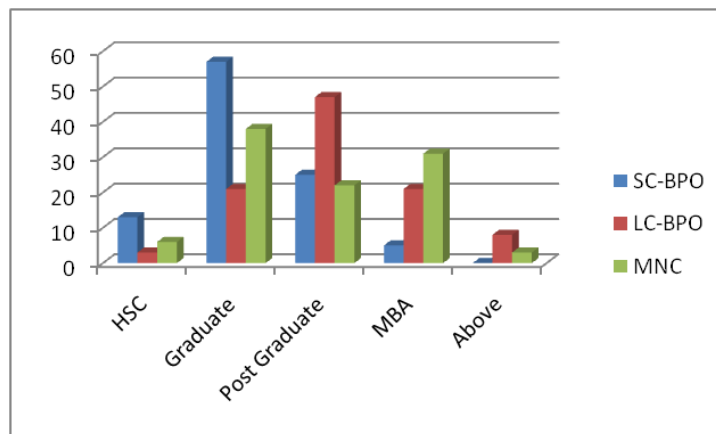

Figure 1: Comparative Qualification Of Employers In Sample.

Criterion 2: Work Experience

In this section we were questionnaire about the work Experian in BPO sector and similar MNC Company. The result outcome was itself a question on the BPO sector. In this section we put 4 work experience section, 0-5 years experience, 6-10 years experience, 11-15 year experience and more than 16 year experience. This section comprises the through that whether the youth choose BPO as long term job or not. The data were tabulated in table 2.

Table 2: Work Experience of Employers in Sample.

Work Experience					
Particulars	**0-5 Years**	**6-10 Years**	**11-15 Years**	**16 & Above**	**Total**
SC-BPO	67	21	4	1	100
LC-BPO	43	42	11	4	100
MNC	11	61	25	3	100

On plotting graph on the provided data as shown in Figure 2, the result were surprised with 67% that in small sector BPO, many employees just enter to secure and they still in search of a big opportunity, while there were only 21% employees with more than 6 year experience. The 4% of 11-15 years were in administrator section.
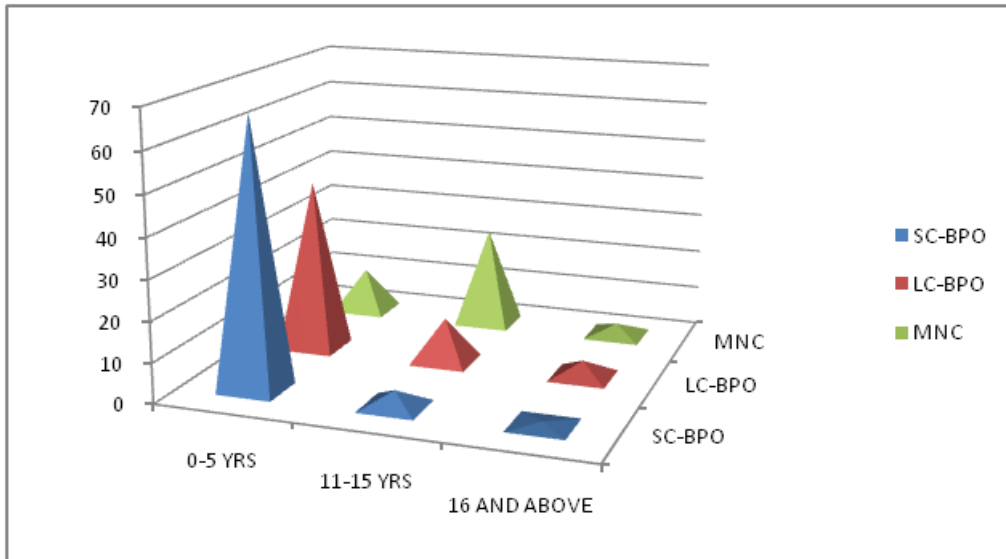
Figure 2: Comparative Work Experience Of Employers.

Criterion 3: Change in Life Style

In this section we were choose the change in life style to fill the questionnaire, in which we found that 19% of the students associated with SC-BPO were not satisfied with their current position. While most of them were found that their life style were changed from college life to employer's life. The findings were tabulated in table 3.

Table 3: Change in Lifestyle of Employers in Sample.

Change in Life Style				
Particulars	**YES**	**%**	**NO**	**%**
SC-BPO	81	81	19	19
LC-BPO	98	98	2	2
MNC	88	88	12	12

On analyzing figure 3, There were a similar pattern were found in all the 3 main sectors where most of the employees think that there were a drastic change in their life style after getting the job, nearly 98% of the employees were very highly satisfied with their life in LC-BPO and find themselves in a better environment than their social gatherings.
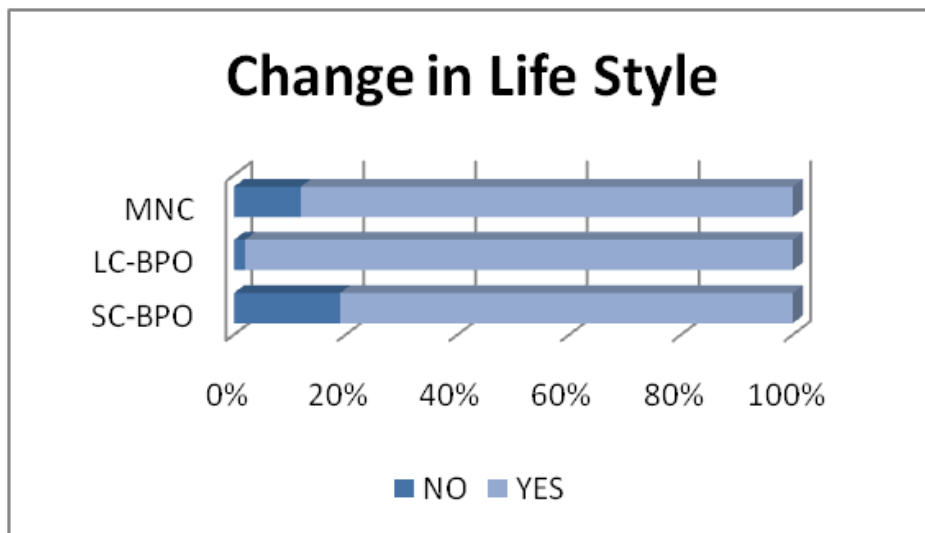

Figure 3: Comparative Life Style of Employers in the entire Three Sectors.

Criterion 4: Leisure Activities of Employees

In this section to elaborate the life style changing patter we were discussed some simple mode of enjoyment like going outside with friends or family, partying, long drive, vacation tour and family gathering during a long holiday. We found that in all 3 section the employees were want to pass the time with partying with the friends, BPO employees least chose to spend the time with family, while MNC employees least choose the time to go to long vocational tour, which seems to be exhausted in their means. All of them were choose the outside tour to nearest destination with friends as their second choice. The data regarding that were tabulated in table 4.

Table 4: Leisure Activities of Employees in Sample.

LEISURE ACTIVITIES OF EMPLOYEES						
	SC-BPO	**%**	**LC-BPO**	**%**	**MNC**	**%**
Going Outside	22	22	12	12	22	22
Partying	44	44	59	59	45	45
Long Drive	8	8	11	11	22	22
Vacation Tour	16	16	10	10	5	5
Family Gathering	10	10	8	8	6	6
Total	100	100	100	100	100	100

On graphing the pi-chart separately it was concluded that within SC-BPO, the least choices are long drive and family gathering as 8% and 10% only. According to survey analysis is the least interest in the family gathering is comparison form cousins and criticism from parents (Figure 4).

While in LC-BPO still the least choice is family gathering, long drive and long vocational tour with 8,11 and 10% of employees were coated, according to maximum employees all the three were extra and expansive than other options, these were hectic, long and exhausted (Figure 5).

In MNC family gathering and long vocational tour were the least 6 and 5% choice of all employees, in deep these were opt by the currently joined trainee only, the person with long experience were critically avoid these option (Figure 6).
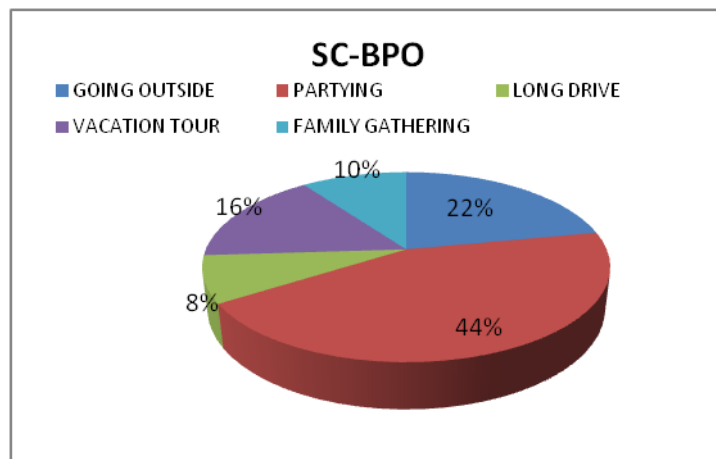

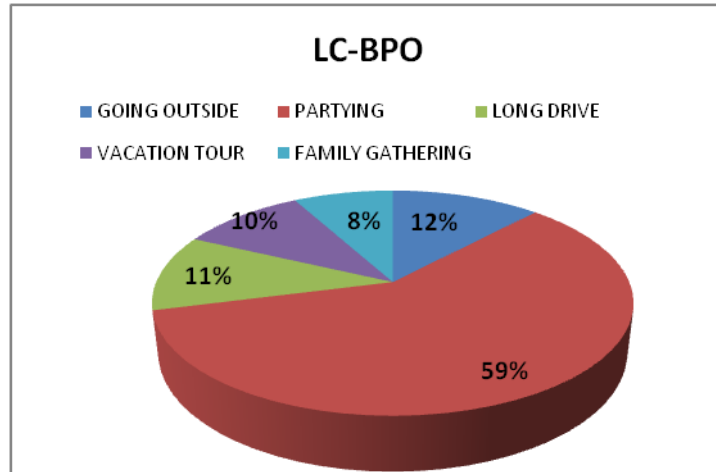*Figure 4: Leisure Activities of Employees in SC- BPO.*

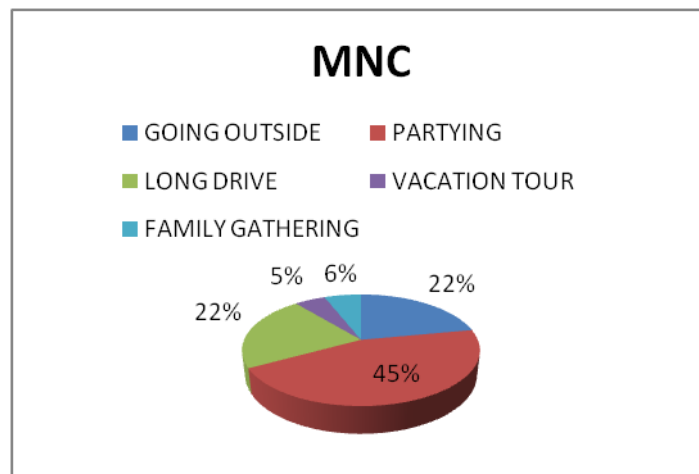***Figure 5:*** *Leisure Activities of Employees in LC- BPO.*

Figure 6: *Leisure Activities of Employees in MNC.*

On comparison all the three partying with friends were opted maximum in LC-BPO, the family gathering were most avoided in MNC and going nearer outing were most favorite of the SC-BPO employees (Figure 7).
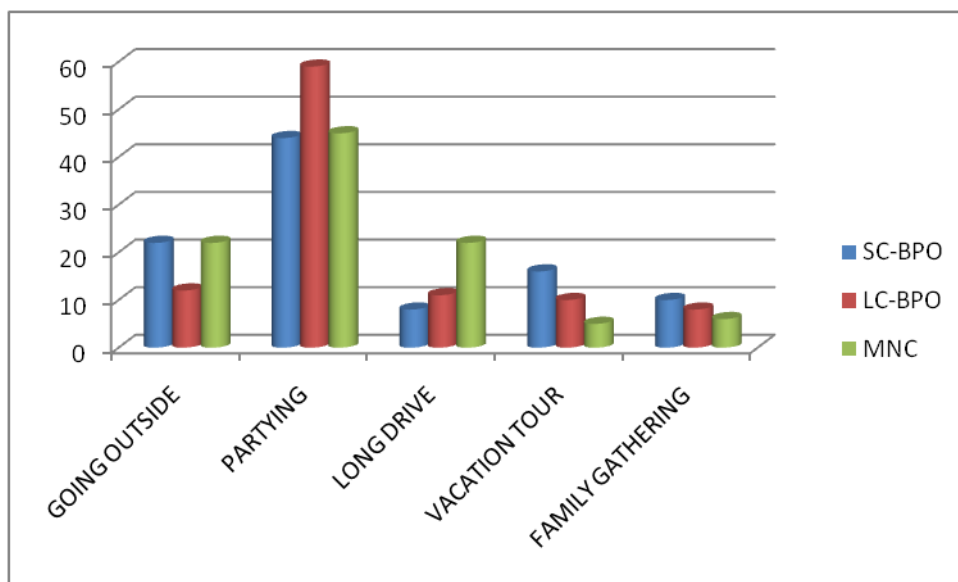

Figure 7: *Comparative Leisure Activities of Employees in Three Attires.*

Criterion 5: Monthly Expenditure

In this section we will question about their monthly expanses on the routine life including the extra expanses online style. A table will be formed for the analysis in table 5. According to which the monthly expenditure of SC-BPO is 5000-10000 for nearly 71% employee, which shows that they will expense a good amount on their life style, while in LC-BPO nearly51% employee expenses more than 10000 in a month, while in MNC many employee opt that they had not fixed expanses per month, while 35% had above 10000, this will shows that in MNC the employees have more expanses on the life style.

Table 5: Monthly Expenditure of Employers in Sample.

Monthly Expenditure						
	SC-BPO	**%**	**LC-BPO**	**%**	**MNC**	**%**
0-5000	12	12	8	8	2	2
5000-10000	71	71	31	31	20	20
10000 above	10	10	51	51	35	35
No Option	7	7	10	10	43	43
Total	100	100	100	100	100	100

On plotting the graph on the above data we conclude that in SC-BPO employee in comparison with other two has very disperse life trends nearly 12% people had below 5000 rs per month, while 71% had expenses in between 5000-10000, which clearly depict that they are attentive towards their life style, they are ready to expense on outside dinner, branding cloths, expensive goods, and of Course they will expense a good amount on the rental home. While only 10% will expense more than 10000, they were the higher rank person and maintain a suitable social circle.

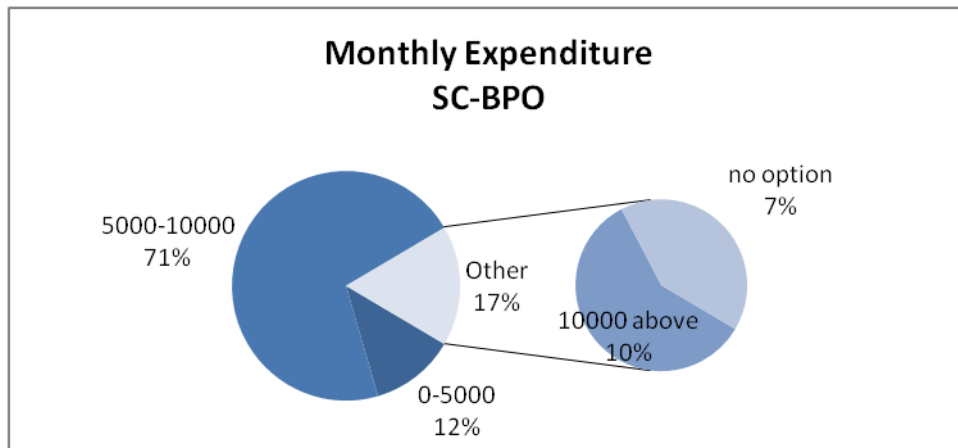While only 7 % people, had varied expenses over a month (Figure 8).

Figure 8: Monthly Expenditure of Employers in SC-BPO.

While analyzing the data on LC BPO company as illustrated in Figure 9 The result will come as there is 51% persons are there who spend money on their life style upto 10,000 Rs per month, this means they will live a good and levies life while working in a hectic schedule of BPO. While a good percentage of 31% is there who were ready to spend the 5000-10,000 Rs on life style, according to some employees personal implication beside of the tight schedule of the BPO they wish to live an tension free life at home, for which they are ready to spend money.
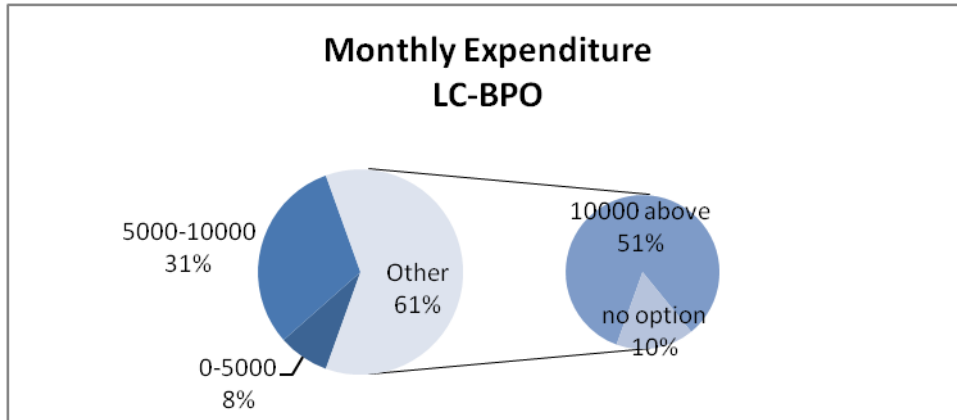
Figure 9: *Monthly Expenditure of Employers in LC-BPO.*

In MNC companies, most of the employees were spend more than 10,000 Rs per month in order to achieve a tension free life, according to them a good lifestyle is their need for being social in the required corporate culture. The percentage lies with such type of person is highest and is 35%. While there is huge ratio of the person who thought that they could not bind their life style in a certain amount of money as the requirements were different according to situation. And their percentage lays up to 43%. While the newcomer in MNC's were wish to save money and their percentage were 20%, but soon or later they will dissolve in the above two condition.
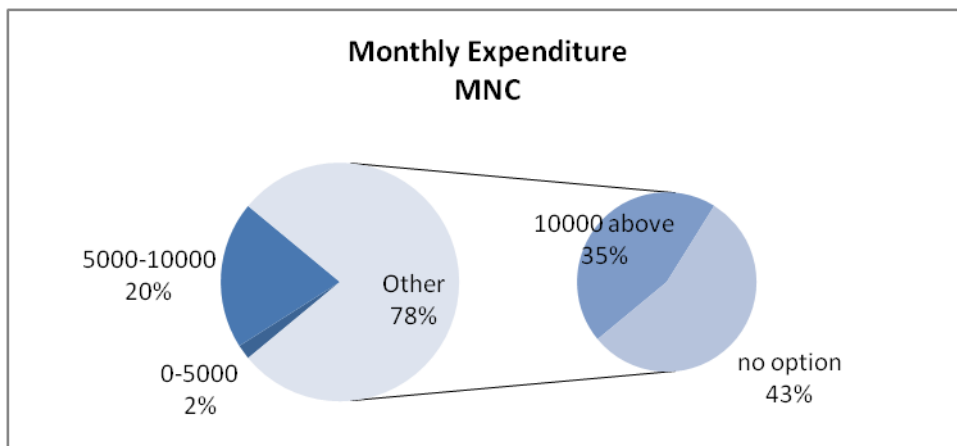

Figure 10: *Monthly Expenditure of Employers in MNC.*

On comparing all the three companies on the criteria of their monthly expenditure as shown in Figure 11, on plotting a bar graph of the obtained data, we could conclude that in SC-BPO the average living style will lead in the whole scenario while in LC-BPO a levies life style will flows in the environment, while in the MNC company Being the levies the life style is still uncertain and biased with the circumstances.
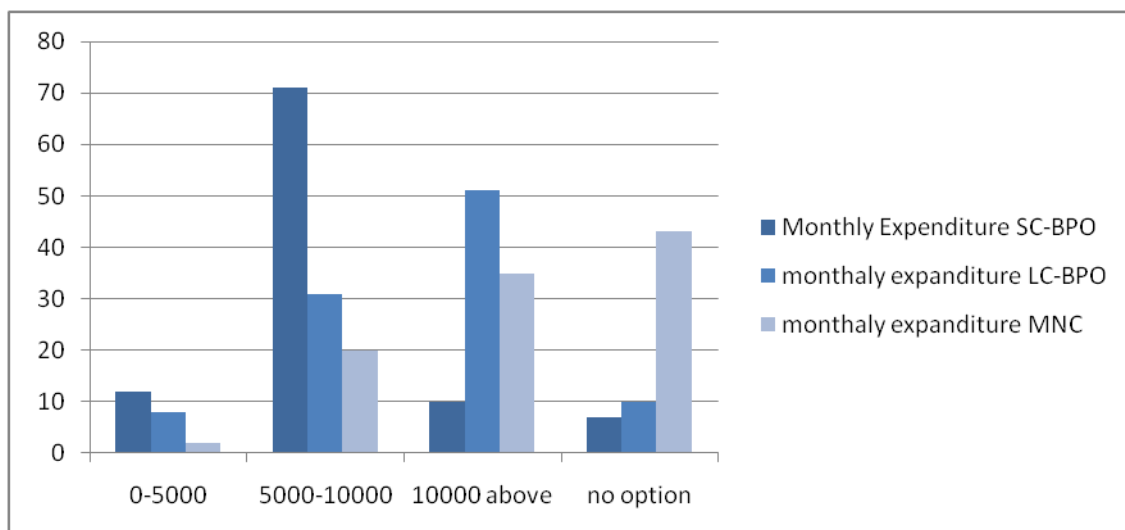
Figure 11: *comparative analysis of Monthly Expenditure of Employers in the given three Domains.*

III.   Discussion and Suggestion

BPO company must focus on the well-being or well-being of the employees. Health is derived from a series of measures designed to help people and their rights holders to maintain consistent voluntary activities and actions to prevent the risk of disease. It is also intended to improve personal skills and opportunities.

Website or portal is called HALE 365 days 24 hours 7 days online support. All this is for stress tension staff pay the release of stress, tension and mental fatigue.

Regular labor department to use the issue to follow employees to take appropriate measures to solve the disaster.

Planning interventions in accordance with the order of fun and team structure activities in advance are determined with a view to the well-being activities to ensure that all employees are taken care of. This integrated approach will call on improving efficiency to address a sense of responsibility for employees to treat the incidence of friction.

Acceptable work and there are no strict rules about the elements that take care of the rest of life. This depends on the needs of the employees. BPO companies work to improve balance living flexibly (part-time work, flexible working hours, duobanes and home work), self-burner ring (select employees who work shift work), unpaid leave and career planning to improve paid rest.

Additional work (paid or unpaid) to BPO employees, holiday purchase plan (purchase additional holidays), childbirth or parental adoption, or maternity leave. The staff of this plan gives you more control over loyalty than organizing your staff and commitment over your working life span

In addition, employees will reach a certain goal every day. Even after experiencing the stress to people, the problem of stress often leaves a lot of employees left behind, in fact, they produce a lot of torture and traces of this employee in their cases. Stress and mental fatigue are an important part of BPO staff's lives and careers.

IV.   Conclusion

In BPO's the life style is based on the working environment, and that will affect the person's life style and mind set, in bigger BPO's and MNC's the working culture is being hectic and tightly scheduled but still they drag some quality time for their soothes and relaxation, while in small sector BPO the employers were tightly bound with their work and does not allow them to spend time on their life style as they were worried about their uncertain job security. The higher choice of the BPO's by fresher's will lead the increased threat on the job security within the BPO as the replacement will now easy and ready on list.

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