

**A STUDY ON HR POLICIES AND ITS IMPLEMENTATION ON
BPO SECTOR**

Submitted in partial fulfilment of the requirements for the award of

Master of Business Administration

by

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SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

CATEGORY-1 UNIVERSITY BY UGC

Accredited with Grade "A++" by NAAC | 12B Status by UGC | Approved by AICTE

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of

KAPILKANTH E (42410101) who carried out the Project entitled **"A STUDY ON HR POLICIES AND ITS IMPLEMENTATION ON BPO SECTOR"** under my supervision from January 2024 to April 2024.

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I **KAPILKANTH E (42410101)** hereby declare that the Project Report entitled “**A Study on HR Policies and its Implementation on BPO Sector**” done by me under the guidance of **DR.TR.KALAILAKSHMI** M.A., MBA., M.Phil., Ph.D, Associate Professor, School of Management studies is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

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ABSTRACT

HR policy plays a key role in the success of any organization, including those in the business process outsourcing (BPO) sector. BPO companies are known for their high-pressure work environment and the need for an effective and efficient HR policy to manage their workforce. The purpose of this summary is to highlight the importance of HR policies in the BPO sector and the difficulties associated with their implementation. HR policies in the BPO sector cover many areas including recruitment, training and development, compensation and benefits, performance management and employee relations. An effective HR policy helps organizations attract and retain top talent, promote employee satisfaction and productivity, and maintain a positive work culture. However, implementing HR policies in the BPO sector can be difficult due to several factors such as high turnover, cultural differences and 24/7 operations. In addition, BPO companies often operate in multiple countries, so compliance with local laws and regulations requires HR policies. To overcome these challenges, BPO companies need to create HR policies that are flexible, adaptable, and aligned with their business goals. This requires collaboration between HR departments, management, and employees to ensure that policies are communicated, understood, and effectively implemented. In addition, regular monitoring and evaluation of HR policies is critical to ensure their continued relevance and effectiveness in the ever-evolving BPO industry. In conclusion, HR policies are essential for the success of BPO companies. Effective implementation of these policies requires a strategic approach that considers the unique challenges of the BPO industry and the diverse needs of its workforce. By prioritizing HR policies and investing in their implementation, BPO companies can create a sustainable competitive advantage and maintain a motivated and engaged workforce.

Keywords: HR Policies, BPO, Recruitment, Training and Development, Compensation and Benefits, Performance Management and Employee Relations.

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CHAPTER- 1

INTRODUCTION

1.1. INTRODUCTION

The Business Process Outsourcing (BPO) industry, which provides a range of services to businesses of all sizes, has recently been a major contributor to the global economy. To remain competitive, BPO companies have been focusing on various systems, and effective human resource (HR) strategies have emerged as a necessary element for advancement. HR strategies play a critical role in managing the workforce, attracting, and retaining top talent, promoting representative fulfilment and efficiency, and maintaining a healthy work environment. Despite the importance of HR strategies, putting them into practice can be challenging, particularly in the fast-paced, high-pressure environments of BPO companies. Strategies for human resources must be flexible, adaptive, and aligned with the business goals of BPO companies. Additionally, there are unique challenges associated with the BPO industry, such as high representative turnover rates, socioeconomic disparities, and the need for daily duties, all of which can contribute to the complexity of implementing HR strategies.

The goal of this study is to examine how HR practices are implemented in the BPO sector. A variety of HR arrangements will be the focus of the examination, including executive performance, worker relations, compensation and benefits, preparation and promotion, and representative enrolment. It will also investigate the challenges associated with implementing HR strategies in the BPO industry and the tools that BPO companies can use to overcome them. A subjective examination technique will be employed in the evaluation, which will involve speaking with HR professionals, board faculty members, and representatives from BPO companies.

The study's findings will deepen our understanding of the role that HR strategies play in the BPO industry as well as the challenges that come with putting them into practice. Additionally, it will include titbits of information on the platforms that BPO companies can use to develop and implement effective HR strategies. This research should be significant to HR professionals, board members, and BPO industry policymakers. Finally, this research aims to provide to the development of effective HR tactics that can raise the performance and sustainability of BPO companies.

1.2. INDUSTRY PROFILE

Business process outsourcing, or BPO, is a commercial strategy whereby a company hires an outside service provider to carry out a crucial operation or function.

Usually, an organization that needs such services contracts with another company after determining that a process is required for its operations but not part of its core value proposition. Strong business process management and a thorough awareness of organizational procedures are necessary for this level. Processes like accounting and payroll that are carried out consistently or identically across businesses are viewed by many as excellent candidates for business process outsourcing (BPO).

Businesses that use BPO often benefit from its cost-effectiveness and flexibility. Businesses determine that contracting with a service that specializes in these procedures could yield better results.

BPO originated in the manufacturing sector. After realizing that outside vendors might provide greater expertise, speed, and cost savings to their operations than an internal staff could, manufacturers began to assign third-party partners to manage portions of their supply chains. Organizations in other industries eventually embraced the practice.

The use of business process outsourcing (BPO) has grown in the modern era as service providers based in the United States, North America, and beyond are contracted to handle a variety of jobs by for-profit companies, nonprofit organizations, and even government agencies.

Business process outsourcing is used by organizations primarily for back- and front office tasks. Accounting, IT services, human resources (HR), quality assurance, and payment processing are examples of support operations that are included in back office functions, also referred to as internal business functions.

Customer relationship services, marketing, sales, and other business operations that relate to or serve current and potential customers are considered front-office functions.

Some companies contract out to a single vendor to handle all aspect of a function, like the HR department. Some businesses exclusively outsource some parts of a functional area, such payroll processing, and handle all other HR tasks internally.

Commonly outsourced processes include the following: Payroll and accounting. Administration. Customer support. IT management and services. Manufacturing. Marketing. Research. Sales. Shipping and logistics. Some companies also outsource strategic tasks, such as data mining and data analytics, both of which have become essential elements for maintaining a competitive advantage in a digital economy.

1.3. COMPANY PROFILE

Eximio is a digital transformation agency and an offshore delivery partner offering strategic consulting, creative designing, and cutting-edge development. We bring in advanced standards, engineer the evolution of your existing business model and give a worldwide presence.

We follow Agile methodology that ensures solutions for requirements, that evolves because of close collaboration with an explicit workflow, adjustments can be made to timelines and budgets. We provide revolutionary solutions to ease the workload and thrive in the highly competitive market. Our core management team has a rich Product & Service development heritage. We offer innovative solutions, consulting, Digital transformation, Application management and Data solutions & Analytics. As we all know we are in the customer centric era, Outstanding Customer service is essential to build our brand value and getting loyal customers. We are aligned to provide unique value in every step. The roadmaps and frameworks are directly based on the insights of our customers.

1.4. PROBLEM STATEMENT

The BPO sector has grown significantly in recent years and offers a wide range of services to companies in various industries. However, due to increasing competition in the industry, BPO companies face many challenges in managing their workforce effectively. HR policy implementation has emerged as a key factor that can greatly affect the success of BPO companies. While well-implemented HR policies can increase employee satisfaction, productivity and retention, their implementation can be particularly difficult in the fast-paced and stressful work environment typical of the BPO sector. The purpose of this study is to examine the barriers to HR policy implementation in the BPO sector and identify potential strategies that BPO companies can use to overcome these challenges. In particular, the study aims to answer the following research questions: -

1. What are the main HR policies in the BPO sector and what are their objectives?
2. What are the difficulties associated with the implementation of HR policies in the BPO sector and how do they affect the workforce?

3. How can BPO companies address HR policy implementation challenges and what strategies can they use to create and implement effective HR policies?

In addressing these research questions, this study aims to provide an overview of HR policy implementation in the BPO sector that could help develop effective HR policies that improve employee satisfaction, productivity, and workforce retention. The results of this study can also be valuable for HR professionals, managers, and decision makers in the BPO industry to formulate strategies that support the success and longevity of BPO companies.

1.5. NEED FOR THE STUDY

The necessity for a study on HR policies and their implementation in the BPO sector stems from the increasing significance. The growth of the BPO industry necessitates a strong reliance on the workforce to maintain competitiveness. Effective HR policies are crucial for managing this workforce, yet implementing them in the BPO sector poses unique challenges due to factors like high-pressure work environments, round-the-clock operations, and cultural diversity.

This research aims to fill the gap in existing literature by focusing on HR policies within the BPO industry. While other industries have been studied, there is limited research specifically on BPOs. By exploring HR policies and their implementation in this sector, the study can shed light on the difficulties of enforcing such policies and suggest strategies for BPO companies to overcome these obstacles.

Furthermore, the findings of this study can benefit HR professionals, management teams, and policymakers in the BPO industry by guiding them in creating HR policies that boost employee satisfaction, productivity, and retention. By pinpointing successful HR policy practices, this research can contribute to the growth of sustainable and competitive BPO firms.

In conclusion, this study on HR policies in the BPO sector is crucial for understanding the industry's unique challenges and developing effective policies that can drive the success and longevity of BPO companies.

1.4 AIM OF THE STUDY

The primary objective of this study on HR policies in the BPO sector is to analyse the impact of HR policies on workforce management in BPO companies and identify the hurdles in their implementation. Specifically, the study aims to accomplish the following goals:

- 1] The purpose of this study is to identify the HR policies that are currently being implemented in BPO companies and understand their objectives
- 2] This study aims to examine the challenges that arise during the implementation of HR policies in the BPO industry and analyse their impact on the workforce.
- 3] The focus of this research is to explore various strategies that BPO companies can adopt to overcome the challenges associated with implementing HR policies.
- 4] This study aims to provide valuable insights into the best practices for implementing HR policies in the BPO industry.

By achieving these objectives, this research aims to contribute to the existing literature on HR policies and their implementation in the BPO industry. The findings of this study can be utilized by BPO companies to develop and implement effective HR policies that enhance employee satisfaction, productivity, and retention. Ultimately, this will contribute to the overall success and sustainability of the BPO industry. Additionally, the findings of this study can be of interest to HR professionals, management personnel, and

policymakers in the BPO industry, as they can utilize these insights to develop strategies that will further enhance the success and sustainability of BPO companies.

1.5. OBJECTIVES OF THE STUDY

The study on HR policies and their implementation in BPO sectors has the following objectives:

1] To identify the various types of HR policies implemented in the BPO industry and their respective goals: The study seeks to recognize the different HR policies utilized by BPO companies to manage their employees and analyse the objectives behind these policies.

2] To analyse the obstacles linked with the implementation of HR policies in the BPO industry: The study aims to pinpoint the challenges faced by BPO companies

when implementing HR policies and assess the impact of these challenges on the workforce.

3] To explore the strategies that BPO companies can employ to overcome the challenges of implementing HR policies: The study intends to investigate the strategies that BPO companies can utilize to tackle the challenges related to HR policy implementation and highlight best practices.

4] To offer insights into the best practices in HR policy implementation in the BPO industry: The study aims to provide valuable insights into the best practices in HR policy implementation in the BPO industry, which can assist BPO companies in developing effective HR policies.

5] To contribute to the existing literature on HR policies and their implementation in the BPO industry: The study aims to contribute to the current

literature on HR policies and their implementation in the BPO industry, offering a deeper understanding of the challenges and strategies linked to HR policy implementation in this sector.

In essence, the study aims to shed light on the implementation of HR policies in the BPO industry and identify strategies that BPO companies can adopt to overcome the challenges associated with their implementation. The findings of the study can be beneficial to HR professionals, management personnel, and policymakers in the BPO industry, enabling them to develop effective HR policies that enhance employee satisfaction, productivity, and retention.

1.6. SCOPE OF THE STUDY

The scope of the study on HR policies and its implementation in BPO sectors includes:

HR policies: The study will focus on various HR policies implemented in BPO companies, such as recruitment and selection, training, and development, performance management, compensation and benefits, and employee engagement.

1] **BPO industry:** The study will focus on the BPO industry, which includes various functions such as customer support, technical support, and back-office operations.

2] **Geographical scope:** The study will cover BPO companies operating in different countries, such as India, the Philippines, and other Southeast Asian countries.

3] **Company size:** The study will focus on BPO companies of different sizes, ranging from small to large companies.

4] **Employee perspective:** The study will examine the implementation of HR policies from the perspective of BPO employees, including their experiences, opinions, and attitudes towards the policies.

The study's scope is limited to the BPO industry, and it does not include other industries or sectors. The study will use a qualitative research approach to explore the challenges and strategies associated with HR policy implementation in the BPO industry. Data will be collected from BPO companies and employees through interviews, surveys, and document analysis. The study will use a purposive sampling technique to select participants, and the sample size will be determined based on the study's objectives. Finally, the study's findings will be analysed and presented using appropriate data analysis techniques.

1.7. LIMITATIONS OF THE STUDY

Providing an exact answer to this question without a specific study to reference is challenging. However, in general, there are several potential limitations that could arise in a study on HR policies and their implementation in BPO sectors. These limitations include the following:

1. **Sample size:** The study may have a limited sample size, which could restrict the applicability of the findings to other BPO sectors or organizations beyond the study's sample.
2. **Methodology:** The study's methodology may not encompass all aspects of HR policies and their implementation in BPO sectors comprehensively. For example, it might solely focus on one aspect, such as training and development, while neglecting other crucial aspects like compensation and benefits, performance management, and employee engagement.
3. **Bias:** The study could be susceptible to bias, whether from the researchers or the respondents, potentially impacting the accuracy and validity of the findings.

4. **Time frame:** The study might have been conducted within a specific time frame, rendering the findings potentially irrelevant to current or future situations in the BPO sector.

5. **External factors:** The study may not account for external factors that could influence HR policies and their implementation in BPO sectors, such as economic conditions, political factors, or cultural disparities.

BPO (Business Process Outsourcing) is an industry that is experiencing rapid growth, offering a wide range of services such as customer service, technical support, and back-office operations to companies globally. This growth has been primarily fuelled by globalization and the increasing demand for cost-effective solutions in the business world.

CHAPTER- 2

REVIEW OF LITERATURE

2.1. REVIEW OF LITERATURE

- **Kundu. Subhash C., Diva Mahan (2009)** This study is based on the "Human Resources Management Practices in Insurance Companies: The study was made in Indian and MNC's and explains the benefits of the organization is generated only by Human Resources. However, the advantage of giving insurance to the Human Resources is one of the employee benefits issued by the Human Resource Management. The findings of the study says that both domestic and international Insurance companies have to improve more on their HR practices like performance appraisal, HR planning and Recruitment.
- **Hemant Rao (2007)** In this research study he explained the changes in the role Human Resources. There was an extraordinary change in the role of Human resource department. He found that each individual should work in the organization such that they should treat the employees irrespective to cast, religion, gender etc. The productivity of the company is based on the quality of work done by the employees in the organization.
- **Subramanian, V. (2005)** He expresses that the recruitment and selection process in the organization and selecting the right candidate for the correct position helps employees to work in the organization in a very positive mode. The interview process should be relevant to the job profile so that the candidates will be interested in the job profile.
- **Maitin, T.P. (2003)** In his study he explains the Human Resource

Development shows the progress of the organizational growth with different process like recruitment and selection, payroll processing and maintains the rules and regulations of the office.

By the way of best approach towards the employees which the in the high productive of the employees.

- **Sudham Shetty V. Naveen, Dr.D.N. Raju (2014)** Their research is based on the recruitment and selection process in Cement Industry, Electronics Industry, Sugar Industry in Krishna Dt AP, India and observed that in all the selected industries of the study area recruitment is made by campus placements, job.com, data banks etc. The selection is done by evaluating the candidate's skills, knowledge and abilities which are highly required to the vacancies in selected industries. They also identified that both monetary and non-monetary incentives are given to the employees to motivate them for better.
- **Anupama Gupta (2010)** Her study research mostly revolves around the consequences of the challenges faced by the Human resource management in context with the current economic status and the challenges faced should be taken in consideration. This article insists on the challenges in the short fall of talented employees. This also emphasis on how Human resources Management tackles the problems handled on day-to-day activities. It also suggested some important points to handle things better.
- **Singh S.K (2008)** In this study He explained that for a good organizational growth employee Should maintain their involvement to yield high productivity. Employee's dedication helps him to achieve his target, and increases his quality of work. Organization should also help the employee in training him to develop his interpersonal skills. Both Employer and Employee should equally contribute each for individual's growth.

- **Vidya A. Salokhe (2002)** In her study she explained the Human Resource department have several processes to improve the employee's individual growth in the organization. It also helps the organization to achieve more in the profit with their effective smart work. Employees are the asset of any organization which they make profit out of them.
- **T.V. Rao (1999)** the study in his book explains that the audit conducted describes the methods and ideas which have to be implemented in the Human Resource Audit. His Framework helps to estimate the different criteria like core competency, culture and value of the organization. By evaluating the employee's interpersonal skills, they can improve in some of the factors which are they lacking in the system. They also have broadminded people in the top-level management which helps the low and middle level employees to know about their concerns. So, they each and every employee in the organization helps them to achieve more by increasing the productivity.
- **Udai Pareek &T.V. Rao (1999)** In his study he explains that the limitations of Human Resource Department where they need to improve in the personal growth of employee and the organization. In his he elaborately explains about the importance of the training and Development, HR Audit, Planning and Development, Organizational Behaviours. This also gives the lots of information about the Educational Institutes and lot of professional people.
- **Venkateswaran (1997)** He explains in his article about how Human resource Department helps the organization in their financial growth. For that he made an empirical study by collecting data from a sample of 132 executives of a private organization. This study helps to know how the HRD works in the organization and how for employees are benefited out of them. As a result, the HRD works in better way how such that

employees are more much comfortable in the rule and regulations of the organizations. This also helps the organization to maintain a good decorum.

- **Saini R.R. (2010)** This study is based on the Management in United Commercial Bank which is a case study of Chandigarh State which elaborates HRD rules and regulations. Basically, this study explains the hurdles in the process of framing the rules and process of executing it. This analytical study contains a sample size of 100 people and analysed their opinion about HRD rules and regulations. As a result of this study is qualification plays an important role in recruitment in top, middle and low level management. The practice of selecting right candidate for the level of management helps the organization to achieve more and retain employees in the organization.
- **Tripathy (2008)** He has explained that the organization have the optimum usage of Human resources in the organization. They follow the 3 C concept (i.e.) Competencies, commitment and culture. By following these 3 C cultures in the work organization give the positive results in the organization. This practice is considered to be the best result earning which resulted in the increase in the financial growth.
- **Patil, Kallinath S. (2007)** In his study he has researched about the development of facility management industry has an important place in the growth of the country. Life Insurance Corporation is one of the major service providers in which they provide the best service. The Transmission does not come in a day. For that employees have put in lot of efforts to bring the service in the field of service.
- **Sharma and Jyoti (2006)** In their article they have explained about the Job Satisfaction that they finalize it the best and effective reason for an

employee in the working situation. They also explain that this emotional factor helps the employee in the organization to yield best results. Dissatisfaction is one of the main reasons for attrition of employee in the organization. So, job satisfaction is the primary reason of an employee's career growth and development of an organization

- **G.V. Chalam and L. Srinivas (2005)** In their article they have made a Human Resources Department survey across 120 branches of State Bank of India at Andhra Pradesh, and defines the gender where their papers made an attempt to explore the basic gender difference. They found that the women employees have much more concern than the male employees. Female employees have higher attitude of respecting the organization and Human resource department. They also have good source of Loyalty towards Bank work.
- **Mishra and Hardwar (2002)** In their research they have made an empirical study on the Private companies and their nature of work in Human resources Department. A random sample of 107 managers with different levels like low level, middle level and top-level management are taken into consideration. A questionnaire was circulated to them to know about the Human Resource department and analysed. As a result, the situation present in the HRD is satisfactory.
- **V.Siva Kumar (2015)** This study describes that the high level of policies increases the growth of the organization and acts as a retention strategy. From this study it is observed that employee's relationship.
- **NP Myilswamy, Dr.R. Gayatri (2014)** According to their research "A study on Due to the difficulty of evaluating the integration of human resources policies and practices (LEPAK et al, 2006), this research proposes not only to evaluate PPHR as a single construct, but also the relation of each dimension – or subsystem – on organizational

citizenship behaviours, seeking to identify which policy has a greater or lesser impact on the worker's behaviour. Thus, the six dimensions analysed are: recruitment and selection; involvement; training and development; work conditions; performance and competency assessment; and remuneration and incentives.

- **Demo (2012)** recruitment and selection policies and practices are defined as an organization proposal to seek out employees, stimulate them to apply and select them, seeking to harmonize the person's competencies with characteristics and demands of the organization. The involvement policy is an articulated proposal of the organization to create an affective bond with its collaborators, contributing to their well-being, in terms of recognition, relationship, participation and communication. The training and development policy includes the provision to employees of the systematic acquisition of skills and the encouragement of continuous learning and knowledge production.
- **T. Suhasini and Dr. K. Kalpana (2018)** The study reveals that relevance of HRM policy studies to the organizations. However, the urgency for new studies on the HRM was highlighted, since some policies, despite their strategic nature for organizations, are still little investigated. This is the case for recruitment and selection and evaluation of performance and skills, as well as studies relating HRM policies to other variables of organizational behaviour and the effort to construct and validate measurement instruments.
- **Cam Caldwell Ph d and Larry (2004)** Floyd the focus of this article is to explain the key elements of research opportunities grow as new and different practices are proposed, with no indication of saturation. Other institutions can use the opportunity to stimulate the academic production, focusing on research related to other HRM policies, such as performance and competency, working conditions and rewards, given

the identified gaps. The joint production of these groups can strengthen the lines of research on HRM policies and include Brazil as a reference on the international scenario.

- **M. Madhyvadany, S. Panboli (2019)** The performance and competency evaluation policy involve assessing the performance and skills of workers, subsidizing decisions about promotions, career planning and development. The author also grouped the issues of compensation and incentives, encompassing rewards on performance and employee competencies in terms of remuneration and incentives. Given this conceptual field presented and the objectives of the research, the PPHR scale elaborated by Demo (2012) is an adequate instrument to meet the objectives of this study.
- **Dessler (2002)** human resources policies and practices needed to contribute to the greater well-being of people, allowing them greater personal and professional fulfilment. In addition to the policies and practices defined by Dessler (2002), a began considering the “involvement” policy in the group.
- **Albrecht S.L, Bakker A.B, Gruman J.A, Macey W.H and Saks A.M(2015)** these practices necessary to manage people at work, specifically in the aspects related to hiring, training, evaluation, remuneration and the provision of a good and secure environment for company employees. For the author, there were five main policies and practices that constituted people management in organizations by the HR area: recruitment and selection, training and development, remuneration, performance appraisal and working conditions.
- **Bulbul Kar, Dr Biswadeep Mishra (2016)** integrated set of planned and intended strategies, policies, and practices for managing people in

an organization; and HRM practices as the activities implemented and experienced by employees, and that can be objectively verified. The authors emphasize the integration that must exist between HR management practices and the internal and external contingencies of the organization.

- **Wright et al (2003)** with their study entitled “The impact of HR practices on performance of business units”; the study evaluates the HR practices and organisation commitment on the operating performance and profitability of business units. The purpose of this study is to examine the relationship between HR practices and firm performance in a way that improves the casual inferences that can be drawn.
- Questionnaires were used to survey employee attitude. So, business units were sampled within on large corporation. The articles revealed that both organisational commitment and HR practices are significantly related operational measure of performance, as well as operating expenses and pre-tax profits.
- **Mariyam Imna; Zubair Hassan** Human resource policies have impact on the employees in the organization. The main purpose of this research paper is to analyse the factor which influence the employees in the organization. The most human resource policies related to recruitment, training, reward, compensation, performance appraisal, training and development, career development etc. The policies will have impact on the employees who are working in the organization.
- **Effective HR Policies in the BPO Sector: A Study on Employee Motivation and Retention by S. Agarwal and M. Dasgupta (2019).** This study examines the impact of HR policies on employee motivation and retention in the BPO sector. The study finds that effective HR policies can improve employee motivation and retention, leading to

higher job satisfaction and better performance.

- **HR Challenges in the BPO Industry: A Study of Implementation and Best Practices by S. Gupta and A. Singh (2020).** This study explores the challenges faced by BPO companies in implementing HR policies and identifies best practices for successful implementation. The study suggests that effective communication, training, and monitoring are critical for successful implementation.
- **Employee Engagement and HR Policies in the BPO Industry by R. Singh and M. Chakraborty (2021).** This study examines the relationship between HR policies and employee engagement in the BPO industry. The study finds that effective HR policies can improve employee engagement, leading to higher job satisfaction, better performance, and lower turnover rates.
- **Impact of HR Policies on Employee Performance in BPO Companies by A. Gupta and R. Sharma (2018).** This study analyses the impact of HR policies on employee performance in BPO companies. The study finds that effective HR policies can improve employee performance, leading to higher productivity and better quality of work.
- **Training and Development in the BPO Industry: A Study of HR Policies and Practices by S. Malik and N. Singh (2022).** This study examines the training and development policies and practices in the BPO industry. The study finds that effective training and development policies can improve employee skills and knowledge, leading to higher job satisfaction and better performance.

CHAPTER- 3

RESEARCH METHODOLOGY

3.1. RESEARCH METHOD

Research methods are the techniques and tools by which you research a subject or a topic. Research methodology involves the learning of various techniques to conduct research and acquiring knowledge to perform tests, experiments, surveys, and critical analysis.

Research methodology simply refers to the practical “how” of any given piece of research. It is about how a researcher systematically designs a study to ensure valid and reliable results that address the research aims and objectives.

3.2. RESEARCH DESIGN:

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. This Research design applied for the study is

‘Descriptive Research’

Descriptive research design:

Descriptive research aims to describe a population, situation, or phenomenon accurately and systematically. It can answer what, where, when and how questions, but not why questions. A descriptive research design can use a wide variety of research methods to investigate one or more variables.

3.3. SAMPLINGTECHNIQUE

Sample design is the theoretical basis and the practice mean by generalizing from characteristics of relatively few of the comprising

population. It is the method by which the sample is chosen.

Non-probability sampling:

Non-probability sampling is defined as a sampling technique in which the researcher selects samples based on the subjective judgment of the researcher rather than random selection.

Convenience sampling:

A convenience sample is a type of non-probability sampling method where the sample is taken from a group of people easy to contact or to reach.

3.4 SOURCES OF DATA

Sources of Data begins with figuring out what sort of data is needed, followed by the collection of a sample from a certain section of the population. Next, you must utilize a certain tool to gather the data from the chosen sample. The two types of sources of data are:

□ **Primary data**

The Primary data for this study was collected through questionnaire.

□ **Secondary data**

Secondary data was collected from external sources like Websites, Journals etc.

3.5. SAMPLE SIZE

The sample size for the project had a target of 120 participants. The fixed target of the sampling size has been achieved as the total number of respondents for the survey questionnaire was 100.

CHAPTER- 4

DATA ANALYSIS AND INTERPRETATION

4.1 DESCRIPTIVE ANALYSIS

Table 4.1.1: Table Showing the Age of the Respondents

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
20 – 30 years	79	59.4%
31 – 40 years	42	31.6%
41 – 50 years	10	7.5%
50 years and above	2	1.5%
Total	133	100

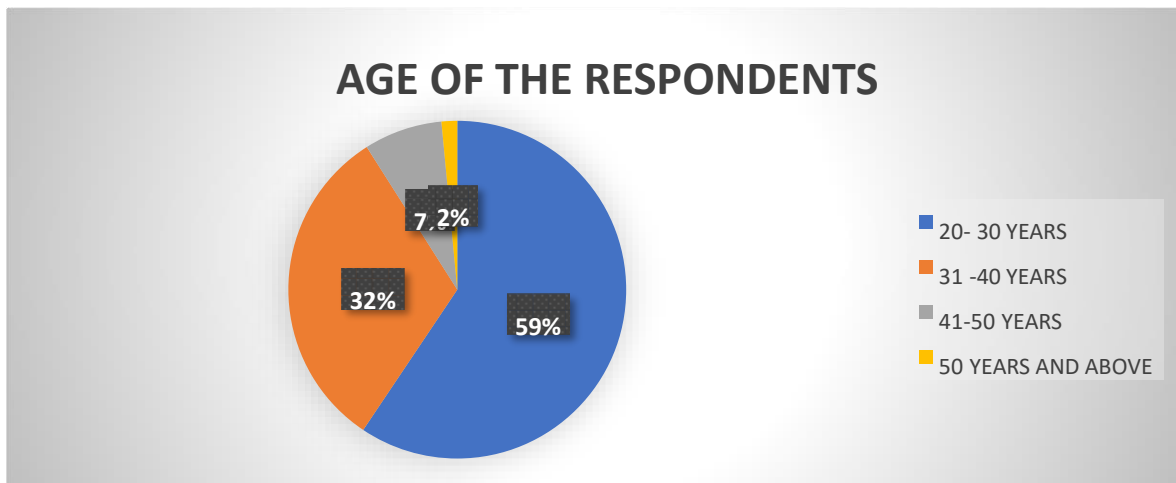


Chart 4.1.1: Chart Showing the Age of the Respondents

INTERPRETATION

From the Above table, its interpreted that 59.4% of the respondents are 20-30 years,31.6% of the respondents are 31-40 years,7.5% of the respondents are 4150 years,1.5% of the respondents are 50 years and above.

INFERENCE

Majority (59.4%) of the respondents from 20 -30 Years.

Table 4.1.2: Table showing the gender

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Male	78	58.6%
Female	55	41.4%
Total	133	100

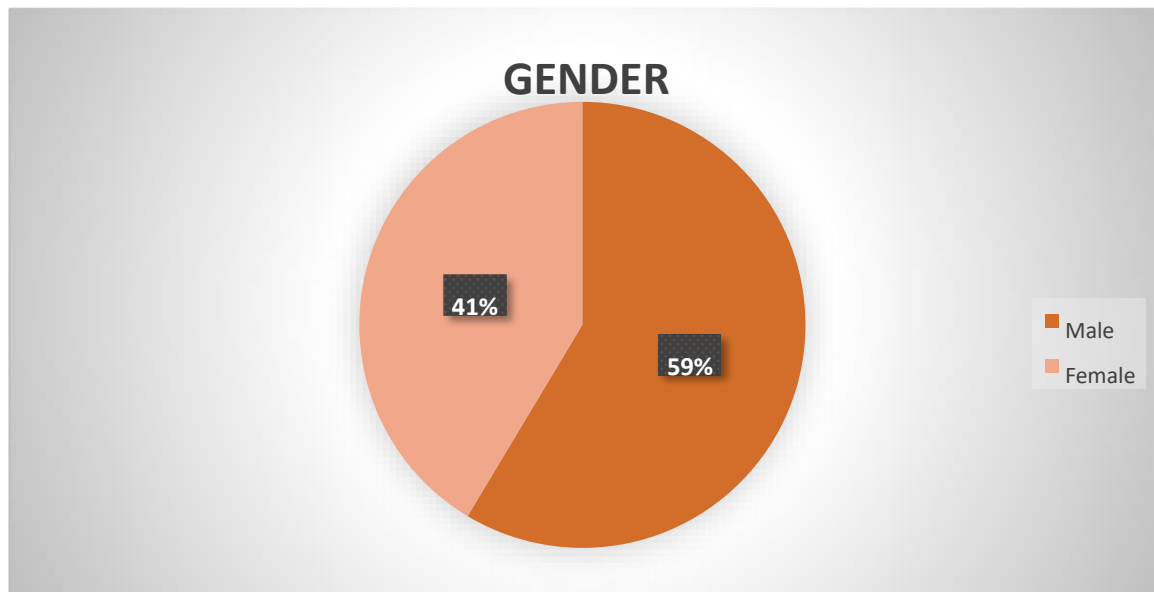


Chart 4.1.2: Chart Showing the Gender

INTERPRETATION

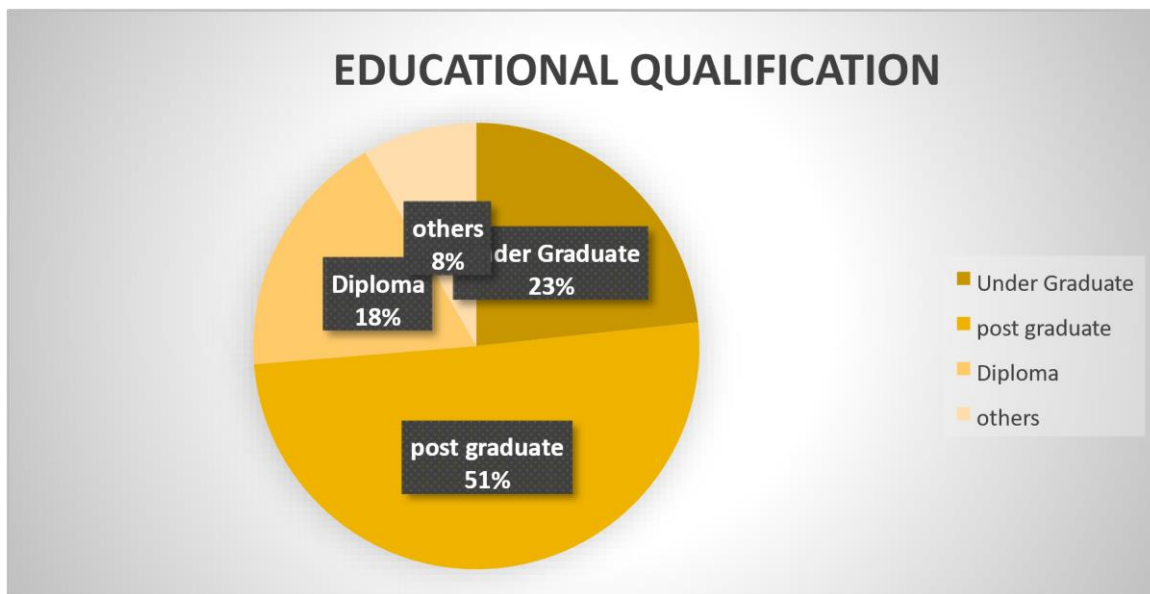
From the Above table, it's interpreted that 58.6% of the respondents are Male, 41.4% of the respondents are Female.

INFERENCE

Majority (58.6%) of the respondents from Male.

Table 4.1.3: Table Showing the Educational Qualification

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Under Graduate	31	23.3 %
Post Graduate	67	50.4 %
Diploma	24	18 %
Others	11	8.3 %
Total	133	100



4.1.3: Chart Showing the Educational Qualification

INTERPRETATION

From the Above table, it's interpreted that 23.3% of the respondents are Under Graduate, 50.4 % of the respondents are Post Graduate, 18 % of the respondents are Diploma and 8.3 % of the respondents are others.

INFERENCE

Majority (50.4 %) of the respondents from Post Graduate.

Table 4.1.4: Table Showing the Department

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Finance	17	23.3 %
HR	39	50.4 %
Production	10	18 %
Sales	32	8.3 %
others	15	9%
Total	133	100

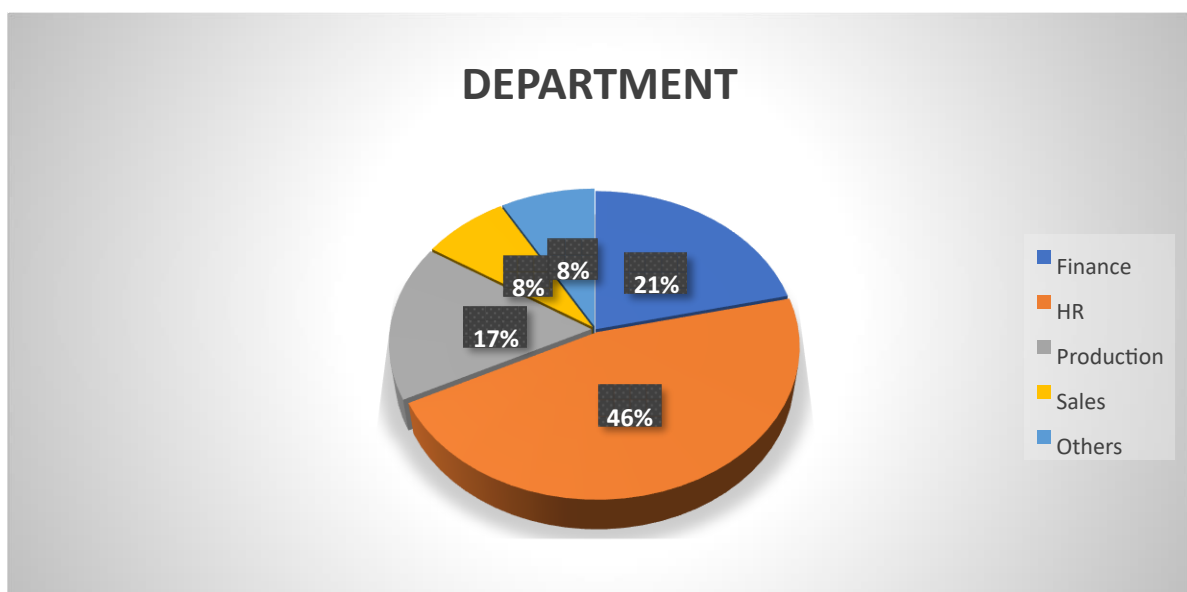


Chart 4.1.4: Chart Showing the Department

INTERPRETATION

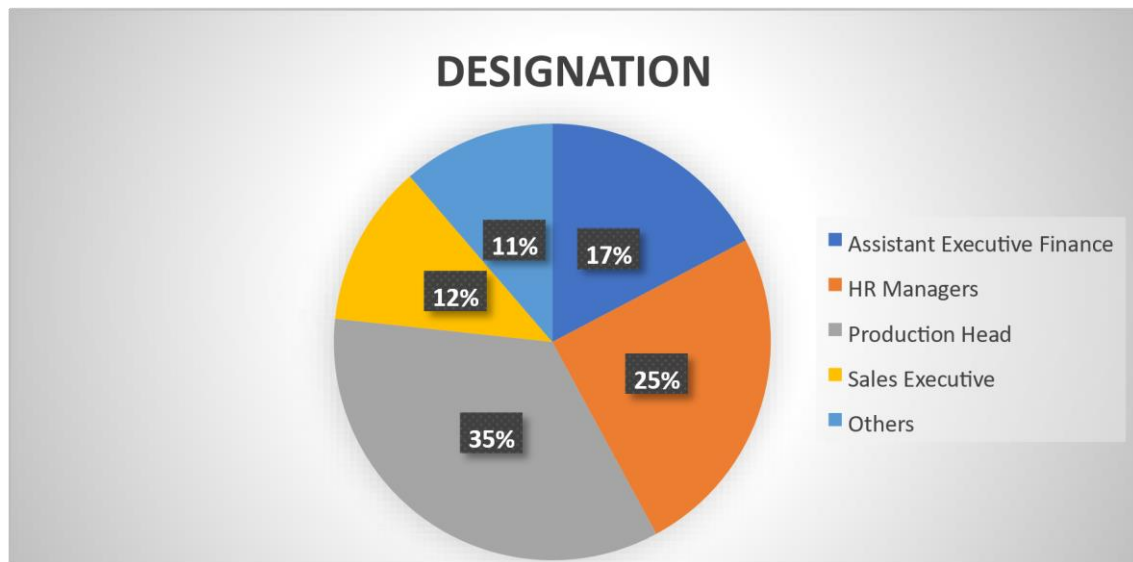
From the Above table, it's interpreted that 23.3% of the respondents are finance 50.4 % of the respondents are HR, 18 % of the respondents are Production, and 8.3 % of the respondents are sales,9 % of **the respondents are others.**

INFERENCE

Majority (50.4 %) of the respondents from HR.

Table 4.1.5: Table Showing the Designation

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Assistant Executive Finance	23	17.3 %
HR Managers	33	24.8 %
Production Head	46	34.6%
Sales Executive	16	12%
Others	15	11.3 %
Total	133	100



4.1.5: Chart Showing the Designation.

INTERPRETATION

From the Above table, it's interpreted that 17.3 %of the respondents are Assistant Executive Finance, 24.8 %of the respondents are HR Managers, 34.6% of the respondents are Production Head,11.3 %of the respondents are Sales Executive, and 12%of the respondents are others.

INFERENCE

Majority (34.6%) of the respondents from Production.

Table 4.1.6: Table Showing the Income of the Respondents per Month

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
10000 to 25000	57	42.9%
25000 to 45000	48	36.1%
45000 to 60000	27	21.1%
60000 and above	10	7.5 %
Total	133	100

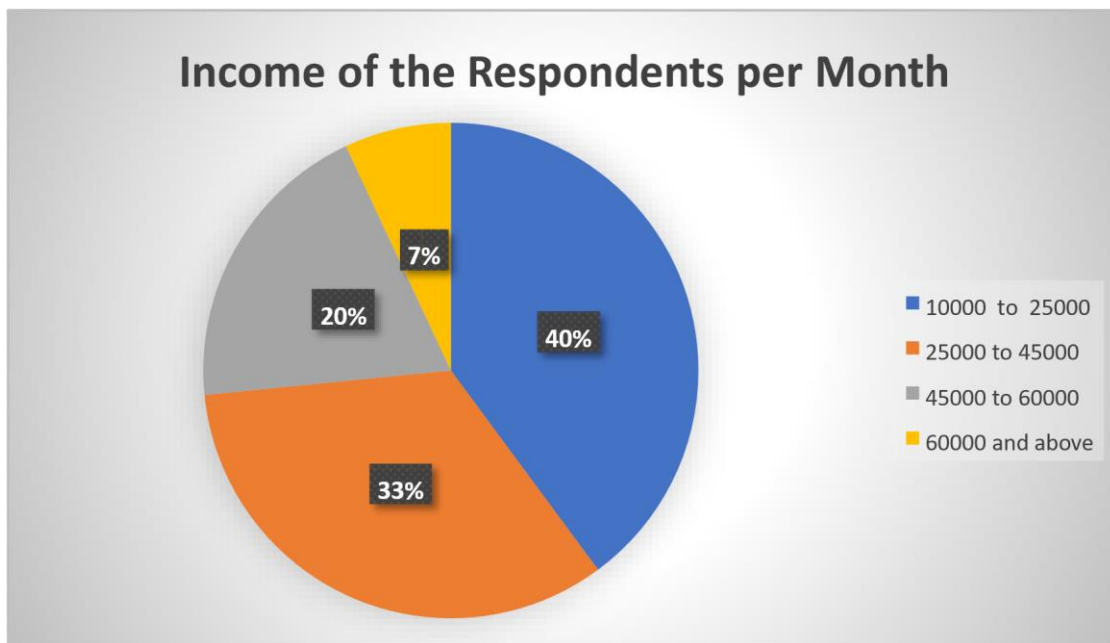


Chart 4.1.6: Chart Showing Income of the Respondent

INTERPRETATION

From the Above table, it's interpreted that 42.9% of the respondents are 10000 to 25000, 36.1% of the respondents are 25000 to 45000, 21.1% of the respondents are 45000 to 60000, and 7.5 % of the respondents are 60000 and above.

INFERENCE

Majority (42.9%) of the respondents are from 10000 to 25000.

Table 4.1.7: Table showing the jobs and get placement

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Placement cells	30	23.3 %
Through websites	60	45.1%
Newspaper advertisement	28	21.5%
Referrals	15	11.3 %
Total	133	100

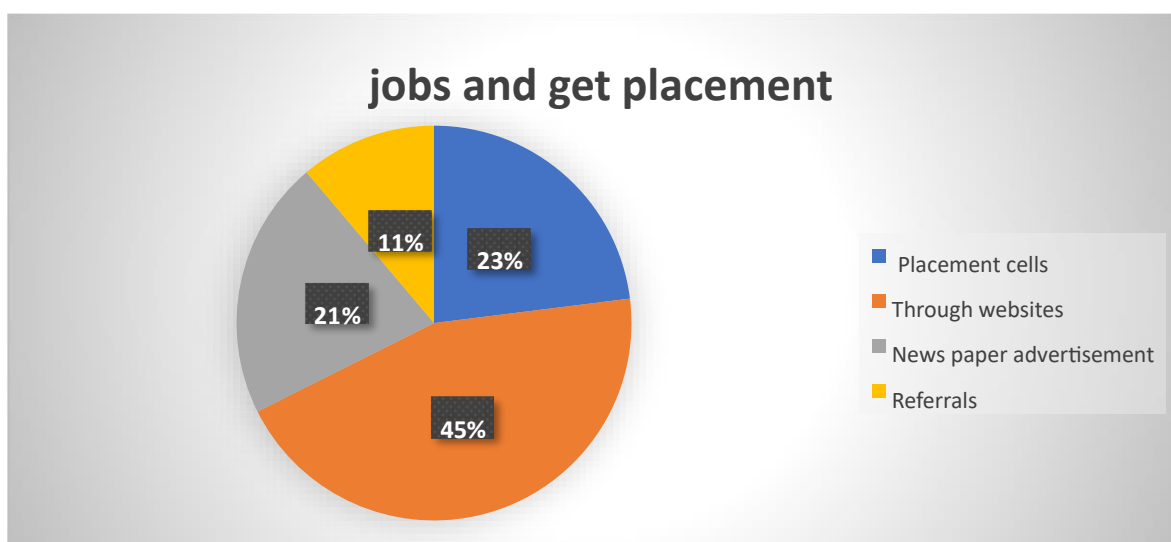


Chart 4.1.7: Chart Showing the Income Per Month

INTERPRETATION

From the Above table, it's interpreted that 23.3%of the respondents are **Placement cells**, 45.1%respondents are through websites, 21.5%of the respondents are Newspaper advertisement and 11.3%of the respondents are referrals.

Table 4.1.8: Table showing the letters you received from the company

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Offer letter	44	33.1%
Acceptance letter	39	29.3 %
Joining letter	33	24.8%
None	16	12.0%
Total	133	100

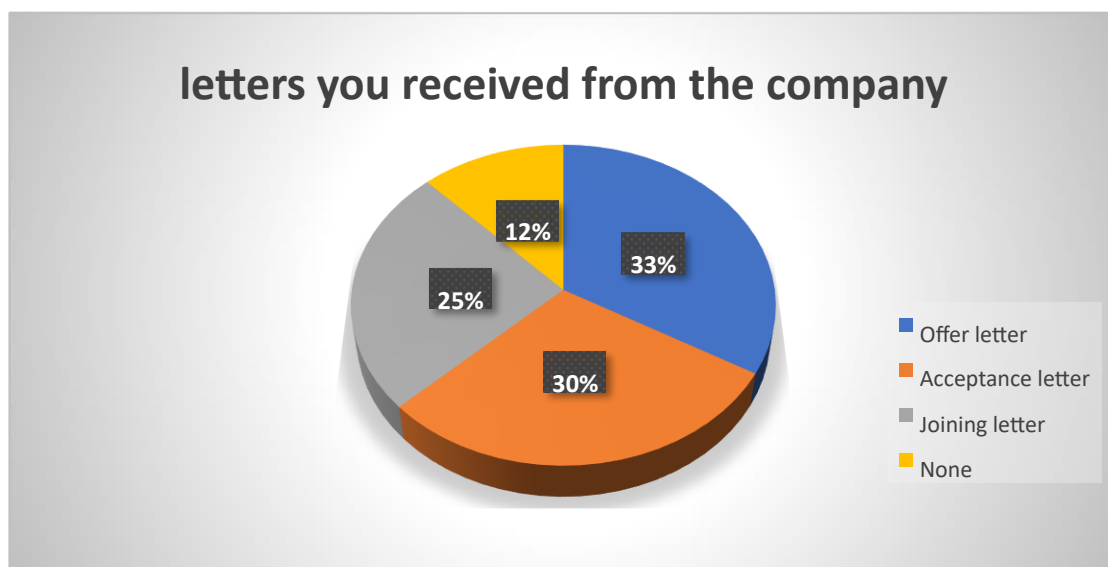


Chart 4.1.8: Chart showing the letters you received from the company

INTERPRETATION

From the Above table, it's interpreted that 33.1%of the respondents are Offer letter, 29.3 %respondents are Acceptance letter,24.8% of the respondents are Joining letter and 12.0%of the respondents are None.

Table 4.1.9: Table showing the Recruitment team conducted induction program

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
About Company	37	25.8%
Product Training	50	37.6%
Legal & Statutory legislation	34	25.6%
None	13	9.8%
Total	133	100

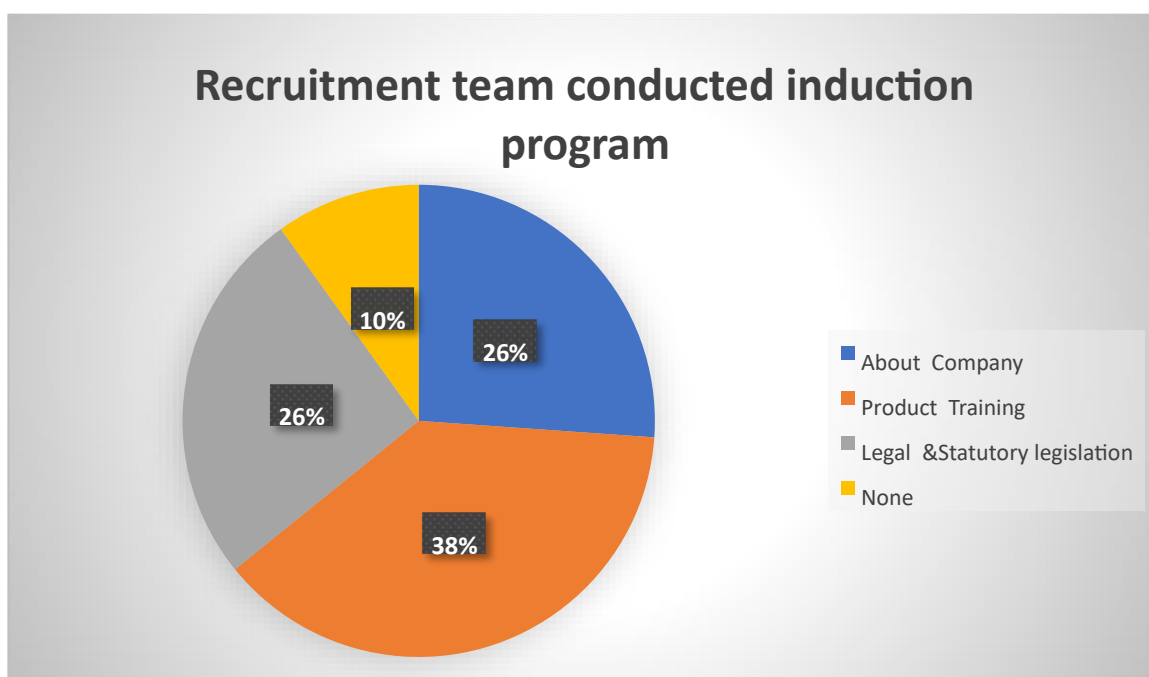


Chart 4.1.9: Chart showing the Recruitment team conducted induction program

INTERPRETATION

From the Above table, it is interpreted that 25.8% of the respondents are About Company, 37.6% respondents are Product Training, 25.6% of the respondents are Legal & Statutory legislation and 9.8% of the respondents are none.

Table 4.1.10: Table showing Whether you satisfied with the recruitment team

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Satisfied	61	45.9%
Highly dissatisfied	4	3.0%
Neither satisfied or nor dissatisfied	17	12.8%
Highly satisfied	43	32.3%
Dissatisfied	8	6.0%
Total	133	100

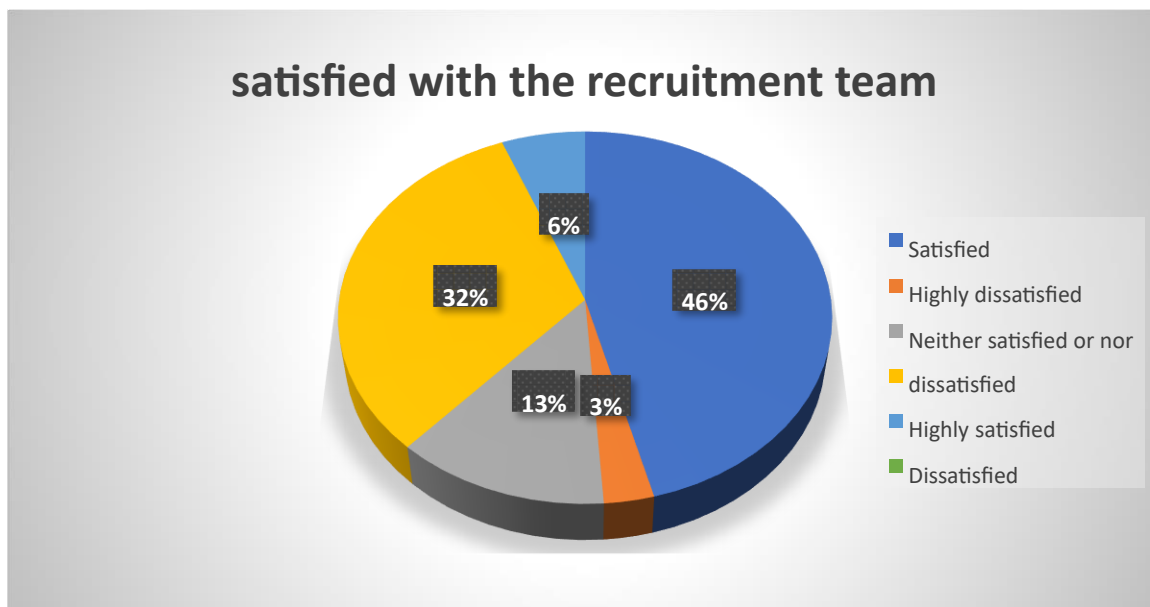


Chart 4.1.10: Chart showing the satisfied with the recruitment team

INTERPRETATION

From the above table it is interpreted that 45.9% of the respondent satisfied, 3% of the respondents highly satisfied, 12.8% of the respondents Neither satisfied or nor dissatisfied, 32.3% of the respondents Highly satisfied, 6% of the respondents Dissatisfied.

Table 4.1.11: Table showing the conducting training on any areas

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
HR & Admins	21	15.8%
Finance	64	48.1%
Production	38	28.6%
Safety	10	7.5%
Total	133	100

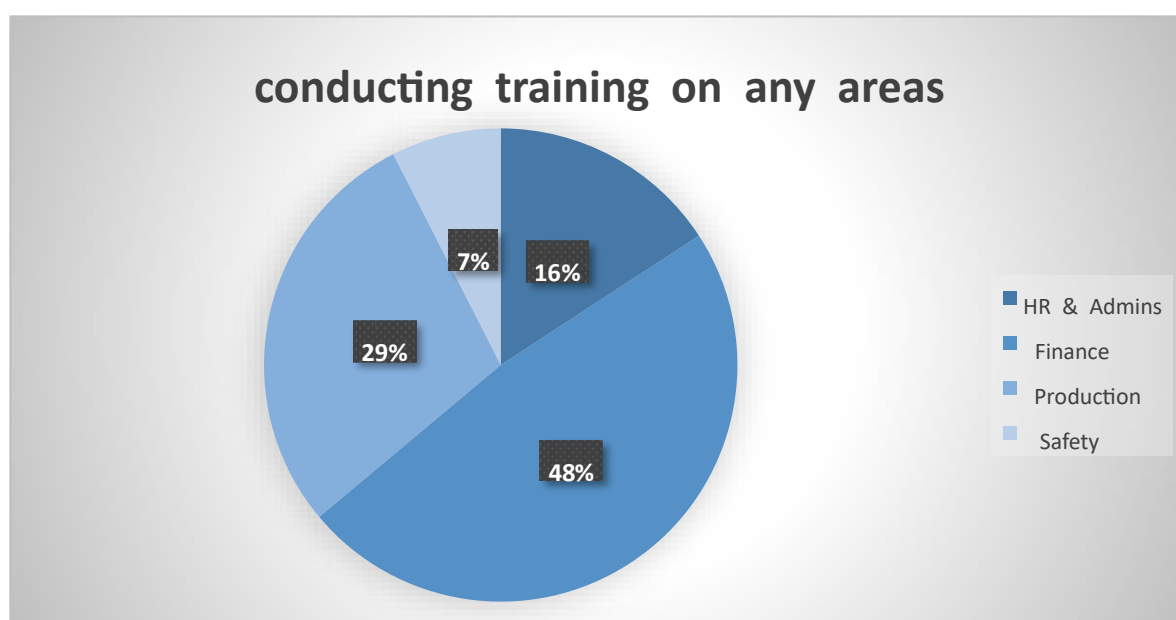


Chart 4.1.11: Chart showing the conducting training on any areas

INTERPRETATION

From the Above table, it's interpreted that 15.8% of the respondents are HR & Admins, 48.1% respondents are Finance, 28.6% of the respondents are Production and 7.5% of the respondents are Safety.

Table 4.1.12: Table showing the trainer is component and Knowledge person

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Excellent	21	15.8%
Fair	64	48.1%
Average	38	28.6%
Poor	10	7.5%
Total	133	100

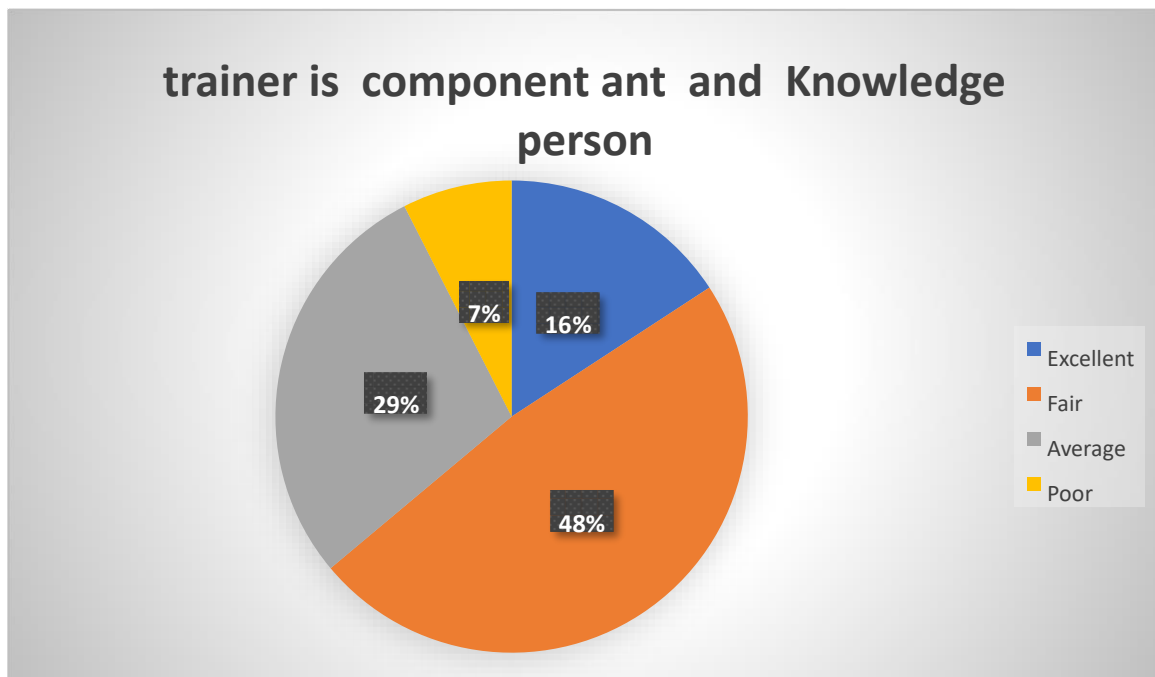


Chart 4.1.12: Chart showing the trainer is component and Knowledge person

INTERPRETATION

From the Above table, it's interpreted that 15.8% of the respondents are excellent, 48.1% respondents are Fair, 28.6% of the respondents are Average and 7.5%of the respondents are Poor.

Table 4.1.13: Table showing Based on the training conducted by the trainer on the areas can be shown any development

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Agree	70	52.6%
Disagree	13	9.8%
Neither agree nor disagree	27	20.3%
Strongly agree	5	3.8%
Strongly disagree	18	13.5%
Total	133	100

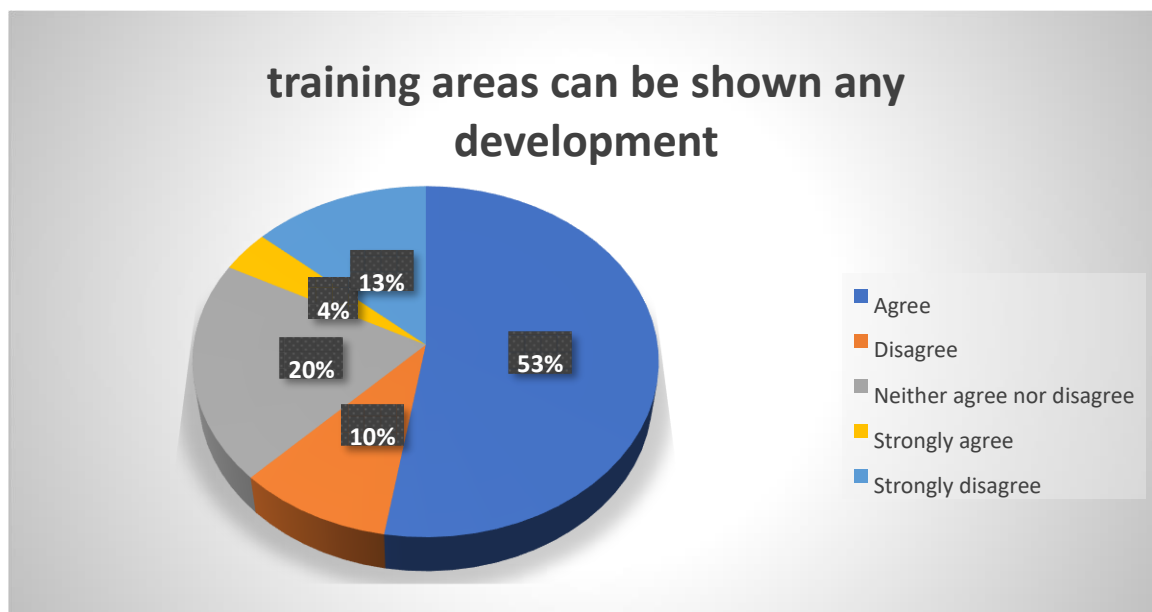


Chart 4.1.13: Chart showing the training areas can be shown any development

INTERPRETATION

From the above table it is interpreted that 52.6% of the respondents agreed, 9.8% of the respondents disagreed, 20.3% of the respondents neither agreed nor disagreed, 3.8% of the respondents strongly agreed, 13.5% of the respondents strongly disagreed.

Table 4.1.14: Table showing the training areas you are interested

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
welfare	18	13.5%
Fire and safety	39	29.3%
Management And skills	56	42.1%
Time management	20	15.0%
Total	133	100

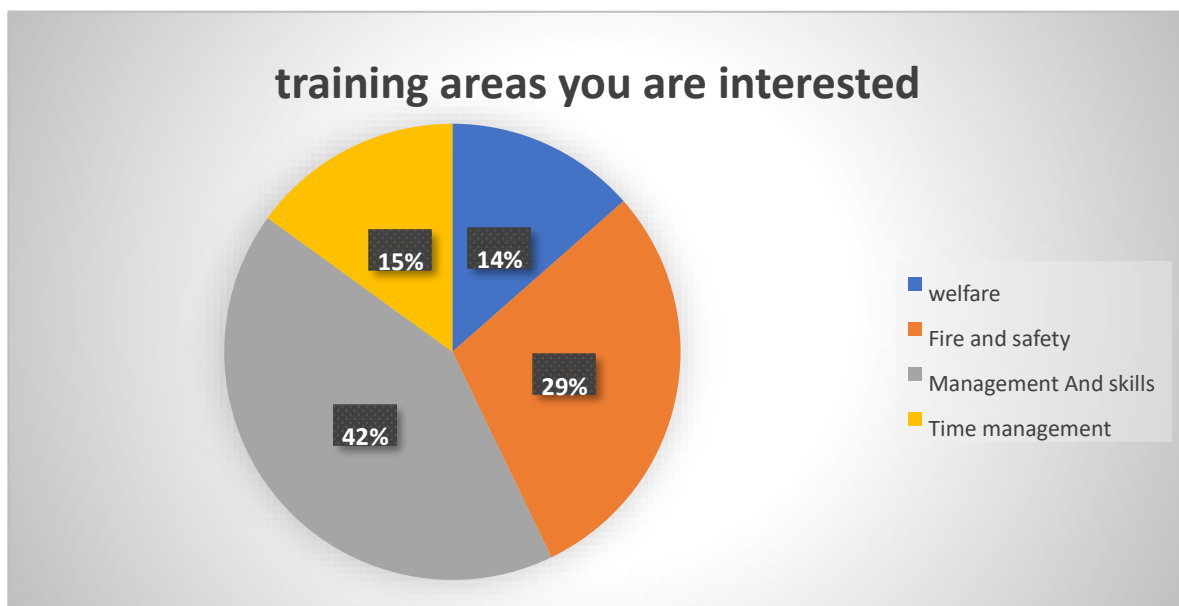


Chart 4.1.14: Chart showing the training areas you are interested

INTERPRETATION

From the Above table, it's interpreted that 13.5% of the respondents are welfare, 29.3% respondents are Fire and safety, 42.1% of the respondents are Management and skills and

15.0% of the respondents are Time management.

Table 4.1.15: Table showing the performance appraisal for the employees

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Monthly	21	15.8%
Quarterly	40	30.1%
Half yearly	52	39.1%
Annually	18	13.5%
Total	133	100

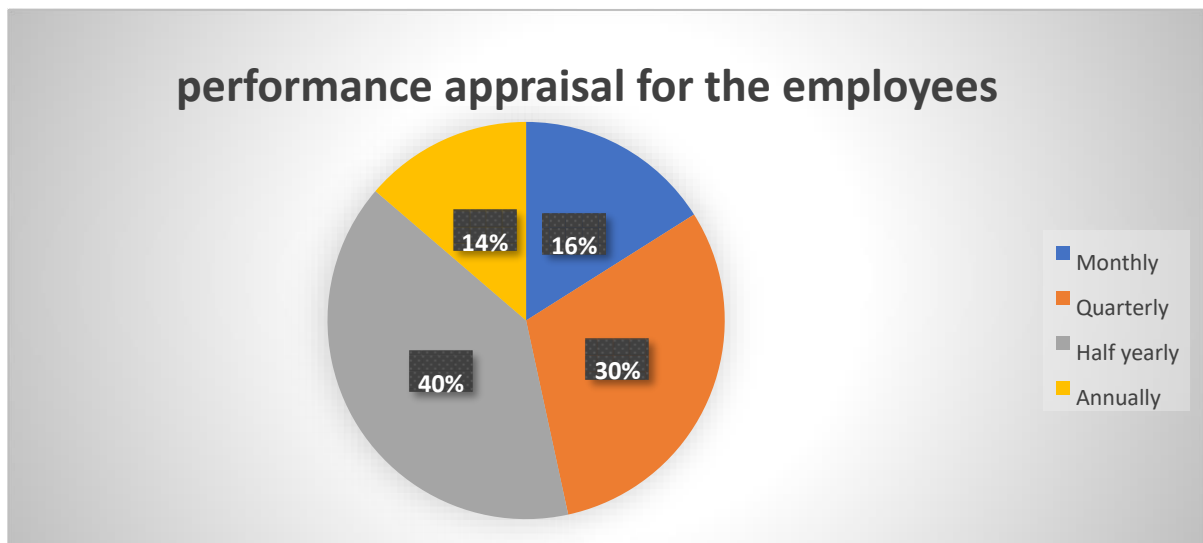


Chart 4.1.15: Chart showing the performance appraisal for the employees

INTERPRETATION

From the Above table, it's interpreted that 15.8% of the respondents are Monthly, 30.1% respondents are Quarterly, 39.1% of the respondents are half yearly and 13.5% of the respondents are Annually.

INFERENCE

Majority (39.1%) of the respondents from half yearly.

Table 4.1.16: Table showing the Department conducting the Performance Appraisal

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Subordinates	48	36.1%
HR & Admins	49	36.9%
Finance	18	13.5%
Production	18	13.5%
Total	133	100

Department conducting the Performance Appraisal

■ Subordinates ■ HR & Admins ■ Finance ■ Production

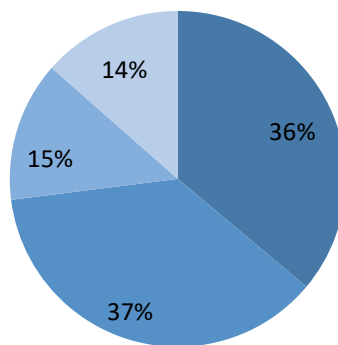


Chart 4.1.16: Chart showing the Department conducting the Performance Appraisal

INTERPRETATION

From the Above table, it's interpreted that 36.1% of the respondents are Subordinates, 36.9% respondents are HR & Admins, 13.5% of the respondents are Finance and 13.5% of the respondents are Production.

Table 4.1.17: Table showing the Appraisal conductivity on what degrees

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
80 %	31	23.3%
160 %	41	30.8%
320 %	15	11.3%
360 %	46	34.6%
Total	133	100

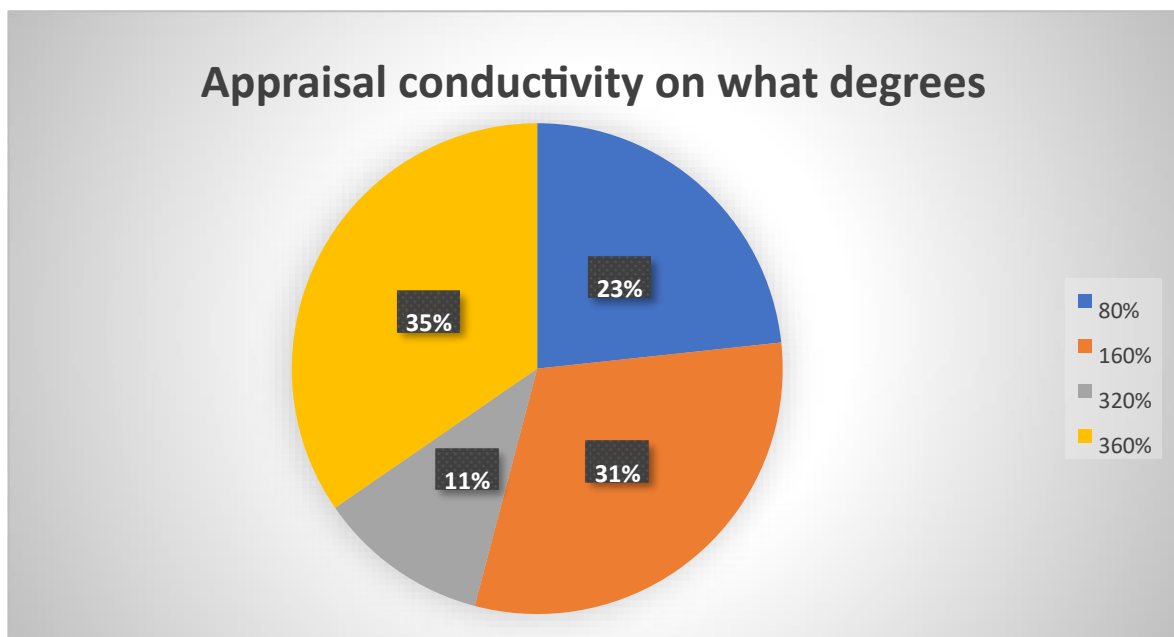


Chart 4.1.17: Chart showing the Appraisal conductivity on what degrees

INTERPRETATION

From the Above table, it's interpreted that 23.3% of the respondents are 80%, 30.8% respondents are 160%, 11.3% of the respondents are 320% and 34.6% of the respondents are 360%.

Table 4.1.18: Table showing the Final Decisions made by the superiors

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Management	30	22.6%
Manager	42	31.6%
Reporting Manager	15	11.3%
Others	19	14.3%
Total	133	100

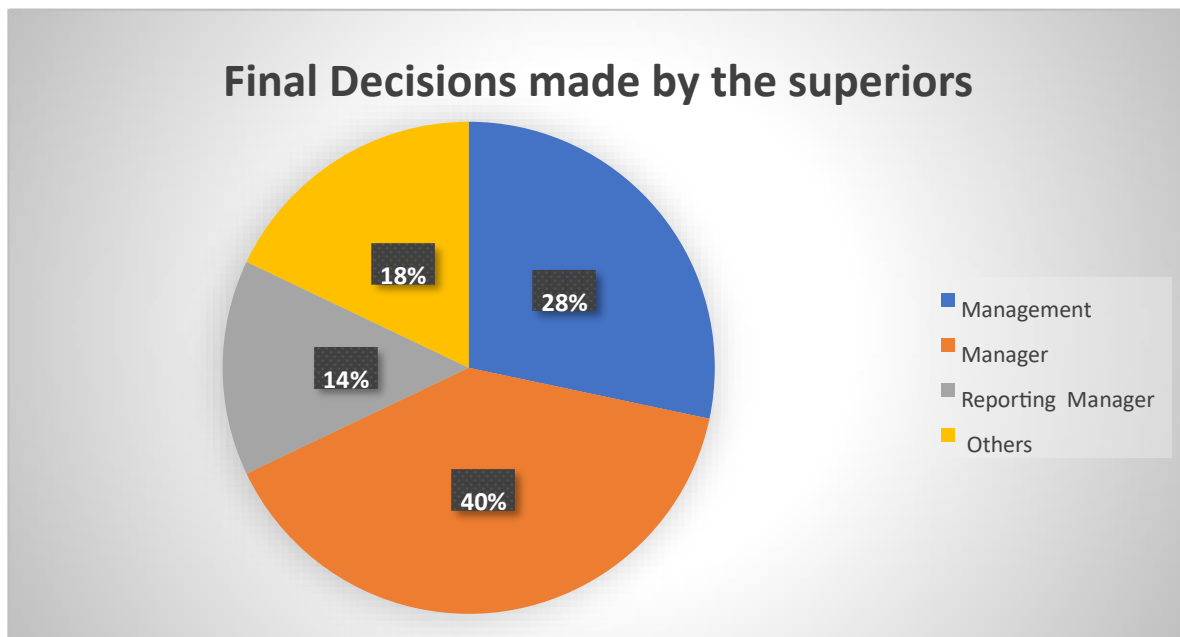


Chart 4.1.18: Chart showing the Final Decisions made by the superiors

INTERPRETATION

From the Above table, it's interpreted that 22.6% of the respondents are Management, 31.6% respondents are Manager, 11.3% of the respondents are Reporting manager and 14.3% of the respondents are others.

Table 4.1.19: Table showing the Awareness of social legislative

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Excellent	31	23.3%
Fair	35	26.3%
Unfair	47	15.0%
None	20	35.3%
Total	133	100

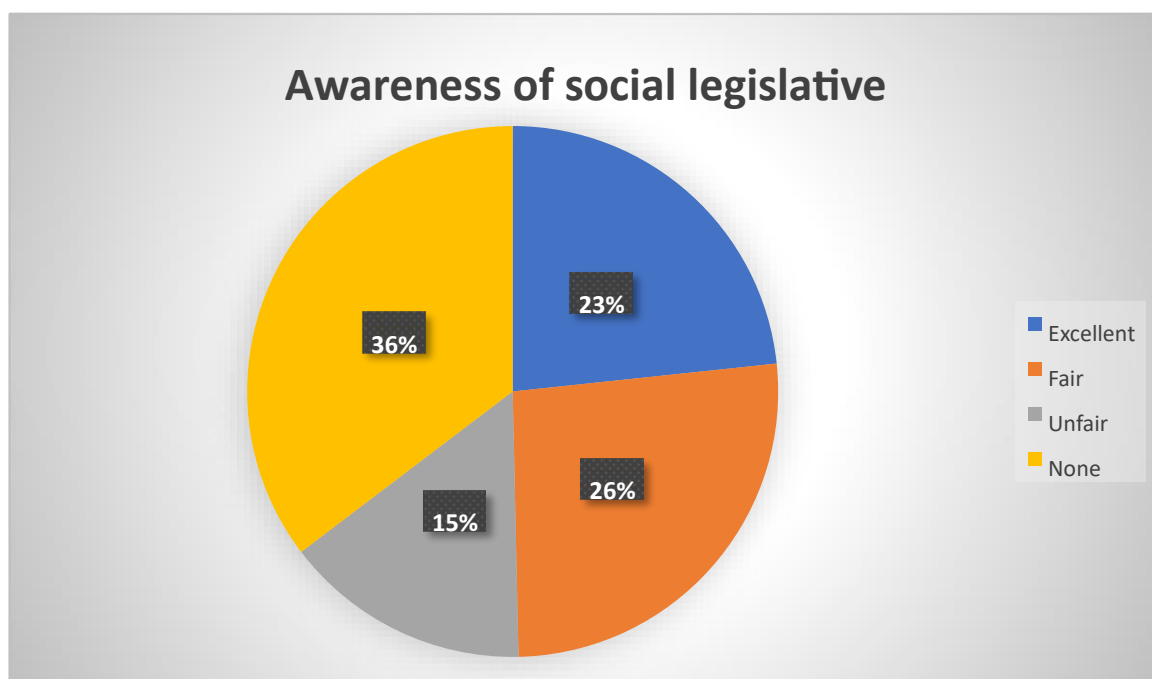


Chart 4.1.19: Chart showing the Final Decisions made by the superiors

INTERPRETATION

From the Above table, it's interpreted that 23.3% of the respondents are Excellent, 26.3% respondents are Fair, 15.0% of the respondents are Unfair and 35.3% of the respondents are None.

Table 4.1.20: Table showing the Statutory Obligations of PF & ESI

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
PF 12% ESI 0.75%	29	21.8%
PF 8.33% ESI 3.25 %	36	27.1%
Both A & B	49	36.8%
All the above	18	13.5%
Total	133	100

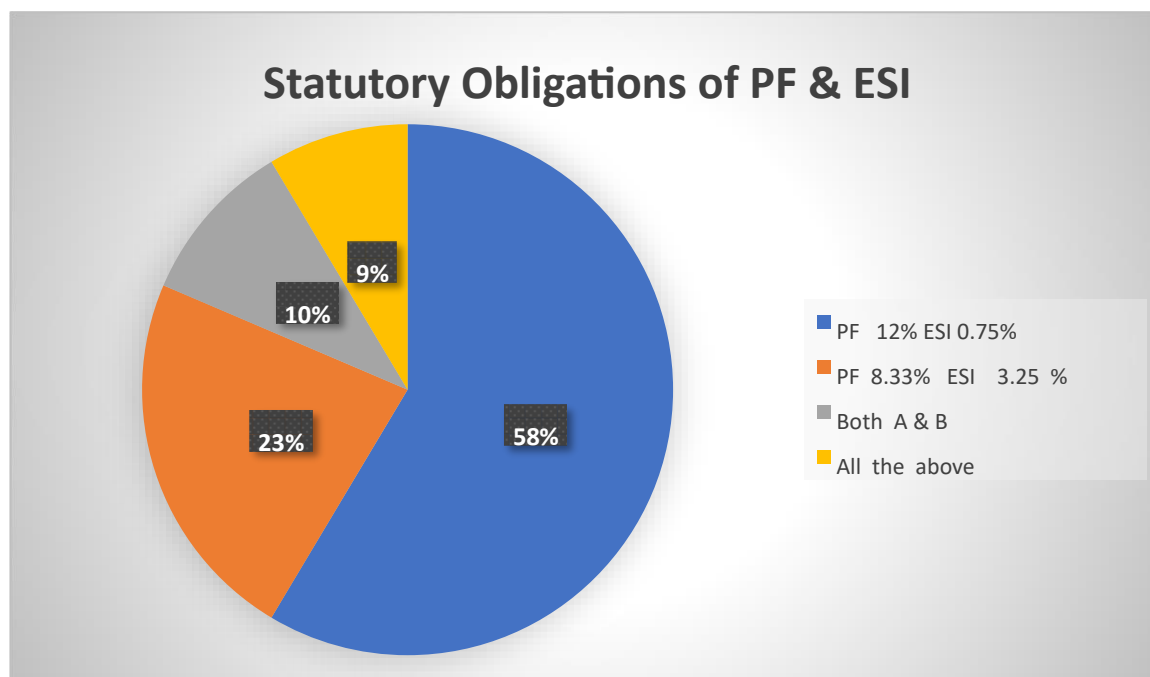


Chart 4.1.20: Chart showing the Statutory Obligations of PF & ESI

INTERPRETATION

From the Above table, it's interpreted that 21.8% of the respondents are PF 12% ESI 0.75%, 27.1% respondents are PF 8.33% ESI 3.25 %, 36.8% of the respondents are Both A & B and 13.5% of the respondents are All the above.

Table 4.1.21: Table showing the profession Tax Contribution

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Complied	32	24.1%
Not complied	35	26.3%
Ignore	39	29.3%
Company not willing	12	9.0%
Total	133	100

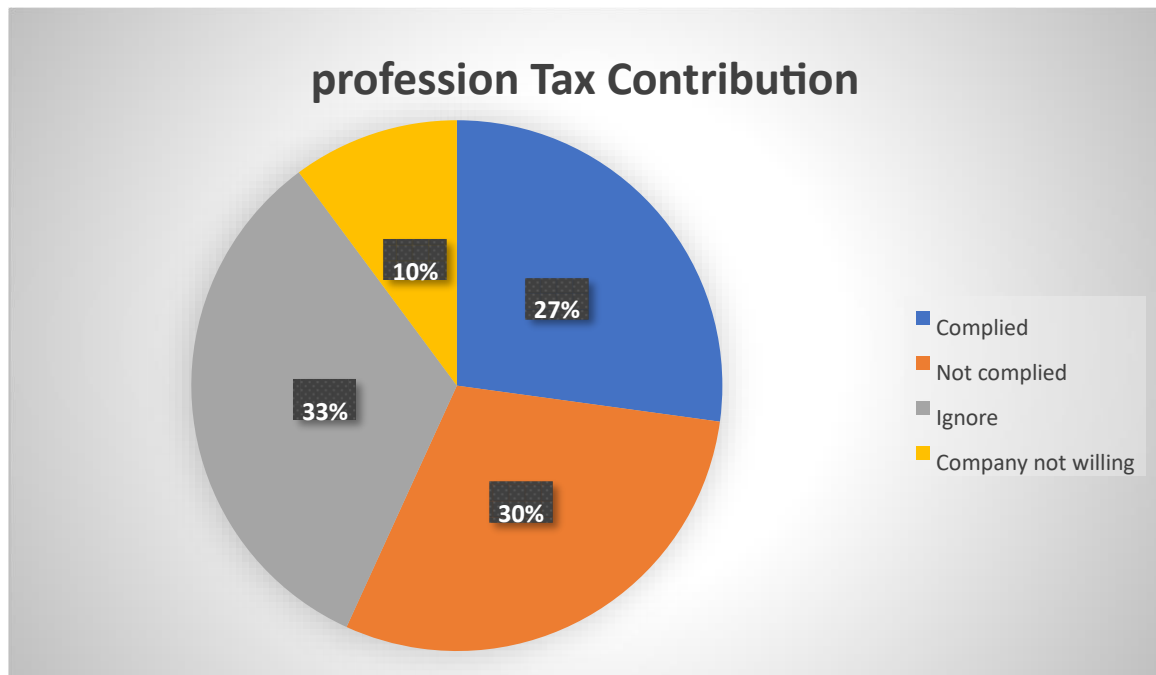


Chart 4.1.21: Chart showing the profession Tax Contribution

INTERPRETATION

From the Above table, it's interpreted that 24.1% of the respondents are Complied, 26.3% respondents are Not complied, 29.3% of the respondents are Ignore and 9.0% of the respondents are Company not willing.

Table 4.1.22: Table showing the There is the equal contribution of 12% each from Employer and Employees

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Agree	5	3.8%
Disagree	20	15.0%
Neither agree nor disagree	71	53.4%
Strongly agree	5	3.8%
Strongly disagree	32	24.1%
Total	133	100

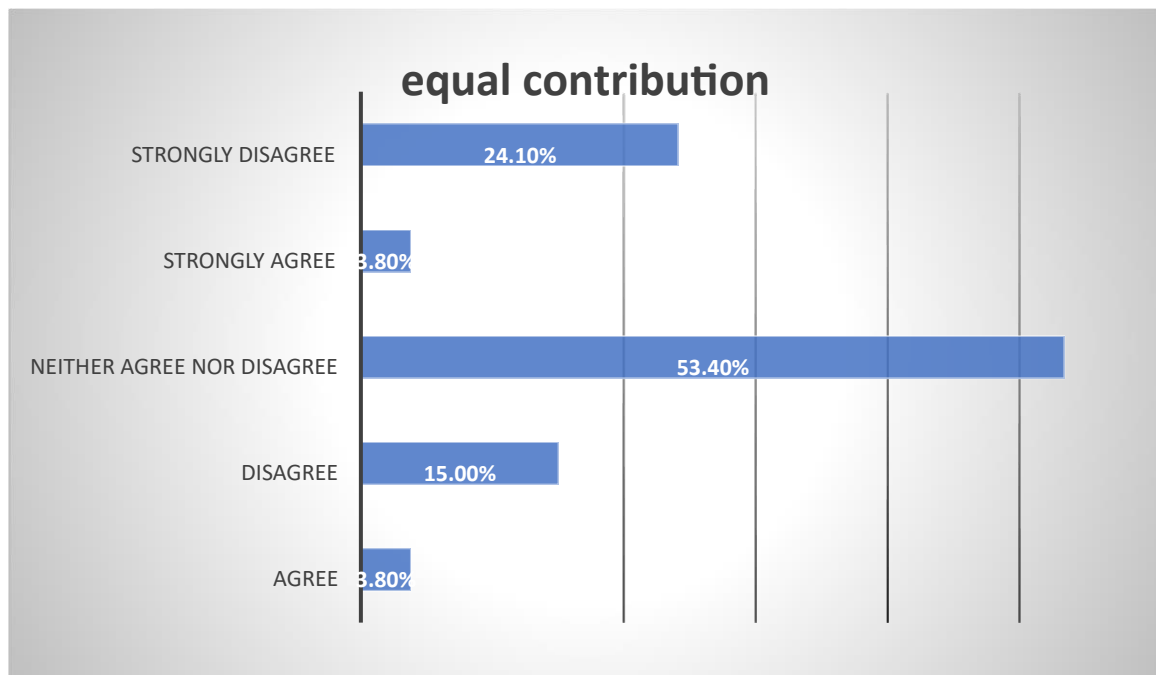


Chart 4.1.22: Chart showing the contributed towards labours welfare act

INTERPRETATION

From the Above table, it's interpreted that 21.8% of the respondents are Employer cont. 12, 27.1% respondents are Employees cont.20, 36.8% of the respondents are Employer cont.

7 and 13.5% of the respondents are Employer cont. 14.

Table 4.1.23: Table showing the Aware about Leave policy

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Sick Leave	21	15.8%
Privilege Leave	48	36.1%
Casual Leave	43	32.1%
All the above	21	15.8%
Total	133	100

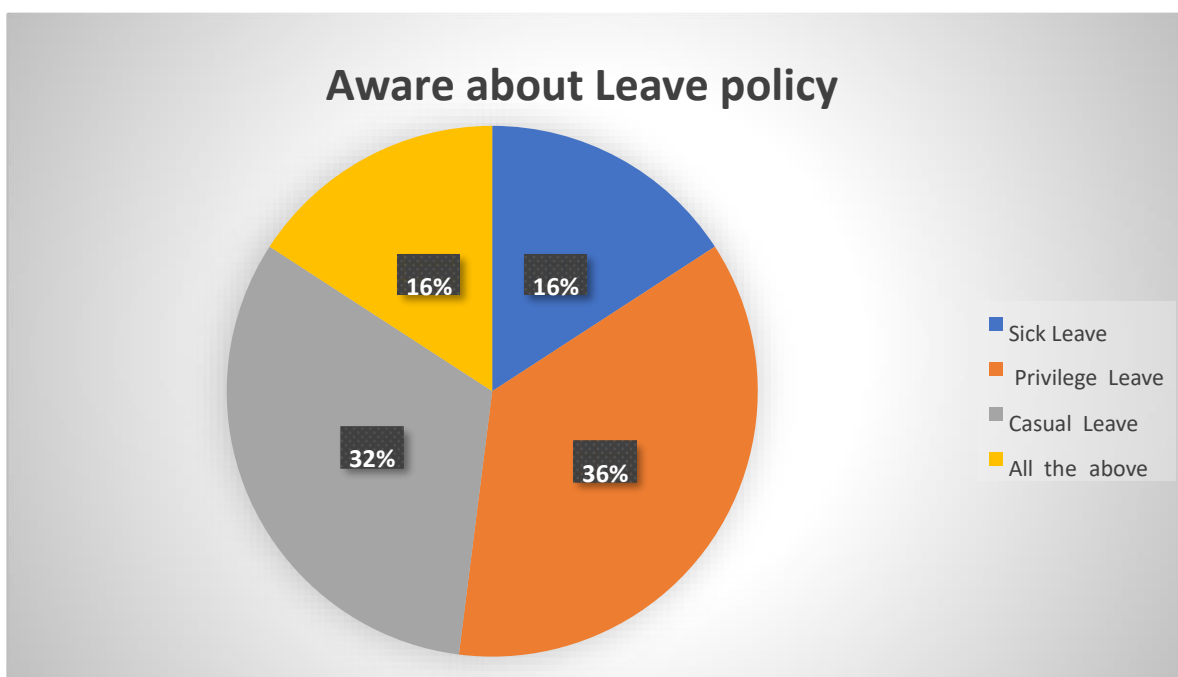


Chart 4.1.23: Chart showing the Aware about Leave policy

INTERPRETATION

From the Above table, it's interpreted that 15.8% of the respondents are Sick Leave, 36.1% respondents are Privilege Leave, 32.1% of the respondents are Casual Leave and 15.8% of the respondents are All the above.

Table 4: Table showing the awhile the leave or not.1.24

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Chronically	20	15.0%
Frequently	45	33.8%
Will not take leave	37	27.8%
Incase emergency situation	31	23.3%
Total	133	100

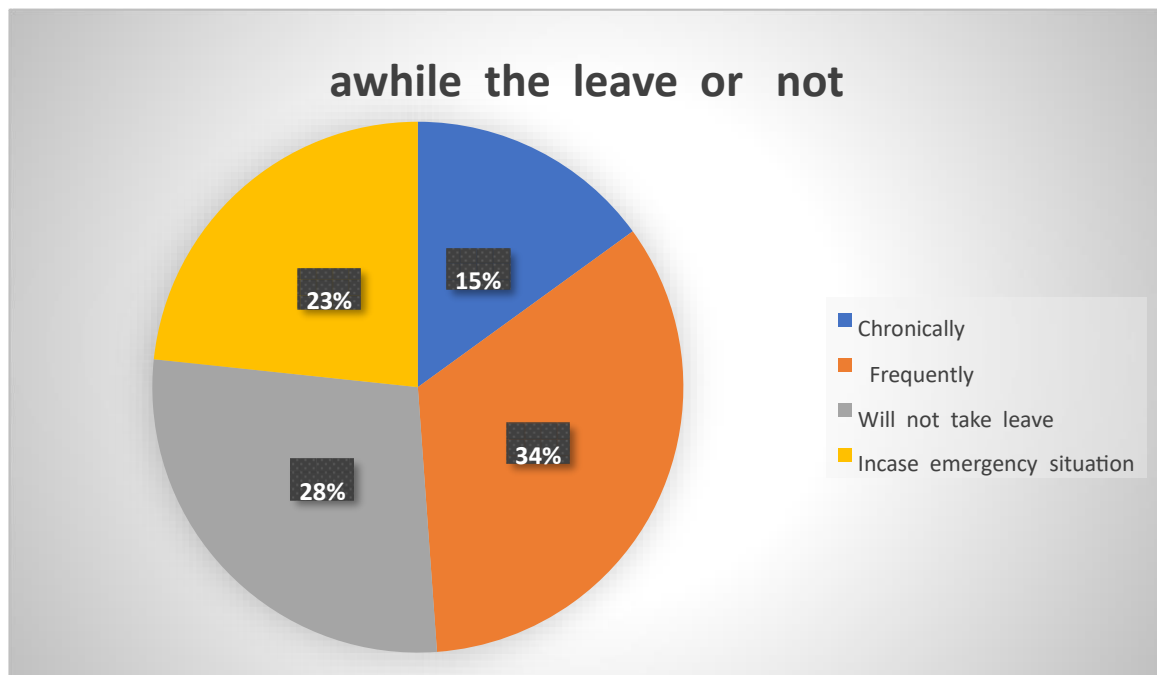


Chart 4.1.24: Chart showing the awhile the leave or not

INTERPRETATION

From the Above table, it's interpreted that 15.0% of the respondents are Chronically, 33.8% respondents are Frequently, 27.8% of the respondents are Will not take leave and 23.3% of the respondents are Incise emergency situation.

Table 4.1.25 Table Showing the are you feel company leave policies are able to meet your needs?

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Agree	61	45.9%
Disagree	4	3.0%
Neither agree nor disagree	17	12.8%
Strongly agree	43	32.3%
Strongly disagree	8	6.0%
Total	133	100

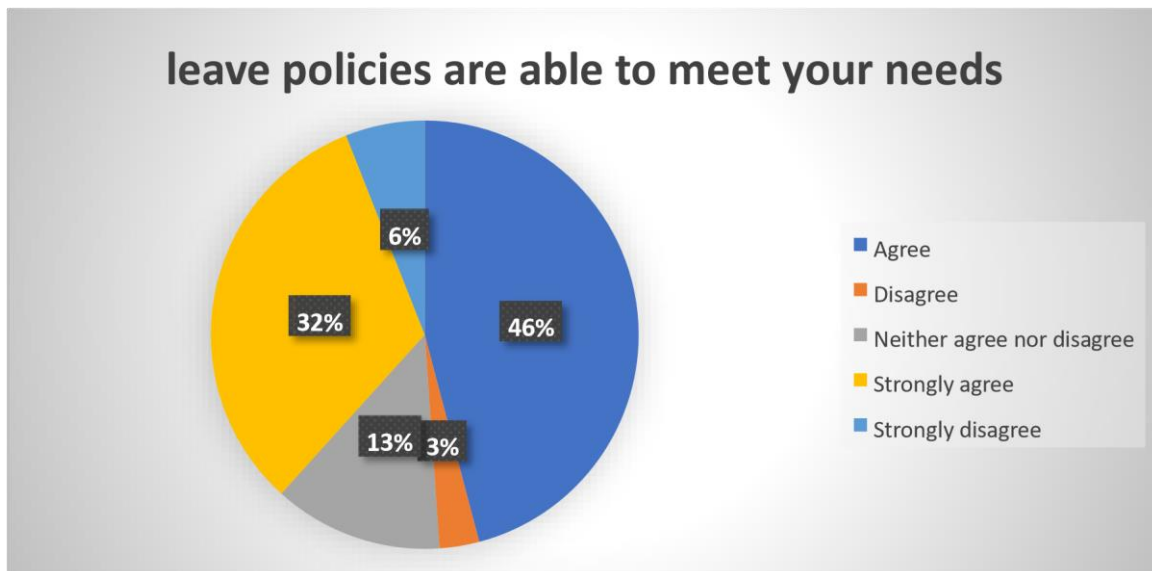


Chart 4.1.25: Chart showing the leave policies are able to meet your needs

INTERPRETATION

From the above table it is interpreted that 45.9% of the respondents agreed, 3% of the respondents disagreed, 12.8% of the respondents neither agreed nor disagreed, 32.3% of the respondents strongly agreed, 6% of the respondents strongly disagreed.

Table 4.1.26: Table showing the leave application shall be approved by whom

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Managers	35	26.3%
Deputy Managers	36	26.8%
Management	45	33.8%
On my own accord	18	13.5%
Total	133	100

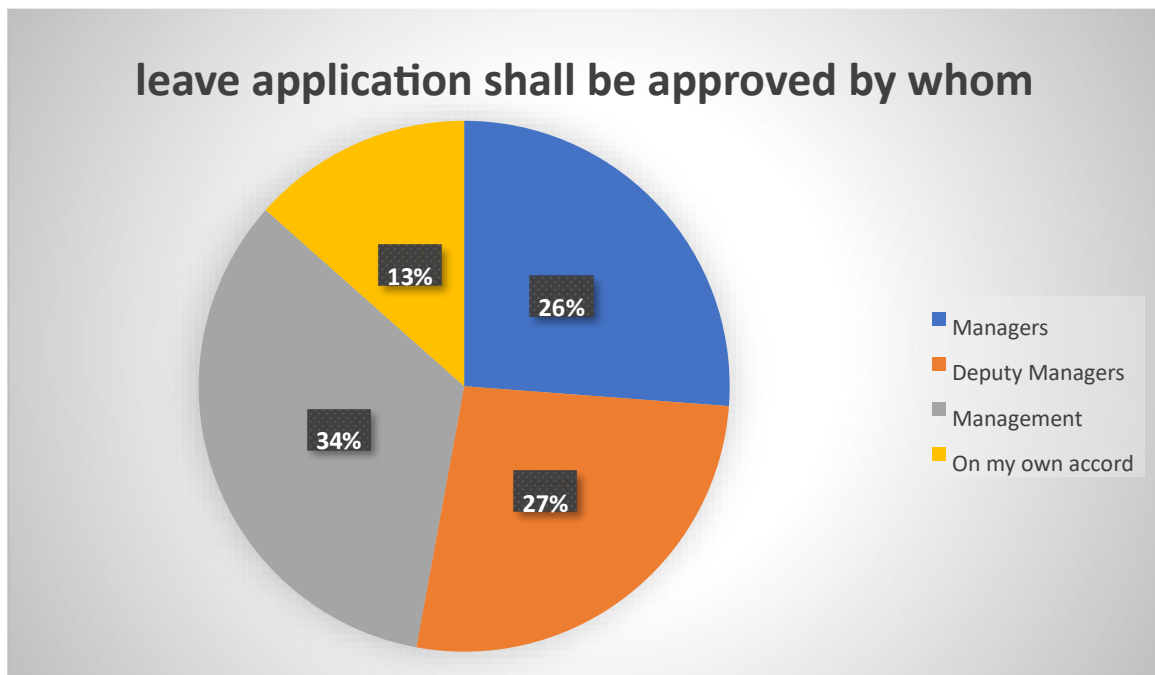


Chart 4.1.26: Chart showing the leave application shall be approved by whom

INTERPRETATION

From the Above table, it's interpreted that 26.3% of the respondents are Managers, 26.8% respondents are Deputy Managers, 33.8% of the respondents are Management and 13.5% of the respondents are on my own accord.

Table 4.1.27: Table showing the reason for Quieting the Job

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
You're found a new job	25	18.6%
Difficult work environment	43	32.3%
Career change	47	35.3%
Relocation	18	13.5%
Total	133	100

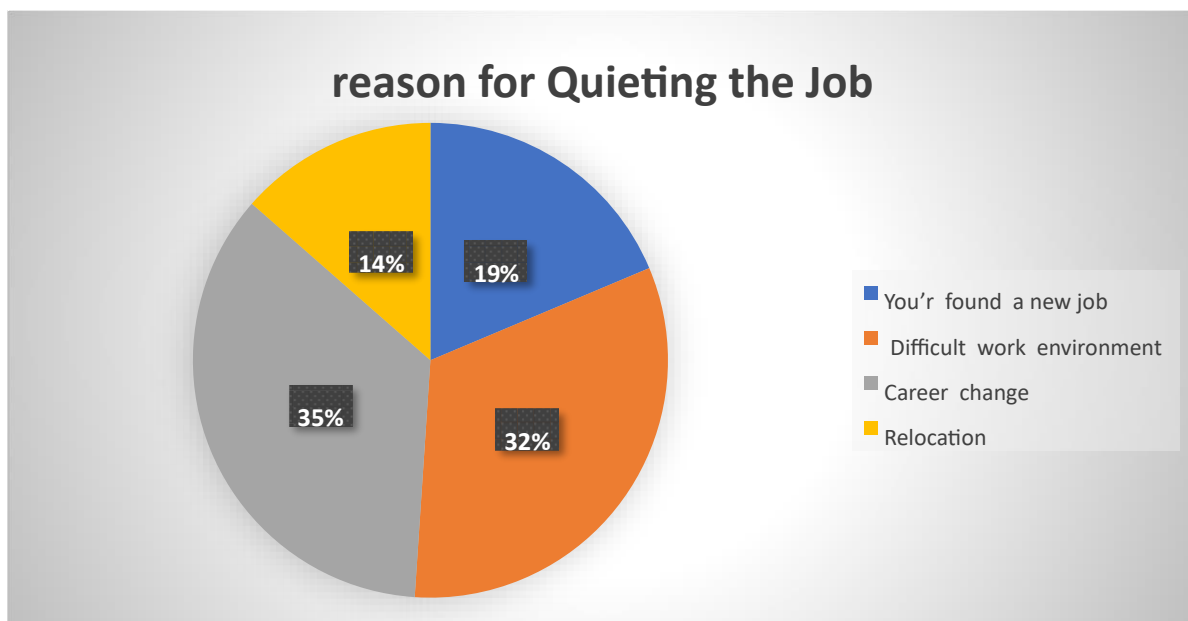


Chart 4.1.27: Chart showing the reason for Quieting the Job

INTERPRETATION

From the Above table, it's interpreted that 18.6% of the respondents are You're found a new job, 32.3% respondents are Difficult work environment, 35.3% of the respondents are Career change and 13.5% of the respondents are Relocation.

Table 4.1.28: Table showing the submitting their resignation

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Sending through mails	25	18.6%
Physical Resignation	43	32.3%
No Resignation	47	35.3%
No of the above	18	13.5%
Total	133	100

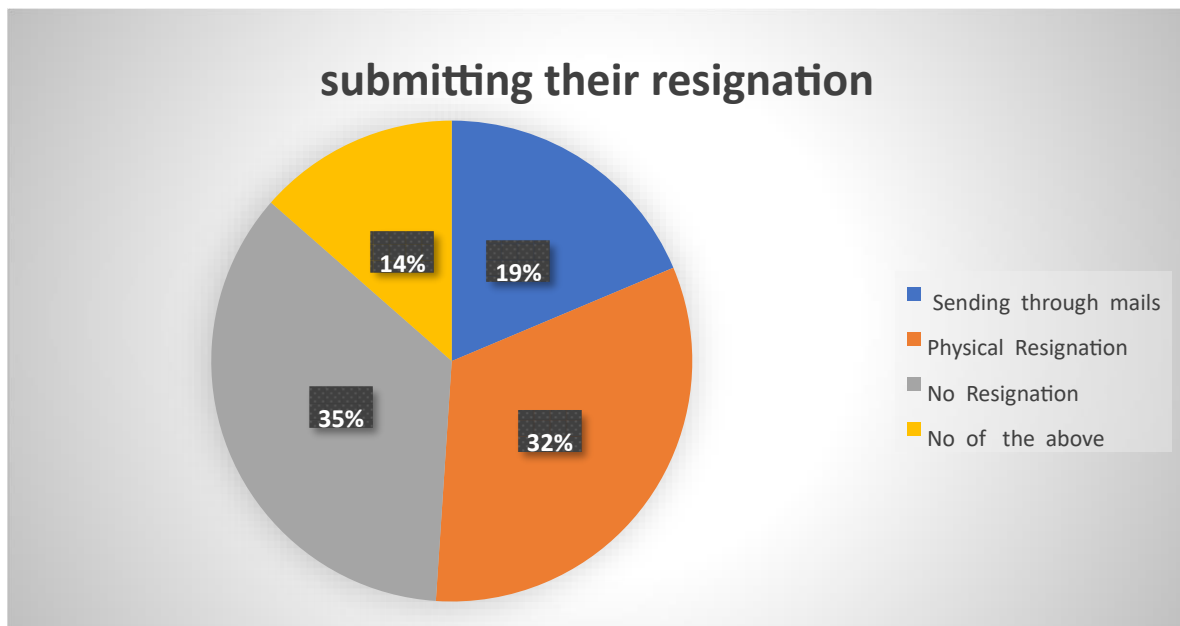


Chart 4.1.28: Chart showing the submitting their resignation

INTERPRETATION

From the Above table, it's interpreted that 18.6% of the respondents are Sending through mails, 32.3% respondents are Physical Resignation, 35.3% of the respondents are No Resignation and 13.5% of the respondents are No of the above.

Table 4.1.29: Table showing the relieving order provided to the resigned employees

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Leaving order will be Given	41	30.8%
Leaving order will be Not given	61	45.9%
None of the above	31	23.3%
Total	133	100

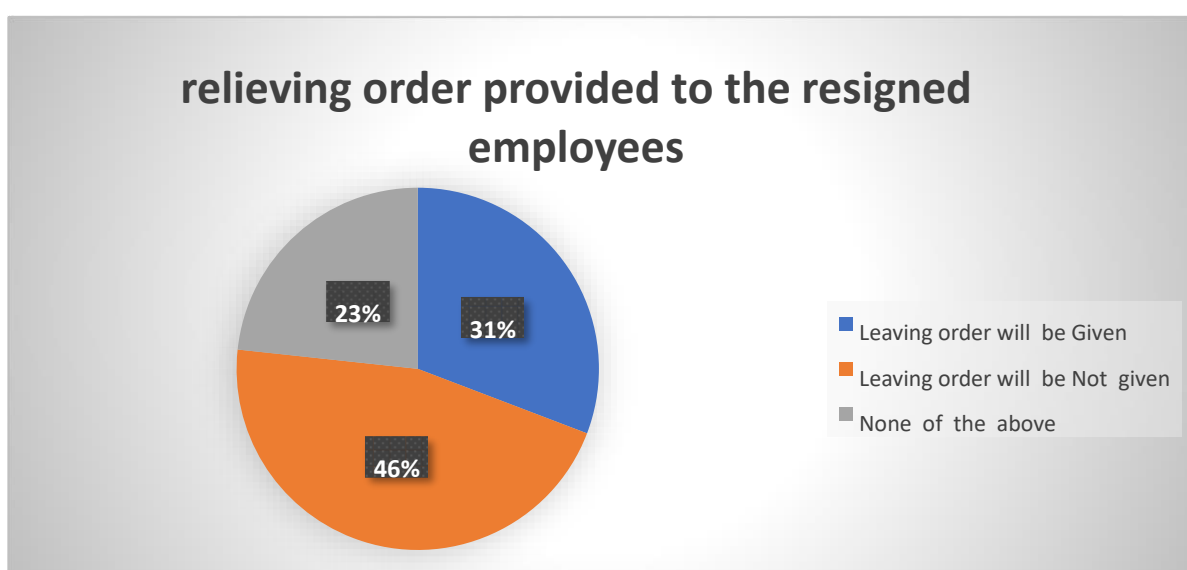


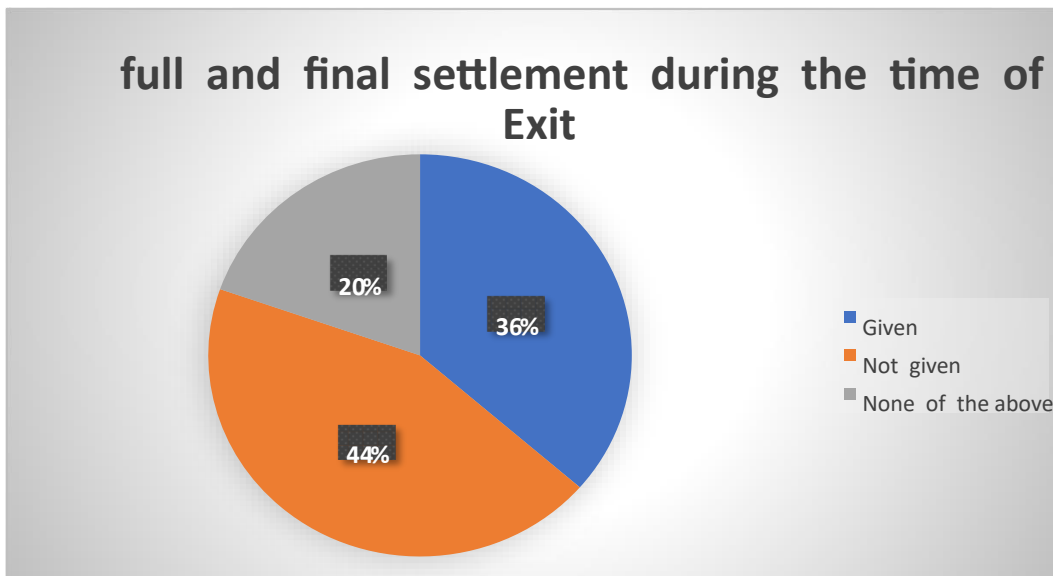
Chart 4.1.29: Chart showing the relieving order provided to the resigned employees

INTERPRETATION

From the Above table, it's interpreted that 30.8% of the respondents are Leaving order will be Given, 45.9% respondents are Leaving order will be Not given, and 23.3% of the respondents are None of the above.

Table 4.1.30: Table showing the full and final settlement during the time of Exit

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Given	48	36.1%
Not given	58	43.6%
None of the above	26	19.5%
Total	133	100

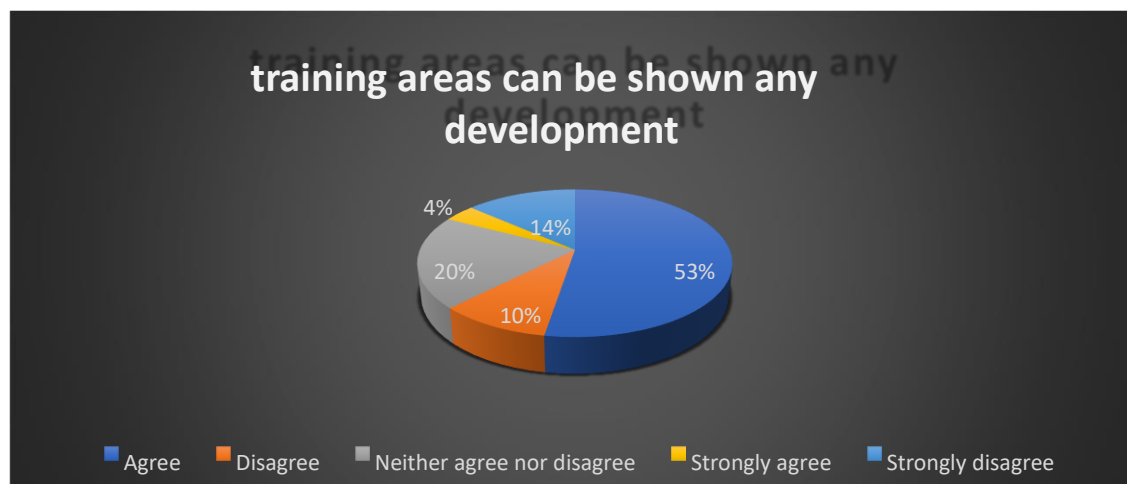


INTERPRETATION

From the Above table, it's interpreted that 36.1% of the respondents are Given, 43.6% respondents are Not given, and 19.5% of the respondents are None of the above.

4.1. 1) Based on the training conducted by the trainer on the areas can be shown any development

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Agree	70	52.6%
Disagree	13	9.8%
Neither agree nor disagree	27	20.3%
Strongly agree	5	3.8%
Strongly disagree	18	13.5%
Total	133	100

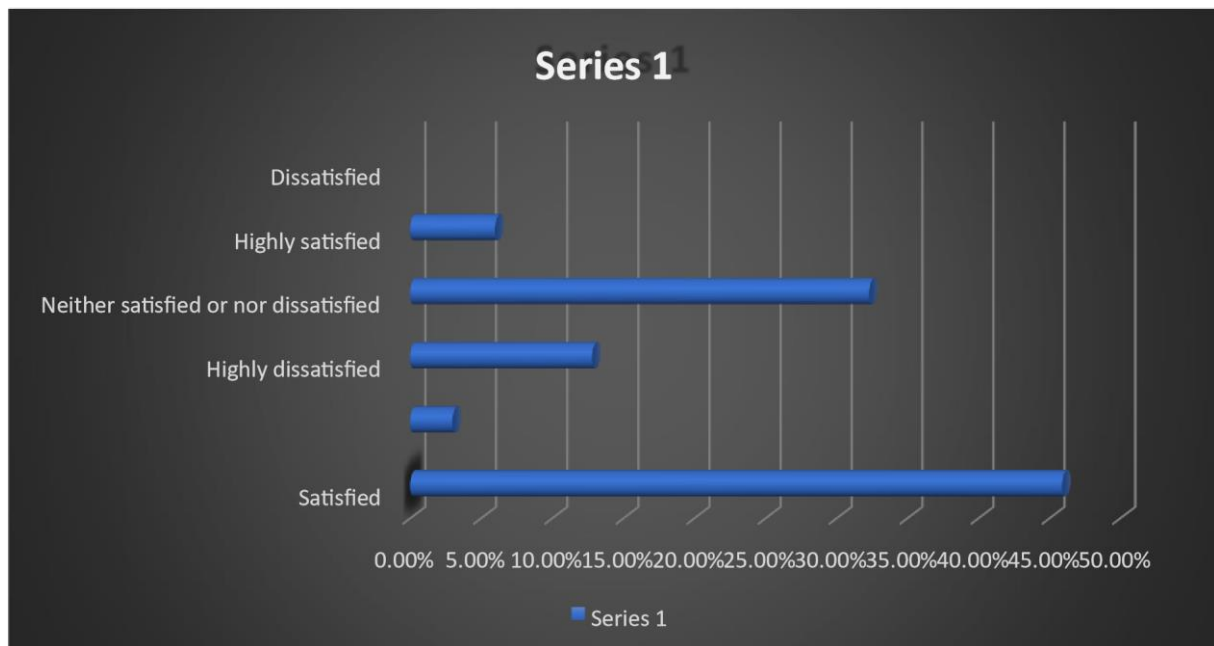


INTERPRETATION

From the above table it is interpreted that 52.6% of the respondents agreed, 9.8% of the respondents disagreed, 20.3% of the respondents neither agreed nor disagreed, 3.8% of the respondents strongly agreed, 13.5% of the respondents strongly disagreed.

2) Whether you satisfied with the recruitment team

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Satisfied	61	45.9%
Highly dissatisfied	4	3.0%
Neither satisfied or nor dissatisfied	17	12.8%
Highly satisfied	43	32.3%
Dissatisfied	8	6.0%
Total	133	100

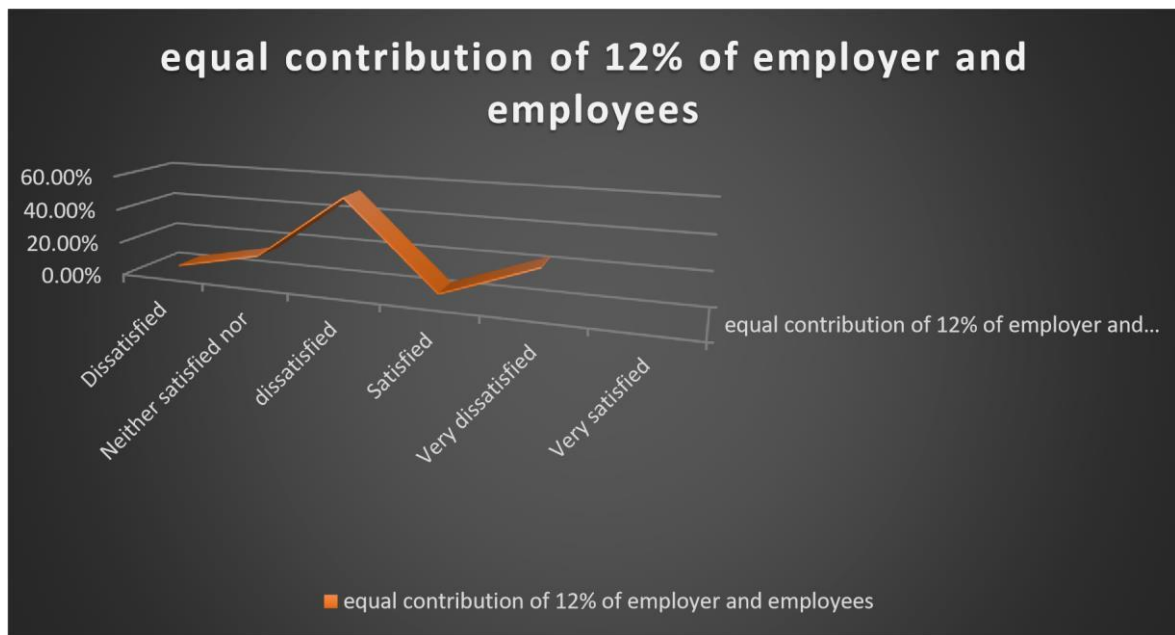


INTERPRETATION

From the above table it is interpreted that 45.9% of the respondents satisfied, 3% of the respondents highly satisfied, 12.8% of the respondents Neither satisfied or nor dissatisfied, 32.3% of the respondents Highly satisfied, 6% of the respondents Dissatisfied.

3) There is the equal contribution of 12% each from Employer and Employees

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Agree	5	3.8%
Disagree	20	15.0%
Neither agree nor disagree	71	53.4%
Strongly agree	5	3.8%
Strongly disagree	32	24.1%
Total	133	100



INTERPRETATION

From the above table it is interpreted that 3.8% of the respondents are Agree, 15% of the respondents are neither Disagree, 53.4% of the respondents are Neither agree nor disagree, 3.8% of the respondents are Strongly agree, 24.1% of the respondents are Strongly disagree.

4) Are you feel company leave policies are able to meet your needs?

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
Agree	61	45.9%
Disagree	4	3.0%
Neither agree nor disagree	17	12.8%
Strongly agree	43	32.3%
Strongly disagree	8	6.0%
Total	133	100



INTERPRETATION

From the above table it is interpreted that 45.9% of the respondents agreed, 3% of the respondents disagreed, 12.8% of the respondents neither agreed nor disagreed, 32.3% of the respondents strongly agreed, 6% of the respondents strongly disagreed.

CHI SQUARE ANALYSIS

H₀ (NULL HYPOTHESIS) = There is no significant relationship between age of the respondents and Based on the training conducted by the trainer on the areas can be shown any development.

H₁ (Alternate Hypothesis) = There is a significant relationship between age of the respondents and Based on the training conducted by the trainer on the areas can be shown any development.

AGE * BASED ON THE TRAINING CONDUCTED BY THE TRAINER ON THE AREAS CAN BE SHOWN ANY DEVELOPMENT CROSSTABLE						
AGE	AGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	STRONGLY AGREE	STRONGLY DISAGREE	TOTAL
20 –30 years	39.5	7.3	15.2	2.8	10.2	75.0
31 –40 years	21.1	3.9	8.1	1.5	5.4	40.0
41 –50 years	8.9	1.7	3.5	.6	2.3	17.0
50years and above	0.5	0.1	0.2	.0	0.1	1.0
TOTAL	70.0	13.0	27.0	5.0	18.0	133.0

CHI-SQUARE TESTS

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	a 10.090	12	.608
Likelihood Ratio	10.067	12	.610
N of Valid Cases	133		
a. 12 cells (60.0%) have expected count less than 5. The minimum expected Count is .04.			

At 5% level of significance and df (12) the table value is 10.090 calculated value = 0.04

Significance value ($p=0.005$) < calculated value H_0 is accepted.

INFERENCE

The results of the “**Pearson Chi-Square**” say that $\chi (12) = 10.090, P = 0.04$.

This tells us that there is a statistically significant association between the age of the respondents and also Based on the training conducted by the trainer on the areas can be shown any development.

ONE WAY ANOVA TEST

Hypothesis is set between the age of the respondents and equal contribution of 12% each from Employer and Employees

NULL HYPOTHESIS

H₀ = There is no statistically significant relationship between age the respondents and equal contribution of 12% each from Employer and Employees .

ALTERNATIVE HYPOTHESIS

H₁ = There is a statistically significant relationship between age of the respondents and equal contribution of 12% each from Employer and Employees

DESCRIPTIVES								
AGE								
	N	M E A N	STD. DEVI ATIO N	STD. ERR OR	95% CONFIDENC E INTERVAL FOR MEAN		MINI MU M	MAX I MU M
					LOWE R BOUN D	UPPE R BOUN D		
Agree	73	1. 63	.717	.084	1.4 6	1.80	1	3
Disagree	3	2. 00	1.000	.577	- .48	4.48	1	3
Neither agree nor disagree	19	1. 63	.831	.191	1.2 3	2.03	1	4
Strongly agree	35	1. 34	.639	.108	1.1 2	1.56	1	3

Strongly disagree	3	2.33	1.155	.667	-.54	5.20	1	3
Total	133	1.58	.741	.064	1.45	1.71	1	4

ANOVA					
AGE					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	4.434	4	1.108	2.087	.086
Within Groups	67.987	128	.531		
Total	72.421	132			

INTERPRETATION

This is the table that shows the output of the ANOVA analysis and we have a statistically significant difference between our group means. We can see that the significance level is 0.086, which is more than 0.005. Therefore, there is a statistically significant relationship between the age of the respondents and equal contribution of 12% each from Employer and Employees.

CHAPTER- 5

FINDINGS

5.1. FINDINGS

- 59.4% of the respondents are 20-30 years,31.6% of the respondents are 31-40 years,7.5% of the respondents are 41- 50 years,1.5% of the respondents are 50 years and above.
- 58.6% of the respondents are Male, 41.4% of the respondents are Female.
- 23.3% of the respondents are Under Graduate, 50.4 % of the respondents are Post Graduate, 18 % of the respondents are Diploma and 8.3 % of the respondents are others.
- 23.3% of the respondents are finance
- 50.4 % of the respondents are HR, 18 % of the respondents are Production, and
- 8.3 % of the respondents are sales,9 % of the respondents are others.
- 17.3 %of the respondents are Assistant Executive Finance, 24.8 %of the respondents are HR Managers, 34.6% of the respondents are Production Head,11.3 %of the respondents are Sales Executive, and 12%of the respondents are others.
- 42.9%of the respondents are 10000 to 25000, 36.1% respondents are 25000 to 45000,21.1% of the respondents are 45000 to 60000, and 7.5 % of the respondents are 60000 and above.
- 23.3%of the respondents are Placement cells, 45.1%respondents are through websites, 21.5%of the respondents are Newspaper advertisement and 11.3%of the respondents are referrals.
- 33.1%of the respondents are Offer letter, 29.3 %respondents are Acceptance letter,24.8% of the respondents are Joining letter and 12.0%of the respondents

are None.

- 25.8% of the respondents are About Company, 37.6% respondents are Product Training, 25.6% of the respondents are Legal & Statutory legislation and 9.8% of the respondents are none.
- 45.9% of the respondents satisfied, 3% of the respondents highly satisfied, 12.8% of the respondents Neither satisfied or nor dissatisfied, 32.3% of the respondents Highly satisfied, 6% of the respondents Dissatisfied.
52.6% of the respondents agreed, 9.8% of the respondents disagreed, 20.3% of the respondents neither agreed nor disagreed, 3.8% of the respondents strongly agreed, 13.5% of the respondents strongly disagreed
- 15.8% of the respondents are excellent, 48.1% respondents are Fair, 28.6% of the respondents are Average and 7.5% of the respondents are Poor.
- 34.6% of the respondents are Agree, 18.0% respondents are Disagree, 7.5% of the respondents are Neutral and 36.1% of the respondents are strongly agree, 11.3 % of the respondents are strongly disagree.
- 13.5% of the respondents are welfare, 29.3% respondents are Fire and safety, 42.1% of the respondents are Management and skills and 15.0% of the respondents are Time management.
- 15.8% of the respondents are Monthly, 30.1% respondents are Quarterly, 39.1% of the respondents are half yearly and 13.5% of the respondents are Annually.
- 36.1% of the respondents are Subordinates, 36.9% respondents are HR & Admins, 13.5% of the respondents are Finance and 13.5% of the respondents are Production.
- 23.3% of the respondents are 80 %, 30.8% respondents are 160 %, 11.3% of the respondents are 320 % and 34.6% of the respondents are 360 %.

- 22.6% of the respondents are Management, 31.6% respondents are Manager, 11.3% of the respondents are Reporting manager and 14.3% of the respondents are others.
- 23.3% of the respondents are Excellent, 26.3% respondents are Fair, 15.0% of the respondents are Unfair and 35.3% of the respondents are None.
- 21.8% of the respondents are PF 12% ESI 0.75%, 27.1% respondents are PF 8.33% ESI 3.25 %, 36.8% of the respondents are Both A & B and 13.5% of the respondents are All the above.

24.1% of the respondents are Complied, 26.3% respondents are Not complied, 29.3% of the respondents are Ignore and 9.0% of the respondents are Company not willing.

- 3.8% of the respondents are Agree, 15% of the respondents are neither Disagree, 53.4% of the respondents are Neither agree nor disagree, 3.8% of the respondents are Strongly agree, 24.1% of the respondents are Strongly disagree.
- 15.8% of the respondents are Sick Leave, 36.1% respondents are Privilege Leave, 32.1% of the respondents are Casual Leave and 15.8% of the respondents are All the above.
- 15.0% of the respondents are Chronically, 33.8% respondents are Frequently, 27.8% of the respondents are Will not take leave and 23.3% of the respondents are Incise emergency situation.

- 45.9% of the respondents agreed, 3% of the respondents disagreed, 12.8% of the respondents neither agreed nor disagreed, 32.3% of the respondents strongly agreed, 6% of the respondents strongly disagreed.
- 26.3% of the respondents are Managers, 26.8% respondents are Deputy Managers, 33.8% of the respondents are Management and 13.5% of the respondents are on my own accord.
- 18.6% of the respondents are You're found a new job, 32.3% respondents are Difficult work environment, 35.3% of the respondents are Career change and 13.5% of the respondents are Relocation
- 18.6% of the respondents are Sending through mails, 32.3% respondents are Physical Resignation, 35.3% of the respondents are No Resignation and 13.5% of the respondents are No of the above.
- 30.8% of the respondents are Leaving order will be Given, 45.9% respondents are Leaving order will be Not given, and 23.3% of the respondents are None of the above
- 36.1% of the respondents are Given, 43.6% respondents are Not given, and ➤ 19.5% of the respondents are None of the above.

1. Importance of HR policies in BPO sector:

- HR policies are critical for the success of BPO firms as they help in attracting and retaining top talent, enhancing productivity, and promoting employee well-being.

- HR policies help in creating a positive work environment and culture that fosters innovation, creativity, and collaboration among employees.
- HR policies help in mitigating the risks associated with employee turnover, legal compliance, and reputational damage.

2. Alignment with the changing nature of work and the demands of a globalized and outsourced environment:

- HR policies need to be aligned with the changing nature of work and the demands of a globalized and outsourced environment to ensure that they are effective and relevant.
- HR policies need to consider the changing work preferences of employees, such as remote work, flexible work hours, and work-life balance.
- HR policies need to be aligned with the cultural and social norms of the countries where BPO firms operate to ensure that they are culturally sensitive and respectful.

3. Indian labour laws and regulations:

- Indian labour laws and regulations need to be taken into account while creating HR policies to ensure that they are compliant and do not pose any legal or reputational risks.
- HR policies need to comply with various laws and regulations related to employment, such as minimum wage, working hours, overtime pay, leave entitlements, and safety regulations.
- HR policies need to be aligned with the Code on Wages, the Industrial Relations Code, and the Social Security Code, which were introduced in India in 2019 to simplify and modernize labour laws.

4. Implementation of HR policies:

- Implementation of HR policies is crucial, and firms need to adopt effective communication and training strategies to ensure that employees understand and adhere to the policies.
- HR policies need to be effectively communicated to employees through various channels, such as employee handbooks, training programs, and online platforms.
- HR policies need to be consistently enforced, and any violations need to be promptly addressed through appropriate disciplinary actions.

5. Regular review and updating of HR policies:

- HR policies need to be regularly reviewed and updated to ensure that they are aligned with the changing needs of the organization and the external environment.
- HR policies need to be evaluated based on their effectiveness, relevance, and impact on employee well-being and business performance.
- HR policies need to be updated based on feedback from employees, stakeholders, and industry experts to ensure that they are up-to-date and innovative.

6. Collaboration between HR and other departments:

- Collaboration between HR and other departments within the organization is important to ensure that HR policies are effectively implemented and aligned with organizational goals.
- HR policies need to be aligned with the strategic goals and objectives of the organization to ensure that they contribute to the overall success of the business.

- HR policies need to be integrated with other functions, such as finance, operations, and marketing, to ensure that they support cross-functional collaboration and alignment.

CHAPTER- 6

SUGGESTIONS AND CONCLUSION

6.1. SUGGESTIONS

Based on the findings of the report these are a few recommendations for the implementation of the HR policies for BPO sector:

1] **Adjust HR strategies to the organization's objectives and values:** HR strategies ought to be planned so that they line up with the organization's vision, mission, and values. This will guarantee that the representatives are making progress toward accomplishing the organization's objectives.

2] **Guarantee consistence with work regulations:** While making HR approaches, guaranteeing consistence with all pertinent work regulations in India is fundamental.

This will assist with staying away from legitimate issues and questions with workers.

3] **Give worker benefits:** The BPO area is exceptionally aggressive, and to draw in and hold the best ability, it is critical to give appealing representative advantages, for example, health care coverage, took care of time, and retirement plans.

4] **Train chiefs on HR strategies:** Supervisors assume an urgent part in executing HR arrangements. Hence, they ought to be prepared on the organization's HR approaches, including how to execute them and handle worker related issues.

6.2. CONCLUSION

All in all, the undertaking report features the significance of HR approaches and their

execution in the BPO area in India. The BPO area has been a huge supporter of the Indian economy, and the progress of this area largely relies upon the proficient administration of HR.

The report observed that HR approaches are basic for the viable administration of HR in the BPO area. They help to make a positive work culture, draw in and hold skilled representatives, guarantee consistence with work regulations, and adjust worker conduct to the organization's objectives and values. Nonetheless, compelling execution of HR approaches is similarly significant for accomplishing these targets.

The undertaking report additionally found that the BPO area in India faces one-of-a-kind difficulties, for example, high representative turnover rates, weakening, and occupation stress. These difficulties can be addressed by making HR strategies that are intended for the BPO area and by guaranteeing viable execution of these approaches.

To make viable HR strategies in the BPO area, the report suggests adjusting HR approaches to the organization's objectives and values, guaranteeing consistence with work regulations, giving representative advantages, preparing supervisors on HR strategies, guaranteeing compelling correspondence, routinely evaluating and refreshing HR arrangements, and cultivating a culture of trust and straightforwardness.

The undertaking report gives significant experiences into the significance of HR arrangements and their execution in the BPO area in India. By following the suggestions gave in the report, organizations in the BPO area can make viable HR strategies that assistance to oversee HR productively, address the extraordinary difficulties looked by the area, and add to the general progress of the Indian economy.

CHAPTER- 7

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CHAPTER- 8

ANNEXURE

8.1. QUESTIONNAIRE

As a part of my MBA curriculum at Sathyabama Institute of Science and Technology, I am doing project HR policies in and implementation on BPO. Kindly spend your valuable time in filling the questionnaires and I assure you that the information will be used only for academic research analysis and will be kept highly confidential

1. Age

- a) 20 – 30 years
- b) 31 – 40 years
- c) 41 – 50 years
- d) 50 years and above

2. Gender

- a) Male
- b) Female

3. Educational Qualification

- a) Under graduate
- b) Post graduate
- c) Diploma

d) Others

4. Department

a) Production

b) HR

c) Sales

d) Finance

e) Other

5. Designation

a) Assistant executive finance

b) HR managers

c) Production Head

d) Sales Executive

e) Others

6. Income

a) 10000 to 25000

b) 25000 to 45000

c) 45000 to 60000

d) 60000 and above

1. **RECRUITMENT AND SELECTION**

1. How do you search the jobs and get placement?

- a) Placement cells
- b) Through websites
- c) Newspaper advertisement
- d) Referrals

2. Which one of the letters you received from the company after your name shortlisted?

- a) Offer letter
- b) Acceptance letter
- c) Joining letter
- d) None

3. Whether the recruitment team conducted an induction at the time of joining if which one of the following

- 1. About Company
- 2. Product Training
- 3. Legal & Statutory legislation
- 4. None

4. Whether you satisfied with the recruitment team

- a) Satisfied

- b) Highly dissatisfied
- c) Neither satisfied or nor dissatisfied
- d) Highly satisfied
- e) Dissatisfied

TRAINING AND DEVELOPMENT

1. Whether the company is conducting training on any areas such as Production, Administration, Process if attendant which department related it was
 - a) HR & Admins
 - b) Finance
 - c) Production
 - d) Safety
2. Whether the trainer is component ant and Knowledge person and what rate you will give the person
 - a) Excellent
 - b) Fair
 - c) Average
 - d) Poor
3. Based on the training conducted by the trainer on the areas can be shown any development
 - a) Strongly agree

- b) Agree
 - c) Neither agree nor disagree
 - d) Strongly disagree
 - e) Disagree
4. If you want to attend further training what would be the areas you are interested
- a) Welfare
 - b) Fire and Safety
 - c) Management & Skills
 - d) Time Management

PERFORMANCE APPRAISAL

1. Whether the company is conducting performance appraisal for the employees if so what basis
 - a) Monthly
 - b) Quarterly
 - c) Half yearly
 - d) Annually
2. Which Department is conducting Performance Appraisal in a company?
 - a) Subordinates
 - b) HR & Admins
 - c) Finance
 - d) Production

3. Whether the Performance Appraisal conducting on what degrees of appraisal
- a) 80 %
 - b) 160 %
 - c) 320 %
 - d) 360 %
4. Who will be the final decision for the performance Appraisal made by the Superiors?
- a) Management
 - b) Manager
 - c) Reporting Manager
 - d) Others

STATUTORY COMPLIANCE

1. Whether the company created awareness on Social legislative during the joining of a company if so, what is your feedback
- a) Excellent
 - b) Fair
 - c) Unfair
 - d) None
2. Whether the Statutory Obligation of PF and ESI complied with the company
- a) PF 12% ESI 0.75%
 - b) PF 8.33% ESI 3.25 %

- c) Both A & B
 - d) All the above
3. Whether the profession tax contribution remitted the concerned authority by the company
- a) Complied
 - b) Not complied
 - c) Ignore
 - d) Company not willing
4. There is the equal contribution of 12% each from Employer and Employees
- a) Strongly agree
 - b) Agree
 - c) Neither agree nor disagree
 - d) Strongly disagree
 - e) Disagree

LEAVE POLICY

- 1) Do you aware about the leave policy in your company
- a) Sick Leave
 - b) Privilege Leave
 - c) Casual Leave
 - d) All the above
2. Whether you will awhile the leave or not if so how
- a) Chronically
 - b) Frequently

- c) Will not take leave
- d) Incase emergency situation

3. Are you feel your company leave policies are able to meet your needs?

- a) Strongly agree
- b) Agree
- c) Neither agree nor disagree
- d) Strongly disagree
- e) Disagree

4. Whether your leave application shall be approved by whom

- a) Managers
- b) Deputy Managers
- c) Management
- d) On my own accord

EXIT POLICY

1. What is the reason for Quieting the Job

- a) You' r found a new job
- b) Difficult work environment
- c) Career change
- d) Relocation

2. Whether the Employees submitting their resignation at the time of leaving the Employment

- a) Sending through mails
 - b) Physical Resignation
 - c) No Resignation
 - d) No of the above
3. Whether the relieving order provided to the resigned employees at the time of the date of leaving
- a) Leaving order will be given
 - b) Leaving order will be not given
 - c) None of the above
4. Whether the company processing the full and final settlement during the time of Exit
- a) Given
 - b) Not given
 - c) None of the above