A STUDY ON STRESS MANAGEMENT IN BPO INDUSTRY IN BANGALORE

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Abstract—*Stress at the workplace is a serious problem all over the world which affects the productivity of organizations and the mental and physical health of the employees. Work-related stress arises where work demands of various types and combinations exceed the person's capacity and capability to cope. Business Process Outsourcing is a crucial thing of Business Strategy of major businesses worldwide. BPO is positively related to the search for extra efficient organizational designs: cost reduction, productivity boom and modern capabilities. Hence, BPO is crucial source for strategic advantage. The study aims to understand the organization. The scope of the study is limited to studying the stress level at the workplace at BPO Sector in Bangalore It helps to get knowledge by gaining exposure to the working environment and the policies and procedures being followed in the organization. It also helps to make an analysis of the strengths and weaknesses of the organization and to take necessary action to improve for future growth. It helps you identify stressors and analyse the effects of stress on your employees, their productivity and business growth compared to their competitors. Correct action plans can be created to reduce stress in the workplace. However, the study area was at stress management at BPO sector in Bangalore. This study can be used as a reference for other institutions to analyse the level of stress in the workplace at BPO sector in Bangalore.*

Keywords—*Business Process Outsourcing, Human Resource Management, Strategic Advantage, Stress Management, Workplace Stress.*

INTRODUCTION

This project is freelance project we have focused on A study on stress management in BPO industry in Bangalore (BPO –Business process outsourcing). In this project we study about different BPO sectors in Bangalore we study about various BPO industries for the easy understanding of stress management. Many elements of the administrative center can cause employee pressure. One of the principle reasons of employee pressure is change. Change can be available in many forms: adjustments in the industry, adjustments within the organization's strategies, organizational restructuring, policy modifications, changes in responsibilities, and the addition of recent system or technology. The paintings environment itself may also be a supply of pressure. Working conditions, lighting, insufficient device, an uncomfortable workstation, physically worrying paintings, and shift work are all assets of workplace pressure.

The introduction of latest technology and system also results in stress. Computer problems, incomprehensible jargon in manuals, loss of training, getting to know new skills, slow processing times, and unrealistic expectations are all stress factors brought by means of the addition of new technology and device into the workplace.

REVIEW AND LITERATURE

Based on research, Cox (1978) has described three classes of definitions.

Stress may be concept of as a reaction i.e. The stress response to an extraordinary boost as a development i.e. because the stressor itself and as a negotiating variable. As usually understood, it is miles the misalliance between personal assets and environmental needs that results in the condition called "Stress".

Based at the findings from both research and practice a comprehensive definition of strain is "Stress consists of any occasion in which environmental needs, internal needs or both, tax or exceed the adaptive assets of the individual, social machine or tissue device" (Farmer, Monahan and Hekeler, 1987).

Cooper and Marshall (1976, 1978) have described the following several categories of sources of managerial stress

(I) Factors intrinsic to the job: workload, operating conditions, time pressure, too many selections to make etc.

(ii) Career development: promotion, task security, ambition, worry of redundancy etc.

(iii) Role in the employer: Stresses out of diverse roles in the agency such as position ambiguity

Ivancevich and Matteson, (1980)

stated that "career strain class of potential stressors encompass process insecurity, over promotion, beneath advertising and thwarted ambition". People who suffer from occupational pressure often enjoy frustration at work, poor grades, and inadequate interpersonal relationships. Occupational stress is a role stress. There are two position structures: function area and position set. The idea of roles and two function systems includes capability pressure.

STATEMENT OF THE PROBLEM

A collection of components contributes working environment stress, for example, negative terrific undertaking at hand, impartiality, huge hour worked, harmful workplace, absence of

independence troublesome relationship amongst collaborator's administration, the executives

disturbing, provocation and shortage of threat or notion to level.

Most people do not like joining the business manner outsourcing (BPO) because of pressure and health issue. BPO personnel are quitting BPO jobs to take away the pressure and pressure at workplace. Employees do not quit because of salary troubles alone.

Being unsure has usually been a great supply of strain and anxiety for people. With call middle jobs, the very nature of a call can be unsettling for an employee, when they are blind to its nature. The belief of missing a critical call also can engender emotions of stress in the employee.

RESEARCH DESIGN

Sampling:

The Sampling is done by taking some in consideration of the sample size that could be obtaining for the study there are several BPO industry like Just dial, Omega, Concentrix which faces in all the sector issues changes faced by BPO are to be considered at under sampling.

Sample Size:

The Sample method used for the study in Random Sampling the sample techniques the sample size will be based on 80 to 100 employees in BPO organization sector in Bangalore city

Tools for Data collection:

Both primary and secondary data are taken into the account for data collection.

Primary data:

- The primary in the information will be conducted through respondent using the well-structured Questionnaire

Secondary data:

- Journals and Articles, Internet, Magazine and Newspaper.

OBJECTIVES OF THE STUDY

To Study Role ambiguity person inadequacy and resources at BPO Sector.

SCOPE OF THE STUDY

- The study aims to understand the organization.

- It helps to get knowledge by gaining exposure to the working environment and the policies and procedures being followed in the organization.

- It also helps to make an analysis of the strengths and weaknesses of the organization and to take necessary action to improve for future growth.

- It helps you identify stressors and analyze the effects of stress on your employees, their productivity and business growth compared to their competitors. Correct action plans can be created to reduce stress in the workplace. However, the study area was at stress management at BPO sector in Bangalore.

- This study can be used as a reference for other institutions to analyze the level of stress in the workplace at BPO sector in Bangalore.

LIMITATION OF THE STUDY:

- The study is confirmed to the Finite period

- The results fully dependent on the information given by respondent

- The Analysis study had been done based on the information collected from the one who are residing in Bangalore city.

DATA ANALYSIS AND INTERPRETATION

TABLE 1: TO WHAT EXTENT DOES WORKING IN THE BPO ORGANIZATION CAUSES STRESS

| SL.NO	Particulars	No. of Respondents	Percentage
1	Very great extent	7	7%
2	Great extent	76	76%
3	Some extent	16	16%
4	Not so much	1	1%
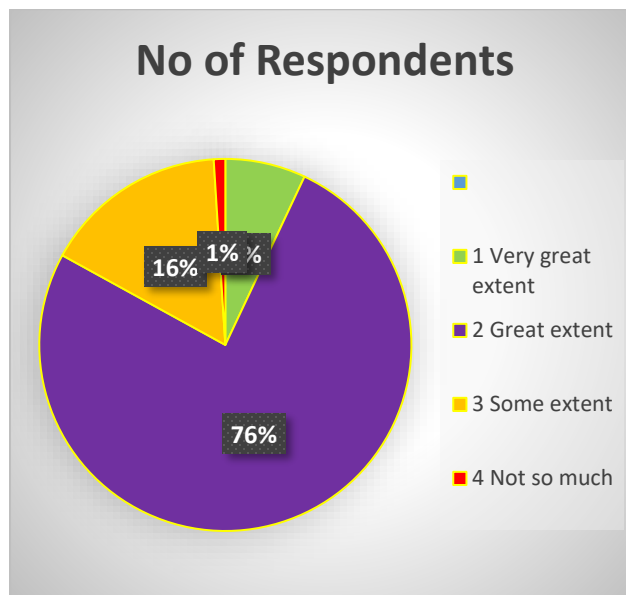
INTERPRETATION:

For the above graph on 7% are at very great extent, and great extent is 76% and some extent is 16% respondent and not so much is 1%. In this pie chart majority are given for great extent only.

TABLE 2: DOES THE ORGANIZATION TAKES STEPS TO REDUCE STRESS AT THE WORKPLACE

| SL.NO	Particulars	No. of Respondents	Percentage
1	Yes	16	16%
2	No	10	10%
3	May Be	74	74%

No of Respondents
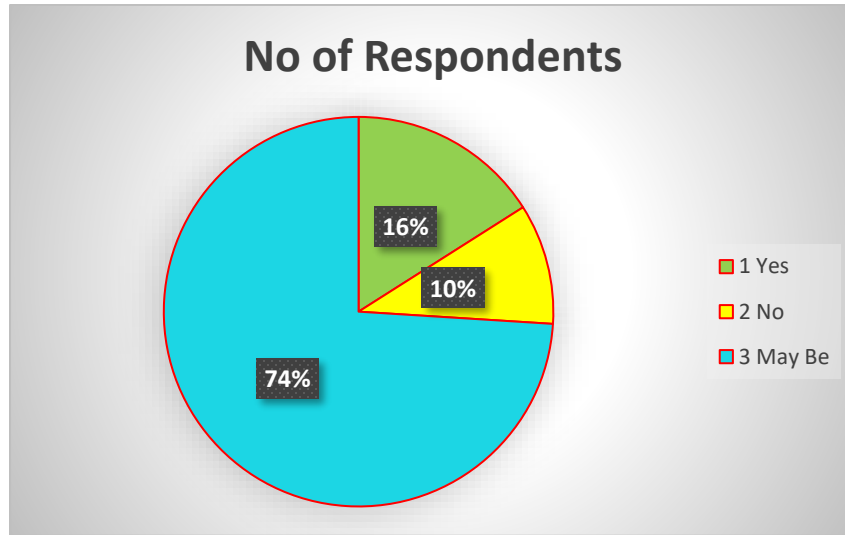
INTERPRETATION:

For the above pie chart shows 16% people as respondent as Yes and 10% people are respondent as No and many majorities are been respondent is 74% is May Be in the organization at BPO sector.

TABLE 3: ARE THE EMPLOYEES CLEAR ABOUT THEIR ROLES AND KNOW WHAT THEY EXPECTED TO DO

| SL.NO	Particulars	No. of Respondents	Percentage
1	Very clear	12	12%
2	Clear	73	73%
3	Little Clear	15	15%

No of Respondents
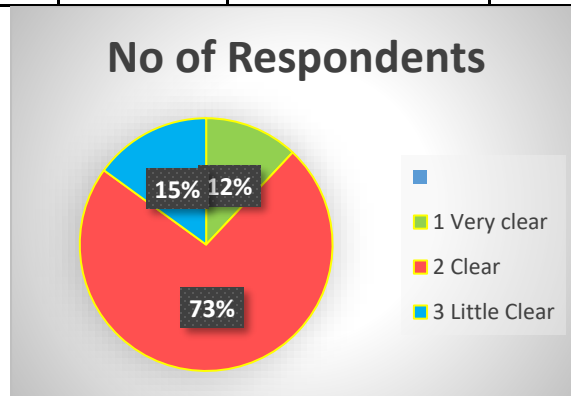
INTERPRETATION:

The above pie chart shows employee clear about their roles that expected to do 12% only they have respondent option Very clear and majority people respondent Clear is 73% and little clear respondent is 15%

TABLE 4: DOES THE POSITIVE OUTCOME FEEDBACK CHANGES THE MOOD AND AFFECT THE PRODUCTIVITY

| Sl.no	Particulars	No. of respondent	Percentage
1	Yes	75	75%
2	No	11	11%
3	May be	14	14%
	Total	100	100%
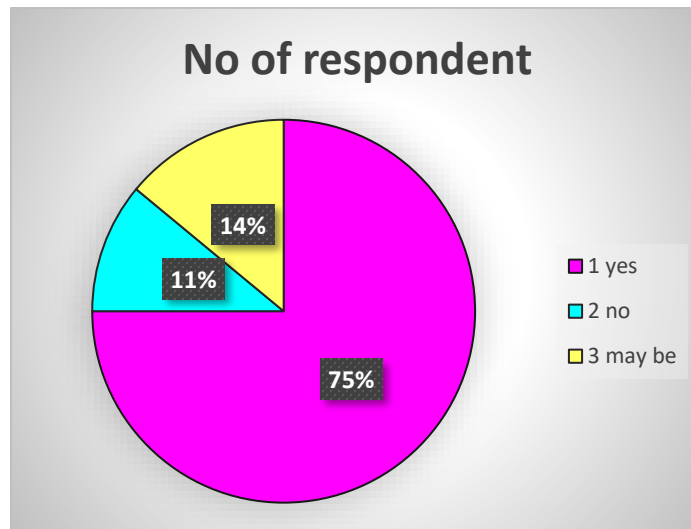
INTERPRETATION:

The Above chart shows that many majorities 75% people had Respondent has Yes that positive costume feedback changes the mood and affect the productivity and 11% Respondent has been No and 11% people had Respondent has May be.

TABLE 5: ARE THERE ANY WELFARE SCHEMES IN THE COMPANY TO MOTIVATE EMPLOYEES TO WORK WELL IN BPO SECTOR?

Sl.no	Particulars	No of respondent	Percentage
1	Yes	89	89%
2	No	11	11%
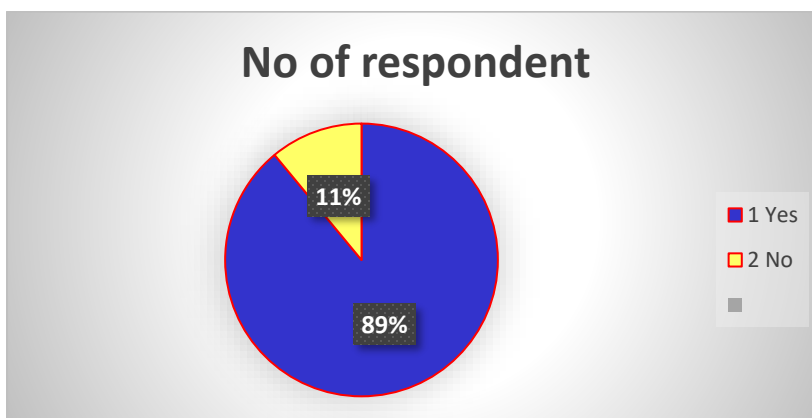
INTERPRETATION:

The Above chart shows that majority people had been respondent has Yes towards Welfare Schemes in the company to motivate Employees to work well in BPO sector some of the people had respondent had option has No and this show many people are towards Yes.

FINDINGS

- The organization has a large variety of personnel with exceptional culture, personalities, and behavior. So, opinions may every now and then differ leading to battle which reasons stress.

- The Workload is quite high occasionally because of extreme market opposition which causes lots stress towards BPO

- The delivery schedules are very quick, and employees are beneath lot of pressure and stress to complete the work earlier than due dates.

- There is position ambiguity on occasion particularly amongst freshers wherein there are not any clean reduce task descriptions causing stress at BPO

SUGEESTIONS

- The operating environment should be exceptional, and employees need to be inspired to work.

- Employee grievances have to be attended to on the earliest, so that when the issues are solved, they can work nicely with no difficulty.

- More worker welfare schemes need to be launched.

- Stress on the administrative center must be reduced on pinnacle priority within the interest of the enterprise as well as the personnel.

CONCLUSION

The study concludes that employees concludes that pressure more at BPO zone in Bangalore suffer from stress at the place of work occasionally, which prevents them from functioning normally. This is unavoidable due to the reasons as revealed in the findings; but can be reduced to some extent with efforts from the company and additionally with the co-operation of the employees. The reduction in pressure at the administrative center is of utmost importance within the interest of the agency as well as the employees. High strain ranges make the personnel sick as they weaken the immune system. Sometimes the personnel may prefer to leave the company and search for better jobs. There is different harmful impact of stress caused due to strained relationships and the corporation have to try and have right manpower making plans with the proper folks for the right jobs to reduce conflicts at the place of job. Employee absenteeism may be controlled, and productivity can be extended with reduced stress.

So, we conclude that BPO sector must give more emphasis to reducing the level of stress at the workplace. Suggestions for the same as mentioned can be implemented with the co-operation of the employees.

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