

Study on Mid-Career Crisis among BPO Employees

Sumukh, S.G. and Vijayashree, L.

Abstract

In India, Business Process Outsourcing (BPO) is one of the largest employment providing sector, since its inception in early 2000, this Industry is growing rapidly and generated more than 11 lakh employment (NASSCOM 2019 annual report). Indian geography, Human Resource and scale of economies has made preferred destination for fortune 500 companies to start their BPO sector in India. Bangalore (South Indian cosmopolitan city) is the largest house for BPOs. In this city more than 2 lakh people are employed in BPO and ITES jobs. BPOs job is redundant in nature which involves following set of predefined process, while doing so majority of employees are not upgrading their skills due to various reasons After employees completing 10 years of experience, due to lack of skills majority of employees are not growing in their career eventually this is resulting in role stress and translating to mid-career crisis.

Keywords: Role stress, Mid-career crisis, Job satisfaction, BPO employees