APPLICATION OF PEOPLE CAPABILITY MATURITY MODEL IN BUSINESS PROCESS OUTSOURCING ENTERPRISES-
A STUDY WITH REFERENCE TO TAMIL NADU

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ABSTRACT

People Capability Maturity Model is an organizational change model helps in transforming an organization by steady improvement in workforce practices. Based on the current maturity of the workforce, it concentrates on continuously developing the management and increasing the employees who are considered as the human assets of an organization. PCMM consists of five maturity levels or stages, through which an organization’s workforce practices and processes develop. It is designed focusing on the improved workforce practices will not survive unless the organization is willing to change its behavior to support the workforce. There are five maturity levels and each stage contains its own key practices to be executed. The study is being conducted in BPO’s with Level 5 certification in Tamilnadu.

KEYWORDS: PCMM, Maturity Level, BPO & Workforce

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