

**COMPARATIVE SITUATIONAL ANALYSIS OF BUSINESS PROCESS
OUTSOURCING INDUSTRY IN INDIA WITH FOCUS ON HUMAN RESOURCES
ISSUES CONSIDERING OCCUPATIONAL THERAPISTS SUGGESTIONS**

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ABSTRACT

This paper examines the growth of business process outsourcing industry in India with focus on issues and challenges in human resources issues. Primarily, the definition is provided and different research reports are examined from sociological point of view in addition to human resources viewpoint. The human resources issues are unique to BPO industry. Its work force is relatively young and high paid compared to other jobs and the industry is growing; the job dissatisfaction is growing and attrition rates are alarming. What makes the industry different? What are the research findings with respect to different time periods? What are the issues identified? With lowest salary being paid to Indian worker as indicated by research across different parts of the world; will the employers provide medical attention to the health issues as being done by other countries? Or what is the learning for countries like Africa who want to enter this industry? These are the questions endeavored to be answered by this research paper. One of the important contributions of this study is the health problems faced by employees and physicians and occupational therapists suggestions related to improve the work environment for employees.

KEY WORDS: Emotional Labour, Sweatshop, Panopticon, Survival Strategy, Coping, Fragility of Fun, Hour Glass Occupational Structure, Occupational Therapists