EFFECT OF STRESS ON EMPLOYEE PRODUCTIVITY
WITH RESPECT TO INDIAN BPO

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ABSTRACT:
In today scenario BPO is the fastest growing sector which is increasing job opportunities day by day. In developing country like India, it is a good platform for youth for starting their career in low age as well as a good source of earning while pursuing the studies. That’s why it attracts major population in India. BPO sector is doing lots of investment in providing training for retaining the employees and making a healthy working environment. But due to odd shifts, excessive workload, unachievable target, unhealthy working environment etc. creating stress among the employees. This all leads to physical and psychological imbalance which ultimately affects employee’s productivity. Work stress is defined as the harmful physical and emotional responses that occur when job requirements do not match the worker’s capabilities, resources, and needs (National Institute of Occupational Safety and Health 1999). Especially more attention given to the Business Process Outsourcing (BPO). The main aim of the paper is to identify the factors creating stress in BPO Sector and to find out relation between stress and employee productivity.

KEYWORDS: Stress, BPO, Employee productivity, performance.

References


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