ABSTRACT
Quality of work life refers to the level of happiness or dissatisfaction with one’s career. This study is an attempt to look into the quality of work life of employees with special reference to BPO industry in Hyderabad - a BPO hub in India. Descriptive research design is chosen for the study. The total sample size used for the study is 500 employees from 25 different BPO companies located in Hyderabad. The sampling method used for the study is stratified random sampling method. Primary data were collected through a well-designed questionnaire. Secondary data collected through the previous research reports, various published journals, websites and online articles. Data analysis was done using percentage analysis and Chi-square analysis.

KEYWORDS: BPO industry, employee, Quality of Work Life, sampling.