IMPACT OF POOR RECRUITMENT, SELECTION AND TRAINING OVER THE STAFF TURNOVER IN A BPO

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ABSTRACT
Retention of employees and the staff turnover has become a major factor to be dealt with for every organization. A considerable amount of staff turnover every year is generally seen in almost all the firms. The major concern is that the staff turnover rate is seemed to be so high in the case of Business Process Outsourcing (BPO) firms. The reputation and the growth of the BPO industries are in an alarmed danger in contrast to their rapid growth. The main objective of this paper is to analyze the impact of poor recruitment, selection, training and other parameters over the Staff Turnover in Sutherland Global Services BPO sector. The research has been conducted among 250 samples and data are been predominately compiled by face to face interview and questionnaire. The major findings were that the employees were ineffective even after training as the job description and person specification did not suit them. Employees lacked confidence to hit the floor to attend inbound and outbound calls. Moreover, the longevity of an employee in the job is around 6 months.

KEYWORDS: Recruitment, Selection, Training, Staff Turnover, Leadership, Motivation.

REFERENCES:


