



A STUDY OF THE DIMENSIONS OF ATTRITION AND RELATED ISSUES IN THE INFORMATION TECHNOLOGY (IT) / INFORMATION TECHNOLOGY ENABLED SERVICES (ITES) AND BUSINESS PROCESS OUTSOURCING (BPO) INDUSTRY IN THE METROPOLITAN TOWNSHIP OF BANGALORE (INDIA)

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Abstract:

India's strengths have been its large growth potential, increasing outsourcing trend, large talent pool availability, quality educational infrastructure, low operating costs, and the government initiatives. Information Technology (IT)/ Information Technology Enabled Services (ITES) and Business process outsourcing (BPO) industry in India is progressing with an unparalleled velocity. Employee turnover reflects a company's internal strengths and weaknesses. New hires need to be constantly added, further costs in training them, getting them aligned to the company culture, etc. Organizations also face difficulties in retaining the remaining employees as well as attracting potential employees. High attrition rates also lead to a chronic or systemic cycle. There are many factors that lead to attrition in IT / ITES and BPO and much research has taken place time and again. In this study, a comprehensive attempt has been made to explore the dimensions of attrition, retention, recruitment and training process in specific to a IT / ITES and BPO. This study is conducted to find out the main causes which increase the employee turnover in Information Technology (IT)/ Information Technology Enabled Services (ITES) and Business process outsourcing (BPO) companies and to find out the way to control attrition. This study was carried out in (IT/s (ITES) and (BPO) companies in and around Bangalore. In this study, the opinion of 500 employees was taken for the analysis. The tool used for collecting the data was a structured questionnaire. For the analysis, Factor analysis and T test method were used. It some suggestion that could Reduce attrition IT / ITES and BPO sector while working on their practices.

Keywords IT/ITES and BPO industry, attrition Bangalore.

Introduction

As have point out in introductory remarks the phenomena of attrition has been infest information technology sector and has been distributing considerably the rate of growth. There fore the aim of the present study is to assess the present status of the attrition phenomena in so far as relate to the IT/ITES AND BPO in the Bangalore. It is also one of the aim of the study.

Result and Discussion

Factors of attrition extracted from factor analysis: Item Loading factor Factor name 1 Lack of clarity Recruitment techniques specific .5028 Hostile Organizational Culture Lack of clarity Company long term strategies .4987 Trust and support in coworkers, seniors and management during training program. -.4767 Lack of Autonomy -.4272 Exit interview feedback. .3608 2 learning environment .8321 Organizational Support Mechanism used for training need identification .5678 Tools are used for training need identification of employees .5031 3 Formal training policy/strategy -.4356. Career Path Lack Skill Variety testing .5135 Lack of Challenging assignment .8519 4 Unsure of career growth .8151 Discontented Personal Factors Lack of clarity salary growth .8567 Lack

of clarity of Job description job position/ position specification before release job ads. .7984 Training component is part of performance appraisal .5678 5 Non wages benefits such as pension plans, life insurance, LTC, material and parental leave .8543 Hygiene Factors Security of my job position. .5678 Basic Amenities like housing, conveyance, medical benefits, lighting, air conditioning, seating etc ..4489 6 Opportunity for personal growth and development in my job Position. -.6789 Motivation Factors Achievement reorganization .8375 compensation package -.8167 Opportunity for independent thought and action. Salary offered for my job position. .3456

Conclusion

Attrition is a continuous phenomenon, which prevails in the IT/ITES and BPO Industry today.

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