A. General Information:

1. Name of the Company:

2. Type of MNC:  
   a. Indian □  
   b. Foreign □

3. Year of Commencement:  
   a. Year 2000 or before □  
   b. 2001-05 □  
   c. 2006 and later □

4. Name of the HR Person (Optional):

5. Designation:

6. Company ownership type:  
   □ Captive  
   □ Third party  
   □ Joint venture

7. Type of Processes handled:  
   □ Voice  
   □ Non-voice  
   □ Both voice and non-voice

8. No. of Employees on the Roll:  
   Karnataka:  
   India:

B. Do you think that the following practices of your organization are effective in retaining and motivating your employees?

Note: 1 - Highly ineffective; 2 - Somewhat ineffective; 3 - Not Sure; 4 - Somewhat effective; 5 - Highly effective

1. Recruitment/selection procedure  
2. Salary and Compensation  
3. Communication System  
4. Reward and Recognition Policy  
5. Organizational Culture  
6. Performance Appraisal System  
7. Promotion Policy  
8. Superior-Subordinate relationship  
9. Career Path  
10. Executive Development Programs
C. Miscellaneous (Please mark the relevant column)

Note: 1 - Strongly Disagree; 2 - Somewhat Disagree; 3 - Not Sure; 4 - Somewhat Agree; 5 - Strongly Agree

1. The National Skill Registry (NSR) will help the Indian BPO industry. 1 2 3 4 5

2. The Karnataka BPO-SAT or Andhra Pradesh Graduate Employability Test will help the BPO industry. 1 2 3 4 5

3. The National Common Test is a must to get selected in the BPO industry. 1 2 3 4 5

4. Building a strong ‘brand’ will help in motivating the employees of BPO industry. 1 2 3 4 5

5. The ‘Non-poaching’ agreements will help in retaining the employees. 1 2 3 4 5

6. Bonds or ‘legal agreements’ are a must to retain the manpower in the BPO industry. 1 2 3 4 5

7. The Performance-Based pay will motivate the employees of BPOs. 1 2 3 4 5

8. Going up the value chain (KPO) will help in motivating the employees. 1 2 3 4 5

D. Do you think that any Government initiative is desirable to overcome the HR issues faced by the ITES-BPO industry? (Please Comment)

E. Do you think that the global slowdown/recession will impact the BPO industry and the employees? (Please Comment)

F. Kindly give some suggestions to retain and motivate employees in the BPO sector.