I Shaveta Sachdeva, Pursuing Ph.D in Economics from Dayalbagh Educational Institute, Agra. My research topic is “Global Economic Scenario and Indian Business Process Outsourcing: An Analysis” therefore I want your opinion/views on the following statements. Please respond to all statements as honestly and frankly as possible. There are no foreseeable risks associated with this project. Your survey responses will be strictly confidential, data from this research will be reported only in the aggregate and information will be coded.

Indicate your responses by making tick (✓) mark in the appropriate right-hand column of your choice below.

**(A) PARTICIPANT'S DETAILS**

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Respondents Name</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>Organization level/function in which you are currently employed</th>
<th></th>
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<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
</tr>
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<tbody>
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</table>

<table>
<thead>
<tr>
<th>Educational Qualification</th>
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<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>Total Work Experience Year(s):</th>
<th>Month(s):</th>
</tr>
</thead>
<tbody>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Tenure in the Present Company Year(s):</th>
<th>Month(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
(B) COMPANY PROFILE

<table>
<thead>
<tr>
<th>Type of the company</th>
<th>Captive</th>
<th>Third party</th>
<th>Joint venture</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nature of service offered</td>
<td>Voice</td>
<td>Non-voice</td>
<td>Both</td>
</tr>
<tr>
<td>Functional efficiency of the company</td>
<td>Niche</td>
<td>Vertical player</td>
<td>General player</td>
</tr>
</tbody>
</table>

SECTION I


The parameter to measure the performance of the BPO industry is divided into three board dimensions:

Note: Please state your degree of agreement with the following statements on a five-point scale, where 1= Strongly disagree and 5= Strongly Agree. Your value can range between these two above mentioned values.

How far do you agree that there is impact of US recession on Indian BPO industry on the following dimensions?

(I) QUALITY DIMENSION

(a) Competitiveness

1. Market Share (relative) 
2. Position 
3. Sales (annually) 
4. Customer Base 
5. Vendor Selection
(b) Performance
1. Profitability
2. Liquidity
3. Capital Structure
4. Domestic Revenue
5. Export Revenue

(c) Flexibility
1. Volume
2. Specification
3. Re-scalability
4. Upgrade
5. Transition
6. Innovation

(d) Reliability
1. Accuracy
2. On-time
3. Accessibility
4. Correct Historical Record
5. Disaster Recovery
(e) Tangibility

1. Global Expertise
2. Advanced Technology
3. Application's Friendly User Interface
4. Ease of Data Reporting & Extracting
5. Application stability
6. Application Interoperability

(f) Conformance

1. Systematically Process Design
2. Consistent Process Delivery and Manage
3. Efficiency and Effectiveness
4. Added Value

(g) Responsiveness

1. Speed
2. Competence
3. Ease of Repair
4. Customer Relationship

**(h) Assurance/Empathy**

1. Shared Approach to Problem Solving
2. Helping Customers in Improving their Entire Operations
3. Quality Assurance Systems or Tools
4. Expertise Availability and Know How
5. Fit of work practices with that of customers, etc.

**(i) Security**

1. Confidentiality
2. Physical safety
3. Financial safety

**(II) TIME DIMENSION**

1. Lead
2. Service
3. Queue
4. Wait
5. Move
6. Set up

### (III) COSTDIMENSION

1. Running Cost
2. Labour Cost
3. Machinery Cost
4. Training Cost
5. Innovatory Cost
6. Transport Cost
7. Administrative Cost
SECTION II

SWOT ANALYSIS OF INDIAN BPO INDUSTRY

Note: Please state your degree of agreement with the following statements on a five-point scale, where 1= Strongly disagree and 5= Strongly Agree. Your value can range between these two above mentioned values.

(I) According to you what are the STRENGTHS of Indian Business Process Outsourcing (BPO) Industry?

1. Human Resource
2. Skilled and Dedicated Workforce
3. Technological Competitiveness
4. Affordable Quality Education
5. Round Clock Advantage
6. Cost Benefit

(II) According to you what are the WEAKNESSES of Indian Business Process Outsourcing (BPO) Industry?

1. Marketing Problem
2. High Attrition
3. Cultural difference
4. Feeble Infrastructure
5. Legal Lacuna

(III) According to you what are the OPPORTUNITIES of Indian Business Process Outsourcing (BPO) Industry?

1. People
2. Information Technology
3. Market Potential
4. To Work Closely With Association like NASSCOM

(IV) According to you what are the THREATS of Indian Business Process Outsourcing (BPO) Industry?

1. Anti-Outsourcing Bill
2. Competition
3. Billing Rates
4. Security Concern

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ANNEXURE II

Glossary

ADJUSTABLE RATE MORTGAGE:

A type of mortgage in which the interest rate paid on the outstanding balance varies according to a specific benchmark. The initial interest rate is normally fixed for a period of time after which it is reset periodically, often every month. An adjustable rate mortgage is also known as a "variable-rate mortgage" or a "floating-rate mortgage".

COLLATERALIZED DEBT OBLIGATIONS:

CDOs are unique in that they represent different types of debt and credit risk. In the case of CDOs, these different types of debt are often referred to as 'tranches' or 'slices'. Each slice has a different maturity and risk associated with it. The higher the risk, the more the CDO pays.

CREDIT DEFAULT SWAPS:

A swap designed to transfer the credit exposure of fixed income products between parties. A credit default swap is also referred to as a credit derivative contract, where the purchaser of the swap makes payments up until the maturity date of a contract. Payments are made to the seller of the swap. In return, the seller agrees to pay off a third party debt if this party defaults on the loan. A CDS is considered insurance against non-payment. A buyer of a CDS might be speculating on the possibility that the third party will indeed default.

INDEX OF INDUSTRIAL PRODUCTION:

An economic indicator that is released monthly by the Federal Reserve Board. The indicator measures the amount of output from the manufacturing, mining, electric and gas industries. The reference year for the index is 2002 and a level of 100.
LEGAL PROCESS OUTSOURCING:

A kind of high end BPO industry that has been growing rapidly in the recent years. In Legal Process Outsourcing vendors or in-house departments of organisations outsource legal work from off-shore areas where it is costly to perform.

MORTGAGE-BACKED SECURITIES:

A type of asset-backed security that is secured by a mortgage or collection of mortgages. These securities must also be grouped in one of the top two ratings as determined by a accredited credit rating agency, and usually pay periodic payments that are similar to coupon payments. Furthermore, the mortgage must have originated from a regulated and authorized financial institution.

NON-BANK FINANCIAL COMPANIES (NBFCs):

NBFCs are financial institutions that provide banking services without meeting the legal definition of a bank, i.e. one that does not hold a banking license. These institutions are not allowed to take deposits from the public. Nonetheless, all operations of these institutions are still exercised under bank regulation.

SUB MORTGAGE:

A type of mortgage that is normally made out to borrowers with lower credit ratings. As a result of the borrower's lowered credit rating, a conventional mortgage is not offered because the lender views the borrower as having a larger-than-average risk of defaulting on the loan. Lending institutions often charge interest on subprime mortgages at a rate that is higher than a conventional mortgage in order to compensate them for carrying more risk.

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PAPERS ACCEPTED/PRESENTED AT NATIONAL AND INTERNATIONAL CONFERENCES/SEMINARS

INTERNATIONAL SEMINARS AND CONFERENCE PAPERS


2. Presented the paper entitled “Strategic Analysis of Retail Banking in India (With Special Reference to Barclays Global Retail Banking)” at International Conference on Economics and Business: Analysis and Applications (EBAA 2011, on November 12-13, 2011 at Dayalbagh Educational Institute, Dayalbagh, Agra.


NATIONAL SEMINARS AND CONFERENCE PAPERS


4. Paper being accepted and called for presentation entitled “Global Climate Change and its Impact on Indian Economy” at national seminar on Climate Change and Economic Development, on 12-13 March 2010 at Devi Ahilya University, Indore (M.P).


PAPERS PUBLISHED IN JOURNALS AND BOOKS


WORKSHOPS ATTENDED

➢ Attended the workshop on Data Analysis Using SPSS from 17-19 May 2012 organized by JK Padampat Singhania Institute of Management & Technology, Gurgaon, Haryana.

➢ Attended the workshop on Standardization of Research Tools & Development of Project For Funding from 27-29 November 2010 organized by Institute of Professional Studies, Department of Education, Gwalior, M.P.

➢ Attended the workshop on SPSS 18.0 organized by SPSS South Asia & Department of Sociology and Political Science from 1-2 May 2010 at Dayalbagh Educational Institute Agra, (U.P)

➢ Attended the workshop on Application of Finance at D.E.I from 23 December to 30 December 2009.