

2112M045

BACHELOR OF VOCATION
Management BPM and Analytics
Subject: Process in BPM-1
Subject Code: MHR-501
Semester: First
December 2021
Theory (External): 35 Marks
Time: 03 Hours

Instructions to the Students

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 1 mark.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 5 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number

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SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)
(10x1=10 Marks)

Write short notes on the following:

- A. Challenges faced by BPOs
- B. Offshore outsourcing
- C. List the services of BPOs
- D. Required soft skills to work in Call Center
- E. Compensation issues in Call Centers
- F. Ways for personal grooming
- G. How conflicts arise among team members?
- H. Define Flexi hours
- I. Principles of time management
- J. Employment issues in BPOs.

SECTION –B (ESSAY TYPE QUESTIONS)
(5x5=25 Marks)

1. Which BPO companies in India recorded growth in recent years? Discuss the growth drivers of these companies.
2. What is a BPO vendor? Explain the classification of these vendors.
3. How technology is important component in Call Centers. Give the working of a Call Center.
4. Define perceptual images. Discuss its role in human psychology. How these help in keeping the emotions under control?
5. What factors lead to stress in Call Centers? Discuss the various steps to be taken for stress tolerance.
6. Discuss the ill effects of working across time. What steps company should take to avoid these ill effects on the health of its employees?
7. How the customers and targets are managed in BPOs? What challenges are faced by BPOs in managing these?
8. Define culture. Discuss the various tools to understand culture of another country. Which cultural issues emerge while working across national boundaries?

==END OF PAPER==