The Next Available Operator: Managing Human Resources in the Indian Business Process Outsourcing Industry discusses managing people in the Indian call centre/ BPO sector. It features empirical research and conceptual advances, presented by well-known academics and researchers from around the world and captures the voices of key stakeholders. Apart from covering key individual aspects of human resource management in Indian call centres, such as work organisation and employee attrition, it also provides a comparative perspective from call centres in the USA, UK, Canada and Australia.

The research data presented in the book offers fresh perspectives on call centres within a globalised business and work environment. It includes large scale employee survey results that help unearth the fundamental forces behind attraction and retention challenges threatening the future viability of global outsourcing strategies.

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