REVIEW OF PROFESSIONAL HAZARDS IN B.P.O.WORKERS

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ABSTRACT
In present era young generation is interested in B.P.O. sector due to attractive salaries and because getting into this sector is very easy than any other sector. But the nature of work in this sector is very hectic and unusual. B.P.O. workers are victims to different causative factors. B.P.O. employees have to face strict deadlines, unusual targets, irate calls, long working hours, shift duties and night shifts. Continuous attending phone calls and constant interaction with faceless people. They have to act with pseudonyms (hidden identity). All these circumstances are unavoidable part of B.P.O. employees job and lead to pathogenesis of different Physical, Mental and psychosocial disorders. e.g. physical disorders like :- Vision problems, Dryness in eyes, Hearing problem, Voice loss, Sinus problem, Skin lesions, Musculoskeletal disorders. Digestive problems (due to faulty dietary habits), Sleep disturbances, disturbances in circadian rhythm, Head ache due to strain, Spondilysis, shoulder, neck, back pain etc. Mental disorders like: - Anxiety, Depression, smoking, addiction to alcohol and tobacco, Addiction to drugs, disturbances in circadian rhythm work stress and recognition problem, Disruptive family relations, Exhaustion, Lack of concentration. According to Ayurved all these disorders can manifest due to etiological factors or Different Hetu sevan such as Asatmyeindriyarth sayog of different Dnyanendriya and Karmendriya, Pradnyapradha and Parinama.

KEYWORDS: B.P.O. workers, shift duty, physical disorders, mental disorder.

INTRODUCTION
In 21th Century Industrialism has made our life style very fast, highly modified and very expensive too.
In modern era working in Business process outsourcing organization (B.P.O.) is newly emerging occupation on large scale.

B.P.O. workers are victims to different causative factors or Hetu sevan, such as attending phone calls, speaking on telephone for longer time, working in A.C., working in front of computer screen for long time, working during night hours and sleeping during day hours, sedentary life style, staying away from family for long time and others.

According to Ayurveda, these are examples of Pradnyaparadha and Asatmyendriyartha sanyog of different Dnyanendriya and Karmendriya.\(^7\)

Such professions may affect person’s physical (sharira) and Mental (Manasa) status and are responsible for manifestations of various types of disease.\(^7\)

In various faculties various type of work has been done on BPO workers by various aspects. In medical field, the work has been done with respect to professional hazards in B.P.O. workers and its effect on health with regards to physical and mental problems such as-

- Physical, mental, social and health related problems of call centre workers\(^1\)
- Critical study on work life balance of B.P.O. workers.
- Study of general role of stress among IT/ITES professionals in India
- Mental and physical and health related problems of call centre workers
- A study on quality of work life in BPO sector with reference to Chennai city
- Work organisation and work life balance in BPO sector
- Working conditions and health among employees at information technology enabled services a current review.

While reviewing the research work done regarding BPO workers and professional hazards, it is found that most of work on B.P.O. workers is done in the area of modern health science, social science and business management.

According to review of professional hazards in B.P.O. workers, it is clear that B.P.O. workers suffer from physical, mental and psychosocial problems due to professional hazards such as.

**Physical disorders**
- Vision problem\(^1\)
- Dryness in eyes
- Hearing problems\textsuperscript{[1]}
- Voice loss
- Sinus problem
- Musculoskeletal disorders\textsuperscript{[2]}
- Digestive problems\textsuperscript{[1]} (due to faulty eating habits)
- Indigestion and Constipation\textsuperscript{[4]}
- Gynaecological problems
- Infertility problem
- Skin lesions
- Sleep disturbances\textsuperscript{[4]}
- disturbances in circadian rhythm\textsuperscript{[1]}
- Head ache due to strain\textsuperscript{[1]}
- Spondylitis\textsuperscript{[2]}
- Shoulder, neck, back pain
- Cardiovascular disorders\textsuperscript{[2]}
- Unhealthy eating habits (fast food, junk food)\textsuperscript{[1]}

**Mental Disorders**

- Work stress\textsuperscript{[5]}
- Anxiety
- Depression
- Employees not satisfied with long working hours and shifts\textsuperscript{[5]}
- unusual work schedule, over bearing and irate calls\textsuperscript{[6]}
- Burden due to daily quality assurance and daily service performance measurement\textsuperscript{[6]}
- working with strict dead lines\textsuperscript{[6]}
- Sleep disturbances\textsuperscript{[1]}
- Exhaustion\textsuperscript{[2]}
- Lack of concentration\textsuperscript{[2]}
- Disturbances in circadian rhythm\textsuperscript{[1]}
- Burn out\textsuperscript{[1]}

Burn out is psychological term that refers to long term exhaustion (physical, mental and emotional exhaustion)
- Lack of enthusiasm
- Feeling drained
- Burn out\(^6\) also may have dimensions of frustration and negative emotions.
- The daily experience of repetitive and intensive workload results in burn out.
- inconvenient working hours
- loss of identity created by pseudonyms to serve foreign customers
- constant interaction with faceless unknown people
- These create the feeling of suffocation
- Disruption in family\(^1\)
- lack of promotion opportunities
- high pressure to meet unreasonable targets\(^6\)
- Makes the job very stressful and results in burnout.

**Psychosocial disorders**
- Recognition problem\(^5\)
- Addiction to smoking\(^4\)
- Addiction to alcohol and tobacco\(^4\)
- Addiction to drugs
- Their off days do not match with that of family members and adversely affect their family life
- Disruptive family relations\(^1\)
- There are four main stressors
  1) Self roll distance (S.R.D.)\(^3\)
  2) Inter roll distance (I.R.D.)\(^3\)
  3) Roll boundedness (R.B.)\(^3\)
  4) Personal inadequacy (P.I.N.)\(^3\)

Out of these stressors B.P.O. employees have to face the main stressor roll boundedness (R.B.) due to long working hours, working on weekends, and working with strict deadlines.

Roll Boundedness (R.B.) – This kind of stress is caused when an individual sacrifices his personal interests, values and comforts due to significant role at working place.
- Tremendous monotonically decreasing function is observed with increasing age group indicating that it is hard to keep with increasing age in the industry
- Burn out syndrome
• Attrition

Burn out and Attrition are two largest worry of B.P.O industry.

❖ ATTRITION[3]

The miseries of employees are compounded by managers who are not supportive and sympathetic towards their subordinates by policies which are unfriendly and ill advised. The employees do not feel secure in their job. B.P.O workers quit their jobs due to all these stressful conditions. This is known as attrition Attrition in B.P.O workers is 50% Above mentioned disorders may be attributed due to different causative factors as Follows Musculoskeletal disorders, Spondylitis, Shoulder, neck, back pain are postural hazards caused due to sedentary life style and wrong sitting posture at work place for longer duration. According to Ayurved this is Asatmyeindriyarth Sanyog of Karmendriya Vision problems, dryness of eyes are the effects of continuous staring at computer screen for long time. According to Ayurved this is due to Atiyog of Chakshurindriya.[8]

Hearing problem, Voice loss are occupational hazards due continuous hearing and speaking on telephone.[9] Ayurved science states that it is due to Atiyog of Shravanendriya and Vagindriya Sinus problems may occur due continuous to sitting in A.C. office, which is mithyayog of Sparshnendriya.[10]

Sleep disturbances and disturbances in circadian rhythm are the effects of night duties and shift duties can occur due to Mithyayog of Nidra and Diwaswap.[11]

Headache and Cardiovascular disorders are occupational hazards of unusual targets, stress, and irate calls. According to Ayurved science these are Manas Hetus.

Digestive problems due to faulty eating habits are due to type of job, unusual duty timings, night duties and shift duties. Gynaecological problems, Infertility problem can be a life style disorder caused due to sedentary life style, lack of exercise, disturbances in circadian rhythm and Unhealthy eating habits as fast food and junk food consumption. This etiological factors can be stated as Asatmyeindriyarth Sanyog of Karmendriya, Avyayam, Mithyayog of nidra and Diwaswap.

Addiction to alcohol and tobacco, Addiction to smoking, disturbances in circadian rhythm, Sleep disturbances, anxiety, depression, exhaustion, Lack of concentration, Disruptive family
relations are occupational hazards caused due to unusual targets, stress and irate calls, night duties and shift duties, loss of identity created by pseudonyms to serve foreign customers and constant interaction with faceless unknown people. These etiological factors can be classified as Manas Hetus.

**CONCLUSION**

BPO workers profession can causes various types physical, mental and psycho social disorders. These hazardous effects can be explained on the basis of Ayurved principles and can be prevented through Ayurvedic measures.

**REFERENCES**


