

**MBA -INT**  
**(SEM VI) THEORY EXAMINATION 2022-23**  
**BUSINESS OUTSOURCING**

Time: 3 Hours

Total Marks: 100

Note: Attempt all sections. If require any missing data; then choose suitably.

**SECTION A**

1. Attempt *all* questions in brief. 2 x 10 = 20
- a. What is strategic alliance?
  - b. Define onshore and near shore outsourcing.
  - c. Define Business Process Outsourcing (BPO).
  - d. What are the differences between BPO and IT?
  - e. Name one major advantage of outsourcing to India.
  - f. Briefly explain one legal and regulatory issue that affects the Indian BPO industry.
  - g. What is sourcing strategy?
  - h. Define KPO.
  - i. What are the variety of activities & services provided by healthcare services?
  - j. Define KPO.

**SECTION B**

2. Attempt any *three* of the following: 10 x 3 = 30
- a. Provide a comprehensive introduction to the genesis of outsourcing, including its historical origin and how it has evolved over time.
  - b. Explain the types of BPO participants. Discuss their roles, responsibilities, and contributions in the BPO industry.
  - c. Identify and discuss the various business opportunities available in the Indian BPO sector. Explore the different types of BPO services that can be outsourced to India.
  - d. Perform a SWOT analysis of outsourcing in India. Highlight the strengths, weaknesses, opportunities, and threats for the industry.
  - e. Discuss the role of outsourcing in the Indian manufacturing sector. Highlight the benefits and challenges associated with outsourcing in this sector.

**SECTION C**

3. Attempt any *one* part of the following: 10 x 1 = 10
- a. Explain C K Prahalad's Inside-Out Corporate Strategy Model in the context of outsourcing, emphasizing its strategic objectives and how it enhances organizational performance.
  - b. Discuss the role of technology and digital transformation in outsourcing. How has technology influenced the outsourcing landscape, and what new opportunities or challenges has it introduced for businesses engaging in outsourcing?

4. **Attempt any one part of the following:** **10 x 1 = 10**
- a. Explain the types of functioning in BPO. Compare and contrast these approaches, discussing the advantages and challenges associated with each.
  - b. Examine the advantages and disadvantages of engaging third-party BPO providers.
5. **Attempt any one part of the following:** **10 x 1 = 10**
- a. Provide a glimpse into the size and growth of the outsourcing industry in India by highlighting relevant statistics. Discuss the current trends, market share, and key players in the Indian outsourcing industry.
  - b. Examine the career opportunities in the Indian BPO industry. Discuss the different roles and positions available, ranging from entry-level to managerial positions. Highlight the skills and qualifications required for these roles and the potential growth prospects for individuals working in the Indian BPO sector.
6. **Attempt any one part of the following:** **10 x 1 = 10**
- a. Identify the prospects and business opportunities for India in the BPO industry. Discuss emerging trends and sectors where India can leverage its strengths.
  - b. Explore the concept of moving up the value chain for BPO sector. Discuss the benefits, challenges, and strategies involved in this transition. <https://www.aktuonline.com>
7. **Attempt any one part of the following:** **10 x 1 = 10**
- a. Explore the use of outsourcing in the financial and accounting sector in India. Discuss the functions commonly outsourced and the benefits and drawbacks of outsourcing in this sector.
  - b. Analyze the impact of outsourcing in the healthcare sector in India. Discuss the areas where outsourcing is prevalent and any ethical or privacy concerns associated with it.

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