



Job Satisfaction, Attrition and Coping Strategies: A Study of Selected Call Centers in NCR

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This book remains a modest but sincere attempt towards the understanding of job satisfaction in its proper perspective. The study is organized into six chapters where the introductory, second and third chapters are on the theoretical background of the concept, its importance, related aspects and the in-depth review of the available literature. Chapter four discusses the research methodology adopted for the study i.e., the data sources, sample size, data consolidation, data collection through the questionnaire, questionnaire design, analysis techniques, etc. Chapter five is on the analysis of data and interpretation of results. The conclusion and suggestions are discussed in the concluding chapter.

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