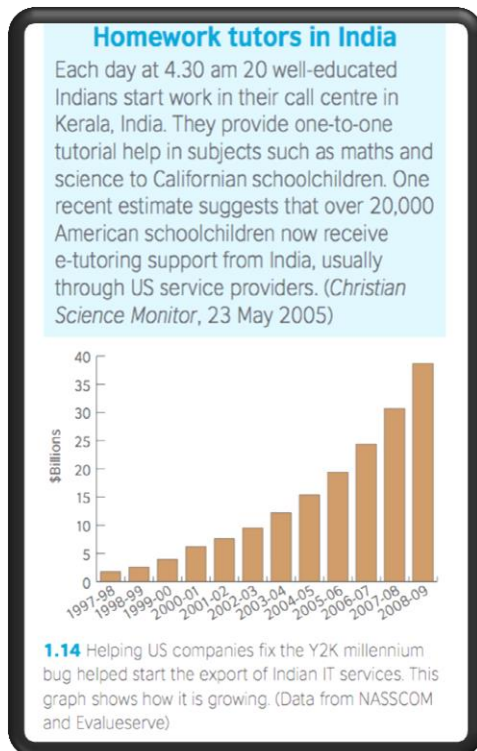


Chapter 3 – Extra activity 1

The following activity can be used as an introductory or closing task, and is designed to complement the content of Chapter 3 in Galloway and Rose's (2015) book *Introducing Global Englishes* (Oxon., UK: Routledge).

The spread of English: Implications for business

The following illustrations are taken from Graddol (2006, p. 35).



1	India	11	USA
2	China	12	Egypt
3	Malaysia	13	Indonesia
4	Philippines	14	Jordan
5	Singapore	15	Bulgaria
6	Thailand	16	Slovakia
7	Czech Republic	17	Mexico
8	Chile	18	Poland
9	Canada	19	Hungary
10	Brazil	20	UAE

1.16 A.T. Kearney Global Services Location Index 2005 shows the relative attractiveness of countries for BPO.

Discussion questions

1. What gives India the edge over other countries as the most attractive location for Business Process Outsourcing (BPO)?
2. Why are countries in south-east Asia like Malaysia, the Philippines and Singapore ranked so highly while Vietnam is notably absent, despite the recent economic growth outlined in this chapter?
3. Do you see such outsourcing as a top-down process (e.g. international businesses contacting smaller contractors with the aim of reducing costs) or as a bottom-up process (e.g. contractors contacting international business with the aim of making profit)?
4. After reading Chapter 3, do you see the outsourcing of business to countries like India as exploitation of cheap labour by western companies, or as an opportunity for economic development by India?
5. What lasting effects might BPO have on the long-term economic development of India and the social upward mobility of workers engaged in outsourcing companies?