INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT

IJRCM

CONTENTS

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT ii

A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories

www.ijrcm.org.in

CHIEF PATRON

PROF. K. K. AGGARWAL

Chancellor, Lingaya's University, Delhi

Founder Vice-Chancellor, Guru Gobind Singh Indraprastha University, Delhi

Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

PATRON

SH. RAM BHAJAN AGGARWAL

Ex. State Minister for Home & Tourism, Government of Haryana

Vice-President, Dadri Education Society, Charkhi Dadri

President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

CO-ORDINATOR

AMITA

Faculty, Government M. S., Mohali

ADVISORS

DR. PRIYA RANJAN TRIVEDI

Chancellor, The Global Open University, Nagaland

PROF. M. S. SENAM RAJU

Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi

PROF. M. N. SHARMA

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

PROF. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

PROF. R. K. SHARMA

Professor, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

CO-EDITOR

DR. BHAVET

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

PROF. SANJIV MITTAL

University School of Management Studies, Guru Gobind Singh I. P. University, Delhi

PROF. ANIL K. SAINI

Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi

DR. SAMBHAVNA

Faculty, I.I.T.M., Delhi

DR. MOHENDER KUMAR GUPTA

Associate Professor, P. J. L. N. Government College, Faridabad

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT iii

A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories

www.ijrcm.org.in

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT
A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories
www.ijrcm.org.in

iv

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the area of Computer, Business, Finance, Marketing, Human Resource Management, General Management, Banking, Insurance, Corporate Governance and emerging paradigms in allied subjects like Accounting Education; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Monetary Policy; Portfolio & Security Analysis; Public Policy Economics; Real Estate; Regional Economics; Tax Accounting; Advertising & Promotion Management; Business Education; Management Information Systems (MIS); Business Law, Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labor Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; Public Administration; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism, Hospitality & Leisure; Transportation/Physical Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Digital Logic; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Multimedia; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic and Web Design. The above mentioned tracks are only indicative, and not exhaustive.

Anybody can submit the soft copy of his/her manuscript **anytime** in M.S. Word format after preparing the same as per our submission guidelines duly available on our website under the heading guidelines for submission, at the email addresses: **infoijrcm@gmail.com** or **info@ijrcm.org.in**.

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

1. **COVERING LETTER FOR SUBMISSION**:

    DATED: _____

    THE EDITOR
    IJRCM

    Subject: **SUBMISSION OF MANUSCRIPT IN THE AREA OF** _____.

    (e.g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)

    DEAR SIR/MADAM

    Please find my submission of manuscript entitled '_____' for possible publication in your journals.

    I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published elsewhere in any language fully or partly, nor is it under review for publication elsewhere.

    I affirm that all the author (s) have seen and agreed to the submitted version of the manuscript and their inclusion of name (s) as co-author (s).

    Also, if my/our manuscript is accepted, I/We agree to comply with the formalities as given on the website of the journal & you are free to publish our contribution in any of your journals.

    NAME OF CORRESPONDING AUTHOR:
    Designation:
    Affiliation with full address, contact numbers & Pin Code:
    Residential address with Pin Code:
    Mobile Number (s):
    Landline Number (s):
    E-mail Address:
    Alternate E-mail Address:

    NOTES:
    a) The whole manuscript is required to be in *ONE MS WORD FILE* only (pdf. version is liable to be rejected without any consideration), which will start from the covering letter, inside the manuscript.
    b) The sender is required to mention the following in the **SUBJECT COLUMN** of the mail:
        New Manuscript for Review in the area of (Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/ Engineering/Mathematics/other, please specify)
    c) There is no need to give any text in the body of mail, except the cases where the author wishes to give any specific message w.r.t. to the manuscript.
    d) The total size of the file containing the manuscript is required to be below **500 KB**.
    e) Abstract alone will not be considered for review, and the author is required to submit the complete manuscript in the first instance.
    f) The journal gives acknowledgement w.r.t. the receipt of every email and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of manuscript, within two days of submission, the corresponding author is required to demand for the same by sending separate mail to the journal.

2. **MANUSCRIPT TITLE**: The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.

3. **AUTHOR NAME (S) & AFFILIATIONS**: The author (s) **full name**, **designation**, **affiliation** (s), **address**, **mobile/landline numbers**, and **email/alternate email address** should be in italic & 11-point Calibri Font. It must be centered underneath the title.

4. **ABSTRACT:** Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods, results & conclusion in a single para. Abbreviations must be mentioned in full.

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT v
A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories
www.ijrcm.org.in

5. **KEYWORDS**: Abstract must be followed by a list of keywords, subject to the maximum of five. These should be arranged in alphabetic order separated by commas and full stops at the end.

6. **MANUSCRIPT**: Manuscript must be in _**BRITISH ENGLISH**_ prepared on a standard A4 size _**PORTRAIT SETTING PAPER**_. It must be prepared on a single space and single column with 1" margin set for top, bottom, left and right. It should be typed in 8 point Calibri Font with page numbers at the bottom and centre of every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.

7. **HEADINGS**: All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.

8. **SUB-HEADINGS**: All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised.

9. **MAIN TEXT**: The main text should follow the following sequence:

    INTRODUCTION

    REVIEW OF LITERATURE

    NEED/IMPORTANCE OF THE STUDY

    STATEMENT OF THE PROBLEM

    OBJECTIVES

    HYPOTHESES

    RESEARCH METHODOLOGY

    RESULTS & DISCUSSION

    FINDINGS

    RECOMMENDATIONS/SUGGESTIONS

    CONCLUSIONS

    SCOPE FOR FURTHER RESEARCH

    ACKNOWLEDGMENTS

    REFERENCES

    APPENDIX/ANNEXURE

    It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed **5000 WORDS**.

10. **FIGURES &TABLES**: These should be simple, crystal clear, centered, separately numbered & self explained, and **titles must be above the table/figure**. **Sources of data should be mentioned below the table/figure**. It should be ensured that the tables/figures are referred to from the main text.

11. **EQUATIONS**: These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right.

12. **REFERENCES**: The list of all references should be alphabetically arranged. The author (s) should mention only the actually utilised references in the preparation of manuscript and they are supposed to follow **Harvard Style of Referencing**. The author (s) are supposed to follow the references as per the following:

- All works cited in the text (including sources for tables and figures) should be listed alphabetically.
- Use (**ed.**) for one editor, and (**ed.s**) for multiple editors.
- When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
- Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
- The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
- For titles in a language other than English, provide an English translation in parentheses.
- The location of endnotes within the text should be indicated by superscript numbers.

<div align="center">

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:

</div>

BOOKS
- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

CONTRIBUTIONS TO BOOKS
- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

JOURNAL AND OTHER ARTICLES
- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS
- Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–22 June.

UNPUBLISHED DISSERTATIONS AND THESES
- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES
- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITE
- Garg, Bhavet (2011): Towards a New Natural Gas Policy, Political Weekly, Viewed on January 01, 2012 http://epw.in/user/viewabstract.jsp

<div align="center">

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT
A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories
www.ijrcm.org.in

</div>

vi

DEMOGRAPHIC CHARACTERISTICS OF EMPLOYEES IN INFORMATION TECHNOLOGY INDUSTRY IN INDIA

DR. DEEPAKSHI GUPTA
ASSOCIATE PROFESSOR
BUSINESS MANAGEMENT DEPARTMENT
CHANDIGARH GROUP OF COLLEGES
GHARAUN

ABSTRACT

Human resource is the most vital factor in the process of development of an economy or an organisation. The term human resource refers to the knowledge, skills, creativities, abilities and talents. These attributes ultimately determine the efficiency and productivity of work-force. Thus, to attain such human resource, there must be emphasis on developing and nurturing a strategy-based on human resource development practices in the information technology organisations. Information technology industry needs highly skilled, talented and well-learned human resource. The success of IT/ITES, sector is basically due to skilled, efficient and energetic human resource in Indian information technology sector. In India, the other reason for the growth of information technology industry is the availability of English language proficient labour class. India is a nation of youth and majority of Indians nearly above fifty nine percent people in the age group of 15-60 years. The present paper deals with the detailed information of personal and demographic data of the employees, about age, sex, educational qualification, nature of job, marital status, background, work-experience, monthly income and nature of appointment of employees in information technology industry.

KEYWORDS
Chi-Square, Demographic Data, Educational Qualification, Human Resource, Information Technology.

INTRODUCTION

In highly skilled intensive and knowledge intensive industries like information technology industry, human resource plays a vital role. This industry is highly competitive, dynamic and technical industry, whose growth and development depends upon its human resource much more strongly than other resources. This industry needs highly skilled, talented and well-learned human resource. The quality of products and services both depend upon the quality of human resource, which needs continuous and multiple-skill training. Thus, to attain such human resource, there must be emphasis on developing and nurturing a strategy-based on human resource development practices in the information technology organisations. For the success of information technology organisations, it is necessary that right person must be placed at right job and his potential must be enhanced through multiple and continuous training. Thus, this sector must give more emphasis on the development of human resources by prevailing upon different aspects of human resource development practices in their organisations. The success of IT/ITES, sector is basically due to skilled, efficient and energetic human resource in Indian information technology sector. In India, the other reason for the growth of information technology industry is the availability of English language proficient labour class.

REVIEW OF LITERATURE

Ganesan, P., V. Samuel Rajkumar and V. Saravanan (2002), studied the 'Determinants of Employee Relations Climate in Public Sector Undertakings.' The objectives of the study were to analyse the employees' relations climate and to identify the various employee attitudes. In the category of education - majority of employees are diploma holders, in the category of age – majority of employees are in the age of 51 years and above, in case of marital status – majority of employees are married, in case of experience – majority of employees have experience upto 10-13 years. The study revealed that by improving factors like working conditions, level of supervision, communication and worker's participation etc., a conducive climate can be achieved.

Kandu, Subhash C., Divya Malhan and Pardeep Kumar (2007) conducted a study on, 'Human Resource Management Practices in Shipping Companies: A Study.' The main objective of the study was to assess the human resource management practices being practiced in shipping companies. The present study is based on primary data gathered with the help of questionnaire comprising of three sections. The first section contained ten background questions and second section contained 22 statements about the human resources management practices. The third section contained 45 statements related to employee service orientation. Out of the sample of 250 respondents, 90 respondents were from Indian and 160 from multinational shipping companies. All respondent employees/officials were of Indian origin. However, all respondents were males in the sample, out of which 45.6 percent were married. The officers surveyed were comparatively younger. The average experience of the officers/employees was 8.29 years and average experience in the shipping company when they are surveyed was 4.25 years. The fresh officers were 54.40 percent, those who have changed the company two times 24.00 percent and those who have changed the company more than two times 18.80 percent and 2.80 percent did not report about the status of change. Data regarding 22 human resource statements was analyzed with the help of correlation and factor analysis. Study showed the correlations of 22 variables were almost significantly correlated.

Katuwal, Shyam Bahadur and Gurpreet Randhawa (2007) examine, 'Some Personnel Attributes in Association with Job Satisfaction of Industrial Workers of Nepal.' The present study is an attempt to assess the relation between personal attributes – age, gender, marital status, number of dependents, nature of employment, experience etc. and job satisfaction of the workers in Nepal. There is relatively positive association of job satisfaction with age, skill, permanent-employment status, experience and the worker's large additional income, whereas marital status and number of dependents have been found to be negatively associated.

OBJECTIVES OF PRESENT STUDY

The present paper "Demographic Characteristics of Employees in Information Technology Industry in India", deals with the detailed information of personal and demographic data of the employees about age, sex, educational qualification, nature of job, marital status, background, work-experience, monthly income and nature of appointment of employees in information technology industry. The main objective of this paper is to analysis the demographic trends in Indian information technology industry.

RESEARCH METHODOLOGY

The present study attempts to explore the practices of human resource development in various information technology organisations. The employees of information technology organisations covered in this study are – Tata Consultancy Services (TCS), Wipro Technologies, Infosys Technologies Ltd., Hindustan Computer Ltd. (HCL), Dell International, Birlasoft, Pyramid Consulting Inc., Quack Inc., Semi-Conductor Laboratory (SCL Ltd), Alcatel-Lucent Technologies, Attra, Kanbay International Inc. and Omnia Technologies from Delhi, Bangalore, Pune, Chandigarh, Mohali respectively. Through detail questionnaire the implementation of human resource development practices in information technology organisations, have been estimated. An effort has also been made to measure the human resource development climate in information technology organisations. The sample-size of five hundred employees has been taken in this study. The questionnaire has been divided into three parts. Part (a) includes detailed information of personal and demographic data of the employees, about age, sex, educational qualification, nature of job, marital status, background, work-experience, monthly income and nature of appointment of employees in information technology industry. Part (b) includes various aspects of human resource development – selection, training, performance and promotion, transfer,

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT
93
A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories
www.ijrcm.org.in

wages and compensation, relation among employees, health and welfare policies, which are practiced in information technology industry. Part (c) consists of human resource development climate survey. It includes ten dimensions with 54 items. It observes the satisfaction level of employees with the prevailing human resource development climate in the selected organisations.

DEMOGRAPHIC CHARACTERISTICS OF EMPLOYESS IN INFORMATION TECHNOLOGY INDUSTRY

Followings are the demographic characteristics of employees, covered in the survey -

1. **Age of Employees:** India is a nation of youth and majority of Indians belong to this group. In India there are nearly above fifty nine percent people in the age group of 15-60 years. They are also known as working population. Higher proportion of working young population is a good indicator for the growth of Indian economy. Young population, have good or excellent stamina to do work efficiently and effectively and they are also dynamic by nature who change, as the nature of the organisation changes.

TABLE 1: AGE OF EMPLOYEES

Age of Employee	<20yrs	20-30yrs	30-40yrs	>40yrs	Total
No. of Employees	10	359	130	1	500
Percentage	2	71.8	26	0.2	100

Source: Primary Survey

H_0: No. of employees in various age groups are equal

H_1: No. of employees in various age groups are not equal

Chi-square (χ^2_{Test}) (Calculated value) = 667.056

(χ^2_α) (Tabulated value)=11.3449

d.f.   = 3

χ^2 is significant at 1% level

Table 1 depicts that in Indian information technology industry, near about 71.8 percent employees are in the age group of 20-30 years, whereas 26 percent employees are in the age group of 30-40 years. It means that in Indian information technology industry, majority of employees are that is 97.8 percent are in the age group of 20-40 years. Data from the above table reveals that, just two percent employees are even less than the age of twenty years and point two percent employees are of more than forty years. In our survey **(χ^2_{Test}= 667.056) > (χ^2_α=11.3449)** means calculated value is greater than tabulated value, so null hypothesis is rejected and it is significant at 1% level. It shows that the number of employees in various age groups is not equal.

2. **Sex of Employees:** In information technology industry, there is majority of male employees as compared to female employees. It means that there is a wide gender gap between male and female employees.

TABLE 2: SEX OF EMPLOYEES

Sex	Male	Female	Total
No. of Employees	391	109	500
Percentage	78.2	21.8	100

Source: Primary Survey

H_0: No. of employees of different sex groups are equal

H_1: No. of employees of different sex groups are not equal

Chi-square (χ^2_{Test}) (Calculated value) = 159.048

(χ^2_α) (Tabulated value)=6.63490

d.f.   = 1

χ^2 is significant at 1% level

Table 2 reveals that near about 78.2 percent male employees are employed in information technology industry, whereas just 21.8 percent female employees are employed in this industry, which is much lower as compared to male employees. Participation of female employees is lower as compared to male employees in this industry in India, due to economic factors as well as other factors like cultural, social and ideological factors, or they also play a vital role in the determination of participation of female employees in information technology industry. Another reason may be that in information technology industry especially in BPO-ITES, there are night shifts because of 365x24x7 services of the organisations. Long-working hours are also, another hindrance, for the low participation of female employees. Survey shows that **(χ^2_{Test} = 159.048) > (χ^2_α=6.63490),** the H_1 is accepted and Chi-square is significant at 1% level. It means the number of employees of different sex groups is not equal. There is low participation of female employees as compared to male employees in information technology organisations.

3. **Educational Qualification of Employees:** Education, training and skill acquisition is one of the key features of employees in the information technology industry. The information technology industry being a knowledge-based industry, entry to the labour market in this sector is restricted to the employable people with at least minimum level of education in general or technical education.

TABLE 3: GENERAL EDUCATIONAL QUALIFICATION

Edul. Qualification (General)	U.G.	Graduates	P.G.	Total
No. of Employees	2	49	44	**95**
Percentage	2.11	51.58	46.32	**100**

Source: Primary Survey

H_0: No. of employees having different general education are equal

H_1: No. of employees having different general education are not equal

Chi-square (χ^2_{Test}) (Calculated value) = 41.66

(χ^2_α) (Tabulated value)=9.21034

d.f.   = 2

χ^2 is significant at 1% level

TABLE 4: TECHNICAL EDUCATIONAL QUALIFICATION

Edul. Qualification (Technical)	BCA	MCA	B-TECH	M-TECH	MBA	Other	Total
No. of employees	100	147	89	38	29	2	**405**
Percentage	24.69	36.30	21.98	9.38	7.16	0.49	**100**

Source: Primary Survey

H_0: No. of employees having different technical education are equal

H_1: No. of employees having different technical education are not equal

Chi-square (χ^2_{Test}) (Calculated value χ^2) = 212.99

(χ^2_α) (Tabulated value)=15.0863

d.f.   = 5

χ^2 is significant at 1% level

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT 94
A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories
www.ijrcm.org.in

In this survey, employees have been categorized into two categories of education that is general and technical education. In information technology industry most of employees are technically qualified people. Out of five hundred sample-sizes of employees, ninety five employees are with general qualification, whereas 405 employees are with technical qualification. General education includes arts, commerce and science faculty with B.A., M.A., B.Com, M.Com, B.Sc., M.Sc., etc., whereas technical education includes B.C.A, M.C.A, B-tech, M-tech, M.B.A, PGDCA, M.Sc. (IT) etc. In general education 51.58 percent, 46.32 percent and 2.11 percent employees are graduate, post-graduate and under-graduate, whereas in technical education 36.30 percent employees are MCA, 24.69 percent are BCA, 21.98 percent are B-Tech, 9.38 percent are M-tech, 7.16 percent are MBA and point forty nine percent are of other qualification like Diploma in Computer Science or P.G. Diploma in Computer Applications etc. It proves that in information technology industry most of the employees are technically skilled employees.

General education depicts, **(χ^2_{Test} = 41.66) > (χ^2_α =9.21034),** so null hypothesis is rejected and alternative hypothesis is accepted. It means employees with different general education are not equal. This test is significant at 1% level. Again in technical education **(χ^2_{Test}= 212.99) > (χ^2_α =15.0863),** which means number of employees having different technical education are not equal**.** Alternative hypothesis is accepted and it is significant at 1% level.

4.   **Background of Employees:** Most of information technology organisations are located in metro cities, like National Capital Region (Delhi), Mumbai, Bangalore etc. It is because of availability of good infrastructure as well as skilled employees in these areas.

TABLE 5: BACKGROUND OF EMPLOYEES

Background	Rural	Urban	Total
No. of employees	74	426	**500**
Percentage	14.8	85.2	**100**

Source: Primary Survey

H_0: No. of employees of different background are equal

H_1: No. of employees of different background are not equal

Chi-square (χ^2_{Test}) (Calculated value) = 247.808

(χ^2_α) (Tabulated value)=6.63490

d.f.   = 1

χ^2 is significant at 1% level

Table 5 shows that most of the employees engaged in information technology industry are having urban background. A majority of employees that is 85.2 percent are of urban background and on the other hand just 14.8 percent employees are of rural background. In background of employees again **(χ^2_{Test} = 247.808) > (χ^2_α =6.63490),** so it is significant at 1% level. H_1 is accepted which means the number of employees from different background that is from urban and rural areas, are not equal. There are majority of urban background employees**.**

5.   **Marital Status of Employees:** Marriage is an important custom of Indian society. In traditional Indian society, people used to get married at early age but now the trend has been changed. Now, people don't believe in early age marriage. They are career conscious now. With the spread of education particularly among females, the trend of early marriage is declining and the same is reflected in our study findings.

TABLE 6: MARITAL STATUS OF EMPLOYEES

Marital Status	Married	Unmarried	Total
No. of employees	199	301	**500**
Percentage	39.8	60.2	**100**

Source: Primary Survey

H_0: No. of employees of having different marital status is equal

H_1: No. of employees of having different marital status is not equal

Chi-square (χ^2_{Test}) (Calculated value) = 20.808

(χ^2_α) (Tabulated value)=6.63490

d.f.   = 1

χ^2 is significant at 1% level

Table 6 shows that just 39.8 percent employees are married and 60.2 percent employees are unmarried. It means, a majority of employees are unmarried. In marital status, **(χ^2_{Test} = 20.808) > (χ^2_α=6.63490),** so it is significant at 1% level. H_0 is rejected and H_1 is accepted. It means that the numbers of employees having different marital status are not equal.

6.   **Nature of Job of Employees:** In any type of organisations, there is need for various employees having different skills. Nature of job can be classified as follows – technical, non-technical, managerial and others like administrators, allied services providers including – clerks, peons, secretaries, P.A. and maintenances staff etc. In our study, we have even included the security staff because they are an integral   part of the organisations. They are good observers as well as good informers. They also play a vital role in the security of the organisations through collecting the information and identification of the visitors. Even some time in large scale organisations visitors are also checked by security staff.

TABLE 7: NATURE OF JOB OF EMPLOYEES

Nature of job	Technical	Non-technical	Managerial	Others	Total
No. of Employees	374	95	29	2	**500**
Percentage	74.8	19	5.8	0.4	**100**

Source: Primary Survey

H_0: No. of employees in different nature of jobs are equal

H_1: No. of employees in different nature of jobs are not equal

Chi-square (χ^2_{Test}) (Calculated value) = 697.968

(χ^2_α) (Tabulated value) = 11.3449

d.f.   = 3

χ^2 is significant at 1% level

Table 7 reveals that majority of employees are engaged in technical department that is near about 74.8 percent, whereas, in non-technical, managerial and other department, 19 percent, 5.8 percent and 0.4 percent employees are engaged. Information technology industry is a technical industry and hence needs more technical employees as compared to others. Here, **(χ^2_{Test} = 697.968) > (χ^2_α = 11.3449),** so H_1 is accepted which means number of employees in different nature of job are not equal. It is significant at 1% level.

7.   **Work Experience of Employees:** In information technology industry, a majority of young employees are employed. Many employees have just completed their graduation and post graduation at early age and also get job early. In BPOs most of employees have just completed their +2 or graduation at the age of 19-20 years.

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT 95
A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories
www.ijrcm.org.in

TABLE 8: WORK EXPERIENCE OF EMPLOYEES

Work Exp.	<5 yrs	5-10yrs	10-20yrs	20-30yrs	>30yrs	Total
No. of employees	308	152	38	2	-	500
Percentage	61.6	30.4	7.6	0.4	-	100

Source: Primary Survey

H_0: No. of employees having different experienced are equal

H_1: No. of employees having different experienced are not equal

Chi-square (χ^2_{Test}) (Calculated value) = 694.16

(χ^2_α) (Tabulated value) = 13.2767

d. f. = 4

χ^2 is significant at 1% level

Table 8 shows, that there is no employee having more experience than thirty years. On the other hand, a large number of employees that is 61.6 percent are having experience less than five years, 30.4 percent of employees are having experience between five to ten years and 7.6 percent of employees are having experience ten to twenty years. Out of five hundred employees just two employees have experience between twenty to thirty years. Our survey reveals that near about 92.0 percent employees having experience between one to ten years. There may be senior employees are having experience more than 30 years but they did not participate in this survey. Some of them directly refused to take participation in our survey. Data reveals that, **(χ^2_{Test} = 694.16) > (χ^2_α = 13.2767)** so, alternative hypothesis is accepted, whereas null hypothesis is rejected**.** It shows that number of employees in various work experience categories is different from each other. This test is significant at 1% level**.**

8.   Monthly Income of Employees: Salary in the software industry is one of the most flexible feature and at the same time one of the most closely guarded secret in the industry. There are no fixed norms regarding the wage payment made to the employees. Information technology industry provides one of the highest salary levels in comparison to any other sector for same level of skills. The salary level in this sector has ushered in a new class of young urban upwardly mobile group of information technology employees. The high rates of salary in the industry are attracting workers from other sectors.

TABLE 9: MONTHLY INCOME OF EMPLOYEES

Monthly Income	Not disclosed (Rs.000's)	<20 (Rs.000's)	20-30 (Rs. 000's)	30-40 (Rs. 000's)	>40 (Rs. 000's)	Total
No. of Employees	266	43	64	76	51	500
Percentage	53.2	8.6	12.8	15.2	10.2	100

Source: Primary Survey

H_0 : No. of employees having different monthly income are equal

H_1 : No. of employees having different monthly income are not equal

Chi-square (χ^2_{Test}) (Calculated value) = 350.78

(χ^2_α) (Tabulated value) = 13.2767

d.f. = 4

χ^2 is significant at 1% level

Table 9 depicts, that the large number of employees did not disclose their monthly salaries. It means 53.2 percent of employees did not give any idea regarding their monthly salaries. The 15.2 percent of employees are getting salary between the ranges of Rs. 30-40 thousand per month. Approximately 12.8 percent and 10.2 per cent of employees are getting their monthly salaries between the range of Rs. 20-30 thousand and more than Rs. 40 thousand per month. Near about 8.6 percent employees are getting their salaries less than Rs. 20 thousand per month. It shows that **(χ^2_{Test} = 350.78) > (χ^2_α = 13.2767),** so null hypothesis is rejected and alternative hypothesis is accepted. All employees in information technology organisations, having different monthly income and chi-square are significant at 1% level.

9.   Nature of Appointment: Information technology sector in India is well organized sector which includes – public sector, private sector and MNCs. Though information technology industry is primarily in private sector, the nature of appointment in information technology sector is similar to that in the public sector. Some of employees are permanent, trainees, trainee and likely to be permanent and purely temporary. In information technology industry most of the employees are permanent because this industry spends a lot of resources and time on its employees by providing training and development. It is in the interest of organisations to have permanent employees.

TABLE 10: NATURE OF APPOINTMENT

Nature of Appointment	No. of Employees	Percentage
Trainee	30	6
Trainee & likely to be permanent	91	18.2
Permanent	335	67
Purely temporary	44	8.8
Total	**500**	**100**

Source: Primary Survey

H_0: No. of employees having different nature of appointment are equal

H_1: No. of employees having different nature of appointment are not equal

Chi-square (χ^2_{Test}) (Calculated value) = 486.68

(χ^2_α) (Tabulated value) = 11.3449

d.f. = 3

χ^2 is significant at 1% level

Table 10 reveals, that 67 percent of employees are permanent and 18.2 percent are trainees and likely to be permanent. The 8.8 percent employees are purely temporary and 6 percent employees are just trainees. It means that 85.2 percent employees are permanent in the nature of appointment. Here, (χ^2_{Test} = 486.68) > (χ^2_α = 11.3449), so alternative hypothesis is accepted. It means numbers of employees having different nature of appointment are not equal. Most of them are permanent. Hence, chi-square is significant at 1% level.

CONCLUSION

Thus it can be calculated that in information technology sector, most of young and technical skilled people are employed belonging to urban-areas and majority of them are male employees. The participation of women employees is relatively lower because of socio constraints, night-shifting, long-working hours and highly challengeable nature of jobs. Data reveals that in this industry majority of employees are unmarried. The nature of the job of most of employees is technical. In this industry majority of employees are young, so majority of them have experience less than five years. The monthly income of employees in information technology organisations is very high as well as flexible, which differs from location to location and varies with size of organisations and skill of employees. Large organisations are offering high salaries and benefits to their workers as compared to their smaller counterparts. In this survey maximum

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT 96
A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories
www.ijrcm.org.in

employees do not disclose their monthly income. Most of employees are permanent in nature of appointment, because industry spends a large amount of resources on the training of their employees.

REFERENCES

1. Ganesan, P., V. Samuel Rajkumar and V. Saravanan (2002). "Determinants of Employee Relations Climate in Public Sector Undertaking," *Management and Labour Studies,* pp.275-283.
2. Kandu, Subhash C., Divya Malhan and Pardeep Kumar (2007). "Human Resource Management Practices in Shipping Companies," *Delhi Business Review*, Vol.8, No.1.
3. Katuwal, Shyam Bahadur and Gurpreet Randhawa (2007). "Some Personnel Attributes in Association with Job Satisfaction of Industrial Workers of Nepal," *Paradigm*, Vol. 9, No.1, pp. 20-26.

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT 97
A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories
www.ijrcm.org.in

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce, IT and Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue as well as on the journal as a whole, on our E-mails i.e. **infoijrcm@gmail.com** or **info@ijrcm.org.in** for further improvements in the interest of research.

If you have any queries please feel free to contact us on our E-mail **infoijrcm@gmail.com**.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT 98

A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories

www.ijrcm.org.in

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Journals

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT IV
A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories
www.ijrcm.org.in