ABSTRACT

IT industries in India are generally classified as IT, ITES, BPO. These industries have tremendous success stories. Most of the US based companies support Indian companies to acquire a foot in the door of outsourced IT work. In India the expansion of IT industry and spread of Information and Communication Technologies (ICTs) can be tacit in a bigger economic perspective and it is valued to be one of the end results of globalization and liberalization process. Employees from IT industry face many advantages and disadvantages in work life which affects their personal life as well. As there are many IT companies imminent in Chennai thus increasing the scope of IT in this city. Nowadays, there are also many ground-breaking projects offered by the IT companies in Chennai. In order to confine the research work the researcher has taken the subsistence of IT industry during the period 2008 to 2012.

The heave in the employee’s wages and salaries of Indian IT industry has slowed down by 1.3 percent during the period of recession from 2007 to 2009. Hence the present study has been focused on the top five IT companies such as HCL, Mahindra Satyam, Infosys, iGatePatni, Wipro on the basis of company financial growth rate and employee growth rate. However, all these studies differ in regards to geographical, socio and economic profile of employees from various organisations. Indian IT industry is booming but at times when it downturns, affects enormous number of employees due to various reasons like attrition, recession or other scams which happens now-a-days in several industry. Each and every reason for its pitfall influences the work environment and job performance of employees. Therefore, the research study concentrates toward the spiritual quotient’s influence on work
environment and job performance of IT industries in Chennai. Also, the research problem has been discovered as to trim down the negativism rate such as absenteeism, absconding and other unethical activities which affect the policies of an industry can be resolved by applying spiritual quotient into practice. Therefore, the problem of the research study has been focused on the spiritual quotient’s influence on work environment and job performance in IT industry.

Under research methodology, the area of the study focuses on the spiritual quotient in IT industry and a descriptive research design was employed for the present study. The sampling procedure which explains a sample size of 500 employees is taken for the present study based on the company’s financial growth rate and employee growth rate from top 5 companies such as HCL, iGgatePatni, Mahindra Satyam, Infosys and Wipro for the period (2008-2012). The employees have been selected randomly for the present study using stratified random sampling technique, where, from each of the five companies 100 employees among all the categories in each company’s is taken as respondents for the research study. Initially a pilot study has been done with a sample of 50 respondents. After the responses from the employees the questionnaire have been examined and revised for the study. And data collection is done using primary and secondary sources of data. Where primary data is collected through questionnaire and secondary data is collected through journals and chapters with respect to the present study. Analysis portraying reliability and validity analysis has been performed and among statistical techniques frequency and percentage analysis, ANOVA, chi-square, regression, exploratory factor analysis, correlation, and SEM has been performed using SPSS.
From the findings of the present study it states that under the socio-economic profile of employees the level of awareness of employees towards spiritual quotient have been found that employees have somewhat known with 40.60 per cent, known with 33.60 per cent, and very much known with 25.80 per cent. Since the chi-square values are said to be significant at one percent level. Hence, the results reveal that there is a significant association between the socio-economic variable of employees and the level of awareness towards spiritual quotient. Among the socio-economic variables of employees, in the marital status of employees the chi-square value of 1.202 with the significance value of 0.548 is not significant at five per cent level, thus the null hypothesis of there is no significant difference between the socio-economic variables (marital status) and level of spiritual quotient is accepted.

The null hypothesis of there is no significant difference between the socio-economic variable (number of dependent) and work environment is accepted. Since, among the socio-economic variable of employees in the number of dependent the F- value of 0.143 and significance value of 0.966 is not significant at 5% level. And, the null hypothesis of there is no significant difference between the socio-economic variables such as the (gender, educational qualification, designation, type of family) and job performance is accepted. Since, among the socio-economic variables, in the gender the F-value of 0.944 and significance value of 0.332, and, in the educational qualification of employees the F-value of 1.154 and significance value of 0.331, followed by the designation of employees the F-value of 1.213 and significance value of 0.302, followed by the type of family the F-value of 0.742 and significance value of 0.389 are said to be not significant at 5% level.
From the exploratory factor analysis it has been found that the Cronbach’s alpha of the scale was 0.86, and it is inferred that morality, steadiness, responsiveness, faithfulness, integrity are the factors contributing to the spiritual quotient dimensions for employees of IT industry. And, each of the five factors contributes to 18.14 per cent, 16.68 per cent, 16.17 per cent, 12.29 per cent and 7.72 per cent respectively. Also, the socio-economic variables of employees and the factors (morality, steadiness, responsiveness, faithfulness, integrity) contributing to spiritual quotient dimensions have been performed and their results were mentioned in the findings of the present study. In regression analysis, the factors contributing to spiritual quotient dimensions on work environment of employees in IT industry is performed, where, the coefficient of multiple determinations ($R^2$ is 0.49) and adjusted $R^2$ is 0.46 which explain that 46% of the variation in dependent variable (work environment) is explained by independent variable (spiritual quotient dimensions). The F value of 94.034 is significant at 1% level indicating the model is significant. And, the factors contributing to spiritual quotient dimensions on job performance of employees in IT industry is performed, where, the coefficient of multiple determinations ($R^2$ is 0.59) and adjusted $R^2$ is 0.57 which portrays that 57% of the variation in dependent variable (job performance) is explained by independent variable (SQ dimensions). The F value of 29.381 is significant at 1% level indicating the model is significant.

Under Pearson Correlation, the correlation coefficient value range is 1 reveals there exist a stronger relationship between the spiritual quotient, work environment and job performance of employees. Using SEM analysis in the model fit parameters; it indicates an excellent fit with chi-square statistic of 1.99, which is significant at one per cent level. The Goodness of Fit Index (GFI) is 0.98 and Comparative Fit Index (CFI) is 0.97. These GFI and CFI indicate perfect fit. The standardized Root Mean Residual (RMR) is 0.08 and
Root Mean Square Error of Approximation (RMSEA) value of 0.06 indicating excellent fit.

Thus to conclude, spiritual quotient would help an employee to improve the level of commitment in work, enhance bonding among employees in the work environment and improve employee wellbeing. Therefore, organizations should facilitate the spiritual quotient factors and the work environment variables that are of interest to employees in order to enhance employee job performance.