Discussion
In light of the rapidly changing technologies and methodologies, today the challenges within the field of Information technology are endless. The increasing demands of the organizations assumes that human employees are like machines or computers that can be turned on and off at start and finish of the day with no other commitments except constant performance. Work-related concerns such as severe competition, unrealistic expectations from superiors, being achievement oriented, lack of job security and the inability to accept failure have led to a host of psychological problems among Information technology professionals. With the increasing demand in the workplace, organizations need to find ways to enable their employees to do their best. Hence, it is relevant to discuss the role of Positive psychology in this context.

Positive psychology in the workplace is about shifting attention away from negative aspects such as work violence, stress, burnout, and job insecurity. Positive psychology can help create a working environment goal of promoting positive affect on its employees. Fun should not be looked at as something that cannot be achieved during work but rather as a motivational factor for the staff. Along these same lines, it is important to examine the role of helping behaviours, team building exercises, job resources, job security and work support. The new emerging field of Positive Psychology also helps to creatively manage organizational behaviours and to increase productivity in
the workplace through applying positive organizational forces. In the broad sense traditional psychology has not specifically focused on the implementation of positive psychology methods in the workplace. The recent researches on job satisfaction and employee retention have created a greater need to focus on implementing positive psychology in the workplace.

Implementing positive psychology in the workplace means creating an environment that is relatively enjoyable and productive. This also means creating a work schedule that does not lead to emotional and physical distress. The applications of Positive Psychology for improving the performance and the quality of work life are immediate and clear. The new knowledge created through Positive Psychology research is aimed towards improving organizational effectiveness and the work life of every individual.

Positive psychology certainly has a significant impact on the corporate world: across all industrial sector leadership and organizational development programs have incorporated positive psychological concepts ‘psychological wellness’ is being increasingly accentuated in workplace wellbeing program and ‘stress management' training has been overtaken by ‘resilience building' workshops.

The organizational health framework (Hart & Cooper, 2001) delineates how key individual and organizational factors interact to determine levels of employee wellbeing and organizational performance. In contrast to the
traditional emphasis in the work stress literature on the consequences of negative work experiences, this approach highlights the role of positive work experiences and positive emotional responses. Thus the problem with wellbeing in the workplace may not necessarily be caused by adverse work experiences, but can also be caused by low level of positive work experience and positive emotional states (Cotton & Hart 2003).

Organizational health research has shown that both positive emotional states (morale) and negative emotional states (distress) make independent contributions to overall levels of employee wellbeing. Moreover, this research has demonstrated that levels of employee morale directly contribute to a range of people and performance-related outcomes including discretionary performance, aspects of task performance and a range of withdrawal and counterproductive behaviours (Hart, 1999; Hart & Cotton, 2001; Hart & Cotton 2003). It is this emphasis on the antecedents and consequences of employee positive emotional states that links the organizational health framework with the rapidly evolving positive psychological tradition.

Researches in the past has confirmed one of the central tenets of positive psychology: increases in positive emotions have a more significant impact on employee wellbeing and a range of other people and performance-related outcomes than a comparable reduction in levels of employee negative emotions (Cotton & Hart, 2003; Hart, Caballero & Cooper, 2010).
The present study was undertaken to see Emotional Intelligence, Optimism and Self-Efficacy in relation to Organizational Citizenship Behaviour and Quality of Work Life among I.T. Professionals.

The results revealed that Female I.T Professionals scored higher on Emotional intelligence (along with its dimensions) and there is a significant difference between male and female in terms of Emotional Maturity and overall Emotional Intelligence.

The less difference between male and female in terms of Emotional competence and Emotional sensitivity may be attributed to the fact that earlier the females were provided a discriminated upbringing that turned them into being more emotionally sensitive and regulative but somewhere due to the changing socializing practices and gender roles in today’s world both the genders are equally treated in terms of their socialization. Today males are also expected to be emotionally competent and sensitive and also are able to understand the emotions of other people around. So far as Emotional maturity and overall Emotional intelligence is concerned female are better in comparison to male. The present result also goes with the similar line. The following studies support our research firmly.

A study was done by Ritu Sharma (2013), “A study of emotional competence of visually impaired adolescents”. The study was conducted on visually impaired adolescents to know their emotional competence. Results
showed that both genders possess average level of emotional competence. It was seen that only in one component of emotional competence (encouragement of positive emotions) females scored higher than males.

**Naveen (2011)** in his research work, “Emotional competence of teacher educators working in self financing B.Ed. colleges in state Haryana” revealed that teacher educators have an average level of emotional competence and there is no significant difference in the level of emotional competence of teacher educators with respect to their gender, experience, educational level and marital status.

**Margaret M. Hopkins and Diana Bilimoria (2008)** in their research work, "Social and emotional competencies predicting success for male and female executives" explained that there were no significant differences between male and female leaders in their demonstration of emotional and social intelligence competencies. The most successful men and women were also more similar than different in their competency demonstration. However, gender did moderate the relationship between the demonstration of these competencies and success. Male leaders were assessed as more successful even when the male and female leaders demonstrated an equivalent level of competencies.

Throughout history societies expected men to be "tough", "macho" and un-phased by moments of sadness. This meant that as young boys grow up,
although they remain as sensitive as girls, they feel the need to bottle up their emotions; the fear continues not to reveal it to the peers. This has resulted in female being deemed as more sensitive and emotional than male. It is very obvious that male and female differ in expressing their emotions. Both male and female do actually feel the same emotions; however they often react differently in the same situation. This is partly due to how they are socialized and their individual personalities.

A study was done by **Ritu Singh, Kusha Pant and Laitonjam Valentina (2013)**, “Gender on Social and Emotional Maturity of Senior School Adolescents: A Case Study of Pantnagar”. The study revealed that girls scored significantly higher on the social adequacy component of social maturity whereas boys were observed score higher on the social adjustment component of emotional maturity.

**A. Rajkumar (2012)** had done a study titled, “A Study on Emotional Maturity and Gender Differences in Government Employees”. The results of the study indicated that the female employees were found significantly better than the male employees in the area of emotional maturity skills and there is a significant gender difference in emotional maturity. It was also noticed that employees in the government sector are emotionally unstable.

**Manjit Kaur Bhanwer (2012)** in her research work, “Emotional Maturity Patterns of Adolescents as determined by Gender Differences”
revealed that Gender based differences are found in the variable of Emotional Maturity when taken in totality. Adolescent boys come out to be less emotionally mature.

A review of the literature on emotions and Emotional intelligence gives a clear idea of the significant differences between male and female in aspects related to the emotional world. In particular, the emotional dimension of human beings has traditionally been linked to a greater extent with the female gender, which experiences positive and negative emotions more intensely than the male gender (Grossman & Wood, 1993). These data, in fact, have fed the stereotype, still widely held, that the female gender is more emotional (Grewal & Salovey, 2005).

Biological as well as social factors have been invoked to explain this “feminist vision of emotions” (Nolen-Hoeksema & Jackson, 2001). The biological explanation proposes that female biochemistry is better prepared to consider one's own emotions and those of others as an important element in survival. In support of this idea, certain areas of the brain dedicated to emotional processing can be larger in female than in male (Baron-Cohen, 2002; 2003; Gur, Gunning-Dixon, Bilker, & Gur, 2002), and cerebral processing of emotions differs between male and female (Craig et al., 2009; Jausovec & Jausovec, 2005).
The explanation centered on social aspects indicates that whereas females receive an education biased towards the emotional, males are taught to minimize certain emotions related to sadness, guilt, vulnerability and fear (Brody & Hall, 1999; Hall, 1978; Sánchez, Fernández-Berrocal, Montañés, & Latorre, 2008). In addition, females spend more time socially in contact with the emotional world (Candela, Barberá, Ramos, & Sarrió, 2001) and are more preoccupied with maintaining the positive tone of their and others' emotions in order to prevent the deterioration of interpersonal relations and to construct satisfying social networks (Nolen-Hoeksema & Jackson, 2001).

In contrast, the “extreme male brain theory of autism”, proposed by Baron-Cohen relies on biological and social arguments to posit that the brains of male and female are structured differently. According to this theory, the feminine brain is predominantly structured to feel empathy, while the masculine brain predominantly seeks to understand and construct systems (Baron-Cohen, 2002). In this way, Baron-Cohen argues that the cognitive and behavioural systems of male and female are functionally distinct.

Both biological and social explanations have received support from a diverse range of empirical studies of emotion, which show greater emotional abilities in females. These studies conclude that females have greater emotional knowledge, they express positive and negative emotions more fluently and more frequently, they have more interpersonal competencies, and they are more socially adept (Brody & Hall, 2000; Ciarrochi, Hynes, & Crittenden,
As a result, members of the scientific community and the general population believe, from a very early age, that females are more emotional than males (Feldman-Barrett, Lane, Sechrest, & Schwartz, 2000). Indeed, most studies of EI that are based on ability tests such as the MSCEIT (Mayer, Salovey, & Caruso, 2002a) and that include gender in their analysis have assumed females to be superior in emotional abilities (e.g., Brackett & Mayer, 2003; Ciarrochi et al., 2000; Extremera, Fernández-Berrocal, & Salovey, 2006; Kafetsios, 2004; Mayer et al., 1999; Palmer et al., 2005).

S. Katyal and E. Awasthi (2005) in their research work, “Gender Differences in Emotional Intelligence among Adolescents of Chandigarh”, revealed that Girls were found to have higher emotional intelligence than that of boys.

A study titled, “Emotional intelligence and its relation to everyday behaviour” conducted by Marc A. Brackett, John D Mayer and Rebecca M Warner (2004) revealed that female scored significantly higher in EI than male. EI, however, was more predictive of the Life Space criteria for male than for female.

Thus, the hypothesis relating to the difference in level of Emotional intelligence (along with its dimensions) among male and female I.T. Professionals has been proved.
The result of the present study reveals that Male and female I.T Professionals did not differ in terms of their level of Optimism. It means that male and female I.T. Professionals were found to be more or less equally optimistic. Today we are on the verge of 21st century specifically India has observed drastic dynamism in the area of work. Female gainful employment has been accepted across the society because both male and female are provided equal opportunities for education, growth and employment despite some of the pressures from the orthodox, conservative and rigid societal norms. The male and female have come to recognize their existence and responsibility towards the economic gain of the family, society and country. Thus, they have learned to be optimistic about their future course of life. Both have come to realize their forthcoming responsibilities as a bread earner and caretaker of the family. Unless they think in the futuristic manner, they will not be able to attain their goals. There is always a “feel good factor” about the success and lesson to be learned from the experience of failure. Both have developed a disposition to expect the best and view events and situations in positive manner. The most important fact is that this kind of disposition and attitude is socially reinforcing. Hence these are some researches which explain the characteristics of optimistic persons.

Optimism can be defined as the tendency to believe that one will generally experience good versus bad outcomes in life. It is generally accepted that this belief is a stable individual characteristic (Sheier &
Carver, 1985). According to this view, optimists are people who expect future outcomes to be positive. Conversely, pessimists are those who display more negative expectations for the future (Sheier et al., 1992). Optimism has been shown to play a role in positive mood, perseverance, good problem solving and academic and occupational success (Peterson, 2000).

Optimism was developed from the model of self-regulation (Scheier et al., 1992). The model assumes that people are continually engaged in efforts to overcome obstacles to their goals as long as their expectancies for success are favourable. When doubts become too severe, people are more likely to abandon their threatened goals. People who are considered optimists are more likely than pessimists to persist in their pursuit of goals when faced with a difficult situation (Wrosch & Sheier, 2003). Optimistic people tend to spontaneously use stable coping mechanisms, such as problem-focused coping, which help them to face their challenges (Sheier et al., 1992). The theory of optimism that Sheier and Carver (1985) developed led them to predict that optimists would display better task performance in various domains than would pessimists (Robbins, Spence & Clark, 1991). Shepperd, Maroto and Pbert (1996) pointed out that optimism shows a positive relationship with individuals’ success in many tasks they carry out, including academic achievement.
Yueh-hsiang Lin, Shing-yang Hu and Ming-shen Chen (2005) in their research paper titled, “Managerial optimism and corporate investment: Some empirical evidence from Taiwan” explained the relation between managerial optimism and corporate investment decisions. Analyzing a sample of listed companies in Taiwan, they proposed a measure of managerial optimism from management earnings forecasts and found that in more financing constrained firms, optimistic managers exhibit higher investment–cash flow sensitivity than do non-optimistic managers.

Thus, the hypothesis relating to the difference in level of Optimism among male and female I.T. Professionals has not been proved.

Male I.T. Professionals have scored higher on Self-efficacy as compared to female I.T. Professionals and there is a significant difference between male and female level of Self-efficacy. It reveals that males have more belief in their own ability to complete tasks and reach goals as compared to females. The following studies support our research firmly.

Many researchers suggest Self-efficacy to be defined as a person's believe in their ability to successfully accomplish a particular task. Self-efficacy is important in many different ways, but one of the most important components is that persons with low self efficacy are likely to give up when faced with on obstacle. A Brisch (2010) study suggests that Females would be less likely to persist through more complex tasks. A person with high Self-
efficacy on the other hand is more likely to persist through a challenge and not attribute the failure to their own inability. Another research suggests female had low Self-efficacy about the task, than the Male, Females Self-efficacy was predictive of how they used the features. *(Dale H Schunk 2007)*.

The relationship between gender and self-efficacy has been a focus of research. In general, researchers report that male tend to be more confident than female in academic areas related to mathematics, science, and technology *(Meece, 1991; Pajares & Miller, 1994; Wigfield, Eccles, & Pintrich, 1996)*.

Another research conducted by *Pajares, Franck, Miller, M. David* *(2009)* suggests that gender and prior experience influences self-concept, perceived usefulness and problem solving largely through the meditational role of Self-efficacy. Male had higher performance, greater self-efficacy and showed good self-concept and lower level of anxiety, but these differences were largely due to the influence of Self-efficacy, gender had a direct effect on Self-efficacy.

Thus, the hypothesis relating to the difference in level of Self-efficacy among male and female I.T. Professionals has been proved.

The result of the present study reveals that Male and female I.T Professionals did not differ in terms of their level of Organizational citizenship behaviour (along with its dimensions). It means that male and female more or less perform same level of Organizational citizenship behaviour.
The present study is based on the sample taken from corporate sector and the task assignment, efficiency, job culture and mental framework of male and female employees in the corporate sector are more or less same. Females are working shoulder to shoulder with males in this sector.

The advancement of female and the promotion of gender equality in the corporate sector not only benefits female and male but bring clear advantages for businesses. A gender-sensitive perspective can help companies to recruit and retain the best employees, by making the best use of human resources, improve productivity and competitiveness, as well as the public image.

Increasingly, policy makers turn to employers, trade unions and employer associations to assume their share of responsibility to create work environment in which both male and female can thrive to their full potential and are fairly rewarded for their contributions. In an organizational setup, we tend to develop shared social norms wherein all the aspects related to work and consequent behaviour is interrelated. The gender equality appeals much to business leaders to whom voluntary commitment to change is preferable to compulsion. Most of the state government therefore actively seek to raise awareness and provide incentives to improve the conditions for female advancement in the corporate sector and promote greater gender balance in economic decision-making and management across sectors and occupations and in the share of work and family responsibilities.
Equal opportunity and family-friendly employers benefit from enhanced reputation. Gender balance contributes importantly to corporate image and reputation, pioneers gain a competitive edge. The positive effects of a good reputation are both in terms of recruitment and consumption. If we talk about the managerial level jobs the gender inequality has dissipated as females have proved that they are equally capable and talented like males.

Gender equality in the corporate sector is not only desirable on human rights grounds but also makes good business sense. In recent years there are number of studies analysing the business implications of measures to enhance gender equality and diversity has grown.

The I.T. sector offers equal opportunities to both male and female. The I.T. sector has evolved in the past few years. Today it is seen as a gender-balanced sector and working in for BPO Company gives the feeling of empowerment to female which is still missing in some of the traditional industries and in the public sector. This sector provides a level platform for personal, technical growth and personality development to male and female alike. Corporate sector company provides equal employment opportunities in the true sense and do not differentiate between a male and a female employee because the selection in this sector is on the basis of Talent. Thus, female employees feel truly empowered. Here female employees get fair treatment without any bias by male employees. Promotions and performance evaluation
processes are not tilted in favour of male employees and female get an equal chance to prove their mettle for the next level. Hence these are some researches which explain the characteristics of Organizational citizenship behaviour.

**Yutaka Ueda (2012)** had done a study titled, “Effect of Job Involvement on importance evaluation of Organizational Citizenship Behaviour”. Results showed that while affective and behavioural involvement had a significantly positive effect on evaluation of some OCB dimensions, cognitive involvement negatively affected helping behaviour. The effect of affective job involvement was partially moderated by employees’ job category and gender. Professors valued OCB more than clerical workers when they were highly affectively job involved, although clerical workers were affectively job involved more than professors on average.

A study was done by **Robert H. Moorman and Gerald L. Blakely (1995)** titled, “Individualism-collectivism as an individual difference predictor of organizational citizenship behaviour”. Results suggest that if an individual holds collectivistic values or norms, he/she would be more likely to perform citizenship behaviours. In addition, this relationship was found to be robust to common method effects and to the effect of the relationship between procedural justice and OCB.

A study was done by **Smith, C. Ann; Organ, Dennis W.; Near, Janet P. (1983)** titled, “Organizational citizenship behaviour: Its nature and
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Results suggest that citizenship behaviour includes at least 2 dimensions: altruism, or helping specific persons, and generalized compliance, a more impersonal form of conscientious citizenship. Job satisfaction, as a measure of chronic mood state, showed a direct predictive path to altruism but not generalized compliance.

Thus, the hypothesis relating to the difference in level of Organizational citizenship behaviour (along with its dimensions) among male and female I.T. Professionals has not been proved.

The result of the present study reveals that Male I.T Professionals scored higher on Quality of work life (along with its dimensions) as compared to female I.T. Professionals and there is a significant difference between male and female level of Quality of work life in terms of Control, Influence and Participation, Organizational Climate and total Quality of work life. It indicates that males showed more interest in decision making process such as selection, recruitment and promotions. They had clear cut reasonable goals and objectives, worked for the welfare, happiness and the betterment of the organization. This also shows that male I.T. Professionals are more satisfied with their job and overall work environment as compared to female I.T. Professionals. The following studies support our research firmly.

Derya Kara (2012) had done a study titled, “Gender Differences on Perceptions of Employee Quality of Working Life in Five Star Hotels in
Turkey”. Results reveal that male employees reported significantly different mean scores in health and safety needs, actualization needs and knowledge needs in quality of working life indicators.

A study was done by Ayesha Tabassum, Tasnuva Rahman and Kursia Jahan (2011) titled, “Quality of Work Life among Male and Female Employees of Private Commercial Banks in Bangladesh”. The study reveals that a significant difference exists between male and female employees QWL and in the following factors of QWL; adequate and fair compensation, flexible work schedule and job assignment, attention to job design, and employee relations.

Both male and female prefer working in organizations that support work-life balance. Male appeared to benefit more than female (Burke 2002). Male feel more satisfied when they achieve more on the job even at the cost of ignoring the family. On the other hand, female are in stress because work and family are both equally important and both are the sources of their satisfaction. For them the later is more important. When work does not permit female to take care of their family they feel unhappy, disappointed and frustrated. They draw tight boundaries between work and family and they do not like one crossing the other (Burke 2002).

Thus, the hypothesis relating to the difference in level of Quality of work life (along with its dimensions) among male and female I.T. Professionals has been proved.
Findings of the present study reveal that among female I.T. Professionals there is a significant negative relationship between Emotional intelligence in terms of Emotional sensitivity and Organizational citizenship behaviour in terms of Relation with supervisor and Sportsmanship. It shows that Professionals having high Emotional sensitivity show low performance of Organizational citizenship behaviour than those having low Emotional sensitivity.

Emotional intelligence is an individual level characteristic of a person which can differ from person to person in an organization or group setting whereas Organizational citizenship behaviour are a special cluster of organizational behaviours which are not mandatory in an organization. Professionals who operate from an emotional-first perspective tend to make more impulsive decisions. Rather than relying on hard data, facts, logic, reasoning and sound judgment, they commonly make decisions on first impressions or emotions. While impulsive decisions can sometimes work out organization relies on professionals who make decisions from a well-rounded, analytical point of view.

I.T. Professionals because of the increasing work pressure often have to achieve a higher level of self-control than typical employees. In a work setting employees more often need to do what's right rather than what feels good in a particular situation. An emotional person can get caught up making decisions based on feelings of revenge, frustration, sadness or over-zealousness.
This can lead to unethical decisions at times because emotional people are likely to make decisions that protect themselves and the company as opposed to decisions that are inherently ethical or right.

In an organization the employees need to have a balanced flow of emotions because those who convey exuberance and happiness one day and are negative and pessimistic the next are hard to work with. One of the qualities admired in organizational settings is the ability to empathize with others. People are often motivated by co-workers who genuinely care about them as a person. However, empathy is quite different from sympathy. A professional who sympathizes too much with his/her co-workers may cause an emotionally driven foundation as opposed to weighing the pros and cons of competing options. Similarly, overly sympathetic person may allow his/her colleagues to use feelings and problems as excuses to under-perform or to avoid requisite duties, which contributes to a conflicted workplace. Hence, there are some researches which support the observation of this study.

**Seyal, A.H., Afzaal, T. and Saun, S.C.T. (2012)** had done a study to Assess emotional intelligence and organizational citizenship behaviour among executives. The result indicates that both El and OCB are significantly correlated.

**Janis Maria Antony (2011)** had done a study using sample of 115 Executives working at FCI OEN Connectors, Cochin, and Kerala. The results indicate that there is a relationship between Emotional Intelligence, Organizational Commitment and Organizational Citizenship Behaviour.
A study was done by Sampath Kappagoda (2011) to investigate the impact of Managers’ Emotional Intelligence on Non-Managerial Employees’ Organizational Citizenship Behaviour in commercial banks in Sri Lanka. The results of the study indicated that Emotional Intelligence had a significant relationship with Organizational Citizenship Behaviour.

Thus, the hypothesis relating to the relationship between Emotional intelligence (along with its dimensions) and Organizational citizenship behaviour (along with its dimensions) has been proved.

The result shows that Optimism does not have a significant relationship or effect on Organizational citizenship behaviour. It shows that in corporate setting I.T. Professional’s Optimism level does not affect his/her performance of Organizational citizenship behaviour.

It is always important to remember that real life is a balance of positive and negative attitudes and influences and suppressing the negative in favour of the positive can have undesirable and counterproductive consequences.

Optimism can counteract the effects of negativity and even combat physical illness which results in happiness. Positive Psychology also recognizes that happiness for its own sake is an elusive goal and seeking it can lead to unhappiness. That pursuit can cause a person to suppress certain negative content that may be informative and important but that a person interprets as
negative or non-productive. Rather than going away that material retreats into the subconscious and may surface at inappropriate moments. It may for example cause an overreaction to constructive criticism or an inability to integrate it.

Balanced thinking that includes negative and positive considerations is often more accurate than an overly optimistic approach that can lead to inaccurate risk assessment. A person who errs on the side of optimism may be in a commendably positive state of mind but may also be simply naive or gullible. Envisioning the downside of a business transaction or relationship is a prudent strategy not only because it allows for assessment of all the variables in a realistic manner but because it allows those involved to be prepared should things fail to work out in the best way possible.

Thus, the hypothesis relating to the relationship between Optimism and Organizational citizenship behaviour (along with its dimensions) has not been proved.

Results show that among Male I.T. Professionals, there is significant positive relationship between Self-efficacy and Organizational citizenship behaviour in terms of Compliance, Helping behaviour, Sportsmanship and total Organizational citizenship behaviour. Among Total sample, there is significant positive relationship between Self-efficacy and Organizational citizenship behaviour in terms of Helping behaviour. Therefore, the results shows that I.T. professionals having high Self-efficacy level perform better
Organizational citizenship behaviour than those who are having low Self-efficacy. Hence, there are some of the studies which support the observation of the study.

A study was done by Ainimazita Mansor, Amer Darus and Mohd Hasani Dali (2013) to assess the “Mediating Effect of Self-Efficacy on Self-Leadership and Teachers’ Organizational Citizenship Behaviour”. The results indicated that when a teacher’s self-leadership and self-efficacy are at most, he or she has more assets available to dedicate to other people and tasks. Therefore, it is important for principals, head masters, managers and policy makers to realize the importance of increasing self-leadership and self-efficacy so that teachers would be willing to perform and promote OCB among them.

T. Alexandra Beauregard (2012) had done a research work naming Perfectionism, self-efficacy and OCB: the moderating role of gender. Findings indicate that personality has significant explanatory power beyond that of social exchange in predicting OCB. Employees with high levels of adaptive perfectionism report higher levels of OCB. General Self-efficacy also predicted more participation in citizenship behaviours but only for male. Female appear to carry out citizenship behaviours regardless of how confident they feel in being able to successfully perform.
Jeffrey C Jackson (2009) had done a study titled, “Organizational citizenship behaviours, collective teacher efficacy, and student achievement in elementary schools”. The results of the study revealed a significant positive relationship between Organizational citizenship behaviour and Collective Teacher Efficacy.

Thus, the hypothesis relating to the relationship between Self-efficacy and Organizational citizenship behaviour (along with its dimensions) has been proved.

Results revealed that among male I.T. professionals, there is a significant positive relationship between Emotional intelligence in terms of Emotional maturity and Quality of work life in terms of Career orientation and Effect on personal life. Among female I.T. Professionals, there is significant positive relationship between Emotional intelligence in terms of Emotional competence and Quality of work life in terms of mental state. It shows that there is a significant positive relationship between Emotional intelligence and Quality of work life. Hence, following are some of the researches which support the observation of this study.

J. Sathya Kumar and Vidya Rajaram Iyer (2012) had done a study to assess “Emotional Intelligence and Quality of Work-Life among Employees in the Educational Institutions”. The results indicated that there exist a positive correlation between the emotional intelligence and the quality of work life of the individuals.
A study was done by Saeid Farahbakhsh (2012) titled, “The Role of Emotional Intelligence in Increasing Quality of Work Life in School Principals”. Results show that there was a positive correlation between quality of work life and emotional intelligence and its subscales namely, self awareness, self management, relation control and social awareness.

Mallika Dasgupta (2010) had done a study titled, Emotional intelligence emerging as a significant tool for female information technology professionals in managing role conflict and enhancing quality of work life and happiness”. The findings revealed that Emotional intelligence has a positive relationship with Quality of work life and happiness, indicating that it contributes towards achieving higher Quality of work life.

Thus, the hypothesis relating to the relationship between Emotional Intelligence (along with its dimensions) and Quality of work life (along with its dimensions) has been proved.

Results shows that among Male I.T. Professionals, there is significant positive relationship between Optimism and Quality of work life in terms of Advancement on merit, Effect on personal life, Self respect, Intra group relations, Sense of achievement vs apathy, Confidence in management, Meaningful development, Control, Influence and Participation, Employee commitment, General life satisfaction, Organizational climate and total Quality of work life.
Among Female I.T. Professionals, there is significant positive relationship between Optimism and Quality of work life in terms of Career orientation, Union management relations, Self respect, Sense of achievement vs apathy and Meaningful development.

Among Total sample, there is significant positive relationship between Optimism and Quality of work life in terms of Economic benefits, Physical working conditions, Mental state, Career orientation, Advancement on merit, Effect on personal life, Union management relations, Self respect, Supervisory relationship, Intra group relations, Sense of achievement vs apathy, Confidence in management, Meaningful development, Control, Influence and Participation, Employee commitment, General life satisfaction, Organizational Climate and total Quality of work life.

Results prove that there is a very strong positive relationship between Optimism and Quality of work life. The following researches support the observation of this study.

According to 190 reviews at random house Australia (2011) Martin Seligman revealed learned Optimism shows us how to stop automatically assuming guilt. How to get out the habit of seeing the direct possible implication in every setback, how to be optimistic with concrete examples, Dr. Seligman documented the effects of optimism on the quality of Work, provided tests to determine the degree of our negative and positive
orientation, offers a program of specific exercise to help break the habit of pessimism and learn the habit of optimism for both ourselves & officials.

Another research by Cirz Conversano Alessandro Rotondo Elena lenis Olivia Della Vista (2011) on optimism and its impact on mental state & physical well-being, the results reveals that optimism may significantly influence mental & physical well-being by the promotion of better quality of work life.

Research by Manju Puri and David T. Robinson (2009) on optimism, work life choices and entrepreneurship support the result of this present research. First large scale evidence links optimism to significant work life choice and entrepreneurship. They create a novel measures of optimism based on life expectancy biases using the survey of consumer finance findings reveal that entrepreneurs are more optimistic than non-entrepreneurs. Moreover more optimistic people in general work harder and anticipate longer age and adjusted to work careers. Optimism correlate not just to quality of work life but also to other significant life choices, satisfaction with healthy work environment, better working conditions and relations.

Research by Peter A Creed (2008) also supports the results the life orientation test revised (Scheier, Carver & Bridges 1994) measure career maturity, career decision making, career goals and wellbeing were administered to 504 officials, and results revealed that high optimism leads to better career maturity, career decision and better work life.
Thus, the hypothesis relating to the relationship between Optimism and Quality of work life (along with its dimensions) has been proved.

It has been observed from the result that there is no significant relationship between Self-efficacy and Quality of work life among I.T. Professionals. Contrary to expectations, Self-efficacy was not found to be associated to Quality of work life. The explanations that may be accounted for this are that Domain-specific conceptualizations of Self-efficacy may be better predictors of work related variables (i.e., QWL) than general measures of Self-efficacy (Bandura, 1998). Accordingly, perhaps using a domain-specific measure of Self-efficacy, instead of a general measure, would have resulted in positive findings (Todd and Kent, 2006).

Thus, the hypothesis relating to the relationship between Self-efficacy and Quality of work life (along with its dimensions) has not been proved.

Results revealed that there is a significant positive relationship between Organizational citizenship behaviour (along with its dimensions) and Quality of work life (along with its dimensions) among male, female and total sample of I.T. Professionals. It means that Professionals who have a high level of OCB will have a better Quality of work life and will be more satisfied with their work life as compared to the Professionals who have a low level of OCB. Results clearly indicate that Organizational citizenship behaviour and Quality of work life have strong and meaningful relationship with each other
and together when they operate in an organizational structure they give strong positive outcomes.

The next step of the statistical analysis was factor analysis of the variables under study. The results of factor analysis showed the interrelationship and communality underlying different variables under study. The present study aimed to delineate the factors related to dimensions of Emotional Intelligence, Optimism, Self-efficacy, dimensions of Organizational Citizenship Behaviour and dimensions of Quality of Work Life among I.T. Professionals, only the factors upon which these variables had significant loading were considered to be important for the present discussion.

Emotional sensitivity has been found to have significant positive loading and all the dimensions of Quality of work life have significant positive loading on factor I which reveals that I.T. professionals having greater Quality of work life showed high emotional sensitivity than those having low Quality of work life. If a person is emotionally over-sensitive, it can be difficult for him/her to manage, change and adjust with workplace issues because they may feel vulnerable, defensive, threatened or may not know what to do to become less sensitive which can lead to workplace conflicts.

All the dimensions of Organizational citizenship behaviour have significant negative loading and Union management relations has significant positive loading on factor II which reveals that I.T. professionals having high
Organizational citizenship behaviour showed greater Union management relations than those having low Organizational citizenship behaviour.

Emotional sensitivity and Optimism scores are found to have significant positive loading and Similarly most dimensions of Quality of work life showed significant positive loading on factor III which reveals that when Emotional sensitivity and Optimism together operate in a workplace than it helps the employees to lead a better Quality of work life.

Emotional competence, Emotional sensitivity, Emotional Maturity and Self-efficacy have significant positive loading on factor IV. Similarly, Economic benefits, Effect on personal life and Union management relations have significant positive loading on this factor. The results revealed that Professionals who have a sound and stable Emotional pattern and belief in their ability to complete tasks and reach goals, in turn are satisfied with the economic plans at workplace, have better union management relations and have interest in issues related to their personal life and family.

Emotional competence, Emotional sensitivity, Emotional maturity, Optimism and Self-efficacy have significant positive loading on factor V. Economic benefits, Career Orientation, Union management relations and Meaningful development have positive loading on this factor. It indicates that I.T. professionals who emphasis on Emotional intelligence, Optimism and
Self-efficacy have better quality of work life than those having low Emotional intelligence, Optimism and Self-efficacy level.

Emotional sensitivity, Optimism and Self-efficacy have significant positive loading on factor VI. Similarly, Economic benefits, Physical working conditions, Career Orientation, Effect on personal life, Union management relations, Sense of achievement vs apathy and Meaningful development have significant positive loading on this factor. It reveals that Emotional sensitivity when operates with Optimism gives positive outcomes. It also indicates that Emotional sensitivity, Optimism and Self-efficacy have a positive interrelationship with the dimensions of Quality of work life. Hence, there are a certain common features between the variables under study. The following studies support the result firmly.

A recent study done by Rangreji, Deepak D. (2010) to study Emotional intelligence and work life balance of employees in the information technology industry in Bangalore, India. The major findings of the study were: 1. The three major behaviours of work that interferes with personal life were unhappiness with the amount of time for non–work activities followed by missing personal activities due to work and putting personal life on hold because of work. 2. The two major factors impacting work–life balance of IT employees are felling exhausted at the end of days work and quitting their jobs or taking a career break because of work–life balance issues. 3. It was found that IT employees were high on regulation of emotion in the self,
followed by appraisal and recognition of emotion in others, use of emotion to facilitate performance and appraisal and expression of emotion in the self. 4. It was found that Level of risk to an employee’s position with the usage of work-life balance programs has a strong correlation with Appraisal and expression of emotion in self, Use of emotions to facilitate performance and Appraisal and recognition of emotion in others. The relationship between emotional intelligence’s influences on work – life balance dimensions was significant however the influence was weak. Appraisal and expression of emotions in self, and Use of emotions to facilitate performance influenced maximum on work - life dimensions. Among the work - life dimensions risk in position with usage of work-life balance programs was maximally influenced by emotional intelligence. 5. Use of emotions to facilitate performance negatively influenced factors impacting work – life balance. 6. Appraisal and recognition of emotion in others had a significant influence on work related factors interfering with personal life. 7. Appraisal and expression of emotion in the self negatively influenced level of risk to an employee’s position with the usage of work-life balance programs. Regulation of emotion in the self positively influenced level of risk to an employee’s position with the usage of work-life balance programs. 8. Significant differences were found between age and work related factors interfering with personal life. Work related factors interfering with personal life were highest for the 35 – 45 years age group, followed by the 45 – 55 years age group and was lowest
for employees above 55 years. 9. Significant differences were found between marital status and work related factors interfering with personal life and likelihood of usage of work-life balance programs. Work related factors interfering with personal life were higher for married IT professionals as compared to single or unmarried IT professionals. Further married IT professionals were more likely to use work-life balance programs as compared to single or unmarried IT professionals. 10. Significant differences were found between years in present position and work interference with personal life, work related factors interfering with personal life and likelihood of usage of work-life balance programs. Work interference with personal life and Work related factors interfering with personal life were highest for IT professionals who were in the same position for six and more years. IT professionals who were in the same position for about four years were more likely to use work-life balance programs. 11. Significant differences were found between overall experience and work interference with personal life and work related factors interfering with personal life. Both the variables were highest for IT professionals with 10 – 20 years of overall experience and lowest for IT professionals 2 – 5 of overall experience.

Quality of work life plan includes organizational culture improvement which supports employees’ growth and excellence (Dockel, 2003). Therefore in QWL value system investment on people (includes meeting employees
needs) is considered as the most important factor in strategic management equation which leads to organizational long term efficiency (Richard, 2007).

Len Tischler et al (2002) has examined emotional intelligence, spirituality and work place performance and displayed a positive relationship between emotional intelligence and work place success and also by (Cooper and Sawaf, 1997; Gates, 1995; Megerian and Sosik, 1996; Wright and Staw, 1999) according to them Emotional intelligence has also evoked a keen interest among practitioners because of its wide applicability to a host of work place issues including job satisfaction, absenteeism, organizational commitment and organizational citizenship behaviour. Emotional intelligence has been identified as one of the important behavioural constructs considered to be a major contributor to performance (Goleman, 1995; Goleman, 1998; Hay Group, 2003).

Thus, the hypothesis relating to the co-variance of Emotional intelligence (along with its dimensions), Optimism and Self-efficacy with Organizational citizenship behaviour (along with its dimensions) and Quality of work life (along with its dimensions) has been proved.

Further, the data was entered to find the multiple correlation between the predictor and criterion variables. The multiple correlation between all the dimension of Organizational citizenship behaviour with the dimensions of
Emotional intelligence, Optimism and Self-efficacy was found to be not significant.

The multiple correlation between the dimensions of Organizational citizenship behaviour as predictor and dimensions of Quality of work life as criterion variable is found to be not significant but the value of multiple correlation was very close to the significant value which means that somewhere near 95% of the cases the multiple correlation between the variables is true. Therefore, it can be said that the dimensions of Organizational citizenship behaviour and the dimensions of Quality of work life share some sort positive relationship and they can operate together in an organization as both are organizational variables. The result shows that there is variance in Quality of work life with the predictor variables. In addition, the relative strength of the dimensions of Organizational citizenship behaviour, Engagement has the highest relative strength among all the dimensions of Organizational citizenship behaviour and Helping behaviour has the lowest relative strength.

The multiple correlation between the dimensions of Quality of work life as predictors and Self-efficacy as criterion variable is found to be not significant but there is variance in Self-efficacy with the predictor variable. In addition, the predictive value of Quality of work life in terms of Physical working conditions the relative strength of it is highest among all the dimensions and Meaningful Development has the lowest relative strength.
The multiple correlation between the dimensions of Quality of work life as predictors and Optimism as criterion variable is found to be significant which means that in 99% of the cases the correlation is true and variance in Optimism can be predicted with the predictor variable. In addition, the beta value confirms that the predictive value of Quality of work life in terms of Supervisory relationship the relative strength of it is highest among all the dimensions and Union management relations has the lowest relative strength.

The above result clearly shows the same pattern of results as we have seen in correlation analysis. It is quite evident with the results that Optimism has a very strong relationship with Quality of work life. It shows that Optimism individually is a very strong predictor of better quality of work life which means that if a person is optimistic in a true sense then he/she will have better quality of work as well as personal life and better physical health compared to others. Moreover, he will be optimistic towards his future because he will be able to manage difficulties more efficiently as well as to identify new aims in life. Optimistic people present a higher quality of work life compared to those with low levels of optimism or even pessimists. Optimism may significantly influence mental and physical well-being by the promotion of a healthy lifestyle as well as by adaptive behaviours and cognitive responses, associated with greater flexibility, problem-solving capacity and a more efficient elaboration of negative information.
The present research is an addition to the emerging Positive Psychological movement and draws attention to the need for and meaning of positive approach to organizations. It needs a proactive positive approach emphasizing the strengths rather than continuing in the downward spiral of negativity trying to fix weakness. The study has attempted to identify unique state like psychological capacities that is Emotional intelligence, Optimism and Self-efficacy that can be validly measured but also are open to development and performance management. The overall intent of the study is to generate some positive thinking and excitement for field of organizational behaviour, psychology and hopefully stimulate some new theory building research and effective application. We look forward to that future time in the field of Psychology when the positive is as likely as the negative to be used in assessing people and helping them to lead more satisfying existences. Positive psychology offers a look at the other side that which is good and strong in humankind and in ours environs, along with ways to nurture and sustain these assets and resources. Positive Psychological science and practice are situated fortuitously for the identification and understanding of human strengths and virtues as well as for helping people to live happier and more productive lives. It is to re-orient psychology to its two neglected mission, making normal people stronger and more productive as well as making high human potential actual.