Summary and Conclusion
In our day and age, technology is omnipresent and an integral part of our lives. All our work related applications are now completely automated, thanks to the I.T. sector. It is only with the competent minds of I.T. professionals that the I.T. sector has reached such great heights. The current economic situation and tightening job markets have increased negativity in the workplace. Here Positive Psychology comes as a rescuer. The present study is an honest attempt to create awareness about the relevance of Positive Psychological variables in the workplace. Keeping in view, the research topic was undertaken with the purpose to explore the relevance of Positive psychology variables such as Emotional intelligence, Optimism and Self-efficacy with Organizational citizenship behaviour and Quality of work life among I.T. Professionals.

The study was conducted on 400 I.T. Professionals (200 male+ 200 female) from the corporate sector companies of Hyderabad, Bangalore, Noida, and Delhi NCR.

The “t” value was found to see the difference in the level of Emotional intelligence, Optimism, Self-efficacy, Organizational citizenship behaviour and Quality of work among male and female I.T. Professionals. Further correlation was found between Emotional intelligence (along with its dimensions) and Organizational citizenship behaviour (along with its
dimensions), Optimism and Organizational citizenship behaviour (along with its dimensions), Self-efficacy and Organizational citizenship behaviour (along with its dimensions), Emotional intelligence (along with its dimensions) and Quality of work life (along with its dimensions), Optimism and Quality of work life (along with its dimensions), Self-efficacy and Quality of work life (along with its dimensions) among male, female and total sample of I.T. Professionals. Factor analysis of the variables under study was also calculated. Findings of the present study can be summarized as follows:

1. (a) Male and Female I.T. Professionals significantly differed in terms of their level of Emotional intelligence. Females showed greater Emotional Intelligence in terms of the dimension of Emotional maturity (m=38.55) and Total Emotional intelligence (m=197.85) compared to males Emotional maturity (m=35.65) and Total Emotional intelligence (m=187.38). For rest of the dimensions there was no significant difference between male and female I.T. Professionals.

(b) Male and female I.T. Professionals did not differ significantly in their level of Optimism.

(c) Male and female I.T. Professionals significantly differed in terms of their level of Self-efficacy. Males showed greater Self-efficacy (m=34) compared to females (m=33.39).

(d) Male and female I.T. Professionals did not differ significantly in their level of Organizational citizenship behaviour (along with its dimensions).
Male and female I.T. Professionals significantly differed in terms of their level of Quality of work life. Males showed greater Quality of work life in terms of the dimension of Control, Influence and Participation (m=54.13), Organizational climate (m=33.10) and Total Quality of work life (m=386.24) compared to females Control, Influence and Participation (m=49.21), Organizational climate (m=30.07) and Total Quality of work life (m=365.74). For rest of the dimensions there was no significant difference between male and female I.T. Professionals. This hypothesis has been partially proved.

2. There was significant negative relationship between Emotional intelligence in terms of Emotional sensitivity and Organizational citizenship behaviour in terms of Relation with supervisor (r=0.153, P=<.05) and Sportsmanship (r=0.177, P=<.05) among female I.T. Professionals. There was no significant relationship between Emotional intelligence (along with its dimensions) and Organizational citizenship behaviour (along with its dimensions) among male and total sample of I.T. Professionals. This hypothesis has been partially proved.

3. There was no significant relationship between Optimism and Organizational citizenship behaviour (along with its dimensions) among male, female and total sample of I.T. Professionals. This hypothesis has not been proved.
4. There was significant positive relationship between Self-efficacy and Organizational citizenship behaviour in terms of Compliance ($r=-0.142$, $P=<.05$), Helping behaviour ($r=-0.175$, $P=<.05$), Sportsmanship ($r=-0.172$, $P=<.05$) and total Organizational citizenship behaviour ($r=-0.169$, $P=<.05$) among male I.T. Professionals.

There was no significant relationship between Self-efficacy and Organizational citizenship behaviour (along with its dimensions) among female I.T. Professionals.

There was significant positive relationship between Self-efficacy and Organizational citizenship behaviour in terms of Helping behaviour ($r=-0.117$, $P=<.05$) among total sample of I.T. Professionals.

This hypothesis has been proved.

5. There was significant positive relationship between Emotional intelligence in terms of Emotional maturity and Quality of work life in terms of Career orientation ($r=0.141$, $P=<.05$) and Effect on personal life ($r=0.140$, $P=<.05$) among male I.T. Professionals.

There was significant positive relationship between Emotional intelligence in terms of Emotional competence and Quality of work life in terms of Mental state ($r=0.151$, $P=<.01$) among female I.T. Professionals.

There was no significant relationship between Emotional intelligence (along with its dimensions) and Quality of work life (along with its dimensions) among total sample of I.T. Professionals.

This hypothesis has been partially proved.
6. There was significant positive relationship Optimism and Quality of work life in terms of Advancement on merit (r=0.159, P=<.05), Effect on personal life (r=0.158, P=<.05), Self respect (r=0.197, P=<.01), Intragroup relations (r=0.157, P=<.05), Sense of achievement vs apathy (r=0.169, P=<.05), Confidence in management (r=0.141, P=<.05), Meaningful development (r=0.160, P=<.05), Control, Influence and Participation (r=0.169, P=<.05), Employee commitment (r=0.204, P=<.01), General life satisfaction (r=0.245, P=<.01), Organizational climate (r=0.196, P=<.01) and total Quality of work life (r=0.195, P=<.01) among male I.T. Professionals.

There was significant positive relationship between Optimism and Quality of work life in terms of Career orientation (r=0.143, P=<.05), Union management relations (r=0.177, P=<.05), Self respect (r=0.152, P=<.05), Sense of achievement vs apathy (r=0.147, P=<.05) and Meaningful development (r=0.168, P=<.05) among female I.T. Professionals.

There was significant positive relationship between Optimism and Quality of work life in terms of Economic benefits (r=0.120, P=<.05), Physical working conditions (r=0.113, P=<.05), Mental state (r=0.107, P=<.05), Career orientation (r=0.132, P=<.01), Advancement on merit (r=0.126, P=<.05), Effect on personal life (r=0.136, P=<.01), Union management relations (r=0.135, P=<.01), Self respect (r=0.180,
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P=<.01), Supervisory relationship (r=0.126, P=<.05), Intra group relations (r=0.140, P=<.01), Sense of achievement vs apathy (r=0.162, P=<.01), Confidence in management (r=0.121, P=<.05), Meaningful development (r=0.167, P=<.01), Control, Influence and Participation (r=0.133, P=<.01), Employee commitment (r=0.121, P=<.05), General life satisfaction (r=0.150, P=<.01), Organizational Climate (r=0.120, P=<.05) and total Quality of work life (r=0.170, P=<.01) among total sample of I.T. Professionals.

This hypothesis has been proved.

7. There was no significant relationship between Self-efficacy and Quality of work life (along with its dimensions) among male, female and total sample of I.T. Professionals.

This hypothesis has not been proved.

8. The result shows that 6 factors have been delineated each having Eigen Value more than 1.00 were extracted. These Factors together accounted for 73.3% of the Total Common Variance.

I. In factor one there is a co-variance of dimension of Emotional intelligence with dimensions of Quality of work life. Emotional sensitivity (0.09), Economic benefits (0.72), Physical working conditions (0.88), Mental state (0.67), Career orientation (0.86), Advancement on merit (0.89), Effect on personal Life (0.86),
Union management relations (0.42), Self respect (0.88), Supervisory Relationship (0.93), Intra Group Relations (0.92), Sense of Achievement vs Apathy (0.84), Confidence in Management (0.89), Meaningful Development (0.88), Control, Influence and Participation (0.33), Employee Commitment (0.28), General Life Satisfaction (0.32) and Organizational Climate (0.35). This factor accounted for 36.4% of the common variance.

II. In factor two there is a co-variance of dimensions of Organizational citizenship behaviour with dimension of Quality of work life. Compliance (-0.84), Engagement (-0.90), Initiative (-0.78), Branding and Loyalty (-0.84), Helping Behaviour (-0.82), Relation with Supervisor (-0.73), Sportsmanship (-0.86) and Union management relations (0.12). This factor accounted for 16.7% of the common variance.

III. In factor three there is a co-variance of dimension of Emotional Intelligence and Optimism with dimensions of Quality of work life. Emotional sensitivity (0.15), Optimism (0.17), Physical working conditions (0.15), Mental state (0.15), Career orientation (0.11), Advancement on merit (0.16), Effect on personal life (0.20), Self respect (0.22), Supervisory relationship (0.22), Intra group relations (0.20), Sense of achievement vs apathy (0.22), Confidence in management (0.16), Meaningful development
(0.15), Control, Influence and Participation (0.82), Employee commitment (0.86), General life satisfaction (0.83) and Organizational climate (0.86). This factor accounted for 7.8% of the common variance.

IV. In factor four there is a co-variance of dimensions of Emotional intelligence and Self-efficacy with dimensions of Quality of work life. Emotional competence (0.81), Emotional sensitivity (0.13), Emotional Maturity (0.80), Self-efficacy (0.19), Economic benefits (0.18), Effect on personal life (0.10) and Union management relations (0.10). This factor accounted for 4.9% of the common variance.

V. In factor five there is a co-variance of dimensions of Emotional intelligence, Optimism and Self-efficacy with dimensions of Quality of work life. Emotional competence (0.14), Emotional sensitivity (0.66), Emotional maturity (0.22), Optimism (0.73) and Self-efficacy (0.20), Economic benefits (0.16), Career Orientation (0.091), Union management relations (0.28) and Meaningful development (0.11). This factor accounted for 4% of the common variance.

VI. In factor six there is a co-variance of dimension of Emotional intelligence, Optimism and Self-efficacy with dimensions of Quality of work life. Emotional sensitivity (0.35), Optimism
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(0.13), Self-efficacy (0.55), Economic benefits (0.37), Physical working conditions (0.09), Career Orientation (0.16), Effect on personal life (0.12), Union management relations (0.64), Sense of achievement vs apathy (0.16) and Meaningful development (0.23). This factor accounted for 3.7% of the common variance.

This hypothesis has been proved.

Limitation and suggestion for further study

As the present study is a time bound project, it has some limitations of its own. However, the findings derived from the present investigation provide a promising foundation for further researches in psychology, especially in positive, social, clinical, community & health sphere. The aim of the research was to determine the presence of the positive psychological traits such as Emotional intelligence, Optimism and Self efficacy and to what extent they are related to Organizational citizenship behaviour and Quality of work life among I.T. Professionals. The variables under study play a significant role in more people oriented jobs such as corporate sector which was the sample of the study.

1. The locale of the present investigation was confined to Private sector; subsequently the investigations may be extended to Public sector to obtain comparative studies.
2. In the present investigation the number of the independent variables was not exhaustive. Various other personality variables such as Rigidity,
Hardiness, Type A behaviour, Type B behaviour, locus of control and many other aspects of the Positive psychology such as Hope, Happiness, Resilience, Subjective well-being should also be taken into account to get a clear view functioning of the I.T. Professionals.

3. To substantiate the findings further, data from a large sample could be studied.

4. The sample of other professional groups such as sales, customer service, and banks can be studied further.

5. Psychological and behavioural interventions techniques could be introduced from time to time to ensure a rise in the positive psychological traits among the sample of subjects. This would drastically improve the Organizational citizenship behaviour and Quality of work life.

6. An investment in need-based training programme to develop the level of Emotional Intelligence, Optimism and Self-efficacy of employees might be provided the most advantages and benefit not only to improve the individual’s performance but also increase the organizational performance.

7. To conclude, it may be stated that despite the limitations of the present research, the findings, if minted, further researches can be carried out on the lines suggested, will contribute Positively to the development of proper cognition towards the Positive outlook towards life of I.T. Professionals. Identification of Emotional intelligence, Optimism &
Self efficacy in relation to Organizational citizenship behaviour & Quality of work life will definitely add many new dimensions to corporate sector and improve efficiency of I.T. Professionals.

**Implications of the study**

1. The understanding of the variables under study would further help to determine the tremendous potential for improving the human conditions, especially in an organizational structure.

2. The study would enable the management of the organization to design training methods and module to improve the performance of their employees in an efficient and relatively inexpensive manner by understanding and handling the employees’ Emotional Behaviour, enhancing their Optimism level and Self-efficacy beliefs.

3. It is perhaps the right time to emphasize the role of positive psychology in improving the positive elements in the employees proactively rather than retroactively trying to solve problems that emerge in order to improve the Organizational citizenship behaviour and Quality of work life as well as personal life. The present study is an honest attempt to explore the relevance of these variables in organizations.

4. The study suggests the focus on variables such as Emotional intelligence, Optimism and Self efficacy which might particularly be powerful and effective in management, development and training efforts.
5. The study suggests that by fostering Emotional intelligence, Optimism and Self efficacy in employees might also aid in creating a workforce that is not only productive, but also loyal and committed in an incredibly dynamic industry.

6. With a good level of Emotional intelligence, Optimism and Self efficacy an employee can better adapt to the new technology, marketing and challenges and the dizzying rate of change, itself. Adaptability and responsiveness are essential to survive and thrive.