CHAPTER – V

FINDINGS AND CONCLUSION
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This chapter presents a brief summary of the study and the details obtained based on the socio-demographic variables. The major findings are given based on the hypotheses and the selected subject variables relating to parents social status and its association with the socialization of respondents in terms of schooling and higher studies. Economic, cultural and social aspects of software professionals are also part of this chapter. On the basis of these findings the researcher has presented conclusion in the form of discussion and justification of the theoretical perspective adopted in the current study. Suggestions and recommendations for future studies are presented.

The present study attempted to understand the influence of socio-economic background on the socialization process of the software professionals. Based on the objectives, hypotheses were formulated and tested on a sample of 100 software professionals chosen from five different IT firms in Chennai city and the results are presented in this chapter.

Findings related to Socio-Demographic profile of the respondents:

1) 47% of the respondents belong to the age group of 25-30 years.

2) More than half of the respondents (67%) are males and 33% are females.

3) Majority of the respondents (52%) belong to backward caste and about 34% belong to forward caste.

4) Majority of 89% of the respondents had English as their medium of education in HSC.

5) Majority of the respondents (90%) are from urban place of schooling.

6) More then half of the respondents (52%) belong to the income group of
Rs.20,000-30,000 per month.

Findings related to the Parental education and Parental economic status of the respondents:

7) More than 70% of the respondents’ fathers were educated.
8) Sizable portion (40%) of respondents’ mothers were educated.
9) None of the respondents’ parents were illiterates.
10) About 38% of the Respondents’ fathers are professionals and another 37% are employees with a regular monthly salary.
11) Majority of the respondents’ mothers (80%) are home makers, while the remaining mothers were either professionals (12%) or Business women (8%).
12) 45% of the respondents’ parents had annual income of Rs.1,20,001–3,60,000.

Findings related to Education and Employment of respondents

13) Majority of the respondents (65%) have graduated from private engineering Colleges.
14) Majority of the respondents (59%) are UG degree holders.
15) Among the respondents, 37% have done certificate course in computer applications.
16) 45% of the respondents had only one year of experience in the present organization of work.
17) Majority of the respondents (87%) had work schedules which included night shifts, rotating shift, weekends and holidays.
18) Almost 98% of the respondents agreed that communicative skill in English is essential at work.
19) Majority of the respondents (96%) were of the view that analytical skill at work is very essential.
20) 40% of the respondents admitted that they work for minimum 10 hours per day.

21) Majority of the respondents (82%) confessed that work related training is required for their software services job.

22) 66% of the respondents have undergone special work related training for this present job.

23) 43% of the respondents felt that social network such as friends or school/college mates are required to update their knowledge in the field.

24) 58% of the respondents have worked in other organizations earlier.

25) 47% of the respondents managed to obtain their job within 6 months after their completion of studies and 35% have got job immediately after studies through campus interview.

26) 67% of the respondents expressed their willingness to go abroad rather than staying in India, if given a chance.

27) 51% of the respondents felt that there is no job stability in their work.

28) 61% of the respondents felt that there is job security in their work.

29) 93% of the respondents confessed that their job provides career development/advancement in the course of time.

30) 57% of the respondents felt that their job necessitates shifting abroad for a temporary period.

31) 88% of the respondents felt that there is no need to shift abroad permanently for their job.

32) 65% of the respondents felt that they do not have job stress while the remaining 35% admitted that they suffer from job stress.

33) 77% of the respondents have confessed that their organization has policies that will benefit employees in the long run.

34) 53% of the respondents felt that they have a notion of reciprocity with the work organization.
35) 59% felt that they have willingness to stay with the company in spite of better opportunities.

36) 76% of the respondents have accepted and are working towards the goals of the organization.

37) 66% of the respondents did not feel that employment laws are required for the present situation in work organizations while 34% have felt the need for employment laws.

38) Only 17% of the respondents have bought land or apartments with their income after getting employed.

39) 20% of the respondents have bought four wheelers with their income for their families.

40) Most of the respondents (68%) belong to middle class with annual income range of Rs.1,00,000 to Rs.3,00,000, while 31% belonged to upper middle class with annual income of parents being above Rs.3,00,000.

41) 22% of the respondents have availed the services of soft skills and cultural training consultants for this job.

42) Only 3% of the respondents have the services of psychological counsellors for this job.

43) 31% of the respondents sought spiritual guides to cope with job stress.

44) 18% of the respondents are regular practitioners of yoga.

45) 8% of the respondents have undergone stress and time management courses.

46) 13% of the respondents are regular visitors of gym as a method to take care of their health.

47) 31% of the respondents are health conscious and go for regular health check ups.

48) 85% of the respondents felt that competition is good in the present work environment as it stimulates people to work hard and develop new ideas.
49) 79% of the respondents felt that in the long run, hard work usually brings a better life.

50) 41% of respondents felt that they find time once in a week to recreate themselves like visiting friends and relatives, going to temple etc.,

**Findings related to marital aspects of the respondents**

51) 75% of the respondents are unmarried and 25% are married.

52) Among married respondents 64% have married a person of their parents’ choice.

53) Among married respondents majority (96%) of them have not received or given dowry for their marriage.

54) 76% of the married respondents have married within their own caste group.

55) 84% of the married respondents married their spouse in a traditional religious ceremony.

56) 76% of the married respondents expressed that they will support the idea of female member working even after child birth.

57) 60% of the married respondents felt that divorce is still a stigma in their community.

58) Majority (58%) of the unmarried respondents expressed that they will not receive or give dowry for their marriage.

59) Majority (56%) of the unmarried respondents expressed the liking to marry a person of their parents’ choice.

60) Majority (53%) of the unmarried respondents wanted to marry within their caste group.

61) Majority (79%) of the unmarried respondents liked to marry their spouse in a traditional religious ceremony.

62) Majority (73%) of the unmarried respondents liked their spouse to be equally or better educated than themselves.
63) Majority (55%) of the unmarried respondents supported the view of female members working after marriage.

64) Majority (66%) of the respondents felt that ideal number of children for a family is two.

**Findings related to the cultural and sociological behavior of respondents**

65) 68% of the respondents agreed that American corporate culture has penetrated software services industries in India at least in terms of dressing and eating habits.

66) 93% of the respondents opined that they never believed in untouchability.

67) 86% of the respondents did not enjoy special privileges in society based on caste.

68) 90% of the respondents are of the view that family is very important for life time.

69) 78% of the respondents are of the view that friends are very important for life.

70) A sizable portion 38% of the respondents felt that religion is important for life.

71) 77% of the respondents felt that work is very important for life.

72) 47% of the respondents did not give importance for politics in life.

73) 78% of the respondents were brought up religiously from childhood.

74) 47% of the respondents attended religious ceremonies and functions only on special holy days.

75) 56% of the respondents have conveyed that they are religious by nature.

76) 84% of the respondents expressed that all religions are same except for the name of God.

77) 46% of the respondents are very less interested in politics.
Finding related to future plans of the respondents

78) 67% of the respondents intended to stay in the present job only for few years while a small percentage (21%) wanted to be in the present job permanently.

Verification of Hypotheses

Null Hypothesis I: There is no association between educational level of fathers and the educational level of respondents. (chi-square test) P value is less than .05. Null hypothesis rejected.

Null Hypothesis II: There is no association between father’s education and place of schooling of respondents. (chi square test) P value greater than .05. Null hypothesis accepted.

Null Hypothesis III: There is no relationship between income of parents and medium of education in schools of respondents. (chi square test) P value is less than .05. Null hypothesis rejected.

Null Hypothesis IV: There is no association between income of parents and the income of children. (chi square test) P value is less than .05. Null hypothesis rejected.

Null Hypothesis V: There is no association between lengthy working hours and income of respondents. (chi square test) P value is greater than .05. Null hypothesis accepted.

Null Hypothesis VI: There is no significant difference between male and female with respect to dimensions of Socio-economic cultural aspects of software professionals
The 't test' was applied and there is significant difference between male and female with respect to views about changing roles of men and women. But there is no significant difference between male and female with regard to other dimensions of Socio-economic cultural aspects of software professionals.

**Null Hypothesis VII:** There is no significant difference between age groups with respect to dimensions of Socio-economic cultural aspects of software professionals

ANOVA was applied and there is significant difference between age group of respondents with respect to views on marital aspects. Based on Duncan Multiple Range test the age group above 30 years is significantly different from other age groups less than 25 years and 25-30 years. But there is no significant difference between age group with regard to other dimensions of Socio-economic cultural aspects of software professionals.

**Null Hypothesis VIII:** There is no significant difference between communities with respect to dimensions of Socio-economic cultural aspects of software professionals

ANOVA was applied and there is significant difference between communities of respondents with respect to employment and economic aspect. Based on Duncan Multiple Range test the communities are not significantly different from each other. But there is no significant difference between communities with regard to other dimensions Socio-economic cultural aspects of software professionals.

**Null Hypothesis XI:** There is no significant difference between Respondents monthly income with respect to dimensions of Socio-economic cultural aspects of software professionals.
ANOVA was applied and there is significant difference between Respondents monthly income with respect to employment and economic aspect and marital aspects. Based on Duncan multiple range test the Respondents monthly income >30,000 is significantly different with other income groups with regard to employment and economic aspect and marital aspect. But there is no significant difference between Respondents monthly income with regard to other dimensions of Socio-economic cultural aspects of software professionals.

CONCLUSION

This study makes an attempt to understand the recent experience in the information technology sector in Chennai city. It focuses on understanding the factors that have assisted software professionals to become a part of global workforce.

The profile of the software professionals brings to light that socialization process brought about predominantly by family, education and urban exposure decides their entry into IT industry as software professionals. The most important fact pertains to the significance of social and cultural capital - surfacing in the guise of “communication skills” – that is predominantly vested in the educated middle class living in urban areas. This aspect of the software professionals can be seen from systems perspective. In a period when India was facing the problem of shortage of employment opportunities in the manufacturing sector, the emergence of IT industry was a boon for the survival of the society atleast for the large pool of highly trained and technically competent man power in India. In other words, the IT sector has absorbed this vast pool of talents and engaged them in employment activity. It is in line with Durkheim’s systems theory, which emphasizes that society constantly, seeks
equilibrium or stability and is always fighting off pathological and disintegrative influences.

Medium and place of schooling of software professionals endows them with necessary social and cultural capital - the much needed resource for an IT industry which functions at the international level. Majority of the software professionals have studied in English medium, private schools proving that the elite of the society, the cream of the society are the ones who are fortunate to become software professionals and thereby members of the global workforce.

The education of the parents has a direct bearing on the accumulation of human capital by their children. Enthusiasm for their children's education depends to a marked extent on the education of parents. In the present study, all the respondents are from families where parents were well qualified and educated. A remarkable feature is that none of the parents of software professionals are illiterates.

The characteristics of the job of the parents have a tremendous influence on the education and employment of their children. Parents fulfilled needs and aspirations of their children due to their occupation. Majority of the software professionals come from economically advantageous families where parents are well educated and well placed in society. The financial position of the parents enabled the respondents to access the best institutions of learning. Once their admission to the best institutions are assured, the chances of getting employment orders in the campus itself is bright because it is these good educational institutions that supply quality software professionals. The legacy of affluence is passed on from one generation to another. Further, the annual income of parents of software professionals clearly indicates that they come from financially advantageous families. The information related to socio-
economic status of the respondent’s parents confirms Bourdeau’s theory of Cultural reproduction where in the software professionals are at an advantage due to the affluence of their parents compared to their rural counterparts.

Socioeconomic background is of course only one factor in community and individual diversity, and the traditional, linear school-higher education route is not the only gateway to higher education. However, this is a highly important route. The long-term prospects for broadening higher education participation through this channel are heavily reliant on encouraging and supporting first generation entrants. The relationship between parental education levels and young people’s educational aspirations and expectations is quite clear: more highly educated parents are more likely to create an interest in education and to build an expectation of educational achievement. Rising levels of community educational attainment will therefore have long term generational effects on tertiary education participation.

After the entry into the IT industry, software recruits are put under training by the respective organizations. All training programs are ‘need’ based and driven by the demands of the projects sub contracted by the west. When the organizations do not have enough human resources to meet the skill required in the projects, workers are trained. However, all new workers are given fundamental training which enables them to perform the software work both technically and socially. This is one aspect of socialization of software professionals after entry into the IT industry.

Software professionals under study emphasized that they joined IT industry for the sole aim of earning money. It was the attractive pay packet that made them to join the knowledge industry despite it being a strenuous job in terms of work schedule, competition and nature of work.
Apart from the work related facts about software professionals, by and large they are bound by social, religious and cultural norms even though there is penetration of western culture in the work environment.

Although community, school, media and religious institutions exist as powerful agencies, the prime focus is given here on family socialization. The exercise of support, control and power shown by parents as well as other members within the family appear to be in tune with the future image of children held by the same members in the context of their adaptation to the cultural environment in which they have to function as adults. Thus, the nature of socialization that children undergo in the home or in their broader cultural context has significant bearing on their course selection and career orientation. Beside the process of upbringing, the ways in which opportunities for educational options, job selection and career option are arranged or encountered in a socio-cultural milieu, and the manner in which the cultural norms for achieving proficiency in different areas is inculcated seem to have a significant impact on young adults.

SUGGESTIONS

1. Students of rural areas have seldom opportunity to enter IT industry because of the reasons attributed to the importance of possession of soft skills. This hurdle can be removed to some extent by nurturing these skills through training programmes inbuilt in the school curriculum.

2. To create awareness among school children trips can be arranged to IT centers.

3. Special training in communications skills can be given at periodic intervals to enhance soft skills development.
4. IT hardware development is not on par with software development. The removal of this disparity will not only channelize a section of population to this section of IT industry but also increases the employment opportunities.

5. Interventions need to be designed which must begin in the early childhood and must be continued into work life cycle.

RECOMMENDATIONS FOR FUTURE RESEARCH

1. A comparative research between First and Second-generation choice of occupation will shed more light on the issue of socialization process and mobility.

2. Research on the effect of lengthy working hours on the personal and social life of the software Professionals may reveal certain social issues emerging in the knowledge economy.

3. Research on occupational health hazards faced by software professionals can be carried out to understand the quality of work life.

4. Studies related to gender issues in software industry is yet to be elaborated.