CHAPTER -3

REVIEW OF LITERATURE
CHAPTER - 3
REVIEW OF LITERATURE

A BRIEF REVIEW OF SOME OF THE STUDIES CONDUCTED IN RECENT YEARS RELATING IT AND IT PROFESSIONALS IS GIVEN BELOW.

- Nanjamari.K (2013) conducted a study to understand Job Satisfaction amongst Information Technology (IT) Employees in Bangalore City. He followed a Sociological Approach. The primary objective of this study was to ascertain the levels of job satisfaction among information technology employee at an IT (information technology) and BPO (Business processing outsource) sector. For the purpose of this study he selected 100 sample to ascertain the levels of job satisfaction amongst information technology employees at an IT (information technology) and BPO (Business processing outsource) sector. The sample group consisted of permanent and contract male and female employees working at different level. The Job Descriptive Index questionnaire (JDI) was used to measures job satisfaction on five job facets, namely, salary, promotions, working condition, co-workers and the work life balance itself. Descriptive statistics were used to analyze the data. The results of the study could, indicate that the job satisfaction of IT employees is influenced by the city in which they live. The results of this study indicate that general satisfaction is significantly associated with satisfaction levels about independence and fundamental factors.
Mr. S.A. Majeed and Prof. S.G. Hundekar (2012) analyzed Factors of Job Satisfaction among IT employees. For the research study they selected five IT companies in Hyderabad. A sample size of 250 employees was chosen and a questionnaire was administered to the respondents. A research framework was designed by using factor analysis method. The findings of this research study revealed that the job satisfaction of employees at work is influenced by factors like Career Development, Financial Benefits, Internal Opportunities, and Peer Relationship. It is interesting to note that there was no significant difference among the respondents with regard to the issue of job satisfaction across the four derived factors.

Arjun P. Ghatule, Archana A. Ghatule, and Shivaji D. Mundhe (2012) analyzed Effect of Heavy Workload on Fertility of IT-Professionals: a Study with Respect to Indian IT-Sector. Due to heavy burden of work, the fear of performance appraisal IT-people cannot spend time to their family. Although they are with their spouse, their mind travel somewhere in their work. This culture has long term effect on their sexual life. The study focuses on the fact that how heavy workload of IT-sector affects on fertility of couples. For the study, two populations are used. 284 married IT-professionals and 30 doctors of Pune (India) have. Sampling Plan used is snowball sampling. Research tries to search whether infertility among IT-Professionals is increasing, if yes what are the causes behind this problem. The study concludes that couples in IT sector are facing infertility problems. These problems are basically because of their working style, extra load, and fear of job performance and job profiles of the couples. The infertility is an occupational hazard faced by IT-Professionals.

The study of Ramesh U and Kurian Joseph (2012) enquired into the current infrastructure and the market potential of Ayurveda based wellness tourism offered at Kerala in attracting international/domestic medical tourists who suffer from diseases arousing out of occupational stress. A total of 300 respondents were chosen as the research sample of which 200 employees were from Non IT sector (Banking,
Advocates, Government Officials, and Teachers) and 100 respondents were from the IT sector – majority from the companies housed at Trivandrum, Techno Park, Kochi Info Park and Tidel Park, Chennai. Occupational stress is a common workplace problem experienced by all professionals irrespective of their nature of work. Now a day, these studies reveal that diseases like diabetes, hypertension, hyperperlipidaemia, mental disorders, neurological disorders, obesity, malignancy etc occurs mainly due to stress and altered lifestyle practices. The destination in wellness tourism is often an alternative space in which one can engage in self analysis without the stresses and distractions of home as well as workplace. Ayurveda is the traditional Indian system of throughout the ages. The holistic approach of Ayurveda maintains complete wellness in humans including physiological, psychological and spiritual balance. The therapies prescribed by Ayurveda are more effective in Kerala due to the almost year around humid climate of the state.

- Nirmala S. and S. Deborah Sharon (2011) in their article “A Study On Conduct Of Teams In An IT And A BPO Company” concluded that, the Information technology (IT), India has built up valuable brand equity in the global markets. In IT-enabled services (ITES), India has emerged as the most preferred destination for business process outsourcing (BPO), a key driver of growth for the software industry and the services sector. It has rapidly grown in India and it is obligatory to study about the dynamics of human resource management practices and systems.

- Muhammad Umer and Muhammad Akram Naseem’s (2011). This research paper aims to investigate the impact of variables (career development, supervisor support, work environment, work life balance) on employee retention. A total of 50 interviews were taken from managers of different BPO organizations. Graphical Analysis is indicating that these variables have significant and positive impact on employee retention. Only limited researches have been done about employee
retention in business process outsourcing, especially in Pakistan. So, these findings will provide some insights to BPO managers to make policies about employee retention.

- Herald Monis and T. N. Sreedhara (2011) in their article analysed “Employee Satisfaction With Career Development Practices: A Comparative Study Of Indian And Foreign Mnc Bpo Firms” The study concluded that, the employee growth and development activities include continuing education courses, tuition reimbursement, career development skills training, opportunities for promotion and internal career advancement, coaching, mentoring, and leadership development programs.

- Madhu Rathore and Vandana Kaushik, (2009): in their study analyzed the stress impact on managers of a selected industry in India. Standardized scales for stress assessment were used for estimating the stress of the managers from private and public sector. Results revealed that on an average the managers had low stresses. Therefore, it was concluded that the increase or decrease of stress will have impact on quality, quantity of work and productivity of work.

The data presented that the stress range approximately all managerial levels of manufacturing unit in the public and private sector were in the range of “high stress”. The causes of “high stress” are the monotonous and uninteresting jobs being performed by the employees in the organization. This was considered as the number one emotional and physical health problems. Stress is an inescapable part of human lifestyle. It is manageable to a large extent. With proper understanding of the processes, the situation can be well managed.

- Edwin Naomi (2009) examined how intrinsic need satisfaction of the employees at work influences their attitudes towards jobs. Their research findings in the Netherlands scenario revealed that employee job satisfaction and intent to remain in the organization are related and they can be best explained and predicted by other variables like autonomy needs and satisfaction of relatedness needs. Their study distinguished
between specific types of intrinsic need satisfaction of employees and showed that satisfaction of autonomy needs and relatedness needs are more relevant to employee job satisfaction and their intentions to remain in the organization.

- Siddharth Sinha, (2009) in his research study “Corporate Governance of State Owned Enterprises: , pointed out that the Government’s existing Navratna policy is not appropriate for state owned enterprises competing fiercely with the private sector. They have to compete with the private sector on an equal footing. The key requirement is a competent board with adequate powers. The role of board is likely to be more crucial than even in the case of private companies. In the absence of corporate governance changes, the only alternatives will be privatization.

- Mahmoodzadeh E, Sh. Jalalinia, F. NekuiYazdi, (2009). Purpose of the study – Now a days, outsourcing has proved to be an enterprise management strategy in the face of globalization and growing competition. The decision to outsource a business process for any organization has far-reaching consequences and risks. The purpose of these studies to analyze the impact of business process management (BPM) and knowledge management (KM) on reduction of outsourcing risks and pitfalls.

- A study has been conducted by Subramanian S. and M. Vinoth kumar (2009)to know the “Hardiness Personality, Self-Esteem and Occupational Stress among IT Professionals”. This paper state that the preoccupation with tight work schedules, offering time bound business solutions to varied and complex problems within deadline etc are a typical work life characteristic of IT professionals. Enhancing the strength of individuals internal resources such as hardiness and self-esteem are assumed to act as buffer while encountering any stressful events in occupational life.

- AsherefIlliyan (2008) did a study on “Performance, Challenges and Opportunities of Indian Software Export”. This study concentrated on IT Super power, especially in the field of software and related services export. The aim of the study was to analyze the growth performance, challenges and opportunities of IT sector on Indian
economy. It has been observed that software export has registered an annual compound growth rate of 45 percent during the last decade and continues to show robust growth even today. This study is only an analysis of overall growth of IT industry. This has only very limited scope for our study.

- Upadhya, Carol and A.R. Vasavi (2006) focus on the “cultural turn” in management practices and ideology in the Indian IT industry. They did their study in New York. Most software companies often conduct “soft skills” training programmer in subjects such as time management, self actualization, personality, dept, assertiveness, emotional intelligence and communication skills. These programs are aimed at producing self-managing workers who are also goal united autonomous individuals. But in New York regime the company tries to create a “home like” environment in the office through various spatial and social arrangements. Employees express their religious sentiments through screen savers of deities, tiny idols placed on the monitor or hard disk or pictures pinned on the soft board in the work station. Company sponsored picnic at an outdoor location for employees and their families’ monthly meetings and celebrations of the companies’ anniversary are organized. Employees and their families mingle and participate enthusiastically in these events as they “mix business with pleasure”. In these ways organization strives to create a sense of home at work place. Thus providing a sense of responsibility among employees. This study concentrated on the effect of social factors on employees of Indian IT industry. This has got some scope in our study.

- Arulmani and Nag-Arulmani (2006) argues that IT jobs are highly desirable and are usually the first career choice for Indian educated youth, because of the high salaries and opportunities for career mobility and travel aboard that they offer. Indeed the boom in the IT industry and the Indian economy in general since 2003 has stimulated a significant process of upward mobility for these privileged employees.

- Krishn A Goyal (2006) – conducted a study on “Impact of Globalization on Developing Countries (With Special Reference to India)” The growing integration of
economies and societies around the world - has been one of the most hotly-debated topics in international economics over the past few years. Rapid growth and poverty reduction in China, India, and other countries that were poor 20 years ago, has been a positive aspect of Liberalization, Privatization and Globalization (LPG). But Globalization has also generated significant international opposition over concerns that it has increased inequality and environmental degradation. There is a need to study the impact of globalization on developing countries from the viewpoint of inward foreign direct investment. Attention should also be focused on the role which some developing countries, particularly from parts of Asia and Latin America, are playing as initiators of globalization through their own MNCs. India opened up the economy in the early nineties following a major crisis that led by a foreign exchange crunch that dragged the economy close to defaulting on loans.

- C.J Fuller and Hripriya Narasimhan (2006) conducted a study in Chennai about the IT professionals in Chennai. The position of single women and even married women without children differs relatively little from that of men, but it becomes very difficult for women when they have children unlike men, women put responsibility towards their family, especially their children, well ahead of their work and career and their ability to manage the balance between family and work critically depends on childcare support from their parents-in-law and parents for the majority of women, therefore, equality among individuals at work becomes progressively circumscribed or counteracted by gender inequality in the wider society. The company has to accept that the Indian women do not balance family and career like western women do. He did not go into details, but all managers male or female, typically suggest longer maternity leave or more opportunities for working from home when this issue is raised. Plainly more “family-friendly” policies could be introduced by ICS and other companies, which have mixed reputations for their attitudes to women and their family obligations. Yet the case of women IT professionals in Chennai is not just another example of global capitalism reinforcing gender inequality. The equality between women and men as individuals in ICS and other software companies is social reality that means a lot to their women, it also gives them a degree of personal
autonomy and empowerment within their families and social circles that their mother-
and women –have rarely enjoyed very significant too, IT professionals learn to treat women as equals .none of these development will revolutionaries gender relations throughout middle class Chennai ,let alone the rest of Indian but they are profoundly important to many thousands of young professionals now working in the software industry.

- K.Suparna and, A K Sharma, (2005) in their study on 200 IT professionals in Delhi found that computer related morbidity was present in 93 of the study subjects. Visual problem were seen in 76 percent and musculoskeletal problem was seen in 77 percent of the subjects while 35 percent of the study subjects felt stressful symptoms. Observations were found to be statistically significant. Here the author gave importance to the health aspects of workers which have much scope for our study.

- As Iiavasarn (2005) studied on Indian software industry and noted that another important aspect of labor flexibilization pertains to the work itself and to skill of workers. Indian software engineers are known in the global market for their “flexibility” and adaptability in being able to learn new technologies quickly while on the job.

The large software services companies encourage this kind of flexibility by assigning programmers to different type of projects, platforms and domains and they prefer to hire.“Generic programmers” over those who are highly specialized because they need to execute different kinds of projects. One reason for this is that the Indian software services business is primarily a numbers game in which success depends on the ability to put a large number of programmers quickly on to a project. This feature of outsourced software works has implication for the way in which workers and work are organized and managed as well as for the long term development of skills.

- Dr. Amrutraj’s (2005) study on people working in the field of IT, go through a lot of anxiety, depression and loneliness because of their work environment and often exhibit feeling of inadequacy, lowered self esteem and work satisfaction. This
reflects itself in the form of social, marital and sexual problems. His study showed 40 percent of the couples visiting infertility clinics are IT-Professionals. Many of the couples who come to infertility clinics for artificial insemination, in-vitro fertilization and for other reproductive techniques are IT-Professionals. Long working hours, stress and pressure at work, night shifts and lack of sleep can tend to various sexual problems relating to infertility. Here the author has given emphasis in socio-psychological factors affecting the lives of IT professionals.

- Branda Pinto, Dr. Shrutin Ulman and Ms Harneet Assi (2004) conducted a study about the “prevalence of occupational disease in Information Technologies Industries in Goa.” The study period was one year from 2004 to 2005. A Performa had to be designed for examination of the sample population. Special clinical tests and laboratory investigations were also organized. A total of 89 employees working in various industries were selected as samples. The goniometry was used for measuring musculoskeletal system and the flicker fusion frequency analyzer was used to quantify visual fatigue. The major conclusion of the study is that visual fatigue is the predominant complaint among IT professionals. As computer has become a way of life today, working on it for long hours causes headache, itching of eyes, tearing of eyes, blurred vision, redness of eyes, and pain in the neck and shoulders. This study has given due importance to the health problems of IT professionals which need more in depth analysis. This has got much scope for our analysis.

- Krishnamurthy (2004) in her study of ITES workers in Pune noted to be the attraction of their purchasing power, the opportunity to work in an MNC (Multi National Company) the freedom of the earn rather than be dependent on their parents and an opportunity for “time Pass” that account for their presence in the ITES work force. For some time kind of work is seen as a step towards a job in the more respected and an accepted software industry. Some students unable to afford the increasing cost of higher education see ITES job as a way to earn money to pay for this higher education courses. Since English speaking skills are typically available only to those who have studied in private schools (when English is the medium of instruction), such jobs then
become by default available primarily to the higher socio-economic group. As a result only a relatively small proportion of those employed in the ITES sector actually supplement their family’s income or are the key bread winners.

- Joshi and Chitra (2003) say that due to bombarded by advertisements, job forces recruitments drives and media that celebrates the new global jobs that have become available at the nation’s doorstep. The youth themselves offered varied reasons for joining the ITES industries. For many, the relatively high salaries, especially compared with their parents earnings and what is offered by their jobs, provide then an opportunity to become economically and socially independent. In an economy in which absorption into companies through trainee apprenticeship or focused development of a workforce is largely missing, ITES jobs come easy. They are available without the shift competitive exam regime that governs other employment avenues and to which only a fraction of students gain entry. Unlike, most jobs that require family contacts, influence, networks and / or payments of bribes. ITES jobs are based on “objective” criteria that the industry consider valuable, such as the ability to speak Standard English to excel in communication and to be pleasant and adaptable persons. Such a demand reinforces among the youth the need to be trained, skilled and oriented in these markers.

- A.K. Sharma (2003) conducted a study about “Computer Related Health Problems among Information Technology Professionals in Delhi” The study design was cross-sectional. The sampling design used was stratified sampling. The IT professionals working in different sectors were identified and representative samples were taken to complete the sample size of 200. The study period was one year from April 2002 to March 2003. The study subjects were interviewed separately in a room. They were administered a pre designed, pre tested semi-structured questionnaire covering details like, age, income, working environment, experiencing any problem while working on computers and the type and kind of problem perceived.

The study reveals that majority of the IT professionals had formal training in computers having degree or diploma in computer applications and visual problem was
significantly more common in among those working in software development sector. The study has also reveals that females experienced significantly more musculoskeletal problems and stress and it was further influenced by the type of work and job content. This study also analyses health problems relating to IT professionals.

- Suparna K (2003) conducted a cross sectional study among 200 information technology professionals in the National Capitals Region to study the “Computer Related Health problems and the role of Ergonomic Factors”. The sample design used was stratified random sampling. The samples were drawn from software developers (NIIT) 82, call center (V -customer care) 54, and data entry/processing (NIC) 64 to have an adequate representation from all sector of IT industry. The stratification was done on the basis of number of working years on computers of the IT professionals. The study was one year from April 2002 to March 2003.

The main conclusion of the study is that very high morbidity attributed to computers has already taken roots in IT professionals and is a matter of great concern. This study has also focused on ergonomic factors contributing to the occurrence of these problems. This study has much scope for our analysis.

- D. S. Madhumathi (2002) has taken a serious look at the infertility problems faced by IT-Professionals in Bangalore (India) city. She concentrates on the increasing number of IT-Professionals who come to seek help at her. According to her, out of 10000 couples to whom she is assisting 15percent of them was from IT-sector and their number is on rise.

These professionals have practice of using laptops for their work. Regular laptop users may have high risk of infertility, preferably for men. A combination of the heat generated by a laptop and the position of the thighs that is needed to balance the computer leads to higher temperatures around a man's genitals and over time can result in decreased sperm production. Due to all these reasons, infertility is observed as
occupation-induced hazard for IT-professionals. It is the need of the hour to check whether really IT-sector employees are facing such problem.

- Dr. Janardan V. Bhatt conducted a study in (2001) about “Computer stress among computer professionals with special reference to dry eye.” His objective is to find prevalence of eye problems among computer professionals. 154 computer professional, working in Ahmadabad who had exposure to computer screen were selected as sample and the results were compared with those who were not exposed to computer. The main tools used for data collection are personal interview, questionnaire and general eye examination.

The main conclusion of the study is that dryness of the eye was the most common symptom found among computer professionals. The study also revealed that total of six types of symptoms were prevailed among computer professionals and they were, dry, eye, blurred vision, eye irritation, pain in eye, head ache, neck ache, backache and other musculoskeletal problems. He also examined the eye for refractory errors and it was found that all the eye symptoms and refractory errors were statistically significant more among users compared to computer non users.

Thus, it is clear from the above review of literature that the IT Professionals are suffering from certain problems. Most of the studies conducted in this field are mainly dealt with the health problems of IT professionals. But the socio psychological problems faced by them are also an equally important area of concern. So far fewer studies have been undertaken in this field by concentrating on social factors. It is in this context that the present study is proposed.

- Freeman, Carla (2000) has Observed that most of the ICT (information and communication Technology) staff work for 40-50 hours, five day week according to flex time system, but managers in particular often work longer hours, especially when they have to complete a ‘deliverable’ Specific task within a project that has its own dead line. Almost all works is done by teams of software engineers plus a few domain
specialists who are supervised by team leaders and project managers. The company started policy is that staff can start and finish the working day at any time, all though they are required in the office between 10 am and 04 pm. Even if they are not working hard to finish a deliverable task, many people stay in the office in the evening often because that is when they have conference with American clients whose working day is just beginning. IT companies run bus services to the city’s suburbs for the safe transit of their staff. Nevertheless, several young single women who live with their parents observe that their parents become unhappy and anxious when they come home late. Which adds to the concern that they already feel about their daughter working, alongside with so many men. This study has much sociological analysis.

- Beek (2000) has observed that many IT professionals still travel and work abroad for short and Periods of time. The trend towards off shoring has created a new cataloging of networked,” virtual” work who works primarily from India. In these system of online ,offshore labor Indian programmers are often logged on to the computer networks of their customers aboard ,working on project as a part of virtual teams consisting of collogues managers and customers spread mangers and customers spread across several geographical locations. So that the client is able to monitor progress, cheek the quality of the work, and communicate with programmers as if they were on site. Thus while the physical mobility or circulation of workers continues to be a significant feature of the Indian software industry. New forces of mobility and immobility have appeared and are becoming central to the way in which the industry operates especially the mobility of,” knowledge work “, minus the body of the worker.

- Posters (2000) has found out a significant feature of offshore service work that highlights the centrality of technology to the performance of work itself and to modes of control over the labour process. In this industry as in the informational economy in general, labour is increasingly interpenetrated by information machines. The networked computer has changed the territorial and temporal specificity of labour, altering the organization of work and creating new structures and patterns of organizational control. According to its advocates the “Symbolization” of work requires
a less right system of control and allows more scope for creativity, which makes the new digital economy more humanizing, but to its critic, the new economy is one of posthumanisation characterized by a deep symbiosis of humans with machine.

- Wood Field (2000) pointed out that strain among team members is worst at the time of apprised, especially during the annual appraised that determines promotion. The inescapable contradiction in the appraised system is that team members are competing against each other, although their performance critically depends on how well they cooperate with each other. The situation is exacerbated by “normalization”. Whereby the human resources department standardizes appraised result, so that someone’s score may be reduced if too many people in one team score too highly. Team activities such as lunches, which are fairly frequent, are designed to promote solidarity among all members, but informal socializing among male and female IT professionals has variable effects.

According to the task fragmental literature on the west de-skilling of work is reflected in the socio-economic background of the workers. This study shows that low-level workers are from lower classes or middle class background while higher level workers are from upper class background and whose parents are professionals. This difference between the composition by the software work force in India and the west may be due to difference in social control. In the west, education is more evenly spread and the socio-economic class system is relatively stable. Hence social stratification by class and education is reflected in the stratification of the software work force in India. On the other hand the middle class is a relatively homogenous social strata of educated urban and professional or managerial / white collar employees, due to the historical evolution there may be less internal differentiation in this class that translates into stratification within the workforce. More over even the large numbers of educated unemployed and especially the large number of engineering graduates, IT industry is able to draw on people of similar education background even for low skill routine jobs. The features that characterize the IT workforce the predominance of engineering
graduate and knowledge of English tend to be a monopoly of the upper and the middle classes in the media leading to the relative social homogeneity of IT workers.

- Friedland, R and D Boden, (1997) onsite posting come with a set of on certainties and tension that are interest in GSW (Global Software Work) and are in extricable worked with the mobility of the individual. On the other hand, an overseas posting provides an enhanced social status, increase possibilities for saving money and a chance to experience a different set of cultural and social relations both within and outside the customer’s location. On the other hand, often the duration of the onsite posting is ambiguous and this uncertainty affected family life, interrupts the children’s schooling or the spouse’s career as well as housing decisions. For example rental accommodation is expensive and hard to find in Mumbai, often making it difficult for ageing parents to live with their children as traditionally happens in India. Low cost of domestic help for household tasks and child care, while available is seen as unreliable and hot trustworthy, placing the burden of these tasks primarily on women household members. While some IT professionals may eventually choose to become residents in another country (typically the UK and US) and enjoy a stable family life. This stability comes with its own set of destabilizing forces such as the limited or complete absence of family or social networks, unfamiliar schooling systems and the experience of better living conditions.

- Dipankor Coondoo, Chiranjib Neogi and Buddhadeb Ghosh (1996): This study is concerned with the performance of Indian industries in terms of output (real), growth and changes in productivities in relation to capital coefficients. Or, in other words, they try to study the impact of the so-called technological advancements as reflected in rising capital intensities on the productivity of labour and capital in Indian industries. Within the framework of the present study, the results are significantly conclusive. In fine, in a macro sense inefficient use of resources is the order of Indian manufacturing industry in recent years.
This study suggests that the use of modern technology development in the industrially advanced nations in a country like India needs a minute assessment of the performance of individual industries where the role of learning effect is significant to improve the factor productivities. A strong R and D wing for the industries should be encouraged through effective policy frame by the government to evaluate the adaptability of modern technology and to develop indigenous technology as well. Finally, selection of industries where foreign technology is to be allowed for the primary precondition for stimulating industrial dynamism.

- Hanson and Praff (1995) argue that flexible labour markets in general and IT in particular have led to the polarization of the skill such that the poor women and the people of color predominate in low paid, low skill work. In fact, it has been long argued that the increasing numbers of women in formal labour markets since the 1970s and 1980s has heralded the feminization of labour refers not only to the increasing numbers of women in the labour markets but also to the fact that certain kinds of jobs are redefined as female or feminized whether performed by men or women to be feminized mean to be made extremely vulnerable able to be dissembled exploited as a resource labour force, seen less as workers and more as servers. For example, jobs requiring service of any sort, caring and nurturing such as nursing, hospitality and particular kinds of exotic tourism industries sectarian jobs and even manufacturing in electronics or assembling labour intensive textile products are deemed to be more suited to women than men because they rely on certain essentially feminized characteristic of “Women”. Traditionally the association of women with the private sphere involving unpaid work led to the devaluation of women’s waged work.

- S. Bakhtiar Choudhary (1991) the director of Apollo College of Physiotherapy, with his team conducted a study in Hyderabad in 1991. The study shows light on the “Computer Syndrome”. His study was based on case study of 15 professionals. The study was conducted to assess which posture could result in muscle tension. Based on the clinical examination of the subjects an electromyography study was conducted, while they were working on mouse and key board in their actual set up.
The X rays of neck was also examined. The study revealed that Repetitive strain Injuries (RSI) and Cumulative Trauma Disorder (CTD) are the common health problems in young professionals. These were the result of repeated monotonous physical movements specific to computer keying and mouse job. The study also revealed that sitting long hours in fixed postures lead to accumulation of blood in large portions of the body and lack of circulation of fresh blood. If these conditions were neglected, they were known to reach a condition in which that make one impossible to hold a glass of water, button his shirt and hold a hand set. Of course, this is a relevant study and warning to IT professionals.

CONCLUSION

From the above Review of literature, we may arrive at the following conclusion. Among the studies, a number of them have examined occupational hazards among IT professionals. Yet another set of studies concentrated on job satisfaction among IT professionals. Again from other studies reviewed include psychological problems faced by these professionals. Only very rare attempts have made to study the socio-economic problems of IT professionals. This is the context with which the present study is attempted.