CHAPTER -10

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10.1. INTRODUCTION

In the social sciences and life sciences, a case study (or case report) is a descriptive or explanatory analysis of a person, group or event. Case study refers to the collection and presentation of detailed information about a particular participant or small group. The case study looks intensely at an individual or small participant pool, drawing conclusions only about that participant or group and only in that specific context. Subsequently, case study had to be conducted to get an in depth understanding about the life style, working conditions, and Socio-economic back ground of the IT professionals, who are the subjects for this study.

Five (5) cases, three from TECHNOPARK, Thiruvananthapuram and Two from INFOPARK, Kochi were selected as specimens to acquire a better understanding of the life, work and problems of the IT professionals. These case studies were conducted to supplement the major findings of the study. It was very difficult to find the right participant, who was willing to give detailed information required for this Case Study. Ones the participants were selected it was easy to collect information, as the respondents were co-operative. Data was collected through continuous and repeated free flowing interviews. Most participants chose their residence for the one-to-one interviews and meetings held for data collection.

10.2. CASE STUDY 1. MISS. ANU

Ms. Anu is a 26 years old female working in TECHNOPARK. She is unmarried and hails from Kottayam, Kerala. Her mother tongue is Malayalam. She is from a
nuclear family. She is holding a B. Tech. Degree in Computer Science. She is a Hindu by religion and belongs to a forward caste. She is from an upper middle class family. She did her B. Tech., at Mount Zion Engineering College, Pathanamthitta and followed CBSE curriculum while at school. Owing to her job, she lives in Thiruvanthapuram since 2011. She is having her own house and her parent’s possess 45 cents of land. As salary, she earns Rs. 35,000.00/Month. She has the habit of savings. While she has some savings at bank, she is also in debt. She had availed a loan from Bank for educational purpose. Every month she set apart 12% of her salary to repay the loan.

In TECHNOPARK, Ms. Anu works as a service analyst. When she joined the Company, she had to undergo special trainings and orientation programs to get acquainted with the job. She works 48 Hrs. a week. She is having shift duty, hence, the working time keeps changing. She never gets any intervals between works. Throughout her career in TECHNOPARK, she never got compensated for overtime work. She never had to travel for office purpose. She is looking for a better opportunity to quit the present job at the earliest. She is not impressed with her present IT profession.

Ms. Anu mostly spends her free time with social networks. She has an account in Orkut and she spends at least one (1) hour every day with Orkut. She gets no time for leisure or other social activities outside the computer world. As a result, she has no membership in any social clubs or professional organizations. She cannot involve in any arts, sports, cultural or communal activities. There is no recreational facility at her workplace. She is pleased with the occasional picnics arranged by her employer. One thing that Ms. Anu likes most in her present job is her colleagues. She is getting good support from her colleagues in her job and personal problems, as well. On the other hand, she is not getting much time to interact with her friends.

She is not permitted to do office work at home. In her office, performance is the strategy for promotion. She wants to work till she is 60 years old. She is not satisfied with her present salary and she thinks that Rs. 50,000.00/Month would be a competent salary for her skill and service. Anu is not satisfied with the present company. She is of
the opinion that the present employer is not using her skills in the right perspective, which, hinder her chance to prove her ability. This has negative impact on her personal performance. Anu is overloaded with work and she is often under pressure from her superiors. Her best efforts and good works are not appreciated by the superiors. She is not getting sufficient time for relaxation. She attests the job in security and the high competition in this field.

Anu is leading a contented family life with her parents. She is not getting time to spend the happy moments of her life with her family. She is giving more importance to her job than family. Anu cannot meet all the needs of her family with the present salary. Because of the tension from the job, she feels it difficult to get relaxed even while at home. She is staying in a hostel. Whenever she gets free time, she contacts her parents over telephone. If she continues in IT field, she assumes that she will not get time to look after her parents. She is not willing to do it at the cost of her job.

Anu is not married. He holds a very liberal concept on marriage and family. She will marry only when she get a suitable partner. She is against luxurious and crowded marriage functions. She wants simple marriage in the presence of parents and a few close relatives and friends. She is an atheist and does not believe in religion and God. She silently supports the concept of ‘living together’ and encourages divorce. According to her, if both husband and wife cannot go together smoothly, it is better for them to get divorced. Anu is not worried about children or next generation. For her, her career is important than family life.

Anu personally likes to participate in the parties and other social clubs. She encourages alcohol consumption. According to her, these are essential to keep the glamour and status of an IT professional. She found lots of difference between the jobs in IT sector and other sectors. In her view competition is very high and her job is not letting her to foster relations with others.
Her health conditions are very weak. She is doing a stressful job and she works under high pressure. Most of the day she is having headache and back pain. She is not getting enough time to sleep. According to her, IT profession has huge impact on her character and it brought various changes in her day to day life. She is worried that she is not getting enough time to interact with others. She has a disturbed daily routine. In her view, there should be fixed working time as frequent changes in working time will results in various health problems.

She suggests that there should be some changes in the working environment of IT sector. While she wants to change her profession and looks for another job elsewhere, she says she will never advocate anybody to choose this job.

10.3. CASE STUDY 2 - MR. SUNISH

Mr. Sunish is a bachelor in his 28, working in TECHNOPARK. He is a native of Trivandrum who completed his MBA at School of Communication and Management Studies (SCMS) Cochin, Kerala and followed ICSE curriculum at School. He is a Hindu and hails from an upper class family. His mother tongue is Malayalam.

He got the IT job through campus recruitment. He is getting a monthly salary of Rs.45,000.00. He joined the present company in 2010. He is happy with his present job and life. Whenever he gets time he spends time with social networks like Orkut and Face book. He is also having accounts in other social networks but due to limited free time, he spends very little time for these social networks. His work does not allow him to spend time with these social networks every day. Though not regular, he gets free time often and uses it at will.

His parents have a house. He does not have a house of his own now. He does not have any debt. He is not married and he looks for a partner from any sector other than IT. He assumes that, if both husband and wife are working in the same field, it
will be very difficult to manage the family life. He believes in God and likes to follow religious rituals. But his profession is not allowing him to dedicate time for religious activities. He likes to mingle with others and get engaged in social activities, but could not find enough time. He likes to spend more time with family. He is staying with parents. He says he will look after his parents, despite his busy schedules.

He opposes living together. He likes to lead a good family life, just as his parents do. He loves children. In his view, without children life is incomplete, there will be no happiness, ambitions or contentment in life. He also has lots of problems in his job. Most of the time he feel job stress. He has health problems like head ache visual problems, back pain etc. In his view, the world is moving so fast and people are expected to get pace with the world.

10.4. CASE STUDY 3 - MRS. DEEPA

Mrs. Deepa is a 32 years old female working in TECHNOPARK. She is Christian and her native place is Kollam. She has a Postgraduate Degree in Business Administration (MBA) from Kerala University. She followed state syllabus (English medium) in school. She is from a middle class family. She is earning Rs. 40,000.00 as monthly salary. She is not happy with the present salary. Now she resides in Thiruvanathapuram along with her husband who is also an IT Professional and her daughter. She is not getting time to spend with social networks.

They have only 9cents of land and own a house. She is not in debt. She is not getting enough time to spend with her husband and child. At times, both have shift duties. She is sending her daughter for tuition, as she cannot concentrate in her studies. Whenever she gets time she used to visit their parents. She likes family life. Her daughter is studying in an International School. She wants to spend more time with family, especially daughter. She was active in social and religious activities and still loves them. But now, since she is busy with job, she finds very little time for it. She
has no job security. She also testifies that IT job is different from other jobs. IT job always have full of tension and irregular time schedules. She faces high competitions and has health problems like high blood pressure, head ache, back pain etc. She also suggests that there should be some concrete changes and flexibility in IT field that would contribute more to the social & family life.

10.5. CASE STUDY 4 - MS. SREEJA

Ms. Sreeja, aged 24 years, is a B. Tech. Graduate working in INFOPARK. She is from Pathanamthitta, Kerala and she completed her graduation from Adoor Engineering college. Prior to which, she studied in an International School at Dubai, UAE. She is a Hindu by religion and she hails from an upper class family. She is getting a salary of Rs. 25,000.00/month. She just completed 1 year of employment in TECHNOPARK.

She spends an average of 1 Hr./day with social networks. She is not getting enough time for leisurely activities. She is always busy with her work. She likes IT profession and for her this is a glamorous job. She is staying as paying guest. She has problems with shift duty. According to Ms. Sreeja human or inter-personnel relations are very weak or could hardly be found in IT field. There is competition everywhere which makes men more selfish. Promotions are based on performance and recommendations from superiors. She finds enough time to interact with family. She is unmarried. She looks for a partner from IT field. She anticipates no problem with both of them working in IT Sector and she believes it will help them understand each other better. She likes to follow traditions and social systems.

She also wants some changes in IT field. She endorse that IT lures them to lead a luxurious life and there is no job security. It also affects the life, character and socio-economic perspectives. Health issues are a part of IT profession and Ms. Sreeja herself within the short span of one year have health problems, like head ache, mental stress, and back pain. She is rather happy with the IT profession.
10.6. CASE STUDY 5 - MS. ASHA

Ms. Asha, a 27 year old female, is working in INFOPARK. She finished her MCA at T.JOHNS Collage, Bangalore. She had her schooling in an International School at Thiruvanthapuram. She is a Hindu from an upper class family. She gets a monthly salary of Rs. 40,000.00. Since 4 years she is working in TECHNOPARK. Though she is a native of Thiruvanathapuram, she is staying in a hostel. She spends 30 minutes every day with social networks. She keeps busy with her work all day long. At times she needs to travel to other places for office purposes. She is not getting enough time to spend with family. For her job is more important. Her parents frequently visit her.

She is single and says she has no time to think about family, now. While parents are forcing her for marriage, she likes to lead ‘single’ life. She is enjoying her busy life and wants to lead a job oriented life. For her, profession is more important than anything in life. She does not bear good opinion about her superiors. For her, they are giving her too much pressure. She is satisfied with her present salary. If she gets better offer from other IT companies she is ready to leave the present job.

She thinks that there is more competition and high mental stress in IT field than other industries. She says that intimate or even nominal personal relations could not be found in IT field and in general she feels all are selfish. She also has health problems, mainly visual fatigue, head ache and back pain. She also opines that some basic changes will bring more development in IT field and she earnestly desire some changes that would in any way make her job more comfortable.

In the case study we have come across somewhat same problems faced by IT professionals, when we analysed this problems in general.