List of Figures

Figure 1 – Contribution of IT to Indian Economy ......................................................... 41
Figure 2 – Contribution of IT to BOP and Exports ......................................................... 41
Figure 3 – Contribution to employment opportunities ..................................................... 43
Figure 4 – Gender Profile ............................................................................................... 81
Figure 5 – Age Profile ................................................................................................... 82
Figure 6 – Qualification profile of employees ................................................................. 85
Figure 7 – Experience Profile of the employees ............................................................... 86
Figure 8 – Organisations worked till now ...................................................................... 87
Figure 9 – Years worked in current organisation ............................................................. 88
Figure 10 – Gender Profile of managers ....................................................................... 89
Figure 11 – Experience Profile of managers .................................................................. 90
Figure 12 – Age Profile of managers ............................................................................ 91
Figure 13 – Designation Profile of managers ................................................................. 92
Figure 14 – Internal and external factors of employee turnover or attrition ................. 94
Figure 15 – Internal and external factors of employee turnover or attrition as per managers 98
Figure 16 – Fairness in Selection and Commitment to continue ..................................... 105
Figure 17 – Orientation programme and Commitment to continue .............................. 108
Figure 18 – Flexibility in Working hours and Commitment to continue ....................... 110
Figure 19 – Access to the Supervisor & Commitment to continue ............................... 112
Figure 20 – Involvement in decision making & Commitment to continue ...................... 114
Figure 21 – Recognition and Commitment to continue ................................................ 116
Figure 22 – Training & Commitment to continue ......................................................... 119
Figure 23 – Performance appraisal and commitment to continue .................................. 121
Figure 24 – Promotion opportunities & Commitment to continue ............................... 123
Figure 25 – Level of challenges & Commitment to continue ......................................... 125
Figure 26 – Work life balance & Commitment to continue ............................................ 127
Figure 27 – Social relevance of work & Commitment to continue ............................... 129
Figure 28 – Salary as a factor to Employee turnover or attrition ................................... 132
Figure 29 – Fringe benefits and Employee retention ..................................................... 133
Figure 30 – Ambience and Employee turnover ............................................................. 134
Figure 31 – Managers and Employee turnover ............................................................. 135
Figure 32 – Commitment to continue on the job ........................................................... 142
Figure 33 – Availability of leave options & Commitment to continue ........................... 143
Figure 34 – Work shift options & Commitment to continue ......................................... 145
Figure 35 – Salary and Commitment to continue .......................................................... 147
Figure 36 – Health and hygiene at office and Commitment to continue ....................... 149
Figure 37 – Convenience in reaching home & Commitment to continue ..................... 149
Figure 38 – Satisfaction regarding Cafeteria & Commitment to continue ..................... 151
Figure 39 – Meeting of expectations and Commitment to continue .............................. 155
Figure 40 – Satisfaction regarding recognition and commitment to continue ............... 157
Figure 41 – Satisfaction regarding Fringe benefits .......................................................... 158
Figure 42 – Satisfaction regarding Level of challenge at work place ............................. 161
**Figure 43 – Satisfaction regarding Promoting opportunities** ...................................... 163
Figure 44 – Satisfaction regarding Work life balance & Commitment to continue ........... 166
Figure 45 – Interpersonal relationship and commitment continue .................................. 185