CHAPTER: 1

INTRODUCTION

You say, 'If I had a little more, I should be very satisfied.' You make a mistake. If you are not content with what you have, you would not be satisfied if it were doubled.”

Charles H. Spurgeon

In today’s changing work environment stress level is increasing and is encompassing everyone. Prolonged stress not effectively managed causes various physical, physiological and psychosomatic diseases that are affecting the health and productivity of an individual and also functioning of an organization. Job plays a crucial role in life and consumes much of its time. Usually, occupational training lasts at least few years and it is connected with expanding knowledge, acquiring relevant skills and shaping personality. Job satisfaction is closely combined with the sense of life satisfaction.

1.1 LIFE SATISFACTION

“Life satisfaction is a cognitive assessment of an underlying state thought to be relatively consistent and influenced by social factors” (Ellison et al. 1989). Measuring feelings can be very subjective, but is nonetheless a useful complement to more objective data when comparing quality of life across countries. The data can provide a personal evaluation of an individual’s health, education, income, personal fulfillment and social conditions. Surveys, in particular, are used to measure life satisfaction and happiness.
Life satisfaction is the way a person perceives how his or her life has been and how they feel about where it is going in the future. It is a measure of well-being and may be assessed in terms of mood, satisfaction with relations with others and with achieved goals, self-concepts, and self-perceived ability to cope with daily life. It is having a favorable attitude of one's life as a whole rather than their current feelings. Life satisfaction has been measured in relation to economic standing, amount of education, experiences, and the people's residence as well as many other topics. It has been suggested that there are several factors that contribute towards our happiness. This is an ‘equation for happiness’ suggested by Martin Seligman, an American based psychologist: Martin Seligman, Ph.D., a professor of psychology at the University of Pennsylvania, uses a formula for happiness that encompasses the factors that go into general happiness. The formula is $H = S + C + V$. In this formula: $H =$ Happiness $S =$ Set range – (genetics: about 50%) $C =$ Circumstances (8-15%) $V =$ Voluntary Control – (past, present, future)

1.1.1 The Five Factors of Life Satisfaction

Zest vs. apathy relates to an enthusiasm of response to life in general and was not related to any specific type of activity, such as social or intellectual engagements. A subject who was enthusiastic about sitting home reading was scored as high as an energetic person was on this scale. Physical energy as well as intellectual energy and other highly involved pursuits contributed to a high score (Neugarten et al., 1961).
Resolution and fortitude measures the respondents’ active acceptance of personal responsibility for their lives rather than passively accepting or condoning what has happened to them. Erikson’s integrity is similar in conceptualization and relates to the meaningfulness of life and the lack of fear of death (Neugarten et al., 1961).

Congruence between desired and achieved goals measures the relative difference between desired and achieved goals caused one to be satisfied or dissatisfied with life in this rating (Neugarten et al., 1961).

Self-concept is based on one’s present emotional, physical, and intellectual dimensions. Persons who do not feel old but are concerned with their appearance and judge themselves to be wise and competent tend to rate themselves higher on this factor. Past successful living may contribute to this component but only indirectly.

Mood tone the final factor, mood tone, relates to optimism and happiness and other positive affective responses. Depression, sadness loneliness, irritability, and pessimism are feelings that would result in very low scores. Assessing life satisfaction is more complex than just measuring happiness but happiness with the present life state is an important contributor (Neugarten et al., 1961).

1.1.2 Measurement Models of Life Satisfaction

Two types of indicators are usually employed for measuring life satisfaction at individual level. One of the options is to measure a general or overall life satisfaction (OVLS). Another option is to consider the satisfaction with various life facets or
domains (DS). Top-down, bottom-up and integrated models may be imagined for describing the relations between the overall life satisfaction and the domain satisfactions. The top-down (TD) approach supposes that OvLS determines DS as an intermediate chain for more general personality characteristics which determines life satisfaction. The bottom-up (BU) explanation sees OvLS as a product of the objective life condition mediated through the DS. An integrated model (IM) searches to reconcile the two perspectives, simultaneously considering the TD and the BU dependencies.

### 1.1.3 THREE COMPETING CONCEPTUAL MODELS

#### 1.1.3.1 Rationales for the Bottom-Up- Approach

The simplest understanding of life satisfaction is to conceive it as the result of the objective conditions and situations. A nice neighborhood, a large-enough house, quality furniture, access to comfortable heating, proximity to various public facilities contribute to high housing satisfaction. This DS contributes to and is reflected in the OvLS. Bottom-up theories conceive life satisfaction as a sum of the satisfaction with various life domains (Schimmack et al., 2002; Campbell et al., 1976; Diener, 1984; Andrews and Whitney, 1976). Being satisfied with social relations, housing, health, or family determines a higher satisfaction with life.

#### 1.1.3.2 Rationales for the Top-down approach:

Andrews and Whitney (1976) showed that the objective life conditions account for only a few percent of the subjective well-being. This opened the way for questioning
the dependency of the OvLS and DS solely on the objective conditions. A set of alternate explanations rapidly converged (Costa and McRae, 1980; Diener, 1984). The top-down approach finds its roots in psychological considerations, often referring to life satisfaction as mainly a personality trait, a general predisposition to be happy, content, and satisfied.

1.1.3.3 Rationales for an integrated BU–TD model of life satisfaction:

There are several attempts to establish a midpoint between the TD and BU theories. Brief et al. (1993) and Schimmack et al. (2002) developed such models for the case of health satisfaction. They treat satisfaction with health as simultaneously depending on a more general feeling of life satisfaction and determining it. Leonardi and his colleagues (1999, 2004) propose a constructivist approach that exploits the idea to explain the domain satisfactions through both the objective conditions and personality traits. In a certain way, this is an attempt to develop a limited integrated model in which the effect of the OvLS on the DS is not explicitly stated. Heady et al. (1991) built up separated integrated BU–TD models for several DS, but they did not propose an integrated model to consider all DS.

Cummins’ argument and empirical testing of the formativeness of life satisfaction (2003) brings supplementary reasons to support the complementariness between the TD and the BU approaches. People tend to adjust their life satisfaction around a certain level, depending on the average life satisfaction in their society. The distribution of the life satisfaction in every society tends to have a negative skew. Most
of the people tend to adjust their life satisfaction towards the positive values, somehow avoiding long-term cognitive dissonance. This may apply to both the overall life satisfaction and to the domain satisfactions. It implies that both the OvLS and the DS tend towards similar levels of equilibrium, being intercorrelated, as other papers have shown (Lance et al., 1989; Casas et al., 2004; Hsieh, 2008). The simultaneity model would also solve the problem of precedence (Heady et al., 1991). Instead of searching for the exact answer to the question “Which came first: the OvLS or the DS?” it may assume that both the DS and the OvLS change when any particular objective life condition changes.

1.1.4 Life Satisfaction and Personality

Life satisfaction can reflect experiences that have affected a person in a positive way. These experiences have the ability to motivate people to pursue and reach their goals. There are two emotions that may affect how people perceive their lives. Hope and optimism both consist of cognitive processes that are usually oriented towards the reaching of goals and the perception of those goals. In past research, personality has been narrowed down into five categories; openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism. In a study carried out by Deneve and Cooper in 1998, multiple studies were analyzed and certain personality questionnaires that linked subjective well-being (SWB) and personality measures.

According to Seligman, the more happy people are, the less they are focused on the negative. They also tend to like others more, which creates an overall happiness which
then correlates to a higher level of satisfaction with their life. However, others have found that life satisfaction is compatible with profoundly negative emotional states like depression (Carson 1981).

1.1.5 Life Events and Experiences

It has been suggested that there are several factors that contribute towards our happiness. Positive and negative experiences, both those that are acute events (e.g., death of a loved one) and chronic, daily experiences (e.g., ongoing family discord) influence Life Satisfaction reports. In his book “Happier” by Tal Ben-Shahar, he argues that happiness should be people’s ultimate goal, the primary factor in evaluating alternative choices. As the subtitle implies, Happier recommends for us to pursue immediate joyful experience in ways that contributes to more long-term, meaningful satisfaction.

1.1.6 Life Satisfaction and Age

The psychologists, Yuval Palgi and Dov Shmotkin (2009), studied the old-old — people who were primarily in their nineties. This subject group was found to have thought highly of their past and present. But generally the group thought lower of their future. These people were very satisfied with their life up until the point they were surveyed but knew that the end was near and so were not quite as hopeful for the future. A large factor that was talked about in life satisfaction was intelligence.

1.1.7 Life Satisfaction and Religion
In persons aged 65 to 88 years, studies have shown that highly older persons tend to increase in religiousness over the course of their lives, those who were low in religiosity tended to report a decrease. There is a low moderate positive relationship between religiosity and life satisfaction. Gender may also play a role in religiousness. Women tend to have greater religiosity; the basis may be due to biological differences or psychological role in society. Association for Psychological Science Mothers is reported to have had the strongest pro-religious influence, although both parents are perceived to be an important influence in religious development of their children. Studies have proven that religious people are more satisfied with their lives than nonbelievers.

1.1.8 Life Satisfaction and Culture

Culture affects the subjective well-being. Well-being includes both general life satisfaction, and the relative balance of positive affect verses negative affect in daily life. Culture directs the attention to different sources of information for making the life satisfaction judgments, thus affecting subjective well-being appraisal. Individualistic cultures direct attention to inner states and feelings (such as positive or negative affects), while in collectivistic cultures the attention is directed to outer sources (i.e. adhering to social norms or fulfilling one’s duties).

1.1.9 Life Satisfaction and Family

Family life satisfaction is a pertinent topic as everyone's family influences them in some way and most strive to have high levels of satisfaction in life as well as within their own family. It is important to examine family life satisfaction from all members of the family
from a "perceived" perspective and an "ideal" perspective. Greater life satisfaction within a family increases through communication and understanding each member’s attitudes and perceptions. A family can make all the difference for someone's life satisfaction. Life satisfaction comes from many different sources which are unique and different for every person. Life satisfaction can shift all of the time from events, situations, family and friend implications and many different things that all must be taken into consideration.

1.1.10 Life Satisfaction and other

In reference to money, life satisfaction does play role. Higher income substantially correlates (~.44) with reports of a more positive life satisfaction outlook (Kahneman & Deaton 2010; Diener et. al. 2010). On the other hand, life satisfaction is also affected by parenthood and couples introducing children into their relationship. Research has shown that adults with children are less happy (McLanahan & Adams 1987) due to less life satisfaction, less marital satisfaction, more anxiety and more depression. Life satisfaction by nature is a subjective measure. It’s different from happiness, which represents a positive state of emotion at a single point in time. Instead, life satisfaction reflects a collective experience or how a person feels about their life as a whole, over the long-term, rather than right now. And while it seems like a complicated construct, it’s typically assessed through one very simple question: "How satisfied are you with your life right now?" If the answer is negative, then the question changes to: "How can I improve my life satisfaction?" Want to feel satisfied in life? Just think positive, and the results will follow! In fact, it appears more important to feel positive or experience
positive emotions than it does to avoid feeling down or being free of negative emotions. Most employed men rely on their jobs as their main source of income. The more satisfied you are in your job, the more satisfied you’ll be in life. So if you have a job you hate, maybe it’s time to think about a change. Setting goals and attaining them, it is the idea of making a commitment to something and seeing it through can be a rewarding experience. Surround yourself with friends, Get married, Have kids, get education and get a job as the more intimate relationships, formed between partners or close friends have the greatest impact on improving life satisfaction. According to Plato, meaning in life was attained through learning and understanding. In some ways, this idea is reflected in current society. Thus the other two strongest factors related to life satisfaction are education and employment status. Stay healthy i.e. the more physically able and healthy you are, the greater confidence you’ll have in yourself, which will undoubtedly spill over into other facets of your life: your mental well-being, your job, your relationships and so on. By influencing all these domains at once, you’ll be targeting your life satisfaction from multiple angles, ensuring the greatest impact.

1.1.11 Character Traits to Enhance Life Satisfaction

Joe Wilner contributions of positive psychology are the classification system to help people uncover their strengths as human beings. Christopher Peterson and Martin Seligman are the two researchers who created the ‘Values in Action Inventory of Strengths’ (VIA-IS), which consists of 6 virtues and 24 characters.
The 5 strengths below are adapted from the survey and they may not be most valued characteristics, but it is a general group that provides a good overall approach to thriving and flourishing in life. Work to enhance these 5 traits and find more life-satisfaction.

Gratitude – One infamous exercise is to write a letter of gratitude to someone, and then deliver and read it to them personally. Being aware of and thankful for the good things that happen to us are a wonderful way to bring a more positive perspective into your life.

Ability to love and be loved – The Beatles said it exactly right, “All you need is love.” In order to be a thriving human being we need to experience love. This includes love in our intimate relationships, and even a general sense of loving-kindness toward the world around us. The more love we experience the better.

Curiosity – A curious approach to life opens up so many opportunities to learn and grow, and can help us find more moments of inspiration and wonder. There is always something we can learn and discover if we’re willing to explore and be open to new ideas.

Zest for Life – Think about those mornings where you wake up excited and encouraged for the day ahead. What was causing you to feel this way? A zest for life is about approaching life with excitement and energy; feeling alive and activated. Not to mention that our positive energy may be reciprocated by others.
Spirituality – An overall way that can make life more inspiring and profound is to develop our level of spiritually. Someone with a clear sense of spirituality has coherent beliefs about the higher purpose, meaning of life, and the meaning of the universe.

1.2 EMOTIONAL INTELLIGENCE

Emotional intelligence (EI) is the ability to identify, assess, and control the emotions of oneself, of others, and of groups. It can be divided into ability EI and trait EI. Ability EI is usually measured using maximum performance tests and has stronger relationships with traditional intelligence, whereas trait EI is usually measured using self-report questionnaires and has stronger relationships with personality. The earliest roots of emotional intelligence can be traced to Charles Darwin's work on the importance of emotional expression for survival and, second, adaptation. In the 1900s, even though traditional definitions of intelligence emphasized cognitive aspects such as memory and problem-solving, several influential researchers in the intelligence field of study had begun to recognize the importance of the non-cognitive aspects.

Similarly, in 1940 David Wechsler described the influence of non-intellective factors on intelligent behavior, and further argued that our models of intelligence would not be complete until we could adequately describe these factors. In 1983, Howard Gardner's *Frames of Mind: The Theory of Multiple Intelligences* introduced the idea of multiple intelligences which included both interpersonal intelligence (the capacity to understand the intentions, motivations and desires of other people) and intrapersonal intelligence (the capacity to understand oneself, to appreciate one's feelings, fears and motivations).
In Gardner's view, traditional types of intelligence, such as IQ, fail to fully explain cognitive ability. Thus, even though the names given to the concept varied, there was a common belief that traditional definitions of intelligence were lacking in ability to fully explain performance outcomes.

The first use of the term "emotional intelligence" is usually attributed to Wayne Payne's doctoral thesis, *A Study of Emotion: Developing Emotional Intelligence* from 1985. However, prior to this, the term "emotional intelligence" had appeared in Leuner (1966). Stanley Greenspan (1989) also put forward an EI model, followed by Salovey and Mayer (1990), and Daniel Goleman (1995). The distinction between trait emotional intelligence and ability emotional intelligence was introduced in 2000.

### 1.2.1 Ability model

Salovey and Mayer's conception of EI strives to define EI within the confines of the standard criteria for a new intelligence. Following their continuing research, their initial definition of EI was revised to "The ability to perceive emotion, integrate emotion to facilitate thought, understand emotions and to regulate emotions to promote personal growth." The model proposes that individuals vary in their ability to process information of an emotional nature and in their ability to relate emotional processing to a wider cognition. This ability is seen to manifest itself in certain adaptive behaviors. The model claims that EI includes four types of abilities:

1. **Perceiving emotions** – the ability to detect and decipher emotions in faces, pictures, voices, and cultural artifacts—including the ability to identify one's own
emotions. Perceiving emotions represents a basic aspect of emotional intelligence, as it makes all other processing of emotional information possible.

2. **Using emotions** – the ability to harness emotions to facilitate various cognitive activities, such as thinking and problem solving. The emotionally intelligent person can capitalize fully upon his or her changing moods in order to best fit the task at hand.

3. **Understanding emotions** – the ability to comprehend emotion language and to appreciate complicated relationships among emotions. For example, understanding emotions encompasses the ability to be sensitive to slight variations between emotions, and the ability to recognize and describe how emotions evolve over time.

4. **Managing emotions** – the ability to regulate emotions in both ourselves and in others. Therefore, the emotionally intelligent person can harness emotions, even negative ones, and manage them to achieve intended goals.

The ability EI model has been criticized in the research for lacking face and predictive validity in the workplace.

### 1.2.2 Measurement of the ability model

The current measure of Mayer and Salovey's model of EI, the Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT) is based on a series of emotion-based problem-solving items. Consistent with the model's claim of EI as a type of intelligence, the test is modeled on ability-based IQ tests. By testing a person's abilities on each of the four
branches of emotional intelligence, it generates scores for each of the branches as well as a total score. Central to the four-branch model is the idea that EI requires attunement to social norms. Therefore, the MSCEIT is scored in a consensus fashion, with higher scores indicating higher overlap between an individual's answers and those provided by a worldwide sample of respondents. The MSCEIT can also be expert-scored, so that the amount of overlap is calculated between an individual's answers and those provided by a group of 21 emotion researchers. Although promoted as an ability test, the MSCEIT is unlike standard IQ tests in that its items do not have objectively correct responses. Among other challenges, the consensus scoring criterion means that it is impossible to create items (questions) that only a minority of respondents can solve, because, by definition, responses are deemed emotionally "intelligent" only if the majority of the sample has endorsed them.

1.2.3 Mixed Models


1. **Self-awareness**: the ability to know one's emotions, strengths, weaknesses, drives values and goals and recognizes their impact on others while using gut feelings to guide decisions.
2. **Self-regulation**: involves controlling or redirecting one's disruptive emotions and impulses and adapting to changing circumstances.

3. **Social skill**: managing relationships to move people in the desired direction.

4. **Empathy**: considering other people's feelings especially when making decisions.

5. **Motivation**: being driven to achieve for the sake of achievement.

Goleman includes a set of emotional competencies within each construct of EI. Emotional competencies are not innate talents, but rather learned capabilities that must be worked on and can be developed to achieve outstanding performance. Goleman posits that individuals are born with a general emotional intelligence that determines their potential for learning emotional competencies. Goleman's model of EI has been criticized in the research literature as mere "pop psychology" (Mayer, Roberts, & Barsade, 2008).

### 1.2.4 Trait EI model

Soviet-born British psychologist Konstantin Vasily Petrides ("K. V. Petrides") proposed a conceptual distinction between the ability based model and a trait based model of EI and has been developing the latter over many years in numerous scientific publications. Trait EI is "a constellation of emotional self-perceptions located at the lower levels of personality." The trait EI model is general and subsumes the Goleman and Bar-On models discussed above. The conceptualization of EI as a personality trait leads to a construct that lies outside the taxonomy of human cognitive ability. This is an important
distinction in as much as it bears directly on the operationalizations of the construct and the theories and hypotheses that are formulated about it.

1.2.5 EI, IQ and Job Performance

Research of EI and job performance shows mixed results: a positive relation has been found in some of the studies, in others there was no relation or an inconsistent one. This led researchers Cote and Miners (2006) to offer a compensatory model between EI and IQ, that posits that the association between EI and job performance becomes more positive as cognitive intelligence decreases, an idea first proposed in the context of academic performance (Petrides, Frederickson, & Furnham, 2004). The results of the former study supported the compensatory model: employees with low IQ get higher task performance and organizational citizenship behavior directed at the organization, the higher their EI.

Another interesting finding was discussed in a study that assessed a possible link between EI and entrepreneurial behaviors and success. In accordance with much of the other findings regarding EI and job performance, they found that levels of EI only predicted a small amount of entrepreneurial behavior.

1.2.6 EI and Self-Esteem
A 2012 study crosses examination of emotional intelligence, self-esteem and marijuana dependence. Out of a sample of 200, 100 of which were dependent on cannabis and the other 100 emotionally healthy, the dependent group scored exceptionally low on EI when compared to the control group. They also found that the dependent group also scored low on self-esteem when compared to the control.

1.3 INFORMATION TECHNOLOGY

The Information technology industry in India has gained a brand identity as a knowledge economy due to its IT and ITES sector. The IT–ITES industry has two major components: IT Services and business process outsourcing (BPO). The growth in the service sector in India has been led by the IT–ITES sector, contributing substantially to increase in GDP, employment, and exports. The sector has increased its contribution to India's GDP from 1.2% in FY1998 to 7.5% in FY2012. According to NASSCOM, the IT–BPO sector in India aggregated revenues of US$100 billion in FY2012, where export and domestic revenue stood at US$69.1 billion and US$31.7 billion respectively, growing by over 9%. The major cities that account for about nearly 90% of this sectors exports are Bangalore, Hyderabad, Chennai, Delhi and Mumbai. Bangalore is considered to be the Silicon Valley of India because it is the leading IT exporter. Export dominate the IT–ITES industry, and constitute about 77% of the total industry revenue. Though the IT–ITES sector is export driven, the domestic market is also significant with a robust revenue growth. This sector has also led to massive employment generation. The industry continues to be a net employment generator - expected to add 230,000 jobs in FY2012, thus providing direct employment to about 2.8 million, and indirectly
employing 8.9 million people. The sector continues to face challenges of competitiveness in the globalized world, particularly from countries like China and Philippines.

India's growing stature in the Information Age enabled it to form close ties with both the United States of America and the European Union. However, the recent global financial crisis has deeply impacted the Indian IT companies as well as global companies. As a result hiring has dropped sharply, and employees are looking at different sectors like the financial service, telecommunications, and manufacturing industries, which have been growing phenomenally over the last few years. India's IT Services industry was born in Mumbai in 1967 with the establishment of Tata Group in partnership with Burroughs. The first software export zone SEEPZ was set up here way back in 1973, the old avatar of the modern day IT Park. More than 80 percent of the country's software exports happened out of SEEPZ, Mumbai in 80s. Relaxed immigration laws in the United States of America (1965) attracted a number of skilled Indian professionals aiming for research. By 1960 as many as 10,000 Indians were estimated to have settled in the US. By the 1980s a number of engineers from India were seeking employment in other countries. In response, the Indian companies realigned wages to retain their experienced staff. In the *Encyclopedia of India*, Kamdar (2006) reports on the role of Indian immigrants (1980 - early 1990s) in promoting technology-driven growth:

The United States’ technological lead was driven in no small part by the brain power of brilliant immigrants, many of whom came from India. The inestimable contributions of thousands of highly trained Indian migrants in every area of American scientific and
technological achievement culminated with the information technology revolution most associated with California’s Silicon Valley in the 1980s and 1990s. The ground work and focal point for the development of the information technology industry in India was led by the Electronics Commission in the early 1970's. The driving force was India's most esteemed scientific and technology policy leader M. G. K. Menon. With the support of the United Nations Development Programme (UNDP) under project IND/73/001, the Electronics Commission formulated a strategy and master plan for regional computing centers, each to have a specific purpose as well as to serve as a hub for manpower development and to spur the propagation of informatics in local economies. The success of this decision can be seen in the global leadership of Indian entrepreneurs and computer scientists in software development. Jack Fensterstock of the United States was the program manager on behalf of the UNDP and the key advisor to the Indian Government for the implementation of the master plan.

The National Informatics Centre was established in March 1975. The inception of The Computer Maintenance Company (CMC) followed in October 1976. During 1977-1980 the country's Information Technology companies Tata Infotech, Patni Computer Systems and Wipro had become visible. The 'microchip revolution' of the 1980s had convinced both Indira Gandhi and her successor Rajiv Gandhi that electronics and telecommunications were vital to India's growth and development. MTNL underwent technological improvements. During 1986-1987, the Indian government embarked upon the creation of three wide-area computer networking schemes: INDONET (intended to serve the IBM mainframes in India), NICNET (the network for India's National
Informatics Centre), and the academic research oriented Education and Research Network (ERNET).

1.3.1 Post Liberalization

Regulated VSAT links became visible in 2012. Desai (2006) describes the steps taken to relax regulations on linking in 1991:

In 1991 the Department of Electronics broke this impasse, creating a corporation called Software Technology Parks of India (STPI) that, being owned by the government, could provide VSAT communications without breaching its monopoly. STPI set up software technology parks in different cities, each of which provided satellite links to be used by firms; the local link was a wireless radio link. In 1993 the government began to allow individual companies their own dedicated links, which allowed work done in India to be transmitted abroad directly. Videsh Sanchar Nigam Limited (VSNL) introduced Gateway Electronic Mail Service in 1991, the 64 kbit/s leased line service in 1992, and commercial Internet access on a visible scale in 1992. Election results were displayed via National Informatics Centre's NICNET.

The Indian economy underwent economic reforms in 1991, leading to a new era of globalization and international economic integration. Economic growth of over 6% annually was seen during 1993-2002. The economic reforms were driven in part by significant the internet usage in the country. The new administration under Atal Bihari Vajpayee—which placed the development of Information Technology among its top five
priorities—formed the Indian National Task Force on Information Technology and Software Development.


The relationship between economy and technology—valued in the western world—facilitated the growth of an entrepreneurial class of immigrant Indians, which further helped aid in promoting technology-driven growth.

1.3.2 Recent Development

The economic effect of the technologically inclined services sector in India—accounting for 40% of the country's GDP and 30% of export earnings as of 2006, while employing only 25% of its workforce—is summarized by Sharma (2006):

The share of IT (mainly software) in total exports increased from 1 percent in 2001 to 18 percent in 2001. IT-enabled services such as back-office operations, remote
maintenance, accounting, public call centers, medical transcription, insurance claims, and other bulk processing are rapidly expanding. Indian companies such as HCL, TCS, Wipro, and Infosys may yet become household names around the world. Today, Bangalore is known as the Silicon Valley of India and contributes 33% of Indian IT Exports. India's second and third largest software companies are head-quartered in Bangalore, as are many of the global SEI-CMM Level 5 Companies.

Mumbai too has its share of IT companies that are India's first and largest, like TCS and well established like Reliance, Patni, LnT Infotech, i-Flex, WNS, Shine, Naukri, Jobspert etc. are head-quartered in Mumbai. And these IT and dot com companies are ruling the roost of Mumbai's relatively high octane industry of Information Technology. Such is the growth in investment and outsourcing; it was revealed that Cap Gemini will soon have more staff in India than it does in its home market of France with 21,000 personnel+ in India. On 25 June 2002 India and the European Union agreed to bilateral cooperation in the field of science and technology. A joint EU-India group of scholars was formed on 23 November 2001 to further promote joint research and development.
India holds observer status at CERN while a joint India-EU Software Education and Development Center is due at Bangalore.

### 1.3.3 Big Four IT Services Company

<table>
<thead>
<tr>
<th>Firm</th>
<th>Revenues</th>
<th>Employees</th>
<th>Fiscal Year</th>
<th>Headquarters</th>
</tr>
</thead>
<tbody>
<tr>
<td>TCS</td>
<td>$10.17 billion</td>
<td>254,076</td>
<td>2012</td>
<td>Mumbai</td>
</tr>
<tr>
<td>Wipro</td>
<td>$7.30 billion</td>
<td>140,569</td>
<td>2012</td>
<td>Bangalore</td>
</tr>
<tr>
<td>Infosys</td>
<td>$7.00 billion</td>
<td>153,761</td>
<td>2012</td>
<td>Bangalore</td>
</tr>
<tr>
<td>HCL</td>
<td>$4.3 billion</td>
<td>85,335</td>
<td>2012</td>
<td>Noida</td>
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### 1.3.4 Major IT Hubs

<table>
<thead>
<tr>
<th>Rank</th>
<th>City</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bangalore</td>
<td>Popularly known as the Silicon Valley of India and leading software exporter from India. Bangalore is considered to be a global technology hub of India.</td>
</tr>
<tr>
<td>2</td>
<td>Hyderabad</td>
<td>Hyderabad is a major IT hub in India which is also known as Cyberabad which consists of many Multinational corporation companies such as Google, Facebook, Microsoft, Amazon and Electronic Arts, etc.</td>
</tr>
<tr>
<td>3</td>
<td>Chennai</td>
<td>Chennai is a major destination of India and is the BPO hub of India. Chennai has the largest operations centers of TCS, and CTS.</td>
</tr>
<tr>
<td>4</td>
<td>Mumbai</td>
<td>The Financial capital of India, but recently many IT companies have established offices.</td>
</tr>
<tr>
<td>5</td>
<td>Delhi</td>
<td>The National Capital Region comprising Delhi, Gurgaon and Noida are clusters of software development.</td>
</tr>
<tr>
<td>6</td>
<td>Pune</td>
<td>Major Indian and International Firms present in Pune. Pune is also C-DAC Head-Quarter.</td>
</tr>
<tr>
<td>7</td>
<td>Kolkata</td>
<td>One of the largest cities in India, Kolkata contributes significantly to IT exports.</td>
</tr>
<tr>
<td>8</td>
<td>Thiruvanathapuram</td>
<td>The capital of Kerala, now houses all major IT companies including Oracle, TCS, Infosys, and contributes in IT export of India</td>
</tr>
</tbody>
</table>
There is a mutual relationship between emotional intelligence and life satisfaction. The cause of this relation is that emotional intelligence components can be effective in life satisfaction, because having the intimate and extended relationship with others require communicational skills, such as considering the matters from other’s point of view, having ability in mutual understanding of what others have experienced and also being sensitive and aware of other’s needs. Therefore, because of the fact that there is a positive relationship between emotional intelligence and life satisfaction, this issue has a significant role in individual’s personal and social efficiency and a safe and efficient human is the most fundamental element in the development, progress and social health.

1.4 The Objectives of the Study:

- To assess the Emotional Intelligence.
- To assess Life Satisfaction among the people working in IT sector.
- To compare the relationship between emotional intelligence and life satisfaction of people working at higher level and lower level in IT sector.
- To what extent the dimensions of emotional intelligence, levels of working, gender and age predict life satisfaction of people working in IT sector.
- To prepare programs to enhance Life satisfaction of people working in IT sector.

1.5 The Hypothesis of the Study

- There is significant positive relationship between Emotional intelligence and life satisfaction.
• The correlation between emotional intelligence and life satisfaction of higher level differs significantly to the correction between emotional intelligence and life satisfaction of lower level.

• Emotional Intelligence, Life satisfaction, Age and Gender contribute significantly to life satisfaction.

1.6 Limitations of the Study

• Locus of control can be studied in relation to Life Satisfaction.

• Life Satisfaction of people working at middle levels can be studied.

• Culture is also a relevant variable that affects Life Satisfaction.

1.7 Significance of the study

Any research is useless if it does not bear any psychological, educational or social significance. The findings of the research done should enrich the knowledge of all persons concerned with the problem taken in the research, so that they may be benefitted from it. The present work is very significant from this point of view. Everyone working in IT sector undergoes physical and mental stress, but they vary greatly in how they cope with these transitions. The population of people working in IT sector is increasing day – by – day with the era of multinational companies coming to India. The Indian society, with the changed socio – economic scenario, has undergone a dramatic change. It is in our hands how we make people less stresses and more healthy & satisfied. Our
knowledge should be addresses to the challenge so that the life of people working in IT sector may be free from worries and full of joy.
1.7.1 Psychological Significance

Psychology is considered the science of behaviour. Behaviour includes anything, a person or animal does that can be observed in some way. Psychologists make inferences of the feelings, attributes, thoughts and mental processes which may be behind the behaviour. It is the Psychologist, who by studying the underlying mechanism of the behaviour under study, predict the future behaviour. Young adults are a very energetic group. They are full of enthusiasm to do something in life i.e. they have high achievement need. By studying the dimensions of emotional intelligence and its contribution to enhance life satisfaction, a psychologist can guide them as to how they can feel happy, relaxed and pleasant, minimize their worries and maximize joy. A psychologist can help them have a better personal and professional life to have a healthy future ahead.

1.7.2 Social Significance

A society can progress only if it is homogeneous and gives equal weight age to all. If there is any anomaly in the society, the sociologist should improve or reduce it. Human beings are social individuals. They live together and constitute a society. Young adults in the community constitute a socio – familial, gender, age and economic group, who are ascribed a status and expected to play certain roles, ascribed to them by culture. But it is realized, in recent time, that the working conditions are not very favorable as they have long working hours with very professional attitude in the work place. To reduce the work pressure and stress related to same, some practical and effective steps needed to be
observed. The knowledge how different dimensions of emotional intelligence contribute to the enhancement of life satisfaction and thus help sociologist to suggest young adults how to improve their quality of life as young adults are the future of our nation and contribute allot to the society as well.