CHAPTER - 2

ORGANIZATION
2.1 Research Area

The study is descriptive in nature since the number of IT organizations which are in different format cannot be estimated around Bangalore city which is infinite. So this research takes in to account only in leading IT organization. In this research both male and female employees are taken as participants. They are aged from 20 years to 60 years. The participated employees are both married as well as single. The main requirement for this survey study is to assume and assess the main reasons for stress and depression in IT sector.

The map for Bangalore City and Bangalore”s IT areas which includes two main “clusters” Electronics City, Whitefield and New clusters in Bellandur and Challaghatta along with the Outer and Inner Ring Roads and in C. V. Raman Nagar near Old Madras Road has been given below for the further reference.

1. Electronics City

Electronic City was previously known as Electronics City and by the name it is understood that it is an industrial area. It is located in Anekal taluk of Bangalore Urban district in the state of Karnataka, India. It is known to be one of the largest electronic sectors of India with its spread of 332 acres (1.3km square). It has its three zones which is also called phases named phase one, phase two and phase three. This IT Park was established by Keonics, which is also called Karnataka Electronics. There are approximately 187 IT/ITES companies" spreaded over in these three phases of Electronic City. Some of the companies are as follows:-

- Hewlett- Packard
- Sourcebits
- Tech Mahindra
- Tata Consultancy Services
- Infosys
- HCL Technologies and many more
1. Map for Electronics City

2. Whitefield

One more cluster of IT industries is located in Whitefield near Bangalore city. These areas came to be established in later part 1800s as a result of Eurasian and Anglo Indian
settlement in Bangalore. Till 1990s this place remained calm and quiet place away from the modern hotchpotch but after 1990s IT boom in Bangalore, it turned to be a radiant place and now included in major portion of larger Bangalore. The map of Whitefield is shown in two sections due to vastness of the geographical area. Some of the companies which are situated here are as follows:

- Symphony
- Fidelty Information Services
- First Advantage
- General Motors Technical center
- SAP Labs India Limited
- L&T InfoTech
- Unisys
- Oracle
- Genisys Software
- Dell
- INSZoom
- Tata Consultancy Services
- Symphony Teleca
- Infinite Computer Solutions and many more.
3. Bagmane Tech Park

Bagmane Tech Park comes under the third part of Bangalore's IT sector areas. It is located in C.V. Raman nagar of Bangalore, Karnataka. This place is also near to HAL Airport and it shares its boundary areas with organizations like HAL and DRDO. This area is planned with all types of modern living facilities and amenities like shopping mall, food court, leisure sitout, IT offices and residential areas, all these surrounded by lakes with natural beauty. This park was established and maintained by Bagmane Groups. The companies which are situated here are as follows:-

- Netserv Technologies
- Informatica
- Motorola
- Dover corporation
- Yahoo!
- Oracle Financial Services Software Limited
- HP
- Juniper Networks
- Lenovo
- Texas Instruments
- Linked In
- Novell
- Volvo
- Dell
- Tecnotree
- Cognizant Technology Solutions
- Mphasis and many more.
4. Map of Bagmane Tech Park
4. Bellandur

RMZ Ecospace Located in Bellandur on Sarjapur Outer Ring Road of Bangalore, Karnataka houses some of the key corporate offices of the world. This was one of the pioneer projects to have its address on Sarjapura Outer Ring. This project was designed by the DP Architects of Singapore. This got completed fully by the year 2006 and provided Bangalore with proper ambience to the corporate world. Below are some of the key companies present in RMZ Ecospace:

- Broadcom
- Microland
- Bosch
- Harman
- Freescale
- Northern Operating Services
- TAS Analytics
- Accenture
- Syniverse
- Symbol
- Cadence
- Digital Insight
- Kerry and many more.
5. Map of Bellandur
5. Embassy Golf Links, Challaghatta

Embassy Golf Links, Challaghatta located in off the Intermediate Ring Road of Bangalore city in between Kormangala and Indiranager, Karnataka, which overlooks an expansive golf course houses some of the best known corporate organization in the world. This IT sector marks to be one of the flagship office sector of Bangalore with 4.75 million sq.ft of fully developed office space with loaded amenities which is spread across 60 acres of land. Below are some of the prominent companies located here :-

- 24/7
- ANZ
- CSC (Computer Science Corporation)
- Cushman and Wakefield
- Digicaptions
- Fidelity
- Goldman Sachs
- IBM
- Indegene
- Inmobi
- Leviton
- Mcafee
- Microsoft
- Misys
- NetApp
- Price waterhouse Coopers
- Retail Full Serve
- Sasken Networks Engineering
- Stylus Commercial Services
- Sunquest Information Systems
- Vodafone Essar South
- Yahoo Software Development and many more.

6. Map of Embassy Golf Links, Challaghatta
2.2 Research Design

There are two types of research methodology they are Quantitative research and Qualitative research. To study worker burnout in IT segment, quantitative examination will be taken after as unmistakable data is needed here. Three essential plans can be utilized for quantitative examination i.e. perception, experimentation and review (i.e. by addressing people). all these three essential outlines are utilized as perception has been carried out in distinctive hierarchical regions as well as in diverse grounds like in families, works and additionally in companions bunches (with IT representatives) for the anxiety related issues with workers furthermore attempted to discover how it is influencing the family, social and ordinary life of the workers. Experimentation has been finished with the verbal methodology of advising to know the mental impact of anxiety and overview has been carried out through poll and results have been investigated.

2.3 Sample Size

In Software Technology Parks of India, Bangalore there are 1256 enlisted part organizations. Bangalore's IT industry is separated into two principle "bunches" Electronics City and Whitefield. New groups in Bellandur and Challaghatta have risen in the last few years along the Outer and Inner Ring Roads and in C. V. Raman Nagar close Old Madras Road. IT firms in Bangalore utilize around 35% of India's pool of 10 lakh (1 million) IT experts and record for the most astounding IT-related fares in the nation. There are roughly 350000 IT representatives in Bangalore.

To choose overview Sample estimate underneath suspicions are taken

Populace Size is 350000 which is vast

Wiggle room (Confidence Interval) is +/ - 5%

Certainty level is 95%

Standard of Deviation is taken 0.5

Steps to calculate sample Size

1. confidence level relates to a Z-score for 95% Z-Score = 1.96
2. Connect to Z-score, Standard of Deviation, and certainty interim into beneath mathematical statement:

\[
\text{Vital Sample Size} = (\text{Z-score})^2 \times \text{Stddev}^2(1-\text{Stddev})/ (\text{room for mistakes})^2 \\
((1.96)^2 \times .5(.5))/ (.05)^2=384.16
\]

So according to the estimations 385 or more applicants or reactions are required.

The same can be computed online at http://www.raosoft.com/samplesize.html or http://www.surveysystem.com/sscalc.htm the above mathematical statement is for an obscure populace size or a huge populace system.

2.4 Sample Technique

In this overview contemplating and dissecting of the theories are finished with both rate systems and additionally with Mann – Whitney U tests strategy. Mann – Whitney U test is finished with the assistance of SPSS device form 20. The information gathered and dissected in the study is of subjective nature. Testing strategy utilized will be stratified examining system.

2.5 Sources of Data

A decently characterized survey comprising of presumption of representative in IT part in regards to the explanations behind worker burnout, employment stretch, their work life equalization and so on has been structured. The course readings, diaries and magazines were been utilized for the readiness of poll. These questionnaires will be distributed to the IT employees in two ways that is personally and through internet. The questionnaire contains suitable questions with multiple answer options. All the questions except the some have five options as: a. always, b. often, c. sometimes, d. seldom, and e. never. This options are treated in five point scale being „a. always” has the rating as highest i.e. 1 and „e. never” as the lowest i.e. 5. Some of the questions are given exact data to choose from and can be answered according to the choice and question number 37 is responded in „5-point scale”. Answers were assigned values as = 1 -"strongly agree", which goes up to= 5 - "strongly disagree".

The Set up questionnaire is given below:-
Demographic Information:
Name:
Gender:
Age:
Marital status:
Experience:

Questions
1. Who suggested you this profession
   a. My own interest
   b. Parents
   c. Friends
   d. Teachers
   e. Others, specify

2. Do you think that the nature of your job demands you to work harder than any other job?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

3. Are you getting help from your fellow employees in solving problems at work?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

4. Do you find your job interesting in any way?
   a. Always
b. often
c. sometimes
d. seldom
e. never

5. Do you think that you are getting proper recognition for your effort, from the organization?
a. always
b. often
c. sometimes
d. seldom
e. never

6. Do you feel any kind of stress, when you deal with serious projects?
a. Always
b. Often
c. Sometimes
d. Seldom
e. Never

7. Do you have an opportunity to influence your working conditions?
a. always
b. often
c. sometimes
d. seldom
e. never

8. How do you rate following facilities in your organization on a 5 point rate scale?
a. health and safety measures
b. canteen and restrooms
c. grievance mechanism
d. work shifts
e. project /employee ratio

9. How many hours in a day do you normally work?
   a. 7–8 hours
   b. 8–9 hours
   c. 9–10 hours
   d. 10–12 hours
   e. more then 12 hours

10. How often do you think or worry about work (when you are not actually at work or traveling to work)?
    a. always
    b. often
    c. sometimes
    d. seldom
    e. never

11. Being an employed man/woman who is helping you take care of your children?
    a. spouse
    b. in-laws
    c. parents
    d. servants
    e. crèche/daycare centers

12. How many hours in a day do you spend with your family?
    a. less then 2 hours
    b. 2-3 hours
    c. 3-4 hours
    d. 4-5 hours
    e. more then 5 hours
13. Do you ever miss out any quality time with your family or your friends because of pressure of work?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

14. Do you ever feel tired or depressed because of work?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

15. How do you manage stress arising from your work?
   a. Yoga
   b. Meditation
   c. Entertainment
   d. Dance or music
   e. Others, specify

16. Does your organization provide you with following additional work provisions?
   a. Counseling services for employees
   b. Health programs
   c. Parenting or family support programs
   d. Exercising facilities
   e. Transportation
17. Do any of the following hinder you in balancing your work and family commitments?
   a. Long working hours
   b. Compulsory overtime
   c. Shift work
   d. Meetings/training after office hours
   e. Others, specify

18. Do any of the following help you balance your work and family commitments?
   a. Technology like cell phones/laptops
   b. Being able to bring children to work on occasions
   c. Support from colleagues at work
   d. Support from family members
   e. Others, specify

19. Do you suffer from any stress related diseases?
   a. Hypertension
   b. Obesity
   c. Diabetes
   d. Frequent headaches
   e. None
   f. Others, specify

20. How often will you have refreshment drink/snacks in a day?
   a. None
   b. Once
   c. Twice
   d. Thrice
   e. More than three times
21. Among the following, which way you would like to get recognized?
   a. A formal letter describing my accomplishments
   b. An award, certificate or gift from the organization
   c. Public acknowledgment for my years of services with the organization
   d. The opportunity to improve my job related skills or knowledge
   e. Pay and benefits

22. Have you ever experienced stress due to fear of loosing job?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

23. Have you ever experienced problem in getting support from the management?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

24. Did you face any work accidents so far?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

25. Do you have any extra organizational activities like cultural or sports day
    programs provided by your organization?
26. Did you face any problems from the part of customers due to their dissatisfaction towards the services that you provided to them?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

27. Did you ever face any problems in your personal life from your spouse or any other family members due to night shifts?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

28. Did you ever face any problems when you work in night shifts in organization?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never
29. Did you experience problems like sleeplessness or health related issues due to night shifts?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

30. Have you ever experienced stress or depression, due to emotional involvement with a customer?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

31. Have you ever felt that rewards (monetary & non monetary) can reduce your job stress?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never

32. Have you felt that Organizational support can reduce stress level?
   a. Always
   b. Often
   c. Sometimes
   d. Seldom
   e. Never
33. Please use the following numbers to indicate your level of agreement or disagreement with the statements below.

1) Strongly agree 2) agree 3) neither agree nor disagree 4) disagree 5) strongly disagree

a. It is important to me to be recognized for my work -----------------------------
b. My paycheck and benefits are the only acknowledgement I seek -----------------
c. My paycheck and benefits are important, but I would also appreciate non monetary rewards -----------------
d. I am satisfied with my organization’s current recognition program -------------
e. The nature of my job allows me adequate opportunity to be recognized -------------
f. I believe that all employees should be equally rewarded ---------------
g. I think employees should be rewarded for meeting specific criteria “above and beyond” normal duties -----------------

Paid Online Survey was conducted using [http://freeonlinesurveys.com](http://freeonlinesurveys.com) over a period of 8 months.

**Survey Link:** [http://freeonlinesurveys.com/s.asp?sid=4p1tcez0uzcwevb51835](http://freeonlinesurveys.com/s.asp?sid=4p1tcez0uzcwevb51835)