SUMMARY, CONCLUSION, AND SCOPE FOR FURTHER WORKS
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7.1 Conclusion or overall gains in this study

We invite all of you to a just took the ribbon off new worldwide setup of working life where evening 5.30 is not the end of the working day. This time is of universe of advanced cells, tablets and laptops this helps the techies to work speedier and in an adaptable way and helps them to 'remain associated' with their occupations record-breaking round. Because of this unsurpassed network of their employment system, they are confronts the work–life adjust as well as discovers hard to keep up individual life. This as well as they generally in a soothsayer weight for over-burden of their employment obligations, serious time points of confinement and long meeting expectations hour

(By STAFF of Knowledge@Wharton, 2012).

These are the careful condition that Information engineering representatives are experiencing in their consistently life. We can say that there is no peace and moderate settlement for them that may be the point at which they are in office or in their home. Our data analysis shows the various symptoms of stress and prolonged stress that is burnout. Our analysis starts with the concept that whether employees are forced or guided or taken own decision to join IT. The survey results confirm that 60 % of people have chosen IT profession on their own interest and the next 24.6 % people has taken it on parent’s guidance. So we can clearly state that maximum number of employees are taken their own decision and 24.6 % of them had been guided by their parents. The work burden in IT is compared with other fields of works with the help of employees voting for the question Do you think that the nature of your job demands you to work harder than any other job? The answer for this has been given as that 62.39 % of people believe that often their nature of job demands more hard work than any other job. Then 24.8 % people believe that sometimes their job demands to work more harder. Then 6.6 % of employees says that they always feel that their nature of job demands more hard work than any other job Only a mere 3.21 percent of people say that their job never demands to work harder.
than any other job. This is the starting part where reasons for stress in the work place is been detected in the survey analysis. There are many other questioned analyses done to get a clear view about the reasons of stress among the IT employees.

The results are as follows:

I. Analysis of the survey results shows that 58.6 % of people sometimes get proper recognition in contrast to 18.3 % people always getting recognition. The employee’s mental satisfaction lies on the job satisfaction, which they get from proper reorganization of their effort. This also helps them to boost up their energy and to face the difficulties that are coming on the way of the work done. Here it is clearly seen that 58.6% of people sometimes gets an encouraging environment of recognition and 18.3% employees are fortunate enough to get it often. So we can say more that 60% of employees are sometime lucky enough to get cheerful and positive working atmosphere, this helps them to keeps the stress away.

II. Analysis of the survey results shows that almost 47.4 % often feel stress when they deal with serious projects and 24.0 % employees sometimes feel stress while dealing with serious projects. This is a very alarming result as we can find that more than half of the employees are under a stressful atmosphere whenever they deal with serious projects. It is also stated that only 1.8 % employees never feel stress, but this number is very low and so overall it shows stress of burnout.

III. Analysis of the survey results shows that almost 44.2% of employees they have no flexibility to influence their working condition. Only 24.9 % employees believe that sometimes they can influence their working condition and only 6.9 % employees are always lucky enough to influence their working conditions. This shows that more than 50% of employees are facing rigidity of timings and working conditions and this can create stress and can lead to burnout.

IV. Analysis of the survey results on work timing indicates that 41.0 % of employees are working for 10 – 12 hours a day, 32.7% of people are working 9-10 hours a day which is alarming. Analysis shows that only 3.0 % of employees are enjoying
working life with 7-8 hours of work per day. There are also 14.0% employees who are working more than 12 hours a day. This stunning report shows that employees are striving hard to complete their work assignments. This extra work load and long working hours triggers the burnout factor.

V. Analysis of the survey results indicates that 43.5% of employees often think or worry about their job, when they are actually not working and 33.9% of people sometimes think about job while not working. The survey points out very distinctively that due to work pressure and stress related to the job given employees are unable to concentrate on their personal life or leisure time. This is very alarming that more than 80 percent of people some or other time worried about their work when actually they are not working. This leads to stress and in long term it happens to be burnout.

VI. Analysis of the survey results on whether employees feel tired or depressed because of work indicates that 42.6% of employees sometimes feel tired and depressed, 37.3% employees always feel tired or depressed because of work whereas 16.0% employees often feel tired or depressed because of work. This analysis indicates that 85 percent of employees are suffering from the serious effects of burnout as this are the vital indications of stress related burnout.

VII. It is said that we work for our family, but analysis of the survey results indicates that the work life balance of IT employees is affected in many ways. Long working hours affects 58.4% of employees, the second most affected 16.9% employees due to meetings and trainings after office working hours and then 15.4% of the employees are affected for shift works which are usually long and full of work load. So we can say that these all factors contribute to the prolonged stress and in long run turns to burnout.

VIII. The fear of losing job is a stressful insecurity which employees feel in the IT environments were layoffs, downsizing, closers, mergers and acquisitions happen frequently. The survey shows an alarming result as 36.8% sometimes feel fear of losing job where as 26.8% often feel so. Alarmingly 16.5% always feel the fear of
losing job. As we can see that only 11.4% of employees are fortunate enough to say that they never faced this fear. So the critical result shows that more then 75 % of employees breathe in this toxic air of job loss. This is another vital day to day cause of stress and that results in burnout of employees.

IX. Investigation of the overview comes about on workers getting backing from administration shows that 48.5 % of representatives are regularly not accepting legitimate back backing from the managerial piece of association 26.8 % are now and then not getting fitting back backing and 10.5% workers are dependably not accepting fitting back backing from the managerial piece of association. To condense all the more than 85 percent of representatives are not accepting fitting back backing from the managerial piece of association. So we can say that this is very much a disturbing state which demonstrates that administration does not satisfy the prerequisite of representatives in work put and is less strong with the workers to help them with their issues.

X. In the wake of seeing the diagram we can presume that all the more than 33% of representatives differ to the announcement and all the more than 8% of workers had unequivocally differ to the announcement that they are fulfilled by their association's present distinction program. Whereas almost 8% of representatives unequivocally consented to the announcement and about 20% of workers has consented to the announcement that they are fulfilled by their association's present distinction program. There are likewise almost 25% of representatives who not concurred or differ to the announcement. So we can see that greatest quantities of representatives are not fulfilled by the associations current distinction program. This is one of the purposes behind anxiety and delayed anxiety.

XI. According to the survey it is clearly seen that 35.7 % of employees seldom get any stress due to emotional involvement with the customer, 20.6% sometimes experience it, 11.0% often experience it where as 12.8% always experience stress due to emotional involvement with the customer, So we can summarize that more
then 70% of employees experience the customer related stress. This emotional stress in long run effects as burnout. So we can confidently state it as the burnout symptoms.

XII. The survey analysis of customer dissatisfaction on the services offered by the employees indicates that 40.0% of employees sometimes face problems due to customer dissatisfaction and 30.0% seldom faces any problems. While 20.4% of employees never faces any problem. Around 20.4% of employees are fortunate enough to say that they have never faced any problems due to customer dissatisfaction, so we can say that more than 80% of employees some or other time faces this problem. This added stress can be more stressful in everyday life and leads to burnout.

XIII. Analysis of the survey results shows that 49.7% employees find their job interesting sometimes only in contrast to 24.5% employees finding it interesting often. This result we cannot say it as very good but we can say it is satisfactory as to keep away stress, the job given to the employees should be always interesting as this will help them to work with interest. But as seen in the report it is clearly seen that the best part is only 24.5%, there is another hope with it that 49.7% sometimes feel the job interesting. By this we can say that more than 70% of employees are some time or other finding their job interesting and they might keep the stress away.

According to the view of employees these above stated reasons are said to be the basic cause of the employee burnout in Information Technology sector. These analysis reports directly indicate the alarming condition of stress and prolonged stress. There are also different consequences that are being faced by employees due to the impact of stress in their lives. There are different questions asked on the consequences they faced due to the impact of prolonged stress and the answers were recorded and analyzed. The analysis is mentioned below follows:

I. Analysis of the survey results shows that employees suffering from any stress related diseases are alarming. It shows that 28.4% of employees suffer from diabetes and 25.7% are obese. Around 20.9% suffers from frequent headaches and
9.2% suffers from hypertension, only 15.4% of employees are fortunate enough to be still healthy. So we can say that more than 80% of employees are victims of stress related diseases. This alarming situation reflects the consequences of stressful life of IT employees, here we can say that the situation can be worst if this situation of stress is not taken seriously and the continuation of the prolonged stress can lead to many other health problems like cardiac problems, stomach ulcers etc which can be also life threatening.

II. The main problems which an employee faces while in night shifts are headaches, body ache, stiffness of certain muscles, drowsiness etc. The survey indicates that 34.6% of employees seldom face any problems where as 25.4% faces it sometimes and 21.1% faces it often. Only 16.5% of employees are lucky enough to say that they never face any problem in night shifts. So altogether we can see that more than 75% faces problems while working in night shifts. Due to working in night shifts, employee’s family life gets affected and employee faces dual stress both in work and personal life. This can be considered as one of the major reason for burnout as well as consequences of stress. These night shifts do not come in a day but it is the alarming reaction of body due to every day’s stressful life. The negligence of these body alarms lead to fatal consequences.

III. Human body is a biological clock, if it is changed frequently with night shifts employees suffer from health issues. Analysis of the survey result shows that 39.4% employees often faces health problems due to night shifts, 34.1% employees sometimes face it where as 11.0% says that they seldom faces health problems due to night shifts. Around 11.9% of employees are fortunate enough to say that they never faces any health problems due to night shifts. So we can summarize that 80% of employees faces health related problems due to night shifts, which is very alarming.

The third part in the conclusion mentions about the work life balance of the employees. The survey analysis clearly shows imbalance between work and family life. The main reason for this is long working hours, constant worry about work and
pressure of project deadlines etc. This imbalance conditions not only hampers their family life but also gives rise to stress and prolonged stress. There are different questions asked to identify the cause and reasons of imbalance between work and family life and the impact of prolonged stress occurred due to it.

The analyzed answers are mentioned below:

I. Analysis of the survey results on work timings indicates that 41% of employees are working for 10 – 12 hours a day, 32.7% of people are working 9-10 hours a day which is alarming. Analysis shows that only 3.0 % of employees are enjoying working life with 7-8 hours of work per day. There are also 14% employees who are working more than 12 hours a day. This stunning report shows that employees are striving hard to complete their work assignments. This extra work load and long working hour’s triggers the burnout factor.

II. Analysis of the survey results indicates that 43.5 % of employees often think or worry about their job ,when they are actually not working and 33.9 % of people sometimes think about job while not working .The survey points out very distinctively that due to work pressure and stress related to the job given employees are not able to concentrate on their personal life or leisure time .This is very alarming that more then 80 percent of people are some or other time worried about their work when actually they are not working. This leads to stress and in long term it happens to be burnout.

III. Analysis of the survey results indicates that 36.8 % of employees keep their children with their spouse whereas 24.0 % keeps them with in-laws and 24.3% keeps them with their parents. Alarmingely 7.6 % employees allow children to be with servant whereas 7.3% employees prefer crèche. This report shows that the employees suffer dual stress one for family and another for the job given. The most sufferers are their children as they are left behind to wait for their parents and miss them each and every moment. These lost moments in childhood provides hindrances for children growth
IV. Analysis of the survey results indicates that employees get very less time to be with their family. Around 30.2% of employees get only 4-5 hours a day to spend with their family where as 22.7% spend 3-4 hrs. Alarmingly 18.1% spend less than 2-3 hours respectively. We can summarize that 80 percent of employees do not get more than 5 hours for their family, for whom they work so hard. In this critical situation balance work and family becomes difficult.

V. Analysis of the survey results indicates that 46.9% employees often miss their relaxing time, 29.1 % sometimes miss their leisure time where as 19.0% of employees always miss their leisure time. This survey states that more than 80% of employees are suffering in work pressure, this worry of work takes away their free time and this hampers their family life. This can be stated as one of the cause for burnout.

VI. It is clear from the previous reports that employees are finding hard to maintain work life balance. The analysis of the survey results indicates that 71.2 % of employees take help of technologies like cell phones and laptops to maintain work and family commitments, 10.5% take support from colleagues and 10.7% take support from family members to maintain their work life balance. The stated situation shows us that employees are more or less becoming dependent on either technological gadgets or on other people. This shows us that due to these dependencies, employees’ faces dual pressure in their life and in their work place. These consequences trigger burnout phenomena’s.

VII. We say that we work for our family, but analysis of the survey results indicates that the work life balance of IT employees is affected in many ways. Long working hours affects 58.4 % of employees, the second most affected 16.9% employees is due to meetings and trainings after office working hours and then 15.4% of the employees are affected for shift works which are usually long and full of work load. So we can say that these all factors contribute to the prolonged stress and in long run turns to burnout.
VIII. From surveys it is found that employee’s work life is not properly balanced due to long working hours, night shifts, overtime and long meetings. The survey analysis on problem in personal life due to long working hour indicates that 55.4% of employees sometimes they face problems, 21.1% often face problems and 8.5% says that they seldom faces problem. Around only 13.3% of employees are that lucky enough to say that they never faced any problem in personal life due to long working hours. So we can summarize that more then 75 % of employees every day go through wear and tear between work and family. This is another cause for burnout of employees.

IX. Analysis of the survey results on management of stress by employees on day basis indicates that 55.0% employees goes for entertainment medium like watching television or watching movie in their laptops , 24.2 % of employees goes for dance or music to manage the stress and 10.4% prefer to do meditation to regain their mental and physical powers to manage their stress.

The other side of the survey analysis is the relationship between the organization and the employee. This includes schedule of every day to day routine work, support from management, other coworkers, the employee expectations from the organization, the services provided by the organization for the betterment of employee” health and for better work life balance. There are some positive results and some negative results to the questions asked and the analysis has been done accordingly.

The analyzed answers are as mentioned below:

I. Analysis of the survey results shows that 60.0% of employees sometimes get help from their fellow employees and 21.3% often get help .A small 0.7% never get any help from their fellow employees This results shows that 21.3% of Employees get help from their fellow coworkers . This point towards the positivity of organizational environment in which achievements and obstacles are shared by each other. This helps to boost the mental strength of the employees and keeps him confident about his work as he knows that there are people to help him in difficulties and this thinking keeps the stress away.
II. Analysis of the survey results shows that 58.6% of people sometimes get proper recognition in contrast to 18.3% people always getting reorganization. The employee’s mental satisfaction lies in the job satisfaction, which they get from proper reorganization of their effort. This also helps them to boost up their energy and face the difficulties that are coming on the way of the work done. Here it is clearly seen that 58.6% of people sometimes getting this cheerful environment of recognition and 18.3% employees are fortunate enough to get it often. So we can say more than 60% of employees are some time or the other lucky enough to get cheerful and positive working atmosphere, this helps them to keeps the stress away.

III. Analysis of the survey results shows that almost 44.2% of employees they have no flexibility to influence their working condition. Only 24.9% employees believe that sometimes they can influence their working condition and only 6.9% employees are always lucky enough to influence their working conditions. This shows that more then 50% of employees are facing rigidity of timing and working environments and this can create stress and can lead to burnout.

IV. Analysis of the survey results shows that 35.7% of employees rated health and safety measures as excellent, 22.0% as satisfactory, and 21.5% as good. So we can conclude partial satisfactory result for it. This can be considered as a good rating and a very good point to note that most of the organizations are taking good care for the health and safety measures. This can help to reduce the on field accidents and the employees will have safe working place.

V. Analysis of the survey results shows that 60.4% of employees feels that canteen and restroom facilities provided by the organization is good, 21.3% employees has rated it as very good and 5.7% has rated it as excellent. So by these ratings we can conclude that more than 80% of the employees get good canteen and restroom facilities with proper good standard of hygiene.
VI. Analysis of the survey results on grievance mechanism in the organization on 5 point rate scale (5 being the highest) indicates that 30.9% percent of employees rated 5 or excellent and 22.2% of employees rated 4 or very good. We can summarize that according to survey more than 50% employees enjoys proper grievance mechanism in their organization. It is said that proper grievance mechanism can help us to build a good work culture in the organization.

VII. Analysis of the survey results on work shifts facilities on 5 point rate scale (5 being the highest) indicates that it for 50.8% percent of employees rated 4 or very good and 19.2% of employees rated 3 or good. We can summarize that according to survey more than 70% of employees enjoys proper system of work shifts facilities in their organization. This work shift facilities help the employees to balance their work and family in a efficient way and without any negligence of duty towards any of these two. This helps to keep the employees happy and keep their stress away.

VIII. Analysis of the survey results on project/employee ratio at their work place on 5 point rate scale (5 being the highest) indicates that it for 41.9% percent of employees rated 3 or good, 27.9% of employees rated 2 or satisfactory, 16.2% has rated 4 or very good and 8.2% has rated 5 or excellent. We can summarize that according to survey more than 70% of employees have enjoys proper project/employee ratio in their organization. This facility helps the employee to have less overload of work as the management appoints proper number of employees required for a job. So the work is properly distributed without any overload given to the employees.

IX. The IT employees apart from getting their pay cheques they also get some other facilities like counseling services, health programs, transportation etc. Analysis of the survey results indicates that 33.0% of employees enjoy exercising facilities in gymnasium located inside the office campus, 27.6% of employs receives health programs which helps them to deal with their stress
related problems where as 25.6 % of employees enjoy the transportation facilities provided to them for pick up and drop facilities.

X. In every IT organization refreshment drinks and snacks are given to the employees free of cost, like coffee machine or cold drink machines kept in each floor etc for the use of the employees. There are also food items available at cafeteria in each office, in some offices it is free and in some it is paid. Survey analysis shows that 63.4 % of employees have their refreshments twice a day and 19.0 % have it thrice a day. Around 12.8% of employees have their refreshment once in a day. The cause for this can be suggested to be overload of work and shortage of time. Analysis shows that more than 70 percent of employees run shortage of time in long working hours due to work pressure.

XI. The job satisfaction provides motivation and gives mental relaxation to employees. This helps to keep the stress away and brings happiness and cooperative behavior in the workplace. Survey results indicate that 59.3 % employees seek for an award, certificate or gift from the organization in recognition of their efforts and 18.1 % shows that increment in pay and benefits. Around 12.4% wants to get proper chance to increase their work skills and know-how. This survey shows us that the employees not only expect the monetary and non-monetary rewards but they also seek for the improvement of their skills and knowledge.

XII. Analysis of the survey results on the data of -- employees are not receiving proper back support from the managerial part of organization indicates that 48.5 % of employees are often not receiving proper back support from the managerial part of organization, 26.8 % are sometimes not getting support and 10.5% employees are always not receiving proper back support from the managerial part of organization. To summarize more then 85 percent of employees are not receiving proper back support from the managerial part of organization. So we can say that this is quite an alarming state which shows
that management does not keep its eye on the needs of employees in work place and are less supportive with the employees to help them in their problem.

XIII. Accidents at workplaces in most cases, occurs through the fault of companies that do not meet safety standards and do not act preemptively. Work accidents are a reality, and this year alone hundreds of people have died as a result. Here in the survey it is shown that 35.9% of employees seldom or very rarely face any accidents and 33.0% of employees never faced accidents so far which is very good. So we can summarize that more then 50% of employees had already faced some or other form of work accidents. This shows that more then 40 percent of employers and employees are not properly conscious about the work accidents.

XIV. Extra curricular activities like cultural or sports days act as a stress buster. Survey results shows that 46.2% of employees sometimes have it, 31.1% enjoys it seldom or very rarely and 6.4% says they never have it. More then 5 percent says they never have it in their organization. On contradictory it shows only 5.9% of employees says that they always have it and 10.3% says they often have it. This shows that organization’s management is not paying attention to extracurricular activities of the employees and takes it as wastage of energy, money and time. This forces the employees to work stressfully without a break and this in long term leads to burnout.

XV. According to the survey analysis it is found that 42.6% employees sometimes feel that the rewards can reduce job stress, 31.6% of employees believe that always rewards can reduce job stress where as 16.2% of employees say that they often feel that the rewards can reduce job stress. Only 4.8% of employees say that they don’t feel that the rewards can reduce job stress. So we can summarize that according to employees psychology we can state that to some extent rewards can reduce job stress.

XVI. According to survey analysis on organizational support to reduce job stress it is found that 62.7% employees always believe that organization support can
help to reduce job stress, 19.7% believes often and 12.8% believes that sometimes they feel that organizational support can reduce their stress. Around only 3.0% of employees feel that their stress is nowhere related to organizational support. So we can summarize that more than 85% employees believe that organizational support can reduce stress level.

XVII. In graph it is clearly stated that more than 80% of employees strongly agrees and believe that it is important for them to be recognized for their work whereas around 10% of employees agrees to the statement. So it clearly states that employee’s first mental satisfaction comes from the reorganization of their work and this mental satisfaction works as a motivator for work as well as it keeps the stress away.

XVIII. As per this survey analysis nearly 30 % of employees agree that paycheck and benefits are the only acknowledgement they seek where as nearly 36 % of employees neither agree nor disagree to it. Around 20 %of employees strongly disagree to the statement where as more than 5% of employees disagree to the statement that paycheck and benefits are the only acknowledgement they seek. So this shows that employees are not only seeking for the monetary rewards or benefits but also seeks for non monitory rewards.

XIX. As per survey analysis nearly 48% of employees agreed that their paychecks and benefits are important, but they would also appreciate non monetary rewards nearly and 30% of employees strongly agreed to it. There are more then 15% of employees who are neutral to the statement. Some little amount of employee that is nearly 4% has given their view that they are disagreed to the statement and nearly 2% of employees have strongly disagreed to this statement. This clearly shows that employees are not only seeking for monetary rewards but they also appreciate non monetary rewards.

XX. after seeing the diagram we can infer that all the more than 33% of representatives differ to the announcement and all the more than 8% of workers had unequivocally differ to the announcement about their positive
fulfillment with their organization's available distinction program. Whereas about 8% of representatives emphatically consented to the announcement and almost 20% of workers has consented to the announcement about their positive fulfillment with their organization's available distinction program. There are likewise about 25% of workers who not concurred or differ to the announcement. So we can see that greatest quantities of representatives are not fulfilled by the associations" current distinction program. This is one of the explanations behind anxiety and delayed anxiety.

XXI. The chart demonstrates that all the more than 20% of workers are unequivocally consented to the announcement and around 20% of representatives are consented to the announcement that the peculiarities of their obligations in work gives them with great opportunity to recognition. Around 20% of subjects to the not consents to it or differs to this announcement. The longest line in this chart demonstrates that all the more than 30% of the representatives differ to the announcement that the gimmicks of their obligations in work give them with great opportunity to recognition. There are likewise less than 5% of representatives who are unequivocally differ to this announcement. This demonstrates that most extreme number of representatives are not fulfilled by their present place of employment's reorganization. What's more this is one of the significant reasons for anxiety.

XXII. Survey examination demonstrates that around 10% of workers unequivocally consented to this announcement and around 15 %of representatives are consented to the idea of equivalent prize framework. Around 15% of representatives are not one or the other consented to this announcement nor differ to it. While around 15% of representatives differ to the announcement and afterward 40% workers emphatically differ to the idea of equivalent prize framework, so it is clear that representatives don't accept that all be similarly compensated.
XXIII. survey investigation demonstrates that all the more than 45% representatives consent to compensate when particular criteria is meet where as all the more than 30% of them unequivocally consented to the idea of prize for gathering particular criteria. It is seen plainly that all the more than 10% not consented to this or differ to this idea, less than 5% of the workers says that they are differ to this idea though less than 5% emphatically differ to this idea of prize for gathering particular criteria. To compress more than 70% of workers concurred and emphatically consented to this idea of prize for gathering particular criteria.

7.2 Limitations of this study:

This study examination of agent burnout in IT is drawing in and exploring in nature. This outline was verifiably researched on the reason of answers given for asked survey .After all approach these imitating obstructions were found:

This review examination is limited to simply Information Technology and its enable profits in Bangalore yet not related to diverse fields. There may be additionally existing literary works which may not had been inspected because of deficiency of time and inaccessibility of assets.

- Here a few members (representatives) are known by aqentences and some are obscure. I have not considered about the individual organizations worker proportion however given more inclination on the IT segment overall.

- The given answers or reactions may go about as one of the restriction on the premise of genuineness or truthfulness and precision reasons.

- The information which was gathered through arrangement of inquiries may needs in their subtle element issues of data in that specific subject and may exclude other data identified with.
Geographical area of this study will be restricted to Hyderabad, with test size of 200 IT workers from 6 IT organizations. The essential information gathered for this study is perceptual.

7.3 Scope for further works:
My examination can be useful for those specialists who need to do research on how organizations or associations are making strides for averting worker burnout. As IT industry is becoming definitely in Bangalore so this examination may help the future analysts to deal with how organizations are working out to avoid burnout in men, ladies and distinctively capable representatives. Despite the fact that this study is just for IT segment of Bangalore, yet specialists through this study can be roused and get needful help in the examination process for other IT divisions moreover.