

# AN EMPIRICAL STUDY ON WORKING CONDITIONS OF IT SECTOREMPLOYEES IN COIMBATORE CITY

**Dr. Geetha. B**

*Assistant Professor, Department of Economics, PSG College of Arts and Science,  
Coimbatore. [ukbgeetha@gmail.com](mailto:ukbgeetha@gmail.com)*

**Dr. Mahalakshmi. K**

*Assistant Professor, Department of Commerce (FS), PSG College of Arts and Science,  
Coimbatore. [mahalakshmi.manoj@gmail.com](mailto:mahalakshmi.manoj@gmail.com)*

## ABSTARCT

*Within the global business community, India is famous for its high-quality IT outsourcing services. As of financial year, 2020, India generated nearly 150 billion U.S.dollars in export revenue, five times the size of its domestic market. As a result, the industry has created millions of jobs in the country. The day to day Technical advancement has brought many changes in working pattern. Employees can work in any convenient place even in home irrespective of company location. The study aims to know about the working condition, health status and income pattern of the IT sector employees and this study is both descriptive and analytical in nature. The samples are collected in Coimbatore city in which the total sizes of respondents are 89. The data was collected during the pandemic. Primary data is collected from the respondents with the help of structured and well-designed questionnaire. The sample consists of 89 respondents. Simple random sampling method is used in this study. Mean, simple percentage analysis, correlation and other appropriate tools is used to analyze data collected in the study period. Thus our study on the working condition of IT sector employees reveals that even though the average age of the employees is 24, many employees having various health issues due to irregularities working hours and work time.*

**KEY WORDS:** IT, IT HUB, GDP, ITES.

## INTRODUCTION

Present technological development has shifted the working place to the home. But the working conditions of the employees are still questionable one not only in the unorganized sector but also to the IT Sector which contribute 8 percent of 2020 GDP of Indian Economy<sup>1</sup>. Working Conditions generally means the satisfaction of workers from a work and environment of worker. Working Condition of the employees are influenced by the Work life balance, Health status,

Socio-Economic status, work load, work schedule, remuneration, profit sharing and job security. The conventional wisdom indicates that happy worker is a better worker, which can be enhanced through work life balance. Work life balance is one of the most difficult issues facing formalizes in the twenty first century. It improves the quality of work life and helps an individual to sustain in work/ business. According to Jody Thompson and Cali Ressler a good work life balance is achieved when there is ROWE or Result Oriented Work Environment. From these definitions we can say that, **Work-life balance is the equilibrium between the amount of time and effort somebody devotes to work and that given to other aspects of life** <sup>2</sup>.

Present-day work culture is mostly regarded to be tiresome and stressful. While this condition is prevalent across the IT industry, employees are in pursuit of conducive work nature and employers are in need to ensure consistent productivity. However, the requirements of both the employer and the employee are correlated. Taking away the stress from an employee's shoulder will extend a comfortable working condition, thus leading to appreciable productivity. This study aims to uncover the challenges of an IT employee primarily revolving around the work-life balance, which is key resolve, the difficulties in the IT sector.

## GLOBAL SECENARIO OF IT INDUSTRY

Information technology (IT) industries are dealing with the application of computers, computer peripherals, and telecommunications equipment to store, retrieve, transmit and move data. It contains broadcasting, computer networking, systems design services, and information distribution technologies like television and telephones. Internet of Things (IoT) was the latest development observed in information technology services as of 2019. It is the network of physical objects like vehicles, devices, buildings, and other items that are surrounded by electronics, sensors, software, and network connectivity that allows these objects to collect and exchange data and have various applications.

The United States is the largest tech market in the world, representing 33 percent of the total, or approximately \$1.6 trillion for 2021. In the U.S., as well as in many other countries, the tech sector accounts for a significant portion of economic activity. CompTIA's Cyber states report reveals that the economic impact of the U.S. tech sector, measured as a percentage of gross domestic products, exceeds that of most other industries, including notable sectors such as retail, construction and transportation.<sup>5</sup>

However, as far as individual countries go, China has clearly established itself as a major player in the global tech market. China has followed a pattern that can also be seen in developing regions, where there is a twofold effect of closing the gap in categories such as IT infrastructure, software and services, along with staking out leadership positions in emerging areas such as 5G and robotics.

## IT INDUSTRY IN INDIA

India is the world's largest sourcing destination with largest qualified talent pool of technical graduates in the world. The strong governmental support, good English based educational system, large talent pool, and the open market, India has a flourishing IT industry,

and earned a well-deserved place in the global market. Accounting for eight percent of the GDP in the financial year 2021, the IT-BPM has played a significant role in India's socio-economic growth, so much so that it could be the future driver of modern India.

India have several information technology hubs. some of the mainhub are listed and explained as follows.

### **BANGALORE**

Bangalore city is known as the Silicon Valley of India and it is headquarters for many reputed Indian IT firms. It is the Information Technology capital of Indian. Large number of software companies in India is located in Bangalore, actively recurring number of new employees everyyear.

### **HYDERABAD**

Hyderabad is the largest bio informatics center of India. It is located in Telangana. It is also the second largest IT exporter in India. Nearly 600,000 persons are working as IT employees in Hyderabad.

### **CHENNAI**

Chennai city is favored location for the IT industries as it has world class IT infrastructures. The city of Chennai is emerging fast as a destination for information technology in India. It is alsodedicated expressway called IT expressways.

### **MUMBAI**

Mumbai is one of the important Information Technology hubs of India. It is located in Maharashtra. Many important national as well as international IT firms are situated here. Many ITcompanies are located here and recurring number of employees every year.

### **DELHI**

The National Capital Region of Delhi, Gurgaon and Noida are home to many multinationalcorporation companies. Giant software development companies of NCR region are Infosys, Cognizant, Mphasis, Accenture Thought Works, Oracle, SAP and HCL Technologies.

### **PUNE**

Pune is home to biggest IT park of India called as Rajiv Gandhi IT Park at Hinjewadi. The city is one of the leading IT services center in India with list of many dedicated IT parks such as EON Free Zone, Magarpatta, Hinjewadi, Aundh IT park, commerce zone and Business Bay.

### **KOLKATA**

Kolkata is the only metropolitan city from East India and a major hub for the IT industry in India. The city has offices of International software companies such as Sun Microsystems, Honeywell, Accenture and Cognizant. Satellite town of Salt Lake City is a famous center for IT inthe city.

## **IT INDUSTRY IN TAMIL NADU**

Tamil Nadu has more than 500 Engineering colleges with top quality infrastructure which suits for innovation and provide all other facilities that a graduating student need. Among top college of India many are from Tamil Nadu. Top engineering colleges are recruiting for major Ithubs in and around country. According to estimates, significant amount of the human resources required for the IT and ITES industry was being sourced from the state. Also the state have industrial park and other parts for better infrastructural development.

Tidel Park, is the South India's first largest IT Park in Tamil Nadu situated in the city of Chennai, pioneering the setup of IT parks at the onset of the IT corridor - OMR Old Mahabalipuram Road. Tidel Park was setup in the year 2000 leading the growth of information technology in the state of Tamil Nadu. It is an ISO 9001/14001 company, is a joint venture between TIDCO Tamil Nadu Industrial Development and Investment Corporation Ltd (TIDCO), an agency of the Tamil Nadu Government. <sup>7</sup>

## **IT INDUSTRY IN COIMBATORE**

Coimbatore, the Manchester of South, also known as "Kovai" is the second largest city of Tamil Nadu and one of the fastest growing cities in India. Situated at the foothills of Nilgiris with a pleasant climate, peaceful atmosphere, cosmopolitan outlook and private enterprise, the District is the second most industrialized district in the State after Chennai . It also has excellent domestic and international Air connectivity. It is connected with the railways in such way having fat and good communication between other district and states .

In spite of its prominence as a bustling industrial city, Coimbatore still remains one of the most pollution-free cities in India. Renowned Universities including Anna University, Tamil Nadu Agricultural University, Bharathiar University, Avinashilingam Home Science University, Amirtha University, Karpagam University, Karunya University etc. graduate around 6000 Engineers / IT Professionals annually.

These all facilities made Coimbatore as one of the notable IT hub of the State as well as in our country. It has been significantly contributing to the Tamil Nadu software export services. Many companies have been located in and around the Coimbatore district. Among the companies located in other places , Tidel Park is mainly contributing towards it . It was set up in 2006 to foster the growth of information technology in other districts of Tamil Nadu by TIDEL Park Ltd, a joint venture of Tamil Nadu Industrial Development Corporation (TIDCO) and Electronics Corporation of Tamil Nadu (ELCOT). <sup>9</sup>

Tidel Park in Coimbatore is located in 63 acre with major of the land shared allotted to Wipro Limited , Tata Consultancy Service , HCL , Infosys , Bosch , Tech Mahindra and so on. Being a sector that has struggled to get a foothold in the city for almost two decades now, it looks like finally, the IT and ITeS firms, big and small, have embraced Coimbatore as a destination. It had become more stronger once flood affected the Chennai . The further process of extending the Tidel Park and using the vacant land have made it more competing to other hub of the country. Such high quality and infrastructure made us to choose Coimbatore as the research area.

## WORK FROM HOME

Work from Home can be defined as working from any place or location convenient for us other than the place provided by the employer working from home is having lots of uses and in recent times it has become need of the hour so many companies around the world are following it. Since the growth of the networking from home indicates the employee can finish their work. Within their own premises. Work will be done remotely. It depends on teleworking / telecommunicating arrangements where an employee does not require staying during the business hours with their employer.

IT sector work is work for mind and not for body is well known fact. It is more stressful than other jobs. Pandemic have seen the stress closer when the work place shifted to home in form of work from home. Owing to his history 2008 post global regression have created fear of losing the job it made the employees to outperform the others as the results it continues still now for various reasons like pandemic, recession, economy slow down, war situation in developed countries and so on.

So, it is the need of the hour for companies to devise plans to properly maintain the work life balance of the employees and ensure labour welfare. The tremendous changes in the working hours and workload caused by globalization and outsourcing are the basic aspect that needs a revisit. Removing this stress from the employee's shoulder will subsequently reflect in better productivity and enhanced lifestyle and health of the employees, creating a win-win situation. Enrichment programs would be an added benefit. This study has detailed all these aspects concerning the working condition and Income & Expenditure management of employees in the Indian IT sector.

## SCOPE

IT sector is one of the fast-growing sectors in and around India. Many employees are working for numbers of company all over the world. The day to day Technical advancement have brought many changes in working pattern. Employees can work in any convenient place even in home irrespective of company location. This study helps us to know the working condition of the employees. Help us too understand various difficulties in work as well as health issues faced by them. It has also help to understand change in income and expenses of the employees.

## STATEMENT OF THE PROBLEM

Work is evolving day by day. But working conditions of workers is still questionable. Since IT sector has significantly contributing to GDP as well as development of Indian economy so our research is to study the working conditions, irregularities in the work time, income and expenditure management, job security, mental and physical health issues faced by the employees in IT sector and to offer few measures to overcome these issues and to achieve labour welfare.

## OBJECTIVES

The objectives of the study are as follows

1. To identify factors influencing working Conditions of IT sector employees
2. To Study on the Physical and Mental health issues of IT Employees

3. To find out change in Income and Expenditure pattern of IT Employees during pandemic.

### LIMITATIONS

- The study is based on primary data so all limitations of primary data are applicable
- The data are collected based on the convenient random sampling method.
- The sampling size is small, it is a small part of the total population. And the study is confined only to Coimbatore city.
- Results cannot be generalized.

### REVIEW OF LITERATURE

**Rahman Kazi Turin, Arif Md. Zahir Uddin (2021)** studied on working from home during the COVID-19 Pandemic: Satisfaction, Challenges and Productivity of Employees. The study has investigated how professionals are collaborating online working from home during COVID-19 pandemic in Bangladesh. Various aspects of this shift in working culture have been examined like employee satisfaction levels, challenges related to telecommuting and perceived productivity of working remotely during the COVID-19 outbreak situation.

**Shaer Orit, Teodorovicz Thomas (2020)** analyzed sudden shift to Work From Home (WFH) due to pandemic impacted a drastic reduction in commuting time and increase in time spent for personal activities. WFH completely lacks the worker communication and coordination, new technological development related to WFH can improve the drawbacks of WFH.

**Bhumika (2020)** studied the challenges for work-life balance during COVID-19 including nationwide lockdown: exploring gender difference in emotional exhaustion in the Indian setting analyze. This paper attempted to explore the nature of relationship between work-life balance and emotional on experienced by the employed individuals while working from home during the pandemic COVID-19 induced nationwide lockdown in the Indian setting.

**Tomohiro Takami (2020)** studied on changes in people's use of non-working time in their daily lives, rapid increase of WFH and simultaneously the burden of house work and childcare became heavier. Making changes in hours worked have a relationship with life satisfaction and a balanced work life.

### METHODOLOGY

The study aims to know about the working condition, health status and income pattern of the IT sector employees and this study is both descriptive and analytical in nature. The samples are collected in Coimbatore city in which the total sizes of respondents are 89. The data was collected during the pandemic. Primary data is collected from the respondents with the help of structured and well-designed questionnaire. The sample consists of 89 respondents. Simple random sampling method is used in this study. Mean, simple percentage analysis, correlation and other appropriate tools are used to analyze data collected in the study period.

## DATA ANALYSIS AND INTERPRETATION

Analysis and Interpretation is the process of assigning the meaning to the collected information and determining the conclusion.

**TABLE 2.1 GENDER WISE CLASSIFICATION OF RESPONDENTS**

Gender	No. of. Person	Percentage
Male	51	57.30
Female	38	42.70
<b>Total</b>	89	100

**Source:** Primary Data

The table 2.1 explains one of the demographic profiles of the respondents' reveals that the gender shares of the respondents. 57.3 per cent belongs to male, and 42.7 percent belongs to female. It shows IT sector is mostly preferred by male.

**TABLE 2.2 AGE WISE CLASSIFICATION OF THE RESPONDENTS**

Age	No of Person	Percentage
21	5	5.62
22	15	16.8
23	14	15.73
24	10	11.24
25	16	17.98
26	19	21.35
27	5	5.62
28	1	1.12
29	1	1.12
30	1	1.12
34	2	2.25
<b>Total</b>	89	100

**Source :** Primary Data

The table 2.2 reveals respondents' age belongs to Z generation that is between 21 to 34 years. Average age of the respondents is 24 years. 21 per cent shared by the age of 26 followed by 25 (17.9 per cent), 22 (16.8 per cent), 23 (15.7 per cent), Mostly person with 24 years of age are working in IT sector. So IT sector is dominated by the Z generation

**TABLE 2.5 PROBLEMS FACED BY RESPONDENTS IN JOB**

Problem faced in Job	No. of Person	Percentage
Lack of Increment	24	26.97
Lack of allowance	15	26.97
Lack of regular promotion	14	15.73
Lack of allowance, Lack of increment , Lack of regular promotion	6	6.74

Lack of allowance , Lack of regularpromotion	3	3.37
Lack of increment , Lack of allowance	3	3.37
Lack of increment , Lack of regularpromotion	3	3.37
Job Security , Lack of Work life Balance	3	3.37
Lack of knowledge sharing	1	1.12
Lack of office environment	1	1.12
No difficulties	16	17.97
<b>Total</b>	<b>89</b>	<b>100</b>

**Source :** Primary Data

The table 2.5 list out the various set of problems related to finance, work life balance etc.faced by the employees in the job. Of these problems lack of increment is most common problemfaced by the employees. Out of total 89 respondents 73 respondents (82.1 percent) having problems in their job. Only remaining 16 respondents (17.9 percent) don't have any problems.

**TABLE 2.7 HEALTH ISSUES FACED AND WORKING HOURS OF THE RESPONDENTS**

<b>Health Issues</b>	<b>No. of. Persons</b>	<b>Working Hours</b>	<b>No. of. Persons</b>
Neck Pain	14	8-10	68
Pressure , Migraine , Sleeplessness , Neck Pain	9	5-8	16
Pressure	7	10-12	3
Sleeplessness	7		
Sleeplessness , Neck Pain	6		
Migraine, Sleeplessness, Neckpain	5		
Pressure , Migraine , Neck Pain	5		
Migraine	4		
Migraine, Sleeplessness	4		
Pressure , Migraine ,Sleeplessness	4		
Migraine, Neck pain	3		
Migraine, Obesity	3		

**Source :** Primary Data

The table 2.7 explains various health issues faced by the workers. Among the other issues,neck pain is realized by majority of the respondents followed by the combination of issues that is pressure, migraine, sleeplessness and neck pain. Other combination of health issues are realized by the respondents at minimum level. The other part of the table explains the working hours of the employees, among the others majority of Employees works for 8-10 hours per day. Minimum number of employees working for 5-8 and 10-12 hours per day. These both health issues of the employees and Working hours have positive relationship, the



correlation value is 0.9958705949. Working for many hours with various difficulties has created various health issues to the employees.

### **Results and Discussion:**

Most of the respondents i.e. 51 out of 89 respondents are male. They account for 57.3 percentages of total respondents. The remaining 42.6 percentage of the share the female respondents. This shows that IT Sector is mostly preferred by males. Among the 89 respondent majority of the respondents are belong to z generation that is between 21 to 34 years. Average age of the respondents is 24. 21 percent is shared by the age of 26, followed by 25(17.9 percent) . Mostly person with 24 years of age are working in the IT sector. Most of the respondents have facing the problem related to finance, work-life balance and so on. Of these problems lack of increment (26.9 percent), lack of allowances (16 percent) and lack of regular promotions (15.7 percent) are faced by most of the employees. The other respondents have various other set of problems. Among the 89 respondents, only 16 respondents that is 17.9 percent don't have issues. This shows majority of the respondents have facing the problem in their job Majority of IT employees are having so many combination of issues. Of these health issues health issues play a significant place and followed by health issues and lack of break time. Other common issues are lack of break time, lack of working environment and Technical difficulties.

### **CONCLUSION**

IT sector is one of the key sector which plays a significant role in contribution not only India's GDP , but also to the global GDP as well. Every sectors growth and development is depends on the workers of the sector. It is applicable to IT sector too. Thus our study on the working condition of IT sector employees reveals that even though the average age of the employees is 24 , many employees having various health issues due to irregularities working hours and work time. And they have problems in job such as lack of increment and lack of regular promotion. These health issues and problems in job creating stress among the employees. This should be revisited by companies as well as government and bring changes in working hours and further policy that help the employees to sustain in the labour market for long period.

### **REFERENCES**

1. Neeti Sharma, Study on Work Life Balance and Organization Policy in IT Sector in NCR, 2016 , <https://www.researchgate.net/publication/329216830> .
2. Thomaz Teodorovicz , Raffaella Sadun , Andrew L. Kun , Orit Shaer , Working from Home during COVID-19: Evidence from Time-Use Studies ,2020.
3. Tracey Crosbie and Jeanne Moore , Work-Life Balance and Working from Home , <https://www.researchgate.net/publication/273761672> .
4. Takami Tomohiro , Working from Home and Work-life Balance during COVID-19: The Latest Changes and Challenges in Japan, Japan Labor Issues, vol.5, no.33, August-September 2021.
5. Kazi Turin Rahman and Md. Zahir Uddin Arif , Working from Home during the COVID-19 Pandemic: Satisfaction, Challenges and Productivity of Employees ,

<https://www.researchgate.net/publication/346971534> .

6. Agnès Parent-Thirion , Mariya Aleksynska , Hannah Johnston and Janine Marie Berg , Working conditions in a global perspective Working conditions Working conditions in a global perspective , <https://www.researchgate.net/publication/332910060> .
7. Lina Vyas & Nantapong Butakhieo , The impact of working from home during COVID-19 on work and life domains:anexploratorystudyonHongKong , <https://www.tandfonline.com/loi/rpdp20> .
8. Heejung Hyojin Seo, Sarah Forbes, and Holly Birkett , Working from home during the covid-19 lockdown: Changing preferences and the future of work .
9. Dharavath Rajeshwari and Prof. K G Chandrika , A Conceptual Study on Factors Affecting Work Life Balance of Employees Working in BPO's – a Study of Select BPO's in Hyderabad Region , International Journal of Engineering Research & Technology (IJERT), Vol. 8 Issue 11, November-2019.
10. Mokana Muthu , Faizuniah Pangil and Mohd Faizal Mohd Isa, Individual, Organizational and Environmental Factors Affecting Work-Life Balance , <https://www.researchgate.net/publication/283567135> .
11. Bellmann, Lutz; Hübler and Olaf , Job Satisfaction and Work-Life Balance: Differences between Homework and Work at the Workplace of the Company , IZA Discussion Papers, No. 13504.
12. Andrea Hjálmsdóttir and Valgerður S and Bjarnadóttir , I have turned into a foreman here at home”: Families and work-life balance in times of COVID-19 in a gender equality paradise , [wileyonlinelibrary.com/journal/gwao](http://wileyonlinelibrary.com/journal/gwao) .
13. Preeti Narendra , Seema Sharma and Leasel Fernandes , Work life balance of IT professionals , International Journal of Latest Engineering and Management Research (IJLEMR) ISSN: 2455-4847.
14. Industrial Outlook 2020 Research Report, November 2019, <https://www.comptia.org>.
15. D. Babin Dhas, A report on the importance of work-life balance, <https://www.researchgate.net/publication/282685585> .
16. Sreeramana Aithal , An empirical study on working from home: A popular business model , <https://www.researchgate.net/publication/281524771> .
17. Bhumika , Challenges for work-life balance during COVID-19 induced nationwide lockdown: exploring gender difference in emotional exhaustion in the Indian setting, <https://www.emerald.com/insight/1754-2413.htm> .
18. Shangliao Sun , Contribution of Indian IT-BPM industry in GDP of India FY 2009-2020 , <https://www.statista.com> .
19. Sakeerthi S and Rijesh kB , Work imbalance of IT sector employees, International Journal of Scientific & Engineering Research, Volume 7, Issue 11, November-2016.
20. Hazel Buttler , The History of Remote Work: How It Became What We Know Today, <https://www.crossover.com>.
21. Global Information Technology Market – Industry Analysis and Forecast (2019-2026), <https://www.maximizemarketresearch.com> .
22. Shangliao Sun , Aug 12, 2021 , IT industry in India - statistics & facts <https://www.statista.com>