

**A STUDY ON EXPECTATIONS OF IT PROFESSIONALS IN  
CYBERNET SOFTWARE SOLUTIONS, CHENNAI**

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Of

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**Kumaraguru College of Technology**

**Coimbatore**

A PROJECT REPORT

Submitted to the

FACULTY OF MANAGEMENT SCIENCES

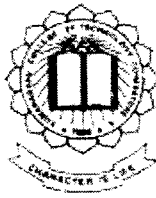
Anna University

In the partial fulfillment of the requirements

For the award of the degree

Of

**MASTER OF BUSINESS ADMINISTRATION**




DEPARTMENT OF MANAGEMENT SCIENCES  
**KUMARAGURU COLLEGE OF TECHNOLOGY**  
COIMBATORE

**BONAFIDE CERTIFICATE**

This is to certify that this project report titled “A STUDY ON EXPECTATIONS OF IT PROFESSIONALS IN CYBERNET SOFTWARE SOLUTIONS, CHENNAI” is the bonafide work of Ms.V.S.Kavitha (71206631020) who carried out the research under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.



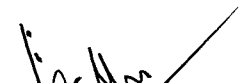
Faculty Guide




Director

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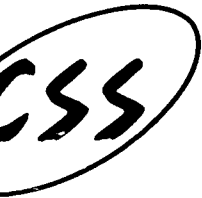
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Examiner I



Examiner II



# Cybernet Software Solution

CHENNAI

Date : 02-08-2007

## SUMMER INTERNSHIP PROJECT COMPLETION CERTIFICATE

This is to certify that **Ms. Kavitha V.S. (Roll No. 06 M.B.A. 20)** a student of **KCT Business School, Kumaraguru College of Technology**, had undergone a project between 19-06-2007 (date of joining) and 01-09-07 (date of leaving) entitled "**A Study on Expectations of IT Professionals**".

During her tenure her performance was good.

*S. Jyoti*

## **ACKNOWLEDGEMENT**

I would like to express my sincere gratitude to my faculty guide **Mr.A.Senthil Kumar** for guiding me in the preparation of this project work. His directions and encouragement are very helpful for me to complete this task very successfully.

I am indebted to the **Director of the Institute of the Management of the Studies, Mr.Devanathan** who thought me the root language and affirmed and accustomed me with the research work. And also I thank all my department staff members for their guidance and support.

I thank **Mr.Vaidyanathan Varadharajan, Head of talent acquisition department, Cybernet Software System**, for giving me an opportunity to carry out this project, for their esteemed organization.

I am immensely grateful to thank to all the members of the organization for their willingness to do my project there, and I also thank all the staff and employees who had spend their precious time with me for their full support to do my project more successfully.

Last but not least I thank my family and friends who stood by me with their continuous moral support and assistance during the course of the project.

## **DECLARATION**

I, V.S.Kavitha here by declare that this project report titled “**A STUDY ON EXPECTATIONS OF IT PROFESSIONALS**” under taken for CYBERNET SOFTWARE SOLUTIONS, CHENNAI is an authentic record of the work done by me, under the guidance of Mr.A.Senthil Kumar, faculty of the department, Kumaraguru college of technology, B-School, Coimbatore.

This report has not been submitted for any other purpose. The findings in this report are based on the data collected by myself during the project period and recommendations are based on qualitative analysis is done.

Place : Coimbatore

Date :

*Kavitha*

**V.S.KAVITHA**  
**(Reg.No:71206631020)**

## **EXECUTIVE SUMMARY**

This report has been prepared on the basis of the study made for Cybernet software solution, Chennai. The main objective of the study is to analyze the level of **Expectation of IT professionals**. This analyze helps the company to plan their strategy what the employee really expect from the IT industry.

A survey has been conducted with the employees of the company in Chennai. The response got from the respondents through the questionnaire were studied to fulfill the objectives of the study.

The study enabled the researcher to find that the IT Professionals, expecting non-monetary benefits than the monetary benefits. The IT industry attracts professionals by way of lucrative pay package, perquisites, fringe benefits and the prospective career growth. The researcher concludes that the existing employees of Cybernet Software Solution, Chennai are met with their expectation and are found satisfied with their professional life in the organization.

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# CHAPTER I

## INTRODUCTION

### 1.1 BACKGROUND OF THE STUDY

#### **Information Technology – A Definition**

We use the term information technology or IT to refer to an entire industry. In actuality, information technology is the use of computers and software to manage information. In some companies, this is referred to as Management Information Services (or MIS) or simply as Information Services (or IS). The information technology department of a large company would be responsible for storing information, protecting information, processing the information, transmitting the information as necessary, and later retrieving information as necessary.

#### **History of Information Technology**

In order to perform these functions, the modern Information Technology Department would use computers, servers, database management systems, and cryptography. The department would be made up of several System Administrators, Database Administrators and at least one Information Technology Manager. The group usually reports to the Chief Information Officer (CIO).

In relative terms, it wasn't so long ago that the Information Technology department might have consisted of a single Computer Operator, who might be storing data on magnetic tape, and then putting it in a box down in the basement somewhere.

#### **Information Technology – Trends**

Going forward, the Information Technology Department will be increasingly concerned with data storage and management, and will find that information security will continue to be at the top of the priority list. The job outlook for those within the Information Technology organization is extremely strong, with data security and server gurus amongst the highest paid techies.

## 1.2. REVIEW OF LITERATURE

Prasad, Jayesh; Enns, Harvey G.; Ferratt, Thomas W.. *Human Resource Management, (Sep2007)*<sup>1</sup>, Vol. 46 Issue 3, p349-372, 24p; As alternative employment arrangements proliferate within the *information technology (IT)* function, *it* becomes increasingly important to understand the impact of these arrangements on *IT employees*. A prevalent notion in the *IT* literature is that these *employees* are homogeneous in their work values and that they prefer similar employment arrangements. Given the inefficiency of designing individual employment programs, we advocate a middle ground between the two extremes of individualized employment arrangements and “one size fits all.” We conducted two studies. The first study developed an individual's work values profile as a psychological construct. *It* used a national sample of *IT employees* to validate a simple, heuristic procedure that was successful in classifying about 80% of the sample into three work values profiles. The second study demonstrated the use of work values profiles for understanding how employment arrangements differentially influence employee satisfaction. *It* applied the validated procedure to a single organization in order to demonstrate the general applicability of the procedure and to show that *it* provides researchers and HR professionals with better insights than the assumption that all *IT employees* are alike

Soat, John.<sup>2</sup> *InformationWeek, 7/2/2007 Issue 1145, p14-14, 1p*; Soat, John. *InformationWeek* The article comments on the results of the Hudson Employment Index, a monthly survey performed by the Chicago, Illinois-based recruiting and outsourcing firm Hudson Group, particularly with regards to *IT employees*. *It* is observed that the satisfaction of *IT* workers with their jobs had been rising and dropping from month to month from January 2007 to July 2007. *It* is pointed out that even an analyst is confused by the mood swings.

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<sup>1</sup> Prasad, Jayesh; Enns, Harvey G.; Ferratt, Thomas W.. *Human Resource Management, Sep2007, Vol. 46 Issue 3, p349-372, 24p*;

<sup>2</sup> Soat, John. *InformationWeek, 7/2/2007 Issue 1145, p14-14, 1p*;

*Martinez,<sup>3</sup> Ed. Computerworld, 6/18/2007t:* The article provides information on the corporate structure and performance of several best *information technology (IT)* companies in the U.S. in 2007. These companies were regarded by the journal as one of the 100 best places to work in *IT*, considering the companies sense of commitment and connection which made their *IT* staffers appreciate their work. Among these include Quicken Loans Inc. which ranks on the first spot by providing *its employees* with access to cutting-edge technology, daily opportunities, encouraging culture and creativity rewards, the University of Miami ranking second spot for consistent four years and the Sharp HealthCare Corp. that obtained the third place brought by corporate management, benefits, culture and professional excellence

*Keefe<sup>4</sup>, Mari; Fanning, Ellen. Computerworld, 6/19/2006:* The article provides information about how the top 100 best companies to work in *information technology (IT)* in 2006 are chosen in the U.S. The nomination was set by the Computerworld Inc. in August 2005 with the requirements of 2005 revenue of at least \$250 million, minimum of 500 total employee, and a minimum of 75 *IT employees*. The companies nominated are then contacted in January 2006 with 100-survey question regarding their salary, bonus, promotions, and training and development opportunities. Other surveys for include nomination survey, company survey, and employee survey which are all conducted via the Internet.

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<sup>3</sup> Martinez, Ed. Computerworld, 6/18/2007, Vol. 41 Issue 25, p31-42, 5p

<sup>4</sup> Keefe, Mari; Fanning, Ellen. Computerworld, 6/19/2006, Vol. 40 Issue 25, p50-50, 1/3p;

*Melymuka, Kathleen.*<sup>5</sup> *Computerworld*, 1/24/2005: The article reports that according to the 2004 *IT* Staffing and Compensation Guide, an annual report released by Meta Group Inc., 24% of the more than 650 companies surveyed indicated that *IT* professionals in the application development field were the most difficult to retain. Respondents also indicated high turnover among *employees* who specialize in security (13%) and those who hold networking job functions (13%). *IT* staff salaries will increase by as much as 10% to 15% over the next three years, according to Meta researchers. As the economy improves over the next year, key *IT employees* will seek greener pastures with competitive employers, analysts say. To prevent a mass exodus of highly valued *employees*. CIOs will need to pay closer attention to their human capital management programs, including development, welfare and morale, recruiting and retention, and compensatory strategies such as performance-based incentives. *IT* organizations devise innovative retention strategies, such as providing more flexible work rules.

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<sup>5</sup> Melymuka, Kathleen. *Computerworld*, 1/24/2005, Vol. 39 Issue 4, p38-38, 1/7p

### **1.3 STATEMENT OF THE PROBLEM**

A satisfied employee is a valuable asset to an organization, since it increases the employee productivity and hence the corporate profitability. The employee satisfaction is a function of his expectation over the job he does. Hence the researcher is interested to know the worklife expectation of the employees working in the Information Technology industry and the same is taken as a problem to be studied upon.

### **1.4 OBJECTIVE OF THE STUDY**

#### **PRIMARY OBJECTIVE:**

- The main objective of the study was to find out what the IT professionals really expect from the IT industry.

#### **SECONDARY OBJECTIVE:**

- To find out the exposure level of IT professionals.
- To find the main factors that attracts the professionals to choose this IT industry.
- To analyze the existing satisfaction level of the employees with regard to welfare measures.
- To offer suggestions to the company

### **1.5 SCOPE OF THE STUDY**

The study undertaken is done individually and no other related projects were available, or this study is not the continuation of any previous project studies. The main focus of the study is to find out what is the real expectation of IT professionals from the IT industry. Based on the expectation of professionals the analysis and planning were made to improve the IT industry to a better pathway.

The emphasis of this study was to make motivating the professionals to choose the IT industry and to have more beneficial & more exposure, and to improve the career growth to a better way.

Although the main objective of study is focused on the perception of IT professionals and their expectation related to the IT industry. And the secondary objectives help to know the factors that influence them to choose this industry.

## 1.6 RESEARCH METHODOLOGY

### 1.6.2 TYPE OF THE STUDY

- ❖ Exploratory Study

### 1.6.3 METHOD OF DATA COLLECTION

#### Primary Data:

The main primary data is collected through structured questionnaires with both closed-end and open-end questions. Questionnaires were administered through personal interview.

#### Secondary Data:

The secondary data was collected from the company brochures, newspapers, magazines, and journals, Internet web sites and from company personnel.

### 1.6.4 TOOLS USED FOR ANALYSIS

- Percentages Analysis
- Chi-Square

Formula:

$$Df = (R - 1) * (C - 1) \left\{ \begin{array}{l} \frac{(O - E)^2}{E} \end{array} \right\} \begin{array}{l} O \\ E \end{array} \begin{array}{l} \text{Observed Frequency} \\ \text{Expected Frequency} \end{array}$$

O - Observed Frequency

E - Expected Frequency

R - No. Of rows

C- No. Of columns

### 1.6.5 RESEARCH PERIOD:

The research study was carried out in the Cybernet Software System for a period around 1 month and finally the response from the professionals have been collected. And the statistical tool has been applied for the analysis and finally conclusion has been submitted to the company for their future developments.

## 1.7 LIMITATIONS

- It is very short period to study the entire system of IT industry.
- The study was confined to a few respondents and the trends cannot able to ascertain for the future.
- The respondents could be biased and might not have an accurate information so as to protect their interests.
- The information gathered could corrupt and may have been influenced by the perception of the researcher.



## CHAPTER II

### 2.1 ORGANIZATION PROFILE

CSS believes in recognizing and encouraging the merit of its people as individuals. Our work culture thus facilitates freethinking, experimentation and innovation. With an emphasis on personal responsibility, CSS provides an environment that supports original thinking. Self-starters flourish here unobstructed by reporting hierarchies and restrictive policies. The days are packed, but the style is informal and if you have a good idea it can be taken forward faster than you think. Our pace here at CSS is staggering, and the environment provides enough motivation to make you want to keep pace. The company by virtue of its worldwide presence and reach follows a culture that is truly global and significantly rewards performance.

### 2.2 CSS Objectives and Commitments :

Constant innovation leading to the delivery of better value to all our customers in terms of products and services that satisfy real needs. Corporate excellence through professionalism and value based management. Exceeding the expectations of employees, stockholders and the community.

### 2.3 CSS Core Values

- Maintain highest standards of personal and professional integrity and ethics.
- Maintain highest levels of responsiveness to our customers, both internal and external.
- Speed with accuracy in our Decision-making and in every activity.
- Innovate constantly.
- Consistent improvement and adherence to highest standards in every process.

### 2.4 CSS Expectations

We as CSS family should ensure

- 1). Commitment towards customer delight.
- 2). Confidentiality of business information.

3). Guidance and support to peers and superiors.

4). Innovation and creativity.

5). Justification for every expenditure and cost effectiveness.

#### 2.5 Fact Sheet – The CSS Group:

- Over a decade of IT service experience
- Presence in north, Europe and Asia Pacific
- 100% referenceable clients
- 4000+ resources
- 12 global delivery centers
- SEI CMMi level 4 company & ISO 9001:2000 certified
- Fortune 1000 customers
- Headquartered in San Jose with office in New York, London, Singapore, Melbourne and Tokyo
- 10 offshore delivery centers (over a quarter million square feet) in the heart of Chennai city

#### 2.6 CSS Group Of Companies:

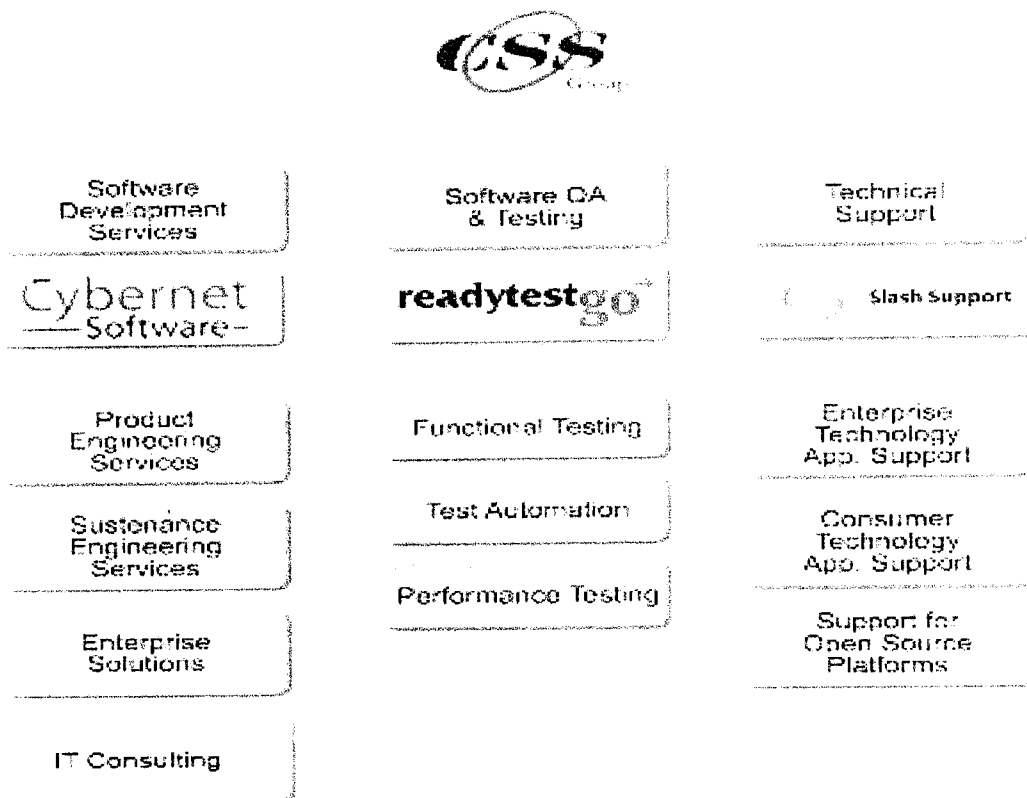
Cybernet software → Software development service

Ready Test Go → QA & Testing service.

Slash support → managed technical support service.

## 2.7 The CSS Group

CSS provides services across all stages of the SDLC through its successful strategy of pinning off business units into independent subsidiaries.



Every CSS group employee is expected to exceed customer expectations people skills and commitment remain the launch pad for our global imitative. Our work environment promotes creativity.

## 2.8 CUSTOMERS

Advanced Global Applications

Bank One Corporation

Cazh (e-payment gateway service)

Comerica Bank

CRISIL (Credit Information Services of India Ltd)

Deutsche Bank

First Union Corporation

ICICI Bank

IDBI Bank

State Compensation Insurance Fund

TVS Finance Limited

World Bank Group

Colgate Palmolive

Hanes Printables

Honda R&D Europe

Mersey Manufacturers

Motorola

Philips

Sumitomo Corporation of America

AOL

Autodesk

Dendrite

Gomez

IBM

Lucent

BMC Software

Microsoft

Netscape

PumaTech

Quick Portal

Sun Microsystems

Operative

VA Software

WebGain

Becton, Dickinson & Company

Brain Trauma Foundation

Dr. Reddy's Laboratories

HealthCents

Pulse MD

ABM Industries

Cairn Energy

Golden Village

National Hockey League

Rabin Worldwide

Singapore Airlines

The Swedish Parliament

### **People –our invaluable asset:**

Employee friendly policies and an exciting work culture have enabled us to post an attrition rate that is well below industry figures. Some of our key people strengths and reasons why our resources produce high quality deliverables are highlighted below.

- Great career paths
- Unparalleled growth
- A transparent organization
- Positive culture
- Benefits
- Incentives

### **2.9 Four Reasons For Success Of Company:**

- Wide variety of service offering, which includes product design and engineering, development, testing /QA, technical support and IT infrastructure management.
- Identify and nurturing quality people.
- Adherence to quality standards supported by robust business processes.
- Adoption of flexible execution methodologies aimed at rapid delivery and cost effectiveness.

## 2.10 Conquered Technology Challenge:

- CSS Develops challenging solution for US-based leading interactive television technology.
- Extremely challenging domain requiring research level technology skills in Microsoft technologies.
- Developed a BIF font interpreter on the windows environment.
- Used the special scripting language “LUA” to develop a set top-box simulator.

## 2.11 Training:

Training is seen as a Knowledge Management & People Management practice and as a key process for growth. We are committed to continuous investment in learning & workforce development for enhancing the performance of the organization

We are committed to 5 days of training per person per year.

### 2.12 Training

Process:

Training needs are identified and analyzed. The Training desk publishes a training calendar for the year. The project manager raises the training requisition.

Source of Training Need Identification:

- Appraisals.
- Performance Issues.
- Employee Development needs.
- Business needs.

Request from Managers.

HR will finalize the program contents in consultation with the Team Head. HR will decide on the trainer (Internal / External) after joint evaluation with the team. Training Plan is finalized, resources allotted and responsibilities assigned.

## 2.13 BOARD OF DIRECTORS

- ❖ Shiv Kumar – Principal Founder
- ❖ Shiva Ramani – Co-founder & CEO
- ❖ Jason.M.Brown – Managing Director
- ❖ Ravi.C.Adusumalli – General Partner and India Head
- ❖ Phaneesh Murthy – CEO, iGate Solutions
- ❖ Mark Parker – senior Vice President – Asia, Fossil Inc

## **2.14 AWARDS AND RECOGNITION**

**CSS bags the “Best in customer Service” award at contact center world awards, 2007**

Contact Center World selects SlashSupport the center of Excellence for technology Support & management of CSS for ‘Best Customer service’ in the APAC region. The award was given away at the Contact Center World Awards held in Melbourne on 22<sup>nd</sup> June 2007

CSS will now represent APAC at the World, a leading global support organization with over 90,000 members. The participants comprised of companies from India, Australia, Thailand and Malaysia.

Slashsupport, a CSS center of Excellence for technology support and management, was awarded the Gold Medal in the customer service category.

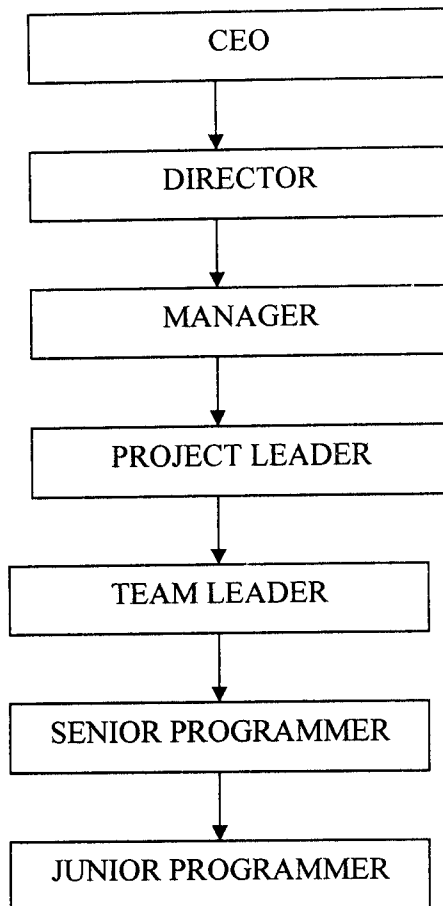
## **2.15 Cybernet Software – Center for Research & Development**

Cybernet Software is a unique Research & Development center that enables independent software vendors and enterprises find solutions to their technology and business challenges.

## **2.16 Client Benefits**

- Accelerated software development and release. Improved ‘time to deploy’
- Minimized risks and increased software quality
- Quickly integrate the offshore consulting and engineering team with your onsite development team increasing visibility across the development process.
- Leverage existing assets to create Business – IT alignment
- Quickly respond to business changes.

## 2.17 ORGANIZATION CHART





## CHAPTER III

### MICRO – MACRO ANALYSIS

Worldwide spending on IT witnessed steady growth in 2005, on the back of healthier spending across key markets of the US and Western Europe and strong growth in emerging markets. Outsourcing continued to be the primary growth engine with global delivery forming an integral part of the strategies adopted by customers as well as service providers.

The year 2005 also witnessed the coming of age of the Indian IT multinationals, with the traditionally India – centric, indigenous players beginning to build noticeable presence in other low – cost locations. This was complemented by global majors continuing to significantly ramp – up offshore delivery capabilities predominantly in India, vindicating important role in the new world IT order.

In addition to the growth in scale, the portfolio of services sourced globally continued to expand into higher – value, more complex activities – further reinforcing the growing maturity of the global delivery model.

### 3.1 FACTS AND FIGURES

#### 3.1.1. Employment trends:

- The total direct employment in the Indian IT sector is estimated to have grown by over a million from 284,000 in FY 1999-2000 to a projected 1,287,000 in the current fiscal year.
- In addition to the nearly 1.3 million-strong workforce employed directly in the industry, Indian IT is estimated to have helped create an additional 3 million job opportunities through indirect and induced employment.
- Indirect employment includes expenditure on vendors including telecom, power, construction, facility management, IT, transportation, catering and other services. Induced employment is driven by consumption expenditure of employees on food, clothing, utilities, recreation, health and other services.

### 3.1.2 Key Industry Highlights

- The leading publicly listed players have reported a top line year-on-year growth of nearly 34%, over the first half of the current fiscal.
- MNC owned captive units have been scaling up their operations steadily with the headcount forecast to grow by at least 30% this year
- IT activity in the domestic market is also witnessing steady growth with the services segment coming into its own reflecting sound optimism for the year-end results.

## CHAPTER IV

### DATA ANALYSIS & INTERPRETATION

#### 1. PERCENTAGE ANALYSIS

**TABLE: 4. 1**  
**DEMOGRAPHIC OF THE RESPONDENTS**

S. No	Particulars	Categories	No. Of Respondents		Percentage	
1	Gender	Male    female	30	20	60%	40%
2	Age	21-28    29-35	40	10	80%	20%
3	Martial Status	Single    Married	30	20	60%	40%
4	Qualification	UG    PG	24	26	48%	52%
<b>TOTAL NUMBER OF RESPONDENTS</b>			<b>50</b>			

#### INFERENCE

It indicates that the majority of respondents fall under gender category in that male (**60%**) and female (**40%**), and under the age category from (21 - 28 yrs) nearly (**80%**) and from age (29- 35) nearly (**20%**) respondents.

Under the category of martial status nearly (**60%**) are single and (**40%**) are married people. And also it categories on education qualification nearly (**48%**) are under graduates and (**52%**) are postgraduates.

CHART: 4.1

“DEMOGRAPHIC OF THE RESPONDENTS”

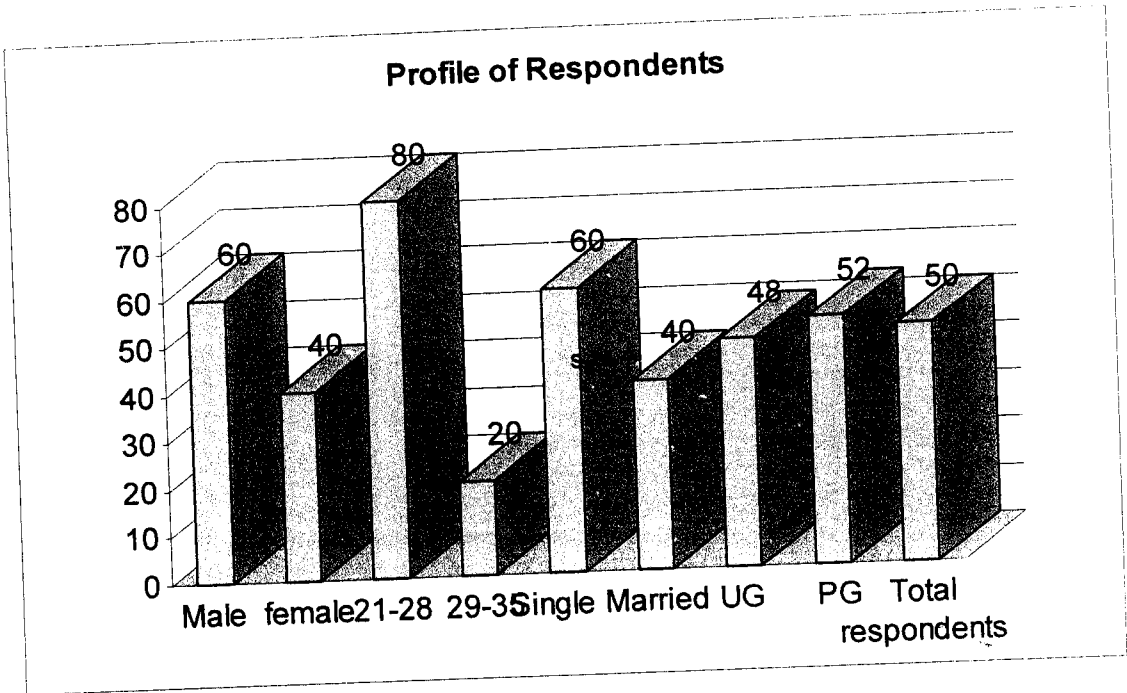


TABLE: 4.2

“The Total Yrs of experience in IT industry”

S. No	Response	No. Of Respondents	Percentage
1	< 2Yrs	8	16%
2	2 - 4 Yrs	14	28%
3	3 - 4 Yrs	10	20%
4	Above 6 Yrs	10	20%
5	Fresher	8	16%
TOTAL NUMBERS		50	100%

### INFERENCE:

From the above table it is inferred that out of total 50 respondents the IT professionals who got the total yrs of experience. Under < 2 Yrs- (28%), 2 - 4 Yrs (20%), 3 - 4 Yrs (20 %), Above 6 Yrs (16 %), Fresher (16 %) as per the above percentage analysis statement.

CHART: 4. 2

“THE TOTAL YRS OF EXPERIENCE IN THE IT INDUSTRY”

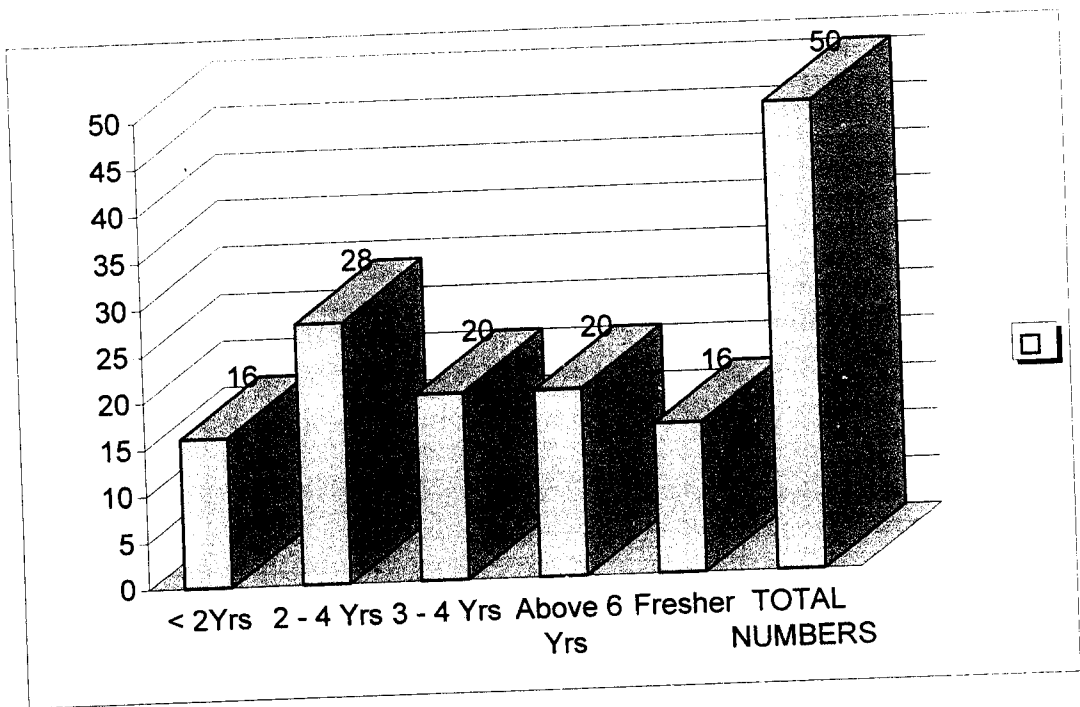


TABLE: 4.3

“The Factors that attracts you for this IT Profession”

S. No	Response	Rank-1	Rank- 2	Rank- 3	Rank- 4
1	Salary	36%	44%	14%	4%
2	Fast Growth	50%	32%	16%	4%
3	Pride/prestige	10%	12%	28%	50%
4	Onsite Opportunity	4%	12%	42%	42%
TOTAL RESPONDENTS		50			

#### INFERENCE:

From the above table it is inferred that out of total 50 respondents the main factor that attracts the IT professionals. Under this they are Ranked from ( 1- 4 ) are categorized in that highest percentage is taken from each variables of collected data (44%) Salary, (50%) Fast Growth, (50%) Pride/prestige, (42%) Onsite Opportunity, as per the above percentage analysis statement.

CHART: 4.3

“THE IMPORTANT FACTORS THAT ATTRACTS THE IT PROFESSIONALS”

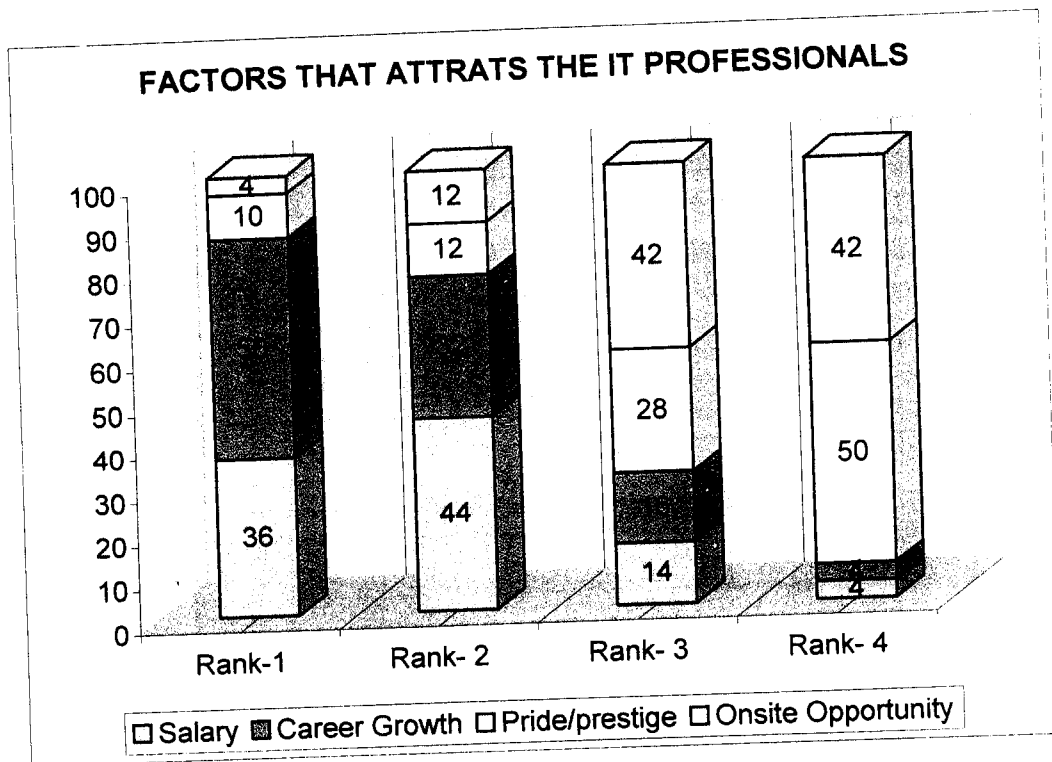




TABLE: 4. 4

“The Reason that they looking out for a change”

S. No	Response	Rank-1	Rank- 2	Rank- 3	Rank- 4
1	Salary	28.57%	40.47%	19.04%	9.52%
2	Fast growth	47.61%	35.71%	14.28%	4.76%
3	Pride/prestige	11.90%	9.52%	33.33%	38.09%
4	Onsite Opportunity	11.90%	14.28%	33.33%	47.61%
TOTAL RESPONDENTS		50			

### INFERENCE:

From the above table it is inferred that out of total 50 respondents the main reason that the professionals looking out for a change. Under this they are Ranked from (1- 4) are categorized in that highest percentage is taken from each variables of collected data (40.47%) Salary, (47.61%) Fast Growth, (38.09%) Pride/prestige, (47.61%) Onsite Opportunity, as per the above percentage analysis statement.

CHART: 4.4

“THE REASON THAT THEY ARE LOOKING OUT FOR CHNAGE ”

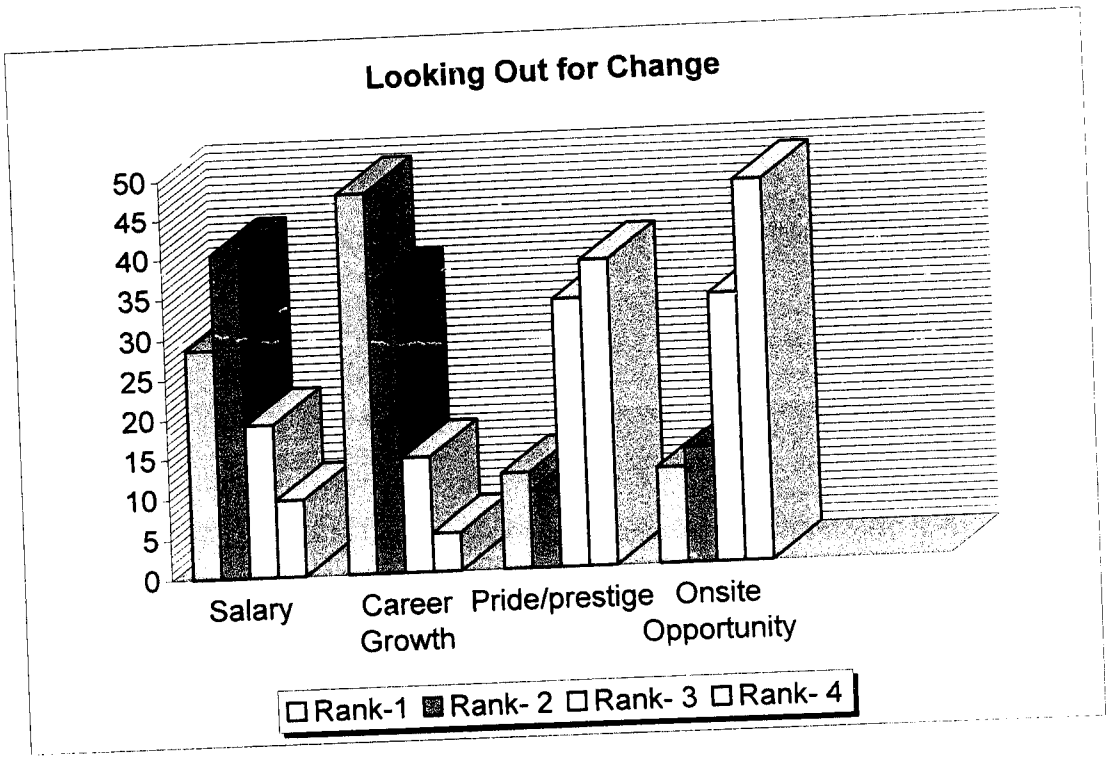


TABLE: 4.5

“The Maximum No. Of yrs worked in a Single Company”

S. No	Response	No. Of Respondents	Percentage
1	0 - 1Yrs	4	9.52%
2	1 - 2Yrs	16	38.09%
3	2 - 3 Yrs	11	26.19%
4	4 & AboveYrs	11	26.19%
TOTAL NUMBERS:50		42	100%

#### INFERENCE:

From the above table it is inferred that out of total 50 respondents the maximum No. Of years that a professionals worked under a single company. Under this categories total of 50 response dents in that 8 respondent are fresher. So this question is not suitable to them. The (9.52%) from 0 - 1Yrs, (38.09%) 1 - 2 Yrs, (26.19%) 2 -3 Yrs, (26.19%) 4 & above Yrs, as per the above percentage analysis statement.

CHART: 4.5

“THE MAXIMUM NUMBER OF YRS WORKED IN A SINGLE COMPANY”

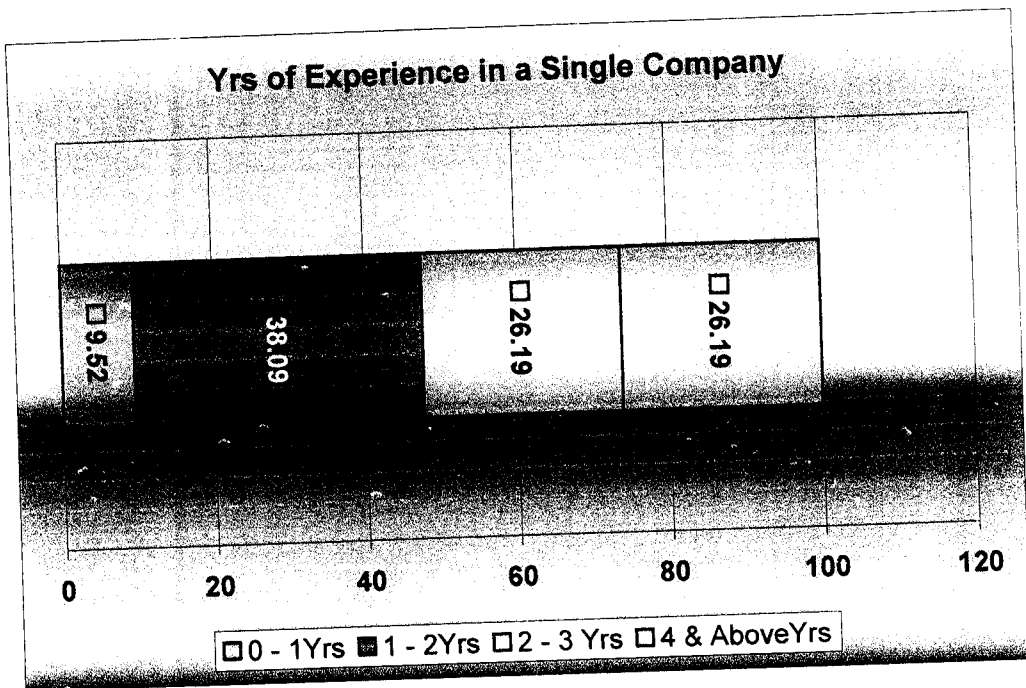


TABLE: 4.6

“The Reason that they are looking out for Onsite jobs”

S. No	Response	Rank-1	Rank-2	Rank-3	Rank-4
1	Salary Hike	22%	20%	34%	24%
2	Tech. Exposure	38%	32%	16%	14%
3	Career Growth	32%	40%	20%	8%
4	Client Requirement	8%	8%	30%	54%
TOTAL RESPONDENTS		50			

#### INFERENCE:

From the above table it is inferred that out of total 50 respondents. The reason that they are looking out for Onsite jobs. Under this they are ranked from (1- 4) are categorized in that highest percentage is taken from each variables of collected data (34%) Salary, (38%) Tech. Exposure, (40%) Career Growth, (54%) Client Requirement, as per the above percentage analysis statement.

CHART: 4.6

“THE REASON THAT THEY ARE LOOKING OUT FOR CHANGE”

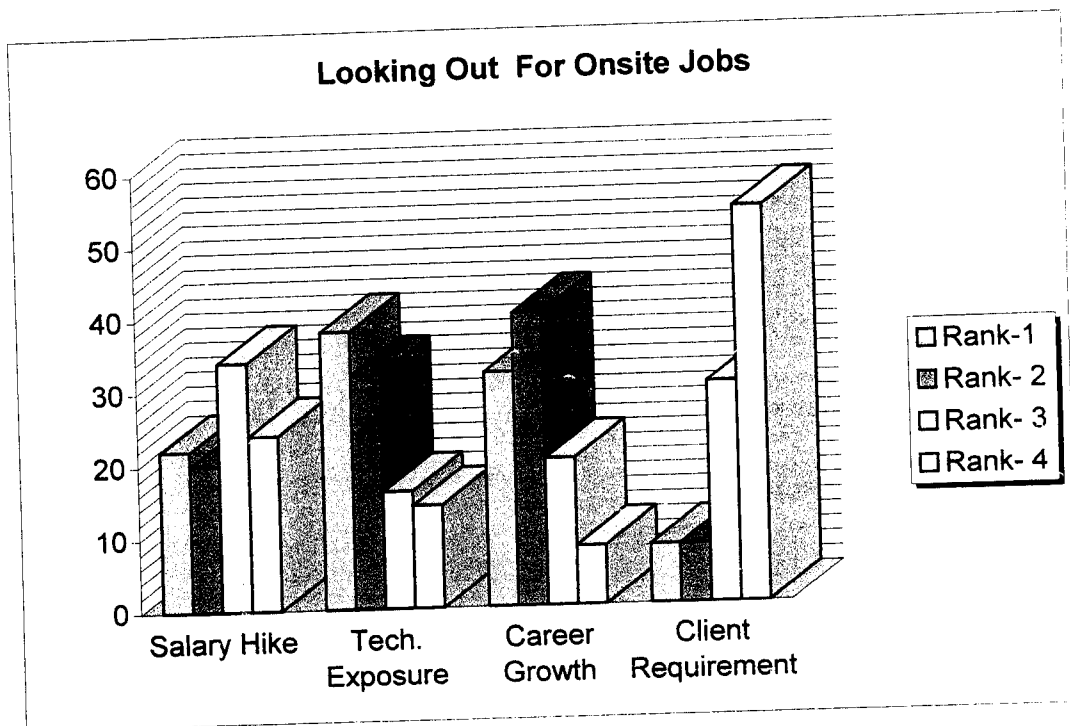


TABLE: 4.7

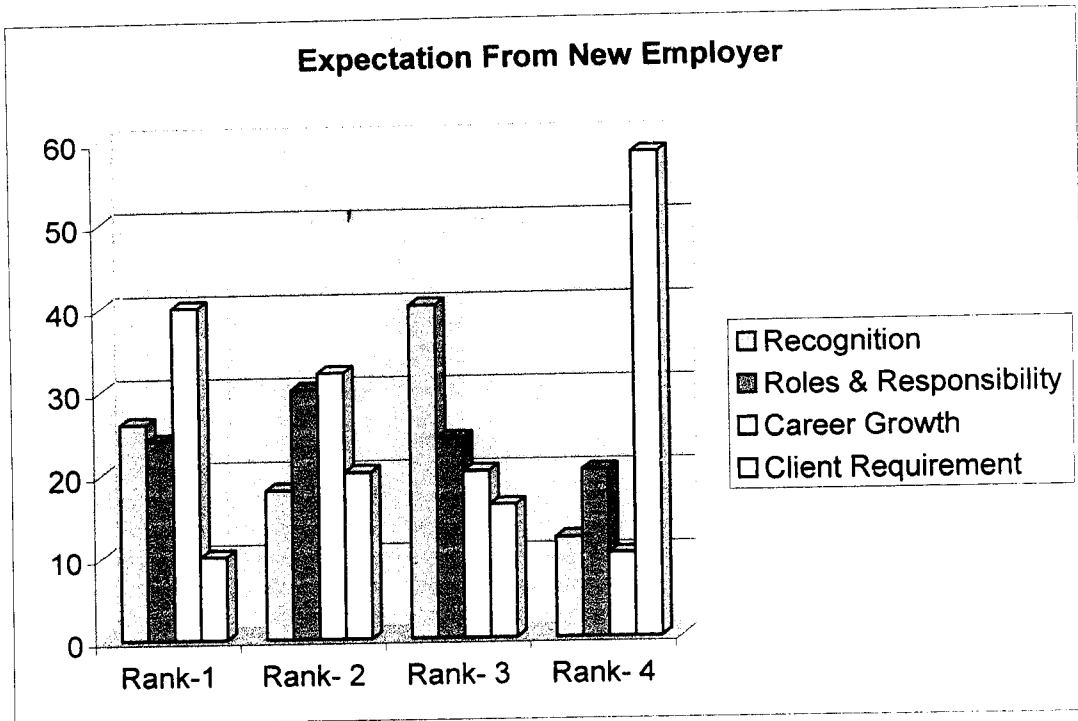
**“The Expectation from your New Employer”**

<b>S. No</b>	<b>Response</b>	<b>Rank-1</b>	<b>Rank- 2</b>	<b>Rank- 3</b>	<b>Rank- 4</b>
1	Recognition	26%	18%	40%	12%
2	Roles & Responsibility	24%	30%	24%	20%
3	Career Growth	40%	32%	20%	10%
4	Client Requirement	10%	20%	16%	58%
<b>TOTAL RESPONDENTS</b>		<b>50</b>			

**INFERENCE:**

From the above table it is inferred that out of total 50 respondents. What they expect from their New Employer Under this they are ranked from (1- 4) are categorized. In that highest percentage is taken from each variables of collected data (40%) Recognition, (30%) Roles & Responsibility, (40%) Career Growth, (58%) Client Requirement, as per the above percentage analysis statement.

CHART: 4.7

**“The Expectation From your New Employer”**



**TABLE: 4. 8****“The Preferred size of your team”**

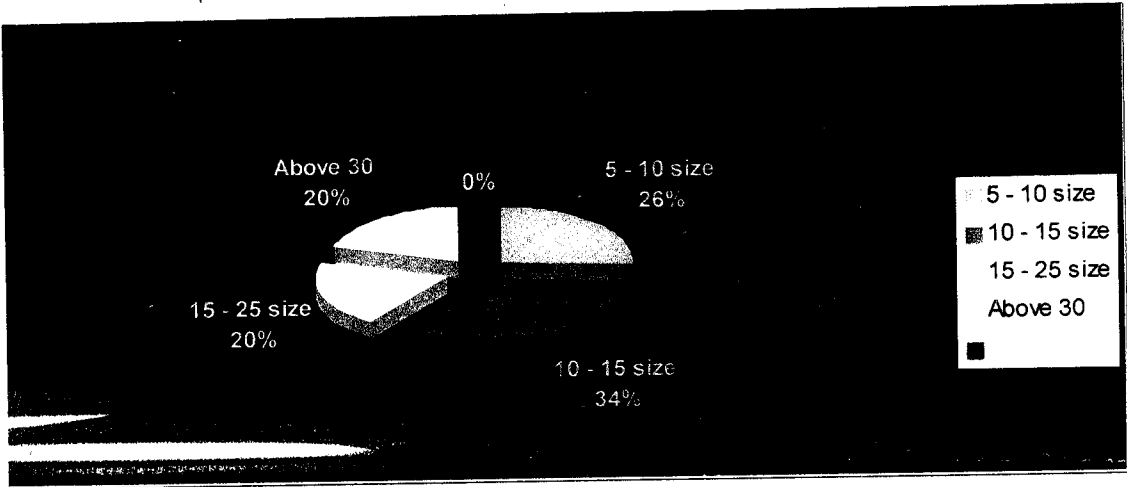
S. No	Response	No. Of Respondents	Percentage
1	5 - 10 size	13	26%
2	10 - 15 size	17	34%
3	15 - 25 size	10	20%
4	Above 30	10	20%
<b>TOTAL NUMBERS</b>		<b>50</b>	<b>100%</b>

**INFERENCE:**

From the above table it is inferred that out of total 50 respondents .The preferred size of the team that professionals like to your work. Under this categories (26%) 5 - 10 size. (34%) 10 - 15 size, (20%) 15 - 25 size. (20%) Above 30, as per the above percentage analysis statement.

**CHART: 4.8**

**“The Preferred Size of the Team”**



**TABLE: 4.9**

**“To Compare the Challenge faced by the IT industry with other industry”**

S. No	Response	No. Of Respondents	Percentage
1	Agree	18	36%
2	Highly Agree	18	36%
3	Neutral	3	6%
4	Disagree	7	14%
5	Highly Dis Agree	4	8%
<b>TOTAL NUMBERS</b>		<b>50</b>	<b>100%</b>

**INFERENCE:**

From the above table it is inferred that out of total 50 respondents. To compare the challenge faced in the IT industry with the other industry. Under this categories (36%) Agree, (36%) Highly Agree, (6%) Neutral, (14%) Disagree, (8%) Highly disagree as per the above percentage analysis statement.

**CHART: 4. 9**

**“To Compare the Challenge Faced by the IT industry with other industry”**

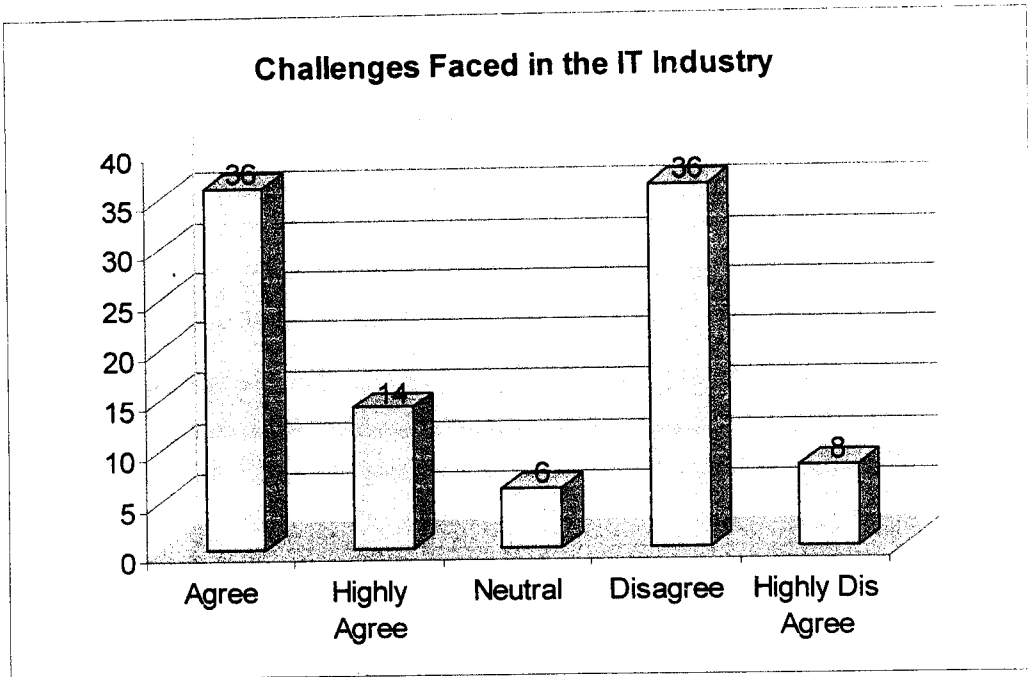


TABLE: 4.10

**“To Compare the Compensation of IT industry with other industry”**

S. No	Response	No. Of Respondents	Percentage
1	Satisfied	16	32%
2	Highly Satisfied	20	12%
3	Neutral	4	8%
4	Dissatisfied	6	8%
5	Highly Dis Satisfied	4	8%
TOTAL NUMBERS		50	100%

**INFERENCE:**

From the above table it is inferred that out of total 50 respondents .To compare the compensation of IT industry with the other industry. Under this categories (32%) Satisfied, (12%) Highly Satisfied, (8%) Neutral, (8%) Dissatisfied, (8%) Highly Dissatisfied with the above percentage analysis statement.

**CHART: 4.10**

**“To Compare the Compensation of IT industry with other industry”**

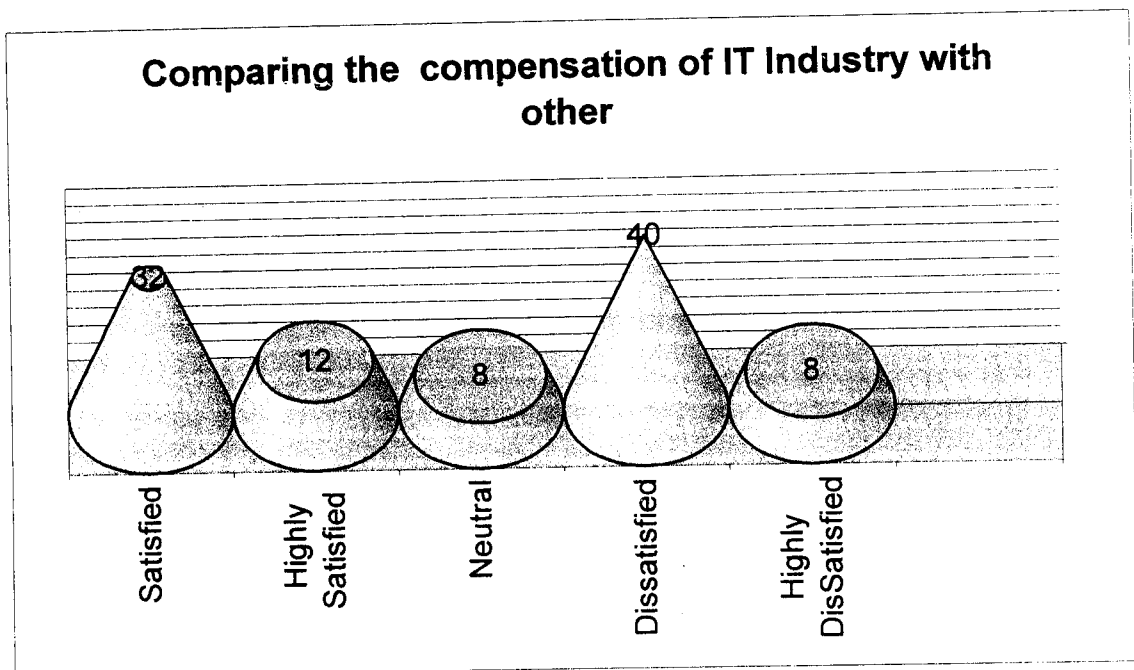


TABLE: 4. 11

**“Expecting Other Benefits from IT industry”**

S. No	Response	Rank-1	Rank- 2	Rank- 3	Rank- 4
1	Travel Benefit	24%	28%	30%	16%
2	Medical Benefit	40%	44%	18%	8%
3	Free food	8%	8%	34%	48%
4	Retirement Benefit/ Social security	28%	20%	18%	28%
TOTAL RESPONDENTS		50			

**INFERENCE:**

From the above table it is inferred that out of total 50 respondents. The other benefits that professionals expect from IT industry under this categories **(30%)** Travel Benefit, **(44%)** Medical Benefit **(48%)** Free food, **(28%)** and Retirement Benefit/Social security, as per the above percentage analysis statement.

CHART: 4.11

“Expecting Other Benefits from the IT industry”

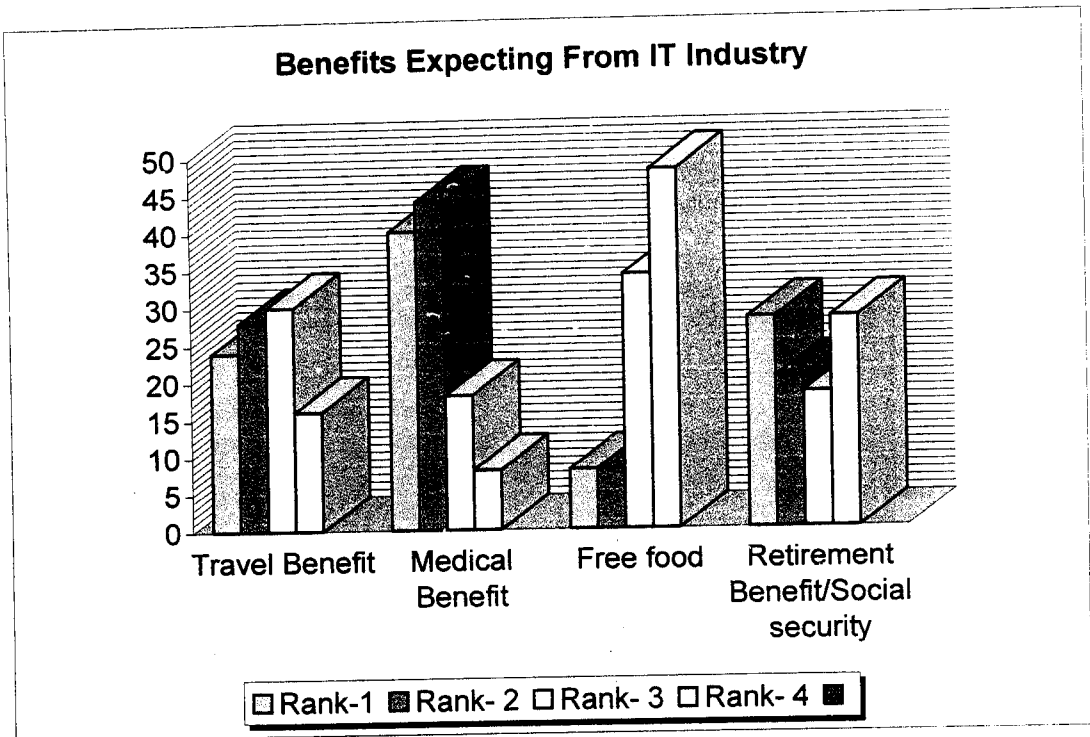




TABLE: 4. 12

**“The Work Load / Work Stress in IT industry”**

S. No	Response	No. Of Respondents	Percentage
1	Very Less	2	4.76%
2	High	12	28.56%
3	Neutral	4	9.52%
4	Manageable	16	38.09%
5	Very High	8	19.04%
TOTAL NUMBERS		50	100%

**INFERENCE:**

From the above table it is inferred that out of total 50 respondents. The work load /work stress in IT industry under this categories (4.76%) Very Less, (28.56%) High, (9.52%) Neutral, (38.09%)Manageable, (19.04%) Very high as per the above percentage analysis statement.

CHART: 4.12

“The Work Load / Work Stress in IT industry”

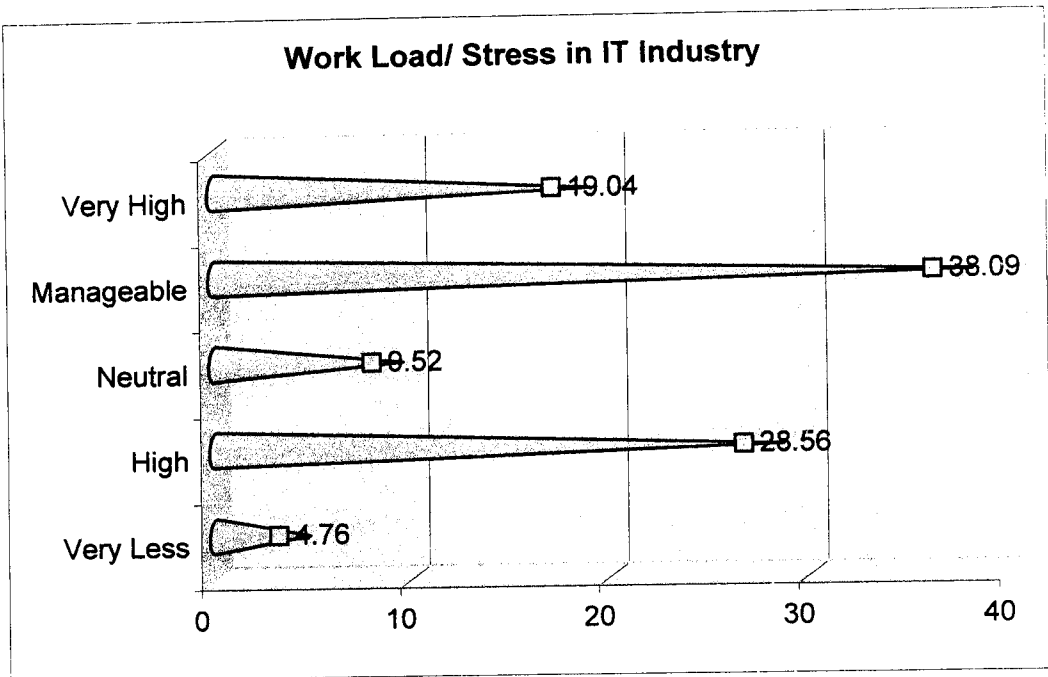


TABLE: 4. 13

**“The Exposure & Learning’s you get from IT industry”**

S. No	Response	No. Of Respondents	Percentage
1	Agree	17	34%
2	Highly Agree	24	18%
3	Neutral	4	8%
4	Disagree	3	6%
5	Highly Dis Agree	2	4%
TOTAL NUMBERS		50	100%

**INFERENCE:**

From the above table it is inferred that out of total 50 respondents .The exposure & learning from this IT industry under this categories (34%)Agree, (18%)Highly Agree (8%)Neutral, (6%)Disagree, (4%)Highly Disagree, as per the above percentage analysis statement.

CHART: 4.13

“ The Exposure & Learning’s you get from IT industry”

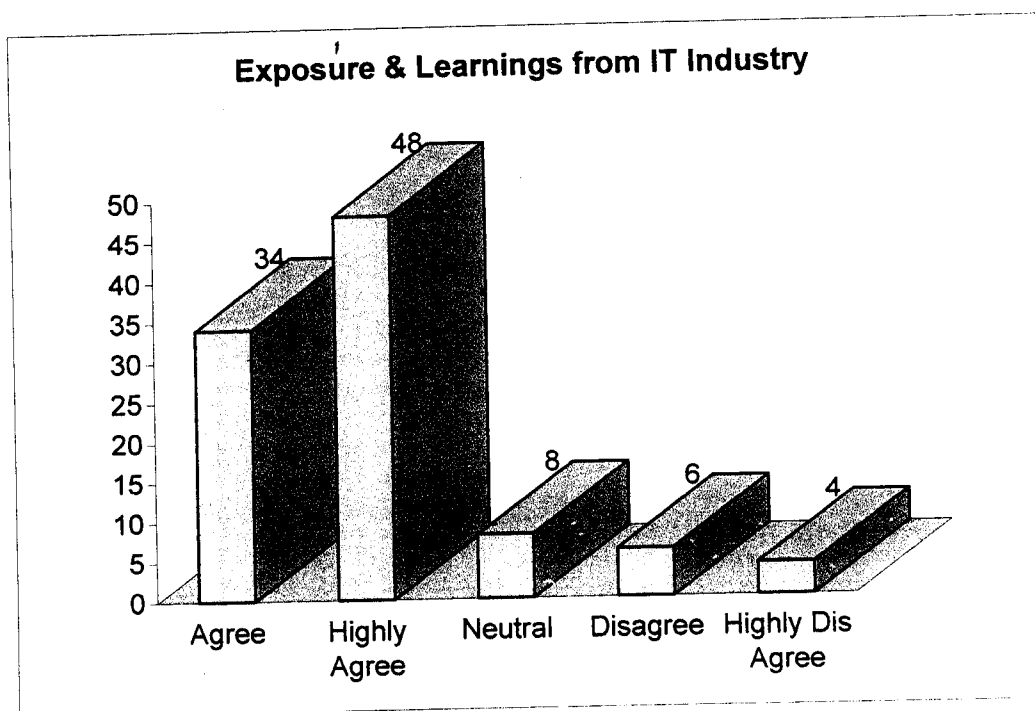


TABLE: 4.14

**“The Concerned about Company’s Location”**

S. No	Response	No. Of Respondents	Percentage
1	To be in City	15	30%
2	To be in IT Highway	15	30%
3	Outskirts of City	6	12%
4	Doesn't matter	14	28%
TOTAL NUMBERS		50	100%

**INFERENCE:**

From the above table it is inferred that out of total 50 respondents to concerned about company’s location. Under this categories (30%) To be in City, (30%) To be in IT Highway (12%) Outskirts of City, (28%) don’t matter, as per the above percentage analysis statement.

CHART: 4. 14

**“The Concerned about Company’s location”**

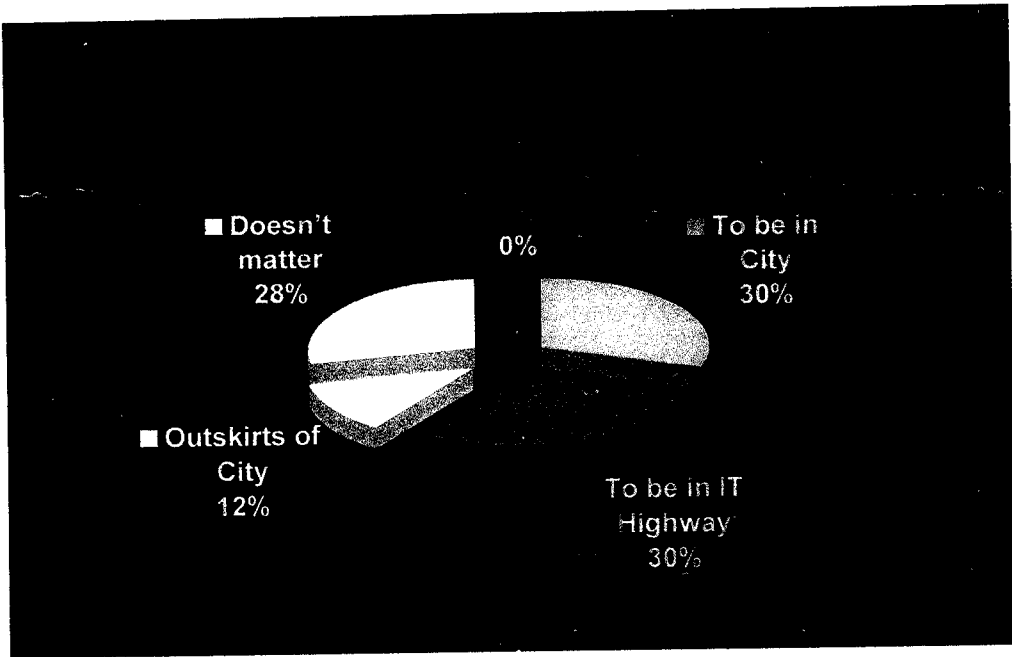


TABLE: 4. 15

**“The Totals No. Of Hours that you travel every day to office “**

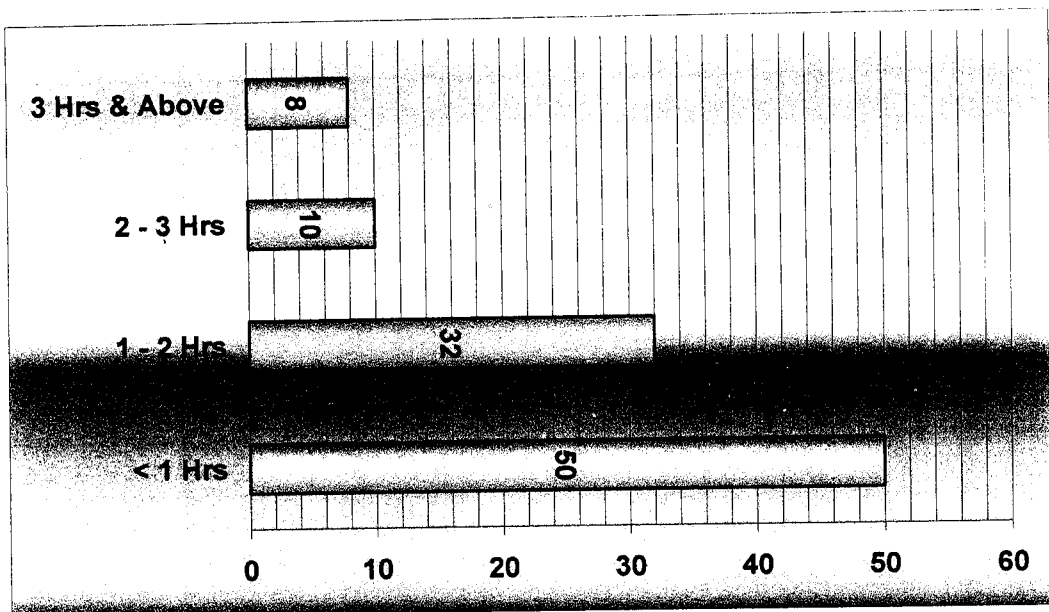
S. No	Response	No. Of Respondents	Percentage
1	< 1 Hrs	25	50%
2	1 - 2 Hrs	16	32%
3	2 - 3 Hrs	5	10%
4	3 Hrs & Above	4	8%
TOTAL NUMBERS		50	100%

### INFERENCE:

From the above table it is inferred that out of total 50 respondents. The total number of hours that the people travel every day to office. Under this categories (50%) < 1 Hrs, (32%) 1 - 2 Hrs (10%) 2 - 3 Hrs, (8%) 3 Hrs & above, as per the above percentage analysis statement.

## CHART: 4.15

“The Totals No. Of Hours that you travel every day to office “





**TABLE: 4. 16****“To balance both Professional Life and Personal Life equally”**

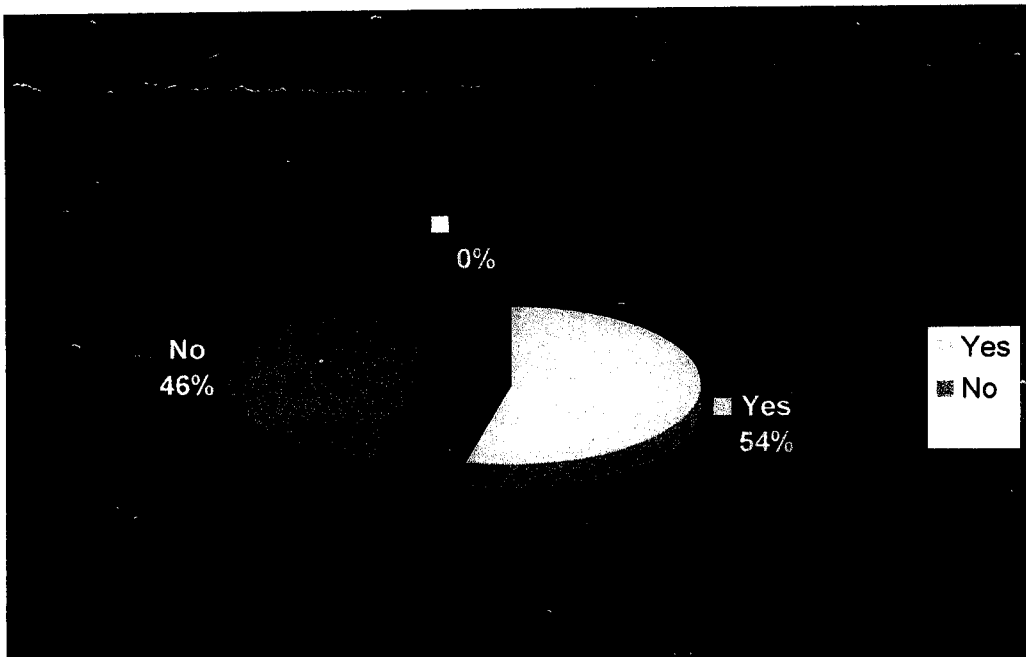
<b>S. No</b>	<b>Response</b>	<b>No. Of Respondents</b>	<b>Percentage</b>
1	Yes	27	54%
2	No	23	46%
<b>TOTAL NUMBERS</b>		<b>50</b>	<b>100%</b>

**INFERENCE:**

From the above table it is inferred that out of total 50 respondents .The balance you make both Professional Life and Personal Life equally. Under this categories (54%) of people say yes, (46%) of people says No, as per the above percentage analysis statement.

CHART: 4. 16

**“To balance both Professional Life and Personal Life equally”**



## 2. CHI SQUARE METHOD:

### 2.1. Comparison of Martial Status with Compensation Expected

(H<sub>0</sub>): There is no significance relationship between martial status of the respondents and satisfaction of compensation.

(H<sub>1</sub>): There is significance relationship between martial status of the respondents and satisfaction of compensation.

Comparison of Martial Status with Compensation Expected						
Particulars	Satisfied	Highly satisfied	Dissatisfied	Highly Dissatisfied	Neutral	Total
Single	13	8	3	2	2	28
Married	3	12	3	2	2	22
<b>Total</b>	<b>16</b>	<b>20</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>50</b>

#### LIST OF TABLE:

S. No	O	E	(O-E)	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E	
1	13	$16*28/50=8.96$	4.04	16.32	1.82	
2	8	$20*28/50=11.2$	3.2	10.24	0.91	
3	3	$6*28/50=3.36$	0.6	.36	.10	
4	2	$4*28/50=2.24$	.24	.057	.02	
5	2	$4*28/50=2.24$	.24	.057	.02	
6	3	$16*22/50=7.04$	4.04	16.32	2.31	
7	12	$20*22/50=8.8$	3.2	10.24	1.16	
8	3	$6*22/50=2.64$	.36	.1296	.04	
9	2	$4*22/50=1.76$	.24	.057	.03	
10	2	$4*22/50=1.76$	.24	.057	0.3	
			<b>TOTAL</b>			6.44

Table value = 9.488, calculated value = 6.44

(H): Here the calculated value is less than the table. Hence is no significance relationship between martial status of the respondents and satisfaction of compensation.

## 2.2. Comparison of Martial Status with Challenges Faced

(IIo): There is no significance relationship between martial status and challenges faced in IT industry by the respondents.

(III): There is significance relationship between martial status and challenges faced in IT industry by the respondents

Comparison of Martial Status with Challenges Faced						
Particulars	Agree	Highly Agree	Disagree	Highly Disagree	Neutral	Total
Single	7	9	2	1	1	20
Married	11	9	5	3	2	30
<b>Total</b>	<b>18</b>	<b>18</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>50</b>

### LIST OF TABLE:

S.No	O	E	(O-E)	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
1	11	$18*20/50=7.2$	3.8	14.44	2.0
2	9	$18*20/50=7.2$	1.8	3.24	0.45
3	5	$7*20/50=2.8$	2.2	4.84	1.72
4	3	$4*20/50=1.6$	1.4	1.96	1.22
5	2	$3*20/50=1.2$	.8	.64	0.53
6	7	$18/*30/50=10.8$	3.8	14.44	1.33
7	9	$18*30/50=10.8$	1.8	3.24	0.3
8	2	$7*30/50=4.2$	2.2	4.84	1.15
9	1	$4*30/50=2.4$	1.4	1.96	0.81
10	1	$3*30/50=1.8$	.8	.64	0.35
	TOTAL				9.86

Table value (TV) = 9.488, Calculated Value (CV) =9.86

H: Here the calculated value is higher than the table value. Hence there is significance relationship between martial status of the respondents and challenges faced by them.

## CHAPTER-V

The research work titled “Expectation of IT professionals” for Cyber net Software System, Chennai under taken the respondents from professionals and following findings were been collected .The various analysis were used for the collected data and they are useful for the research study purpose.

### FINDINGS

- In the findings 84% of the professionals have got the experience around 6yrs. And remaining 16% of professionals have got above 6yrs of experience.
- It is inferred from the study that 74% of professionals are been worked under the single company for more than 3yrs. And remaining 26% of them are worked in a single company for above 4 yrs.
- It is noted that 60% of professionals preferred to work in the size of team around 25 and remaining 40% preferred to work in a size of team around 30.
- In the findings 56% of professionals agree that they face more challenging role compared with other industry. And remaining 44% disagree with this statement.
- In the analysis 52% of professionals are satisfied with the compensation and benefits of IT industry. And remaining 48% of professionals dissatisfied with their compensation and benefit.
- In the findings nearly 52% of respondents aggress that they have less workload force. And remaining 48% says that workload is very high.
- It is noted that 90% agrees that they get more exposure compared with other industry. And remaining 10% disagree this statement.
- Majority of the respondents (i.e. 92%) spend around 1-3hrs in travel every day. And remaining 8% travel respondents spend more than 3 hrs every day in travel to office.

- In the findings 54% of professionals says that they can able to balance their professional life and personal life equally. And remaining 46% say that they cannot able to balance their life equally.

## **SUGGESTION**

- Majority of respondent professionals suggest to provide Social security/ Retirement benefit for their job.
- Skill matrix programs and awareness about latest technology should be trained to the professionals on monthly or quarterly basis for updating their knowledge and skills sets and to get the market exposure in their IT field.
- To avoid work stress in their job at the last movement.
- Mainly female respondents suggest to make facility for crèches.
- To provide transport facility to the employees for reaching the company as earlier as possible.
- Many respondents suggests that the IT professionals should be matched up properly according to their qualification and their experience level and proper recognition has to be provided in the company.
- Many fresher respondents suggest giving more opportunity for the beginners instead of giving opportunity only to the experienced professionals.

## CONCLUSION

From this research study on “The Expectation of IT Professionals” got more respondents samples of collected data and analysis had been made to it. And various research tools have been applied to it and final conclusion has been derived out of it. From this the research concludes that the expectation of professionals is mainly on their career growth, and the other benefits like onsite opportunity which any other industry does not provide this benefit with short period of time. The salary hike and their career level of growth are high when compared with other industry. And the level of growth in personal life, as well as professional life is very high when compared with other industry. And these are the factors like salary, career growth, onsite opportunity, recognition which all those factors which attracts and also motivate others professionals to choose this IT industry.

**APPENDIX****“A STUDY ON EXPECTATION OF IT PROFESSIONALS “****QUESTIONNAIRES**

MBA SUMMER PROJECT  
KUMARAGURU COLLEGE OF TECHNOLOGY

**Personal Information:****Name** \_\_\_\_\_**Gender****Male****Female****Age** \_\_\_\_\_**Martial Status****Single****Married****Qualification****UG****PG****Degree** \_\_\_\_\_**Current Designation & Company** \_\_\_\_\_



1. Mention your Total Yrs of experience in IT industry?

<2Yrs

2-4Yrs

4-6Yrs

Above 6 Yrs

Fresher

Others specify

2. The important factors that attracted you to choose this IT profession?

(Rank them 1 - 4)

a) Salary \_\_\_\_\_

b) Fast growth \_\_\_\_\_

c) Pride/Prestige \_\_\_\_\_

d) Onsite opportunity \_\_\_\_\_

Others specify \_\_\_\_\_

3. Can specify the reason why you are looking out for a change?

(Rank them 1- 4)

a) Salary \_\_\_\_\_

b) Career growth \_\_\_\_\_

c) Pride/Prestige \_\_\_\_\_

d) Onsite opportunity \_\_\_\_\_

Others specify \_\_\_\_\_

4. The maximum No. Of yrs that you had been in any single company?

0-1Yrs

1-2Yrs

2-3Yrs 4 & Above

5. Can specify the reason why you are looking for onsite jobs?(Rank them)

a) Salary Hike \_\_\_\_\_

b) Technical Exposure \_\_\_\_\_

c) Career growth \_\_\_\_\_

d) Client requirement \_\_\_\_\_

Others specify \_\_\_\_\_

6. What would be your expectation from your New Employer?  
(Rank Them)

a) Recognition \_\_\_\_\_

b) Roles & Responsibilities \_\_\_\_\_

c) Career Growth \_\_\_\_\_

d) Salary Hike \_\_\_\_\_

Others specify \_\_\_\_\_

7. If you work in a team what would be your preferred size of your team?

 5-10 10-15 15-25 Above 30

8. The challenge faced in IT Industry is more when compared with other industry?

 Agree Highly Agree

- |                                   |  |
|-----------------------------------|--|
| —                                 | —  |
| <input type="checkbox"/> Disagree | <input type="checkbox"/> Highly Disagree |
| <input type="checkbox"/> Neutral  | <input type="checkbox"/> Others specify  |

9. The compensation based on your performance is high when compared with other industry?

- |                                       |  |
|---------------------------------------|--|
| <input type="checkbox"/> Satisfied    | <input type="checkbox"/> Highly satisfied    |
| <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Highly Dissatisfied |
| <input type="checkbox"/> Neutral      | <input type="checkbox"/> Others specify      |

10. What are the other benefits that you are expecting from IT industry? (Rank Them)

- a) Travel Benefits \_\_\_\_\_
- b) Medical Benefits \_\_\_\_\_
- c) Free Food \_\_\_\_\_
- d) Retirement Benefits/  
Social security \_\_\_\_\_

Others specify \_\_\_\_\_

11. How do you really feel about the Work Load/Stress in IT industry?

- |                                     |  |
|-------------------------------------|--|
| <input type="checkbox"/> Very Less  | <input type="checkbox"/> High          |
| <input type="checkbox"/> Manageable | <input type="checkbox"/> Very High     |
| <input type="checkbox"/> Neutral    | <input type="checkbox"/> Other specify |

12. Do you think that the exposure and learning you get from IT industry is high when compared to other industry?

Agree Highly Agree Disagree Highly Disagree Neutral Other specify

13. Are you concerned about the company's location?

 Prefer to be in city Outskirts of city Preferred in IT Highway Doesn't matter

Others specify \_\_\_\_\_

14. The No. Of hours that you travel Every Day to office?

 < 1Hrs 1- 2 Hrs 2- 3 Hrs 3 Hrs & Above

15. Are you able to balance your professional life & personal life equally?

 Yes (Specify The Reason

\_\_\_\_\_

 No (Specify The Reason

\_\_\_\_\_

Can you give any suggestion for the improvement of IT industry?

**Thanks for Your Response**

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