

A STUDY ON ATTRITION RATE AT DOMAIN2HOST TECHNOLOGIES

Submitted in partial fulfillment of the requirements for the award of
MASTER OF BUSINESS ADMINISTRATION

by

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Register No.41410269



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE

JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI – 600119

MAY 2023



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **SANJAY.M (REGISTER NO.41410269)** who carried out the project entitled "**A study on attrition rate at Domain 2 Host technologies**" under my supervision from JANUARY 2023 to APRIL 2023.

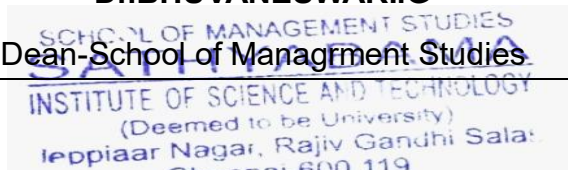
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DECLARATION

I **SANJAY . M (41410269)** hereby declare that the Project Report entitled “**A Study on attrition rate at Domain 2 Host Technologies**” done by me under the guidance of **DR.SHETTY DEEPA THANGAM GEETA** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

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ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my sincere thanks to **Dr. Bhuvaneswari.G Dean – School of Management Studies** and **Dr. Palani . A, Head – School of Management Studies** for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my Project Guide **Dr.Shetty Deepa Thangam Geeta – Assistant Professor, School of Management Studies** for her valuable guidance , suggestions and constant encouragement paved way for the succesful completion of my project work.

I wish to express my thanks to all Teaching and Non-teaching staff members of the **School of Management Studies** who were helpful in many ways for the completion of the project.

SANJAY . M

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ABSTRACT

Attrition is a critical issue and is quite high in the industry these days. It is a major problem that occurs in all organizations. Although the term 'ATTRICE' is common, many would not know what attrition actually is, "Attrition is said to be the gradual reduction of staff through retirement, resignation or death. It can also be said as employee turnover or employee exit." Whenever a well-trained and well-adjusted employee leaves an organization, a vacuum is created. The organization thus loses key skills, knowledge and business relationships. Modern managers and HR administrators are keenly interested in reducing attrition in the organization in such a way that it contributes to maximum efficiency, growth and progress of the organization. This study deals with the topic titled "Attrition Level Study in Domain2host Technologies". The study is conducted in Chennai. The main objective of this study is to know the reasons for attrition, to identify factors that make employees dissatisfied, to know the satisfaction level of employees towards their work and working conditions, and to find areas where Domain2host falls short. The study was conducted using a descriptive research design. A simple random sampling method was used to select 120 samples from the population. Both primary data and secondary data were used in the study. Primary data was collected through structured questionnaire and secondary data was collected from books, magazines, company websites etc. It is identified from the study that lack of growth opportunities and family problems are the main problems for the occurrence of attrition in the society.

KEYWORDS:Attrition,Employee turnover, Employee exit, Retention,HR Management, Employee Satisfaction,Growth Opportunities.

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CHAPTER 1- INTRODUCTION

1.1 INTRODUCTION :

A reduction in the number of employees due to retirement, resignation, or death is called attrition, also known as attrition, employee turnover, or employee defection, is an industry term used to describe the loss of employees or manpower. Attrition is quite high in industry these days. Attrition is a universal phenomenon and no industry is without it, but its rate varies from industry to industry. Attrition is a serious problem in industries because the industry is knowledge based and therefore employees are its assets. Weaknesses such as the inability to influence the perception of employee growth; not assigning employees to roles based on their individual talents, inflexibility in leadership styles creates conflict at a very internal level, leading to knowledge workers taking the proverbial easy way out. Attrition is a critical issue and is quite high in the industry these days. It is a major problem that occurs in all organizations. Although the term 'ATTRICE' is common, many would not know what attrition actually is, "Attrition is said to be the gradual reduction of staff through retirement, resignation or death. It can also be said as employee turnover or employee exit." Whenever a well-trained and well-adjusted employee leaves an organization, a vacuum is created. The organization thus loses key skills, knowledge and business relationships. Modern managers and HR administrators are keenly interested in reducing attrition in the organization in such a way that it contributes to maximum efficiency, growth and progress of the organization.

1.2 INDUSTRY PROFILE:

1.2.1 INTRODUCTION

The IT and BPM sector has emerged as one of the most significant growth catalysts in the Indian economy, contributing significantly to the country's GDP and public welfare. The IT industry accounted for 7.4% of India's GDP in FY22 and is expected to contribute 10% to India's GDP by 2025. Innovative digital applications are permeating sector after sector and India is now poised for the next phase of growth in its IT revolution. The rest of the world considers India to have one of the largest internet user

bases and cheapest internet rates, with 76 million people now accessing the internet. The current emphasis is on producing significant economic value and empowering citizens through a strong digital infrastructure foundation and expanded digital access provided by the Digital India programme. India is one of the countries with the fastest pace of digital adoption. This has been achieved through a combination of government action, commercial innovation and investment, and new digital applications that are already improving and permeating a range of activities and different forms of work, positively impacting citizens' daily lives. India's ranking improved by six places to 40th position in the 2022 edition of the Global Innovation Index (GII).

1.2.2 MARKET SIZE

According to the National Association of Software and Services Companies (Nasscom), the revenue of the Indian IT industry reached USD 22,227 billion in the fiscal year, representing a year-on-year growth of 15.5%. According to Gartner estimates, IT spending in India is expected to grow to \$101.8 billion in 2022 from an estimated \$81.89 billion in 2021. India's software products industry is expected to reach \$100 billion by 2025. Indian companies are targeting international investments to expand their global footprint and improve their global delivery centers. The data annotation market in India stood at USD 20,250 million in the fiscal year, of which the US market contributed 60% to the total value. The market is expected to reach \$7 billion by 2030 due to accelerated domestic demand for AI. Exports from the Indian IT industry stood at USD 21,149 billion in the fiscal year. The largest contributor is the export of IT services, accounting for more than 51% of total IT exports (including hardware). Exports of BPM and engineering and research and development (ER&D) and software products each accounted for 20.78% of total IT exports during FY21. The ER&D market is expected to grow to \$42 billion by 2022. The IT sector added 4.45 million new employees in FY22, taking the total employment in the sector to 50 million employees.

1.2.3 INVESTMENTS/ DEVELOPMENTS

The core competencies and strengths of Indian IT have attracted significant investment from major countries and companies.

- In November 2022, ICICI Bank introduced two new products for its NRI clients – Loan against Deposits (LAD) and Dollar Bonds at its GIFT City branch.
- In November 2022, Amazon Web Services announced the launch of its second AWS infrastructure region in India – the AWS Asia Pacific (Hyderabad) region. By 2030, the region is expected to support more than 48,000 full-time jobs per year through investments totaling more than US\$4.4 billion in India.
- In November 2022, Google partnered with local gaming startup SuperGaming through its Google Cloud division. As part of the collaboration, game developers who use Google Cloud to create, host and distribute their games will have access to SuperGaming's SuperPlatform game engine.
- HDFC Bank has tied up with Flywire to enable its customers to pay fees digitally to foreign colleges and universities.
- In August 2022, Network People Services Technologies (NPST) announced that it was working on a banking super app. The state-of-the-art platform can be used by banks, fintech companies and other BFSI players and will offer a seamless user experience with all banking, financial and transactional services bundled into a robust, smart application.
- In August 2022, PwC India announced plans to hire 10,000 cloud and digital staff over the next five years.
- As of October 2022, PE/VC investments in the technology sector totaled \$157 million across 12 deals.
- India's computer software and hardware sector attracted cumulative foreign direct investment (FDI) inflows worth USD 88.94 billion between April 2000 and June 2022. The sector ranked second in FDI inflows, according to data released by the Ministry of

Industrial Promotion and Internal Trade (DPIIT). Computer software and hardware accounted for 14.70% of cumulative FDI inflows.

- In July 2022, Union Bank of India (UBI) launched Metaverse Virtual Lounge and Open Banking Sandbox in collaboration with Tech Mahindra.
- In June 2022, ZStack International, a global market leader in cloud computing, IaaS and PaaS solutions, announced its entry into India and the SAARC region.
- In June 2022, IT provider Redington India entered into a multi-year strategic agreement with Amazon Web Services (AWS) to drive adoption of cloud technology in India.
- US-Irish consumer credit reporting company Experian is planning a major expansion of its Global Innovation Center (GIC) in Hyderabad to around 4,000 employees over the next three to five years. According to sources, GIC will focus on harnessing emerging technologies in the BFSI (banking, financial services and insurance) sector, including cloud computing, big data analytics, artificial intelligence and machine learning.
- In 2021, PE investments in the IT sector amounted to USD 23.4 billion.
- India's IT startup ecosystem received record investments of nearly \$36 billion in private companies in 2021, up from \$11 billion in 2020.
- In March 2022, Licious, India's largest technology-first fresh animal protein brand, raised USD 150 million in a Series F2 funding round.
- In March 2022, Byju's raised \$800 million in funding in a pre-IPO round, valuing the Bengaluru-based company at around \$22 billion.
- In March 2022, debt marketplace CredAvenue raised \$137 million in a funding round led by Insight Partners, B Capital Group and Dragoneer Investment Group, pushing the startup's valuation to \$1.3 billion.

- In February 2022, Hasura, a software company that helps developers with tools, raised \$100 million in a new funding round led by Greenoaks Capital, which elevated the company to unicorn status.
- In January 2022, Google announced plans to invest \$1 billion in India's Bharti Airtel Ltd. to boost India's digital ecosystem.
- Amazon has partnered with Airtel to sell Amazon Web Services (AWS) to its customers and intends to invest \$1.6 billion in its two upcoming data centers in Hyderabad.
- In November 2021, Wipro partnered with TEOCO to create a Communications Service Provider (CSP) solution to improve network automation, efficiency, flexibility and reliability.
- In August 2021, Tata Consultancy Services was named a leader in the NelsonHall NEAT for CX Services in Banking, Financial Services and Insurance (BFSI).

1.2.4 GOVERNMENT INITIATIVES

Some of the major initiatives taken by the government to support the IT and ITeS sector in India are as follows:

- In September 2022, the Ministry of Communications released the new Telecom Bill 2022 for public consultation as a step towards creating a new telecom framework in India.
- In August 2022, India's Computer Emergency Response Team (CERT-In) in collaboration with the Cyber Security Agency of Singapore (CSA) successfully planned and executed a 13-country cyber security exercise 'Synergy' to build network resilience against ransomware attacks.
- In June 2022 STPI CEO Mr. Arvind Kumar said that exports through STPI units increased from Rs. 17 million (\$2.14 million) in FY92 to Rs. 5.69 lakh crore (US\$71.65 billion) in FY22.

- In May 2022, it was announced that Indians can now use their Digilocker services through Whatsapp to get easy access to their official documents.
- In April 2022, India's Computer Emergency Response Team (CERT-In) issued guidelines to strengthen cyber security in the country.
- In the Union Budget 2022-23, the allocation for the IT and Telecom sector was Rs. 88,567.57 crore (\$11.58 billion).
- Government has introduced STP Scheme which is 100% export oriented scheme for development and export of computer software including export of professional services through communication links or physical media.
- In November 2021, the government launched Internet Exchange in Uttarakhand to improve the quality of internet services in the state.
- The Karnataka government signed three MoUs worth USD 13.4 million (Rs 100.52 crore) to help the state's burgeoning technology sector.
- In September 2021, the Government of India announced a plan to build a cyber lab for “Online Capacity Building Program in Crime Investigation, Cyber Law and Digital Forensics” to strengthen cyber security capabilities.
- In September 2021, the Ministry of Electronics and Information Technology (MeitY) organized a workshop on “Connecting All Indians” to foster public and private stakeholders' interest in the country and expand internet access to remote areas.
- In September 2021, the Government of India launched the Meghalaya Enterprise Architecture Project (MeghEA) to strengthen service delivery and governance in the state using digital technologies to make Meghalaya a high-income state by 2030.
- In September 2021, the Government of India launched Phase II of the Visvesvaraya PhD Program to support research on 42 emerging technologies in Information Technology (IT), Electronic Systems Design and Manufacturing (ESDM) and Information Technology Enabled Services (ITES).

- In September 2021, the Government of India inaugurated five National Institute of Electronics and Information Technology (NIELIT) centers in three northeastern states to increase the availability of training centers and employment opportunities.
- On July 2, 2021, the Ministry of Heavy Industries and Public Enterprises launched six Technology Innovation Platforms to develop technologies for globally competitive manufacturing in India. These six technology platforms were developed by IIT Madras, Central Manufacturing Technology Institute (CMTI), International Center for Automotive Technology (iCAT), Automotive Research Association of India (ARAI), BHEL and HMT in collaboration with IISc Bangalore.
- Ministry of Telecommunications, Government of India and Ministry of Communications, Government of Japan signed a memorandum of understanding to strengthen cooperation in the areas of 5G technologies, telecommunication security and submarine fiber optic cable system.

1.3. COMPANY PROFILE

Domain2Host is based on organizing and strengthening device components, the key factors responsible for driving business goals towards a goal. It consists of a dedicated and composed team of professionally qualified, technically proficient and highly experienced members. By bringing together diverse expertise in business strategy, technology, usability and design, we create highly scalable business solutions and positive user experiences online. We emphasize a personal and professional relationship with our clients, starting with an initial understanding of the client's business and requirements. We provide offline and online data processing and back office support to create and implement complete IT Enabled Services. We provide a complete solution by bringing the team together with a unified and cohesive approach.

Domain2Host's vision is to become a global master in the IT industry by rendering Quality Services and effective customer support / satisfaction.

About Technology

Application & Web Servers:

Apache Tomcat, BEA Web Logic Platform.

Relational Database Management Systems (RDBMS) :

MySQL, Oracle.

Programming Languages:

Java, C/C++ (including ANSI C, Managed C++, C++/CLI), Scripting Languages (JavaScript, VBScript, Perl, ASP, PHP, JSP, etc.)

Java Technologies: J2EE (EJB, JSP, JDBC, J2ME).

WEB Technologies:

HTTP/HTTPS, HTML/DHTML, XML, XSLT, CSS.

Interactive Design Tools:

Adobe Photoshop, CorelDraw (including Graphic Tools), Corel Photo Paint, Macromedia Flash 8.0.

Services

- ☐ Custom Software Development
- ☐ Application Development
- ☐ Web Application Development
- ☐ Enterprise Application Development
- ☐ Content Management System
- ☐ Ecommerce Solution
- ☐ Web Development
- ☐ Flash Development
- ☐ Web Marketing / SEO
- ☐ Software Maintenance
- ☐ Content Development Services

Content Writing

Words can create, words can destroy, words can bear revolution. Words express thoughts and emotions. If the right words are not used properly, it can lead to miscommunication. A content-rich website can create a noticeable difference in its ability to bring in traffic. Keyword rich, Innovative design, and understandable content contributes in making a website attractive. An interactive and well written website succeeds in inviting and retaining more traffic. We at **Domain2Host** are well aware of the importance of content writing and therefore we are trying to offer best quality content writing services at a competitive price.

- **Product Conceptualization:**

Drive innovation, validate new product ideas, verify and prototype their potential for customers and investors.

- **Product Realization:**

By combining your products ideas with our delivery capabilities, you can quickly reap time-to-value, offer a more complete product mix and thereby increase your market share and revenue.

- **Independent Quality Assurance & Testing:**

Our Independent Test & Verification service improves quality and reliability of our client's products leading to higher client satisfaction and reduced support costs.

- **Product Maintenance & Customer Support:**

Continuing support and maintenance for new, expanding, and retiring product lines help our clients to retain their customers

- **Product Migration & Software Porting:**

Transition client's products between various platforms and designs helping them enhance their market reach and customer base

- **Professional Services:**

Enhancing our clients service offering through a range of product implementation and support services including Installation, Customization, Integration .

Products

- CRM
- ERP
- SMS Package
- Static Website Development
- Dynamic Website Development
- Flash Website Development
- Online Web Applications
- Academic Projects

Software Development

Domain2Host is the fastest growing software development company in India, which offers a wide spectrum of software development services with high level of specialization and deliverable quality to its clients in India. We try hard to deliver superior quality and cost effective software development solutions to our clients on-time and giving quality outputs to complete customer expectations. Our mission is to enhance the customer satisfaction through providing quality software development services with a team of experienced software developers, who have won the trustworthiness from our clients. We provide software development services through a unique combination of expertise, experience, teamwork and strategic planning.

Website Development

Domain2Host is one of the leading and rapidly growing website designing company offering the best and most affordable services like e-commerce web solution, flash web design, custom web design and graphics design for global customers. We deliver high quality web designing services through our motivated and qualified specialist teams which is focused on exceeding clients' expectations every time. We have a team of expert web designer, who have excellent web designing skills to create unique and attractivewebsites.

Our Latest Web Designing Process

- **Discovery** - Understanding your web site goals and audience.
- **Planning** - Establishing timelines, deliverables, and development solutions.
- **Content Architecture** - Planning your website content and structure.
- **Design** - Creating and refining interface and graphic design elements.
- **XHTML Conversion** - After design approved from client side start Coding.
- **Development** - Bringing it all together.
- **Testing** - Testing your web site in multiple browser environments.

Our software Development Process :

The first step in software development is analysis. Our Team will make research on the kind of business including the specific needs to achieve your goals. This way, we will be able to establish the perfect software model to be used, that has a tried-and-tested efficiency. After the analysis, the crucial phase comes, when software is designed. In this Phase, the software is put together according to your requirements. It is a very Important step as it is the heart and soul of the whole software development Process. After designing, coding is the next step. In this step, Internet programming languages are put in the equation. It is a highly technical phase but is quite simple with professionals like us. This is main step where Java codes and PHP are created. Trial period is the fourth step in software development. In this step, Software engineer as well as the client come together to see if the goals were met. The software developer will test the codes and the design if they are working and if They really suit the requirements of the possible end-users providing great satisfaction to the

customer. After testing, the software is set to run. The work will be continuing until software is done. We are willing to provide effective solutions to keep you using the software effectively.

1.5 OBJECTIVES OF THE STUDY

Primary Objective:

To study the attrition rate at Domain2host Technologies.

Secondary Objective:

- To examine the work culture of Domain2host Technologies.
- To know the satisfactory level of employees towards their job and working conditions.
- To analyze the reasons, why attrition occurs at Domain2host Technologies.
- To find the ways to reduce the attrition in Domain2host Technologies.

1.6 NEED FOR THE STUDY:

- Attrition refers to the loss of employees due to a number of circumstances such as resignation and retirement.
- The cause of attrition can be either voluntary or involuntary, although employer-initiated events such as layoffs are not usually included in the definition.
- Each industry has its own standards for acceptable attrition rates, and these rates can also vary between skilled and unskilled positions.
- Because of the expense associated with training new employees, each type of employee attrition is typically considered a monetary cost.
- It is also possible for a company to use employee attrition to its advantage under certain circumstances, for example relying on it to control labor costs without making mass layoffs.
- Attrition analysis basically includes the reason for leaving the job such as salary, problem with the boss, time constraints and other issues.

- When you conduct an exit interview, then the person will state the reason for leaving, and based on that exit interview, you need to compile data and find out the root cause of attrition and also find solutions to overcome it.

1.6. SCOPE OF THE STUDY

- The scope of this study is limited to Domain2host Technologies with respect to employees at all levels of management.
- This study can help management to find out why employees tend to change their jobs through the dissatisfaction factors they face in the organization and also helps to recover by providing optimal suggestions or solutions.
- The project sheds light through valuable suggestions to reduce the attrition level in the organization.

CHAPTER 2 – REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE :

ABRAHAM.T (2022) describes that attrition is a phenomenon affecting any business organization in the industry. Over the past few years, organizations have taken an increased interest in aligning their HR practices to their business goals. Whereas the deficiencies like inability to influence employee perception of growth; not aligning employees to roles based on their individual talent, inflexibility in leadership styles, are causing conflicts at a very intrinsic level, resulting in knowledge employees choosing the proverbial “easy way out.” Employees thus attempt to change the manager or the work environment, resulting in employee attrition.

BEENA HANDA (2022) of Claris Life sciences. “Attrition also happens when people hate their working conditions, do not like their team-mates or perhaps do not like what they are doing. There are also cases when people leave their job for family reasons or when they wish to migrate. For example, girls often leave their jobs when they get married and shift to another city,” Beyond a point, an employee's primary need has less to do with money, and more to do with how he's treated and how valued he feels. Much of this depends directly on the immediate manager. And yet, bad bosses seem to happen to good people everywhere. A Fortune magazine survey some years ago found that nearly 75 per cent of employees have suffered at the hands of difficult superiors.

Dr.NANDKISHORE RATHI (2022) placement officer of IIT-B, “After doing the survey, we found that the lack of match between personal requirements and organizational culture was quite prevalent.”

Along with the three main reasons as mentioned,

- An employee may be concerned about the environment in the organization,
- His compatibility with his supervisors,
- The attention paid to him.

Hence, the reason for an employee leaving a company could be nothing other than his growth, If companies take proper steps and adopt methods to serve their employees needs, the challenge of managing attrition will remain low.

BIJAY SAHOO (2022) vice-president, talent engagement and development, Wipro Technologies, “Companies should have a similar approach to employees and customers”. If a company strives to retain an employee in the same way it tries to retain a customer, him leaving the organization could be out of question. Communication is the foundation for the entire process of managing attrition. This communication begins right from recruitment.

RAJEEV MALIK (2022) director, HR, McAfee Software (India), “Conducting regular meetings and updating employees, especially new entrants, about the company’s status and achievements is a must.”

Dr.NANDKISHORE RATHI (2021) placement officer, IIT-B, has a few tips to reduce attrition,

For HR managers

- Consider both a person’s culture-fit and job-fit.
- Understand the expectations at the entry level.

To curb a high attrition rate

- Top management should communicate continuously with all the employees about the vision and mission of the company.
- Support HR initiatives aimed at retaining people.
- Line managers or project managers should establish a connection between the lower- level and top management.
- Manage the company’s growth properly.
- Develop leaders at all levels.
- Train leaders in the skills they need to manage effectively.

DESIKAMANI.G (2021) is Chief Mentor of Mentor Consulting, Chennai, that LEADERSHIP CRISIS LEADS TO ATTRITION, Lack of good leaders who can motivate and guide their teams well is a significant reason for the high rate of attrition in the

industry. "Employees don't leave organizations but their managers." There has been a phenomenal change in employee perception of "loyalty" over the last decade and is especially true of knowledge workers. What the organization can expect from an employee has dramatically changed from "loyalty" to "commitment-to-cause" and so has the factors causing them. Deficiencies like inability to influence employee perception of growth; not aligning employees to roles based on their individual talent, inflexibility in leadership styles, are causing conflicts at a very intrinsic level, resulting in employees choosing the proverbial "easy way out." They attempt to change the manager or work environment and hope for the best to happen.

BIJAY SAHOO (2021) Vice-President Talent Engagement & Development, Wipro Technologies...says it doesn't feel good around here. This is a corporate culture issue in most cases. Workers are also concerned with the company's reputation; the physical conditions of comfort, convenience, and safety, and the clarity of mission. If people don't feel important, they're not motivated to stay. No one wants to be a commodity, easily replaced by someone off the street. If they are regarded as expendable, they'll leave for a position where they're appreciated. Compensation is the last reason people most leave. That's a brash statement, but it's true. Workers want fair compensation, but the first four aspects must be strong. If they're not, but money's high, you'll hear people say "you can't pay me enough to stay here."

CHANDRAPRAKASH LOONKER (2021) is Architect (Assistant Vice-president), Citigroup, corporate investment bank's Trading Service Technology in New York. Instead of fighting attrition, organizations should manage it well by creating a network of corporate alumni says Loonker, Indian companies should adopt a model similar to an educational institute. Maintain and nurture good relations with employees who leave your company just as educational institutes do with their alumni. The word "corporate alumni" seems at here. This can have following benefits: Alumni are brand ambassadors. People have special love for their first job as they learn the most from their first job. Corporate alumni can act as great mentors for your employees. Whenever an employee leaves, encourage his colleagues and juniors to maintain strong ties with him. This keeps him attached to the organization. Also, your current employees will benefit from his experiences. High attrition has led to great networking between

employees of different organizations. Besides helping in business development, alumni can be very helpful in talent sourcing. Remember, your alumni know your culture. Hence they can select the best fitting employee for your organization.

KEN GAFFEY (2019) employee of CPS Personal Services. Attrition is the loss of an employee though voluntary resignation, or involuntary resignation. (Sometimes due to illness or death, but even staffing has limits on what it can control.) It results in the loss of the investment made to hire this person and, based on the time they have been with the company, the loss of training and professional development invested in this person. As staffing professionals, our reaction to attrition is not unlike a fireman's response to fire, or a doctor's response to a fever. It is the enemy. Attrition may be the result of other companies offering better salaries and benefits, but that does not mean you have to feel the need to respond. Attrition, like everything else in life, has a price. If you throw enough money at it, you can make it go away. However, when the cost of preventing attrition exceeds the cost of hiring and training new employees, then the real enemy is the assumption that all attrition can and should be prevented. Attrition allows HR and Staffing to be exposed to a level of honest feedback via exit interview data that they would never get from an employee who intended to remain and hopefully build a career within the company. Attrition is not only a function of "how many" left this year, but "who" left this year.

Boswell, Boudreau and Tichy (2019) 'the decision of leaving the Organization is not easy for an individual employee as well as significant energy is spent on finding new jobs, adjusting to new situations, giving up known routines and interpersonal connection and is so stressful.' Therefore if timely and proper measures are taken by the Organizations, some of the voluntary turnover in the Organization can be prevented.

Trevor (2019) in his research found that employees who perform better and are intelligent enough have more external employment opportunities available compared to average or poor performance employees and thus they are more likely to leave.

High rates of voluntary turnover of such employees are often found to be harmful or disruptive to firm's performance (**Glebbeck & Bax, 2019**).

When poor performers, choose to leave the Organization, it is good for the Organization (**Abelson & Baysinger, 2019**).

Further voluntary turnover of critical work force is to be differentiated into avoidable and unavoidable turnover (**Barrick & Zimmerman, 2019**).

Hinkin & Tracey, (2019) Estimates of the losses for each employee vary from a few thousand dollars to more than two times the person's salary depending on the industry, the content of the job, the availability of replacements and other factors. In some industries chronic shortage of qualified employees has driven up the costs of turnover. Therefore the acquisition, development and retention of talent form the basis for developing competitive advantage in many industries and countries.

Corey Harris (Walden University 2018) researched on "Employee Retention Strategies in the Information Technology Industry" and mentioned that "Productivity declines when employees voluntarily leave an organization".

Dr. Shikha N. Khera¹ , Ms. Karishma Gulati² (Delhi 2012) concluded in their study on "Human Resource Information System and its impact on Human Resource Planning: A perceptual analysis of Information Technology companies" that Being an information system of human resources, it can store voluminous data about the employees, that not only helps in identifying the occupied and unoccupied positions but also whether the person at particular position is fit for the job or not.

Hardik P. K. (2018) , researched on "a study on employee attrition: with special reference to Kerala IT Industry". His research examined the relationship between organizational factors and attrition of IT professional's. The result can conclude that the organizational factors played significant role in predicting the variance in turnover intention (attrition) of Kerala IT professionals. Therefore, the HR managers in IT

organizations may take into consideration the problems with organizational factors of their workers to reduce the turnover intention of the skilled employees.

Brijesh Kishore Goswami, Sushmita Jha (2018) in their study on “Attrition Issues and Retention Challenges of Employees” have stated that, Organizations planning should be giving close attention to why attrition is occurring in the pre-set. To ignore why people are leaving the organization is to ignore the organization’s greatest asset – its people. People are needed to accomplish the task, but people are more than just tasks they perform. They are dreams, hopes, ambitions, creativity, and innovation. To recognize and cultivate these valuable assets is one of the surest ways to build an organization that leads rather than follows in domestic and global markets. Thus, Organizations should create an environment that fosters ample growth opportunities, appreciation for the work accomplished and a friendly cooperative atmosphere that makes an employee feel connected in every respect to the organization. Retention plans are an inexpensive way of enhancing workplace productivity and engaging employees emotionally. Proficient employees keep the quality up and business operations run smoothly along with the cost saving in the longer run paper.

S.Guru Vignesh, V.Sarojini, S.Vetrive (2018) in “Employee Attrition and Employee Retention Challenges & Suggestions” state that, retention plans are an inexpensive way of enhancing workplace productivity and engaging employees emotionally. Proficient employees keep the quality up and business operations run smoothly along with the cost saving in the longer run.

The companies face a multiplicity of problems when experienced personnel leave. The attrition of senior employees to competing firms even leads to poaching of some of the customers. With attrition becoming a major issue, the companies lose specialized skills, knowledge as well as understanding of specific business operations. **(Moore & Burke, 2018).**

The wages in the software industry started to rise as the demand for professionals increased. The higher wages coupled with shortage of experienced professionals started leading to higher attrition rates. Shortage of qualified personnel and employee attrition were two main problems expressed by many of the firms surveyed by **Arora and Athreye (2018)**. Software professionals, like any other knowledge workers, prefer

career development and challenging job over monetary compensation **(Meares & Sargeant, 1999 as cited in Nagadevara and Srinivasan, 2007)**.

Classification techniques such as artificial neural networks, classification trees, logistic regression etc. have been used for prediction. Each of these techniques is known to result in different prediction accuracies. Generally, the variables that are used in the analysis help to determine the appropriate technique to be employed **(Nagadevara, 2018)**. Many of the earlier studies on employee attrition dealt with demographic variables such as gender, marital status, age etc. and withdrawal behavioral variables such as lateness, absenteeism, and pattern of use of leave etc. On the other hand, variables which are workplace oriented were rarely used for predicting attrition. Even when these variables are used for prediction, they are usually used in combination (along with) the demographic and behavioral variables. This paper attempts to build prediction models using workplace related variables. The demographic and behavioral variables are intentionally kept out of the models in order to evaluate the effectiveness of these variables in prediction.

CHAPTER 3 – RESEARCH METHODOLOGY

3.1 METHODOLOGY :

A research methodology is needed primarily for the purposes of defining the research process and the designs and tools to be used for the purposes of the project. Research methodology helps to find customer satisfaction based on the product. This time research methodology is designed to determine the level of “**Attrition Rate at Domain 2 Host Technologies**”.

3.2 RESEARCH DESIGN :

Simple Random Research Design

Simple random research includes surveys and fact finding enquires of different kinds. The major purpose of descriptive research is description of the state of affairs as it exists at present. The main characteristic of this method is that the researcher has no control over the variables. He can only report what has happened or what is happened.

3.3 SAMPLING TECHNIQUE :

Simple Random Sampling

Simple random sampling is a probability sampling method where researchers randomly choose participants from a population. All population members have an equal probability of being selected.

3.4 SOURCES OF DATA :

Data collection is the term used to describe a process of preparing and collecting data.

- Primary Data – Questionnaire given to 120 respondents.
- Secondary Data – Websites and online journals, Published reports & Review of literature from published articles.

3.5 STRUCTURE OF QUESTIONNAIRE :

Questionnaire was divided into two sections. First part was designed to know the general information about executers and the second part contained the respondent's of job profile.

3.6 SAMPLE SIZE :

The collected data from 120 respondents is being used for research.

3.7 PERIOD OF STUDY :

Three months in Domain 2 Host Technologies.

3.8 PROFILE AREA OF THE STUDY :

This study was carried out in Domain 2 Host Technologies and the employees of this company are the target people of this study.

3.9 HYPOTHESIS :

A hypothesis is some statement about a population parameter. It is tested based on the result of a random sample. There are two types of hypothesis.

- Null Hypothesis(H_0)
- Alternative Hypothesis(H_1)

Null Hypothesis:

The statement to be tested is called the null hypothesis. The word null is used because the nature of testing is such that the researcher tries to nullify this hypothesis based

on the sample collected, and when there is insufficient evidence from the sample to do so, the null hypothesis is accepted. It is denoted H_0 : H with zero as a subscript.

Alternative Hypothesis:

The statement to be accepted if the null hypothesis is rejected is the alternative hypothesis. It is denoted H_1 .

3.10 TOOLS FOR ANALYSIS :

3.10.1 Percentage Analysis

Research questions are always answered using descriptive statistics, generally either a percentage or a mean. A percentage is appropriate when it is important to know how many participants gave a particular answer. Generally, a percentage is given when the answers have separate categories.

3.10.2 HYPOTHESIS ANALYTICAL TOOLS

CHI- SQUARE

A chi-squared test, also referred to as chi-square test or χ^2 test, is any statistical hypothesis test in which the sampling distribution of the test statistic is a chi-squared distribution when the null hypothesis is true, or any in which this is asymptotically true, meaning that the sampling distribution (if the null hypothesis is true) can be made to approximate a chi-squared distribution as closely as desired by making the sample size large enough.

The χ^2 test was first used by Karl Pearson in the year 1980. The quantity χ^2 describes the magnitude of the discrepancy between theory and observation.

It is calculated using:

$$\chi^2 = \sum [(O_i - E_i)^2 / E_i] \text{ with } (n - 1) \text{ degrees of freedom.}$$
Where, O_i refers to the observed frequency & E_i to the expected frequencies. χ^2 was used as a test of independence and goodness of fit.

ONE WAY ANOVA

The ANOVA tests the null hypothesis that samples in two or more groups are drawn from populations with the same mean values. To do this, two estimates are made of the population variance. The ANOVA produces an F-statistic, the ratio of the variance calculated among the means to the variance within the samples. If the group means are drawn from populations with the same mean values, the variance between the group means should be lower than the variance of the samples, following the central limit theorem. A higher ratio therefore implies that the samples were drawn from populations with different mean values.

CHAPTER 4 – DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

TABLE 4.1.1 Age of the respondents

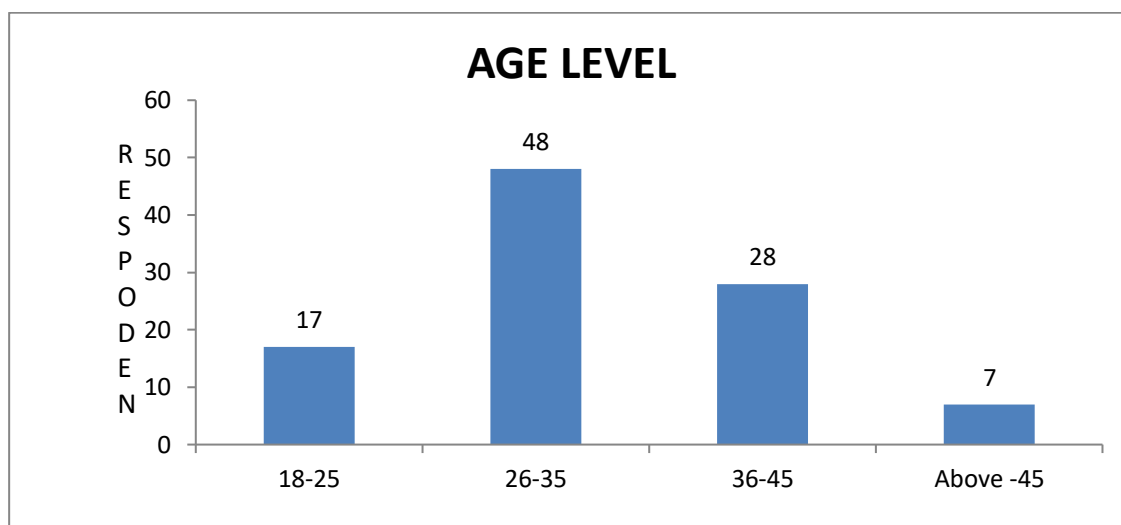
Age	No. of Respondents	Percentage
18-25	21	17.00
26-35	57	48.00
36-45	33	28.00
Above 45	09	7.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table interpreted that 17% of the respondent belongs to the age group of 18-25 years, 48% of the respondent belongs to the age group of 26-35 years, 28% of the respondent belongs to the age group of 36-45 and 7% of the respondent belongs to the age group of above 45 years.

Chart:4.1.1 Age of the respondent



Inference:

Majority (48%) of the respondent age between 26-35.

TABLE 4.1.2 Marital statuses of the respondents

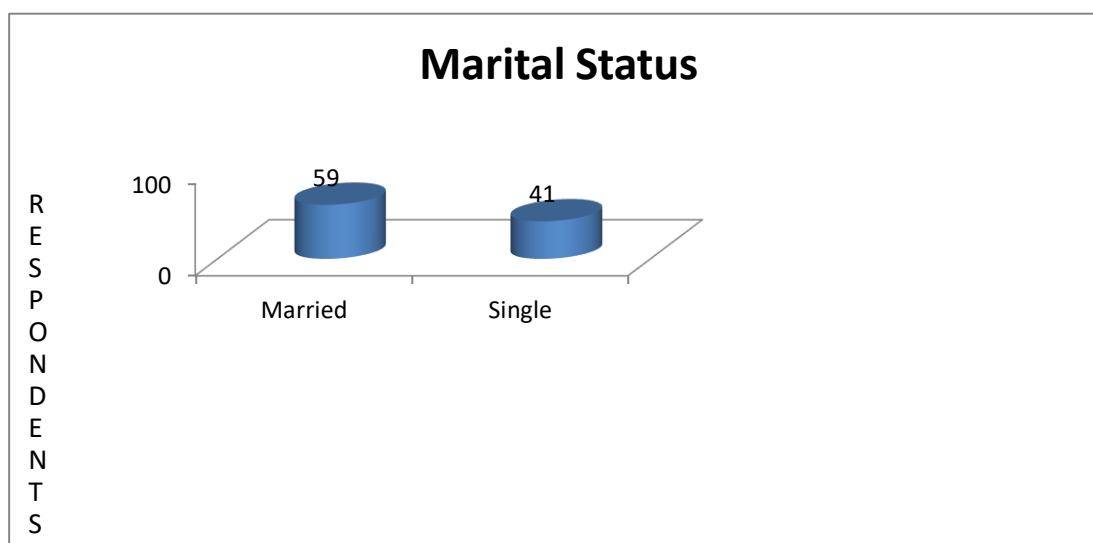
Marital status	No. of Respondents	Percentage
Married	69	59.00
Single	51	41.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table interpreted that 59% of the respondents are married people and 41% of the respondents are unmarried people.

Chart:4.1.2 Marital statuses of the respondents



Inference:

Majority (59%) of the respondents are married.

TABLE 4.1.3 Educational qualification of the respondents

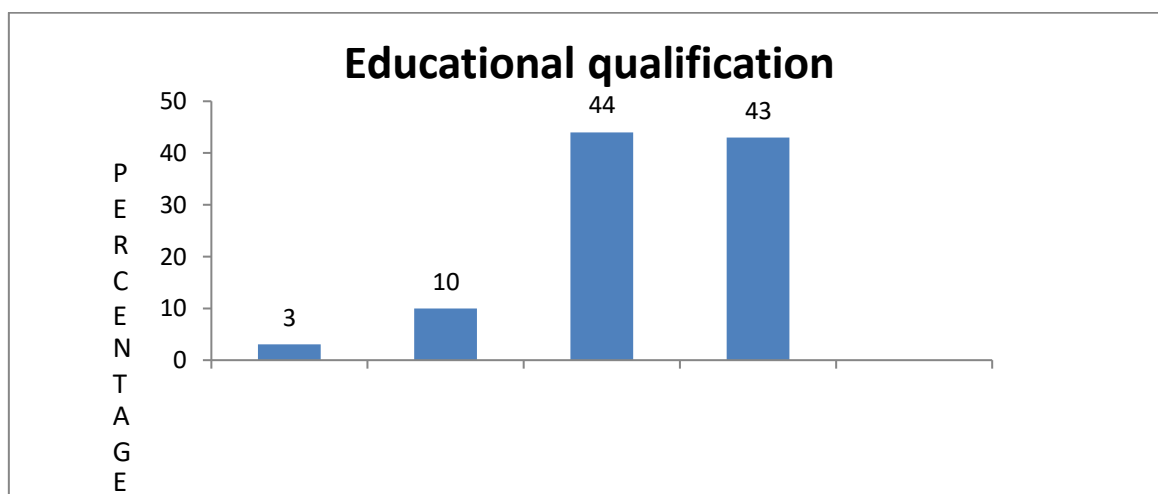
Qualification	No. of Respondents	Percentage
Below Hr.Sec	03	3.00
Hr.Sec	11	10.00
UG or PG	53	44.00
I.T.I and Others	53	43.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table interpreted that 44% of the respondents are having UG or PG qualification, 43% of the respondents are having ITI or Other qualification, 3% of the respondents having qualification which is below higher secondary and 10% of the respondents are higher secondary.

CHART 4.1.3 Educational qualification of the respondents



Inference:

Majority (44%) of the respondents are UG or PG qualification.

TABLE 4.1.4 Years of experience

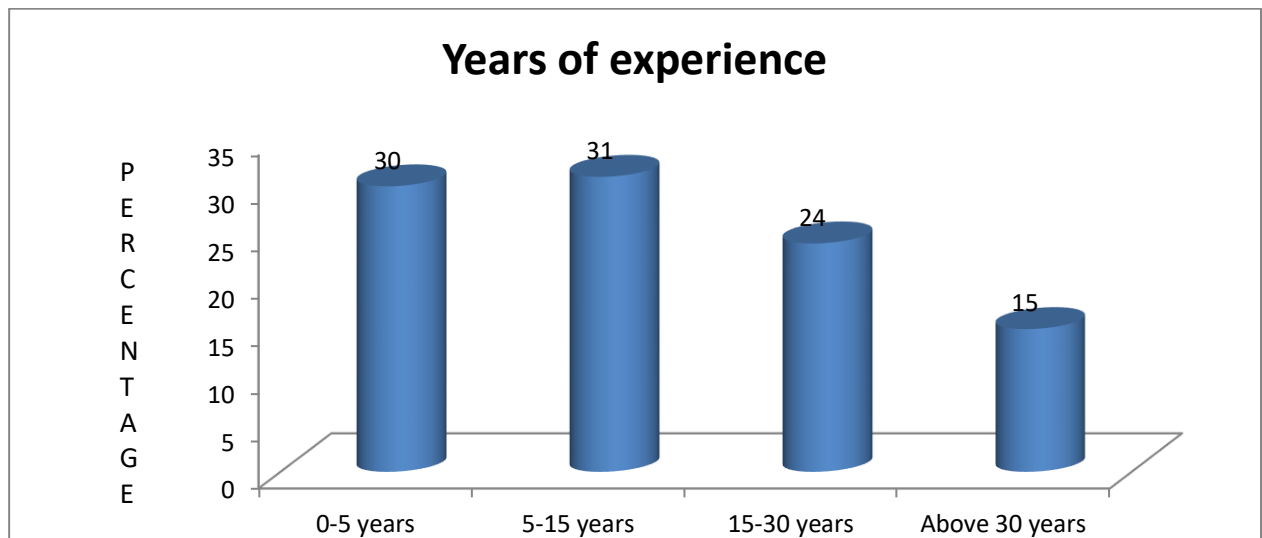
Years of Experience	No. of Respondents	Percentage
0-5 years	41	30.00
5-15 years	36	31.00
15-30 years	27	24.00
Above 30 years	16	15.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table interpreted that, 30% of the respondents are having 0-5 years of experience, 24% of the respondents are having 15-30 years of experience, 31% of the respondents are having 5-15 years and 15 percent has above 30 years of experience.

Chart:4.1.4 Years of experience



Inference:

Majority (31%) of the respondents are having 5-15 years of experience.

TABLE 4.1.5 Years of experience in existing company of the respondents

Years of Experience in company	No. of Respondents	Percentage
<3 year	57	47.00
3-10 years	33	28.00
10-20 years	27	23.00
>20 years	03	2.00
Total	120	100.00

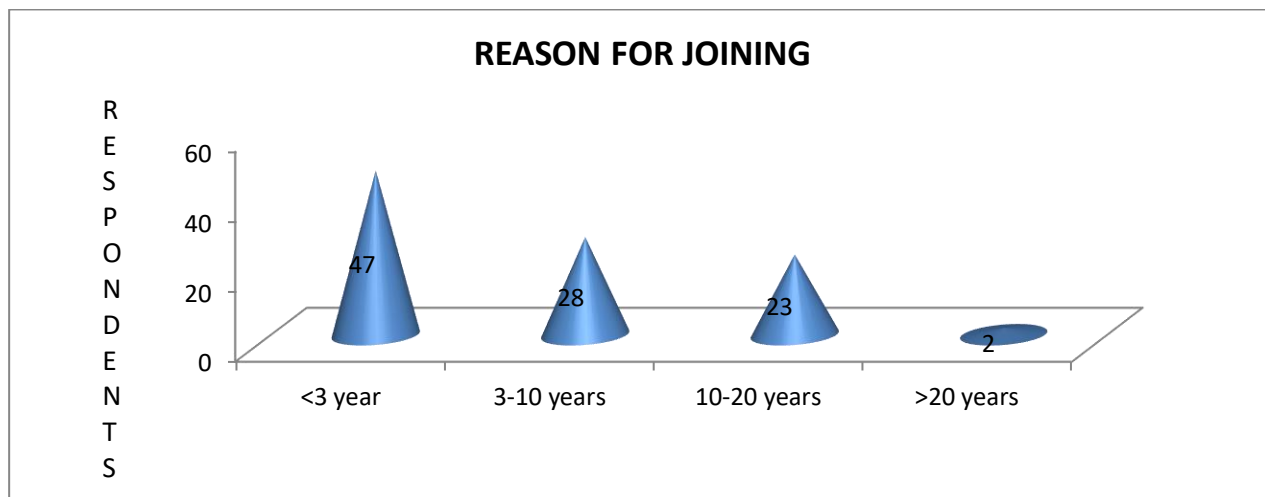
Source: Primary Data

Interpretation:

The above table interpreted that, 47% of the respondents are having less than 3 years of experience in the existing company, 28% of the respondents are having 3-10 years of experience in the existing company, 23% of the respondents are having 10-20 years

and 2 percent of the respondents are having above 20 years of experience in the existing company.

Chart:4.1.5 Years of experience in existing company of the respondents



Inference:

Majority (47%) of the respondents are having less than 3 years of experience in the existing company.

TABLE 4.1.6 Reason for joining of the respondents

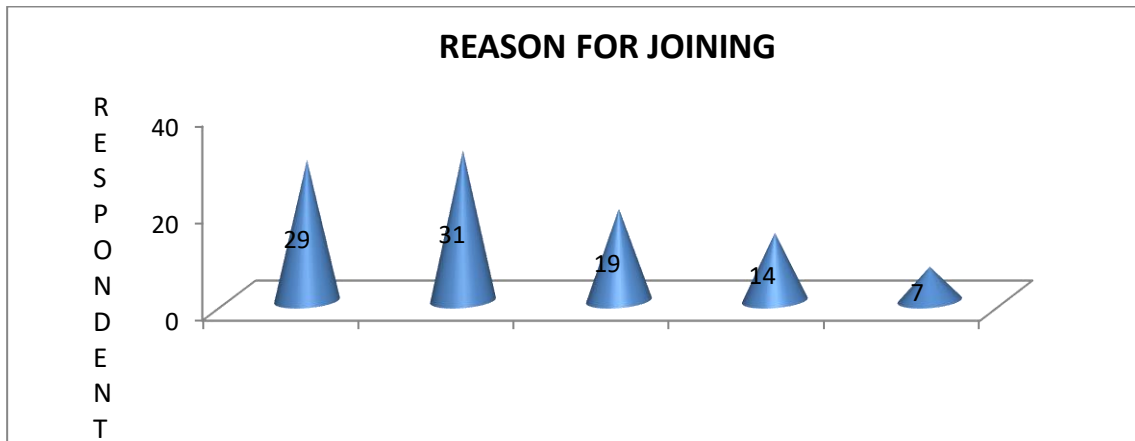
Reason for joining	No. of Respondents	Percentage
To earn money	34	29.00
To learn/gain experience	37	31.00
Company name	22	19.00
To contribute skills to the company.	19	14.00
Others	08	7.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table interpreted that, 31% of the respondents are joined to learn and gain experience, 29% of the respondents are joined to earn money, 14% of the respondents are joined to contribute skills to the company and 7% of the respondents are joined to others.

Chart:4.1.6 Reason for joining of the respondents



Inference:

Majority (31%) of the respondents are joined to learn and gain experience.

TABLE 4.1.7 Understanding about the job

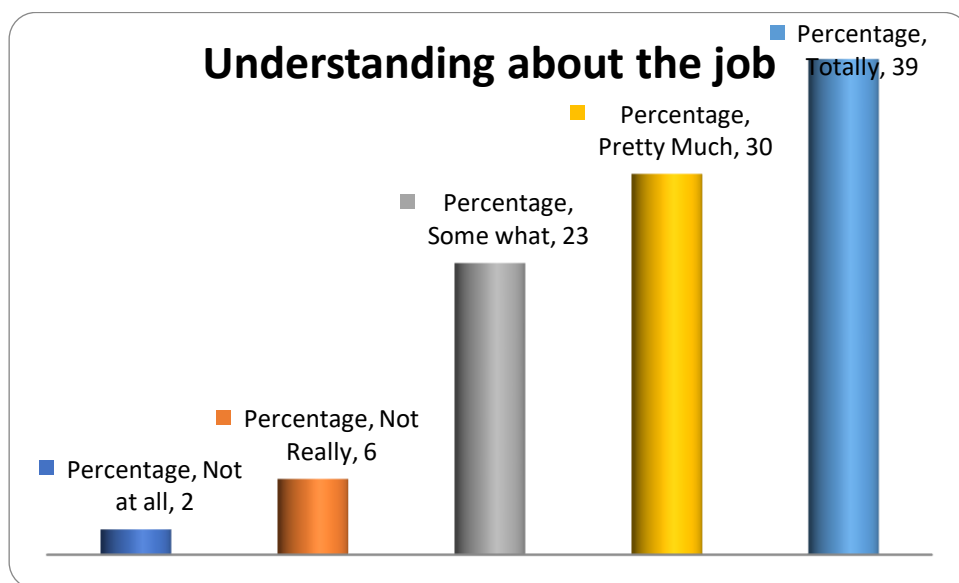
Level of Attitude	No of Respondents	Percentage
Not at all	02	2.00
Not Really	07	6.00
Some what	28	23.00
Pretty Much	36	30.00
Totally	47	39.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table interpreted that 39% of the respondents totally understand their job, 30% of the respondents understand their job pretty much, 2% of the respondents are not at all understand their job, 6% of the respondents are not really understand their job and 23% of the respondents somewhat understand their job.

Chart:4.1.7 Understanding about the job



Inference:

Majority (39%) of the respondents are totally understand their job.

TABLE 4.1.8 Job description of the respondents

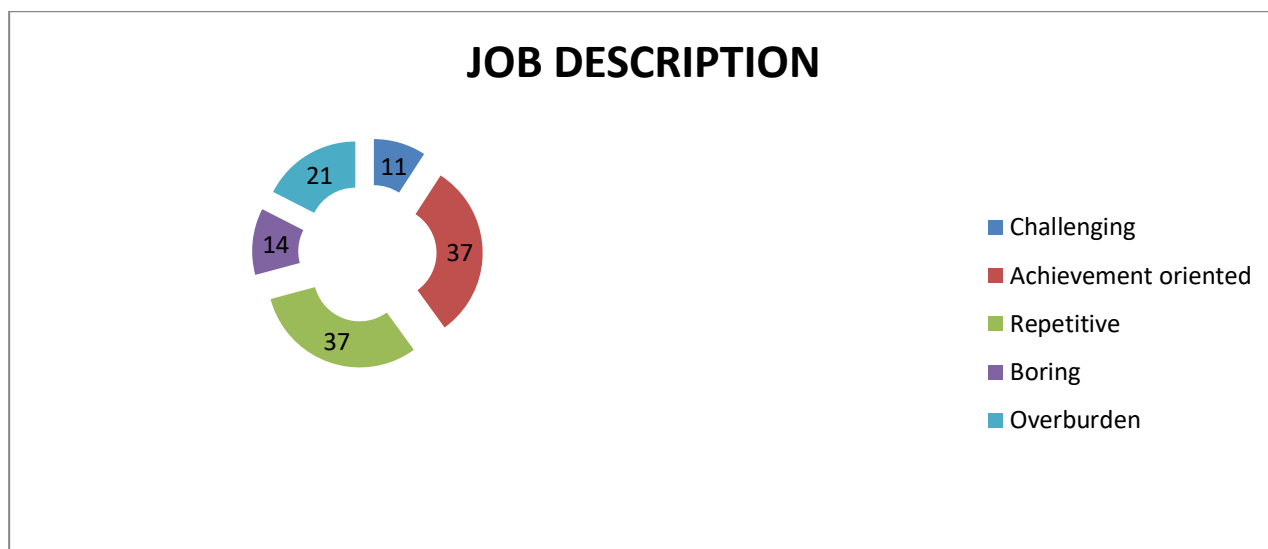
Job Description	No. of Respondents	Percentage
Challenging	11	10
Achievement Oriented	37	31
Repetitive	37	30
Boring	14	12
Overburden	21	17
Total	120	100

Source: Primary Data

Interpretation:

The above table interpreted that, 37% of the respondents said Achievement Oriented, 37% of the respondents said repetitive, 11% of the respondents said challenging, 14% of the respondents said boring and 21% of the respondents said overburden.

Chart:4.1.8 Job description of the respondents



Inference:

Majority (37%) of the respondents said Achievement Oriented and Repetitive.

TABLE 4.1.9 Reason to change the job.

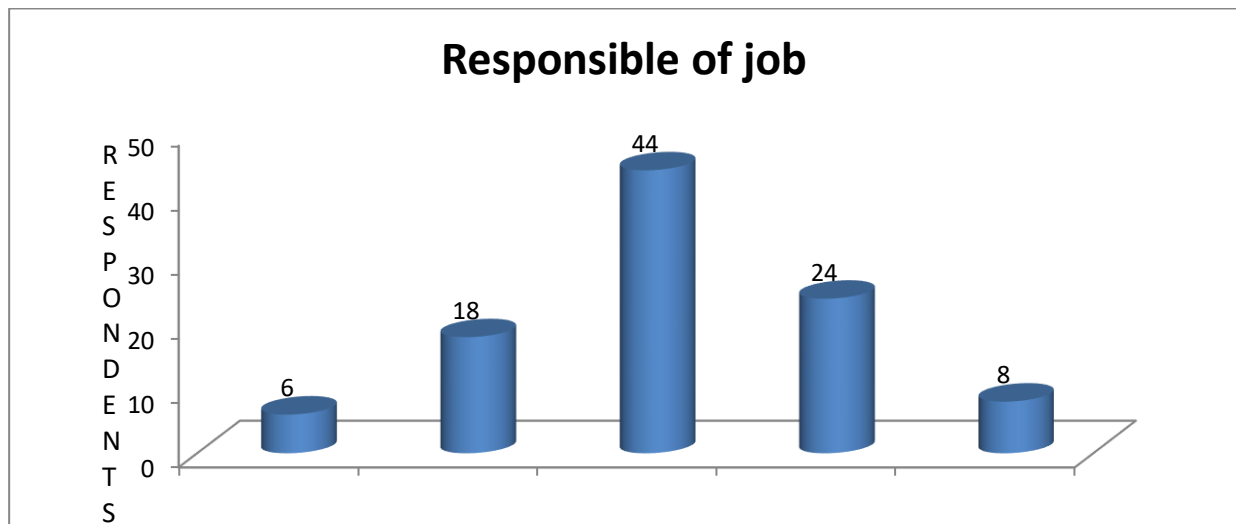
Level of Attitude	No. of Respondents	Percentage
Health condition	7	6.00
Family situation	26	18.00
Growth	51	44.00
Monetary benefits	27	24.00
Others	9	8.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table interpreted that, 44% of the respondents are due to growth , 24% of the respondents are due to monetary benefit, 18% of the respondents are due to family situation,6% of the respondents are health condition and 8% of the respondents are others.

Chart:4.1.9 Reason to change the job



Inference:

Majority (44%) of the respondents are due to growth.

TABLE 4.1.10 Experienced in the job.

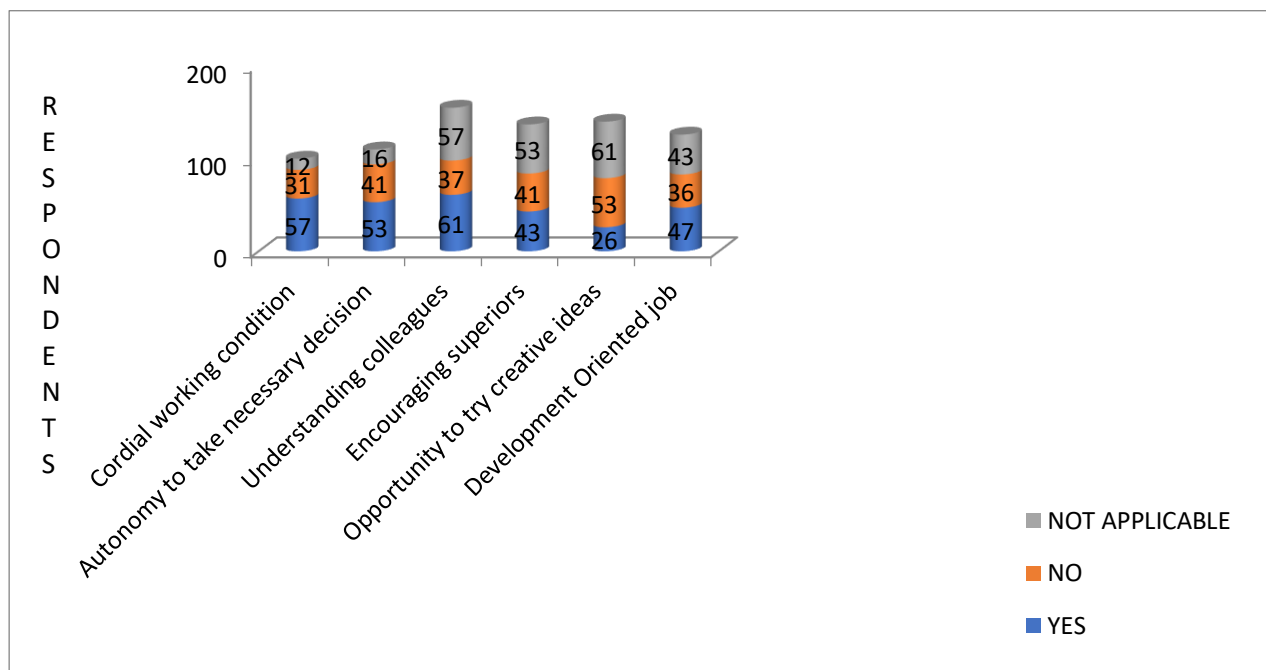
Experienced in the job	Yes	No	Not applicable	Total Respondents
Cordial working condition	57	41	22	120
Autonomy to take necessary decision.	53	51	16	120
Understanding colleagues	61	47	12	120
Encouraging superiors	43	51	17	120
Opportunity to try creative ideas	26	52	22	120
Development Oriented job	47	46	27	120

Source: Primary Data

Interpretation:

The above table interpreted that, 57 respondents said yes to the cordial working condition, 53 respondents said yes to the autonomy to take necessary decision, 61 respondents said yes to the Understanding colleagues, 43 respondents said yes to the encouraging superior, 26 respondents said yes to the opportunity to try creative ideas, 47 respondents said yes to the Development oriented job.

Chart:4.1.10 Experienced in the job



Inference:

Majority (57%) of the respondents said yes to the cordial working condition.

TABLE4.1.11 Motivation of the respondents

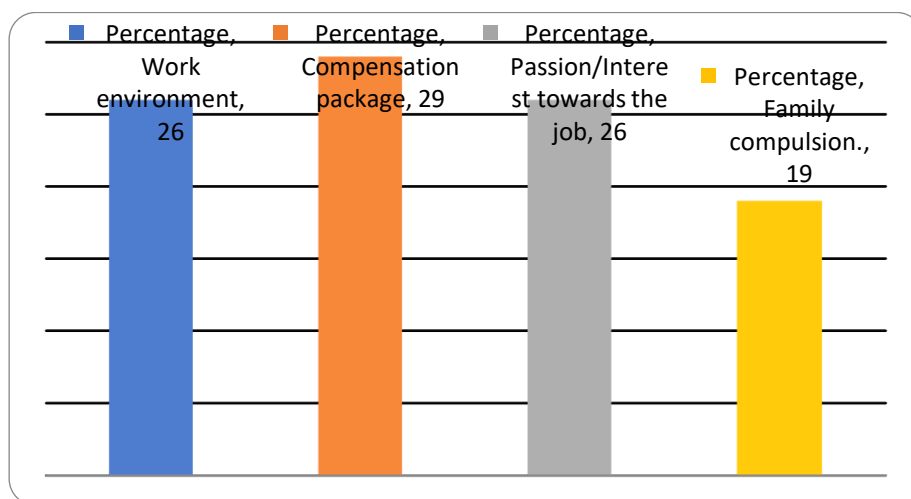
Motivation factor	No. of Respondents	Percentage
Work environment	31	26.00
Compensation package	36	29.00
Passion/Interest towards the job	33	26.00
Family compulsion.	22	19.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table interpreted that, 29% of the respondents motivated by compensation package, 26% of the respondents motivated by working environment, 26% of the respondents motivated by Interest towards the job and 19% of the respondents motivated by family compulsion.

Chart:4.1.11 Motivation of the respondents



Inference:

Majority (29%) of the respondents motivated by compensation package.

TABLE 4.1.12 Comfortableness to convey problem.

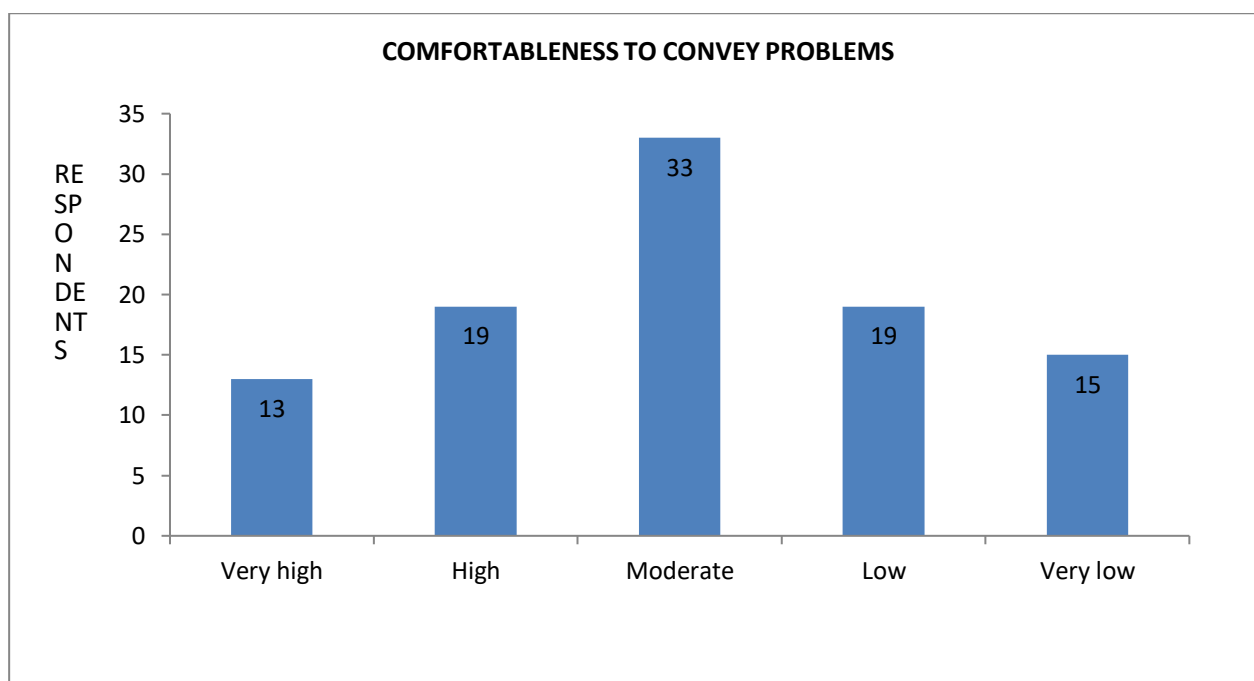
Level of Attitude	No. of Respondents	Percentage
Very high	15	13.00
High	26	19.00
Moderate	39	33.00
Low	22	19.00
Very low	18	16.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table shows regarding comfortableness to convey their problems that, 33% respondents said moderate, 19% respondents said high, 11% respondents said very high.

Chart:4.1.12 Comfortableness to convey problem.



Inference:

Majority (33%) of the respondents said moderate.

TABLE 4.1.13 Respondents based on their satisfying factor.

Motivating factor	Highly Satisfied (H.S)	Moderately Satisfied (M.S)	Neutral (N)	Moderately Dissatisfied (M.D)	Highly Dissatisfied (H.D)	Total
Motivation	20	41	22	24	13	120
Training and development	31	36	28	22	11	120
Performance appraisal & management	11	27	32	32	18	120
Company policy	27	37	28	16	12	120
Job security	17	28	38	22	15	120
Job designation/ Responsibility	27	31	36	15	11	120
Compensation & salary.	21	35	27	23	14	120

Source: Primary Data

Interpretation:

The above table shows the satisfaction factor that, 20 percent of the respondents are highly satisfied with the motivation, 31 percent of the respondents are highly satisfied with the Training and development, 11 percent of the respondents are highly satisfied with the performance appraisal and management, 27 percent of the respondents are highly satisfied with the company policy, 17 percent of the respondents are highly satisfied with the job security, 27 percent of the respondents are highly satisfied with the job designation and responsibility, 21 percent of the respondents are highly satisfied with the compensation and salary.

Chart:4.1.13 Respondents based on their satisfying factor.

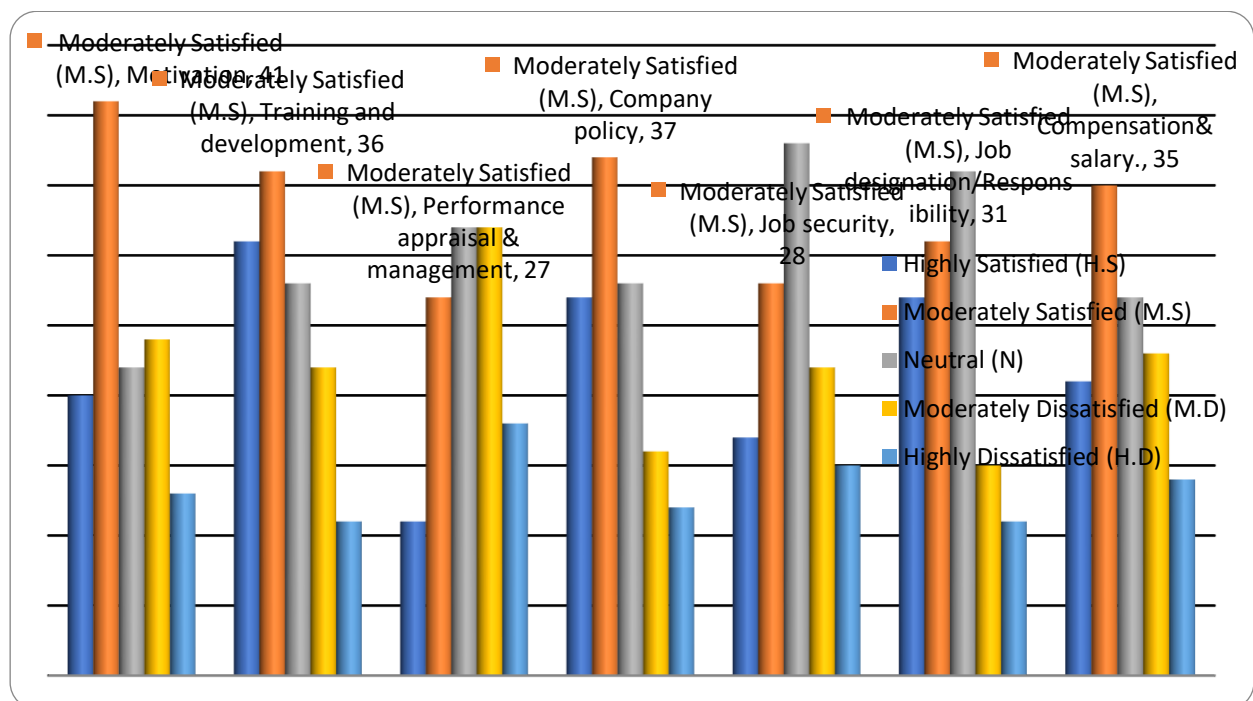


TABLE 4.1.14 Respondents based on facility provided by the organization.

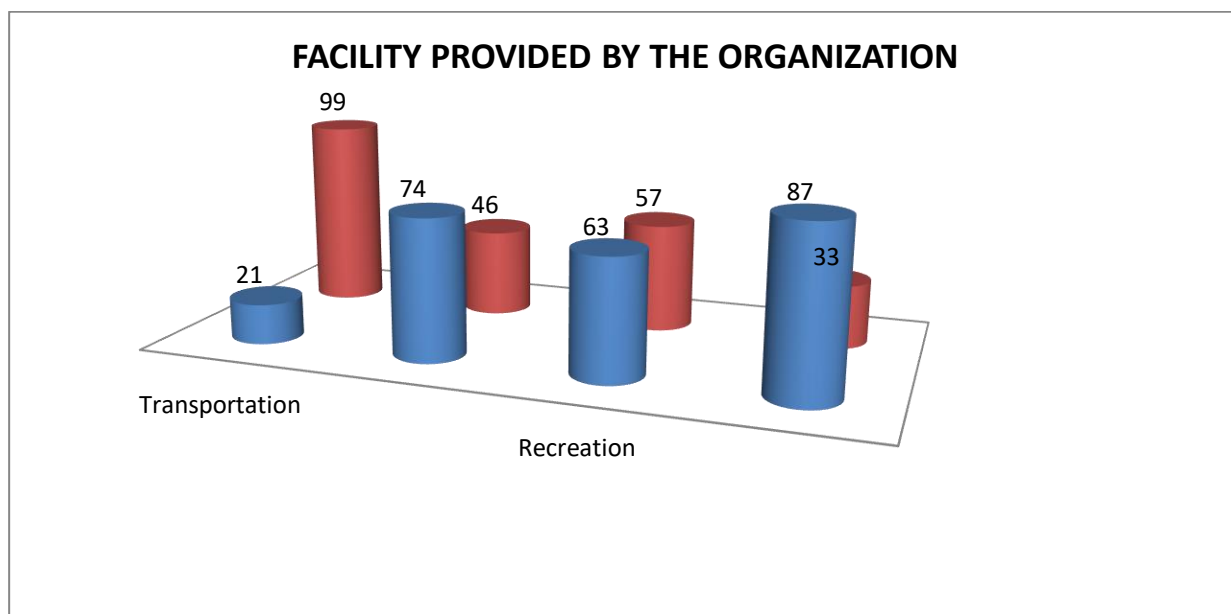
Facility	Yes	No	Total
Transportation	21	99	120
Accommodation	74	46	120
Recreation	63	57	120
Medical facility	87	33	120

Source: Primary Data

Interpretation:

The above table interpreted that, 87 respondents said yes to the Medical facility, 74 respondents said yes to the Accommodation, 63 respondents said yes to the Recreation, 21 respondents said yes to the Transportation.

Chart:4.1.14 Respondents based on facility provided by the organization



Inference:

Majority (99%) of the respondents say no for transportation facilities.

TABLE 4.1.15 Respondents based on their dissatisfaction factor

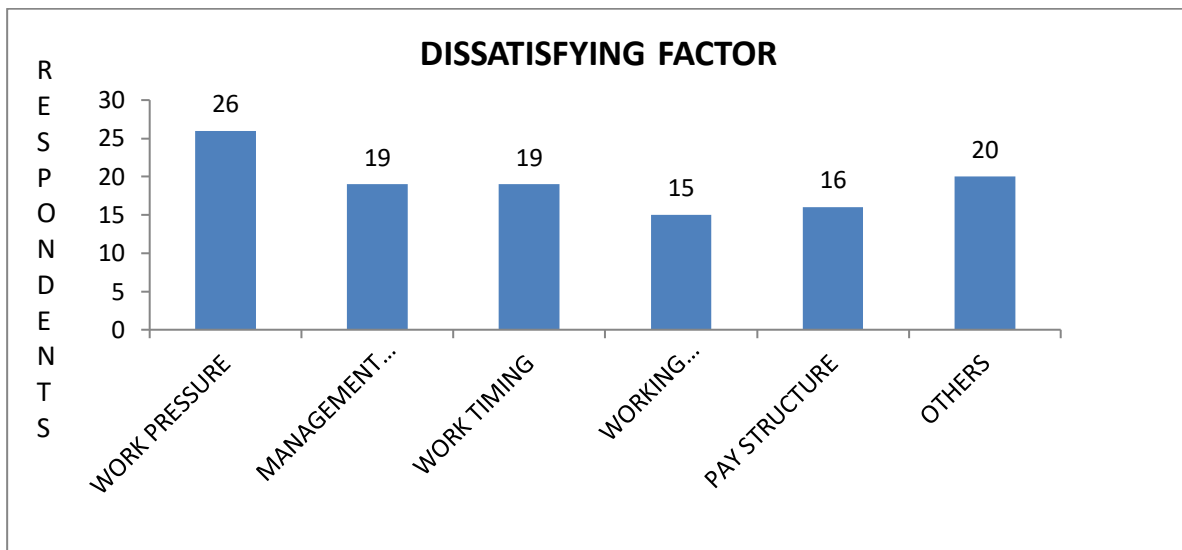
Dissatisfaction Factor	No of Respondents	Percentage
Work Pressure (W.P)	31	27.00
Management Decisions (M.D)	22	20.00
Work Environment (W.E)	17	16.00
Pay Structure (P.S)	18	17.00
Others	23	20.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above tables interpreted that, 26% of the respondents are dissatisfied due to Work Pressure, 19% of the respondents are dissatisfied due to management decision, 15% of the respondents are dissatisfied due to working, 19% of the respondents are dissatisfied due to work timing, 16% of the respondents are dissatisfied due pay structure and 20% of the respondents are dissatisfied due to others.

Chart:4.1.15 Respondents based on their dissatisfaction factor



Inference:

Majority (26%) of the respondents are dissatisfied due to work pressure.

TABLE 4.1.16 Respondents based on improvement to be done.

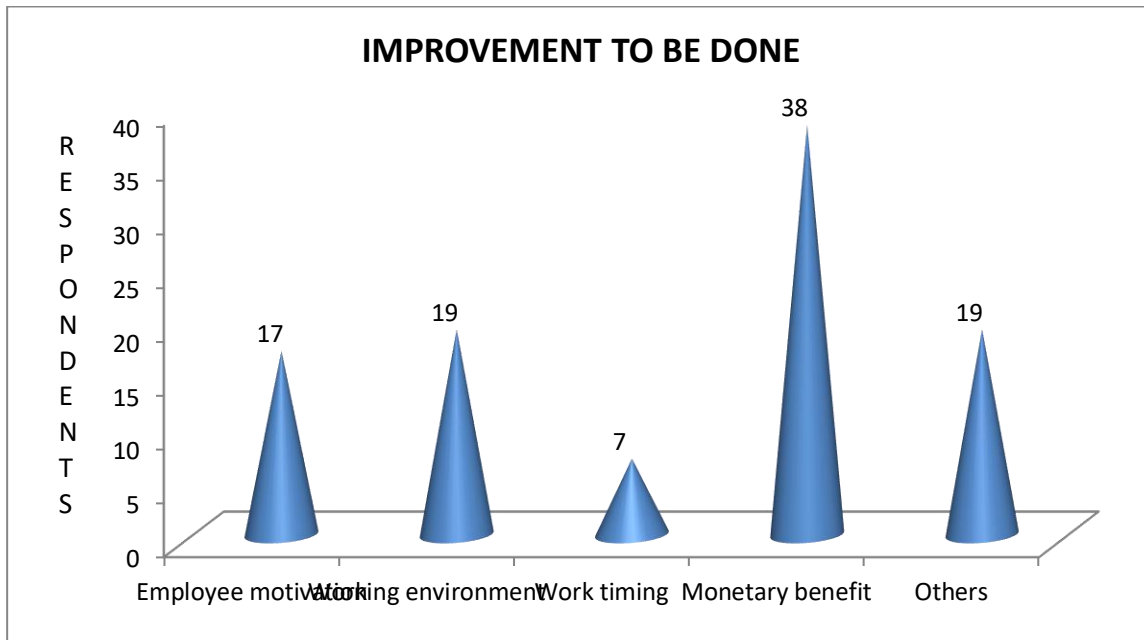
Internal Factors	No of Respondents	Percentage
Employee Motivation	27	17.00
Working Environment	19	19.00
Work timing	17	7.00
Monetary Benefits	38	38.00
Others	19	19.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table interpreted that, 38% of the respondents say Monetary Benefits, 19% of the respondents say Working Environment, 17% of the respondents say Employee Motivation, 7% of the respondents say work timing and 19 % of the respondents say others.

Chart:4.1.16 Respondents based on improvement to be done



Inference: Majority (38%) of the respondents say monetary benefits.

TABLE 4.1.17 Respondents based on reason to leave the job

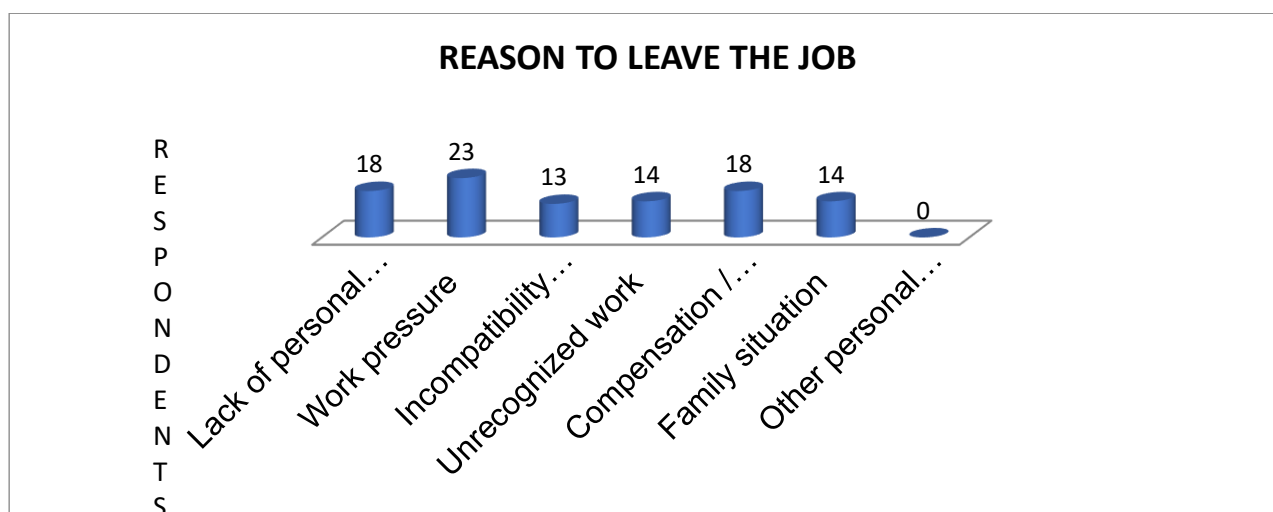
Reason	Respondents	Percentage
Lack of personal development	21	18.00
Work pressure	27	23.00
Incompatibility with work culture	16	13.00
Compensation / salary package	17	14.00
Family situation	22	18.00
Others	17	14.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table interpreted that, 23 respondents said because of work pressure, 18 respondents said because of lack of personal development, 12 respondents said because of family situation.

Chart:4.1.17 Respondents based on reason to leave the job



Inference:

Majority (23%) of the respondents said because of work pressure.

TABLE 4.1.18 Respondents based on their rejoining in Domain2host Technologies

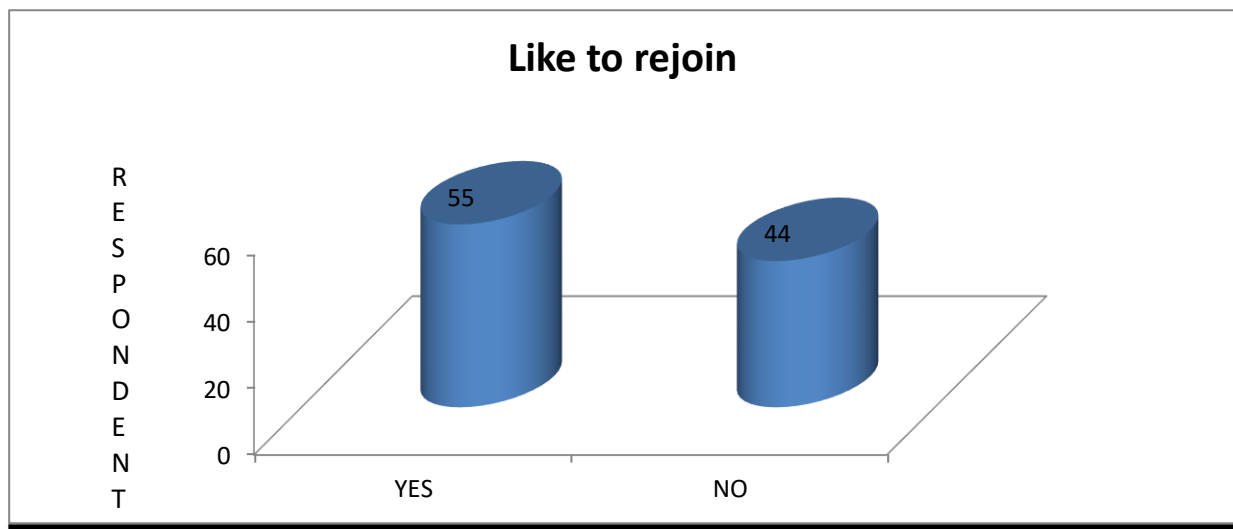
Like to re join	No. of Respondents	Percentage
Yes	53	45.00
No	67	55.00
Total	120	100.00

Source: Primary Data

Interpretation:

The above table interpreted that, 55% of the respondents are do not like to rejoin in Domain2host Technologies and 44% respondents said yes.

Chart 4.1.18 Respondents based on their rejoining in Domain2host Technologies



Inference:

Majority (55%) of the respondents are do not like to rejoin in Domain 2Host.

STATISTICAL TOOLS AND ANALYSIS

CHI- SQUARE

Chi-square is the sum of the squared difference observed (o) and the expected (e) data (or the deviation, d), divided by the expected data in all possible categories.

Null hypothesis (Ho):

There is a relationship between the age and educational qualification.

Alternate hypothesis (H1):

There is no relationship between the age and educational qualification.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
age * educational qualification	120	100.0%	0	0.0%	120	100.0%

age * educational qualification Crosstabulation

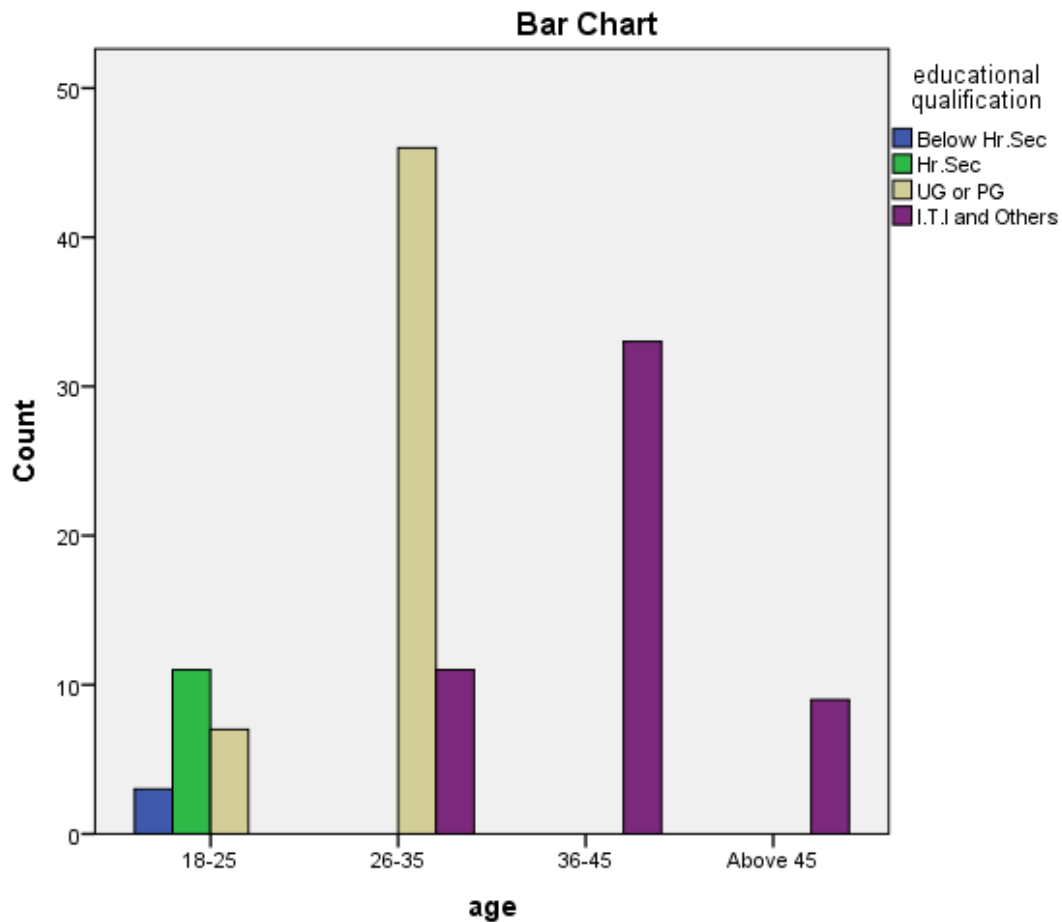
		educational qualification				Total	
		Below Hr.Sec	Hr.Sec	UG or PG	I.T.I and Others		
age	18-25	Count	3	11	7	0	21
		% within age	14.3%	52.4%	33.3%	0.0%	100.0%
		% within educational qualification	100.0%	100.0%	13.2%	0.0%	17.5%
		% of Total	2.5%	9.2%	5.8%	0.0%	17.5%
	26-35	Count	0	0	46	11	57
		% within age	0.0%	0.0%	80.7%	19.3%	100.0%
		% within educational qualification	0.0%	0.0%	86.8%	20.8%	47.5%
		% of Total	0.0%	0.0%	38.3%	9.2%	47.5%
	36-45	Count	0	0	0	33	33
		% within age	0.0%	0.0%	0.0%	100.0%	100.0%
		% within educational qualification	0.0%	0.0%	0.0%	62.3%	27.5%
		% of Total	0.0%	0.0%	0.0%	27.5%	27.5%
	Above 45	Count	0	0	0	9	9
		% within age	0.0%	0.0%	0.0%	100.0%	100.0%

Total	% within educational qualification	0.0%	0.0%	0.0%	17.0%	7.5%
	% of Total	0.0%	0.0%	0.0%	7.5%	7.5%
	Count	3	11	53	53	120
	% within age	2.5%	9.2%	44.2%	44.2%	100.0%
	% within educational qualification	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	2.5%	9.2%	44.2%	44.2%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	149.235 ^a	9	.000
Likelihood Ratio	150.750	9	.000
Linear-by-Linear Association	77.010	1	.000
N of Valid Cases	120		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .23.



$$\text{Degree of Freedom} = (r-1) * (c-1)$$

$$= 3 * 3 = 6$$

Calculated value = 149.235

Tabulated value = 12.592

$$Z = Z_{\text{cal}} > Z_{\text{tab}}$$

$$Z = 149.235 > 12.592$$

Hence, the Alternate hypothesis [H1] is accepted

INTERPRETATION:

Since the calculated value (149.235) is greater than the tabulated value (12.592) we accept the alternate hypothesis.

ANOVA :

Null hypothesis (Ho):

There is a significance difference between the years of experience and Respondents based on reason to change the job.

Alternate hypothesis (H1):

There is no significance difference between the years of experience and Respondents based on reason to change the job.

Descriptives

years of experience

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Mini mum	Maxi mum
					Lower Bound	Upper Bound		
Health condition	7	1.00	.000	.000	1.00	1.00	1	1
Family situation	26	1.00	.000	.000	1.00	1.00	1	1
Growth	51	1.98	.547	.077	1.83	2.13	1	3
Monetary benefits	27	3.26	.447	.086	3.08	3.44	3	4
Others	9	4.00	.000	.000	4.00	4.00	4	4
Total	120	2.15	1.042	.095	1.96	2.34	1	4

Test of Homogeneity of Variances

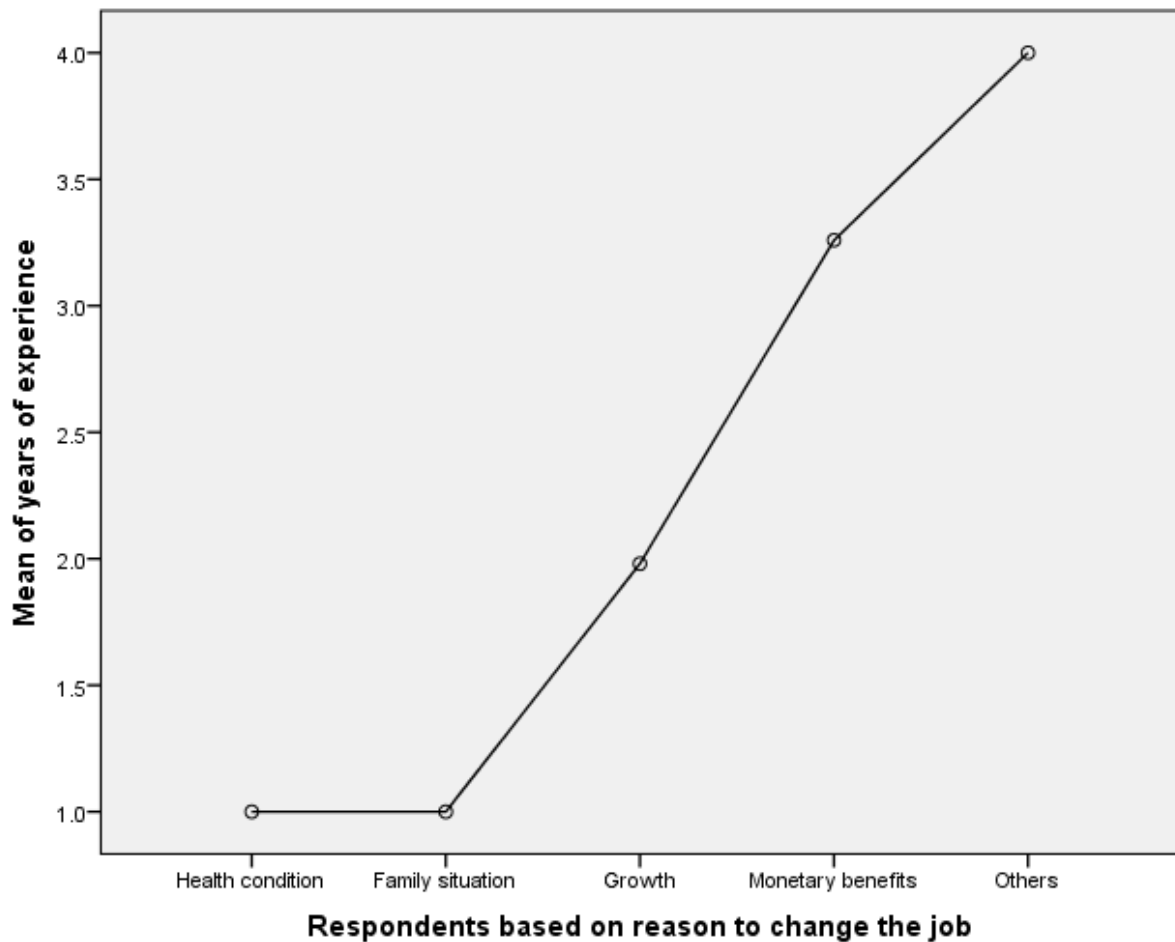
years of experience

Levene Statistic	df1	df2	Sig.
7.973	4	115	.000

ANOVA

Years of experience

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	109.134	4	27.284	155.593	.000
Within Groups	20.166	115	.175		
Total	129.300	119			



Calculated value = 155.593

Tabulated value = 2.70

F = F cal > F tab F=155.593 > 2.70

Hence, the Alternate hypothesis [H1] is accepted.

INTERPRETATION:

The calculated value of F is greater than the tabulated value. Hence, we reject the null hypothesis and conclude that there is no significance difference between the years of experience and Respondents based on reason to change the job.

CHAPTER 5- FINDING,SUGGESTIONS AND CONCLUSION

5.1 FINDINGS:

- Majority (48%) of the respondent belongs to the age group of 26-35 years
- Majority (59%) of the respondents are married people
- Majority (44%) of the respondents are having UG or PG qualification
- Majority (31%) of the respondents are having 0-5 years of experience
- Majority (47%) of the respondents are having less than 3 years of experience in the existing company
- Majority (31%) of the respondents are joined to learn and gain experience
- Majority (39%) of the respondents totally understand their job
- Majority (30%) of the respondents said Achievement Oriented
- Majority (44%) of the respondents are due to growth
- Majority (57%) respondents said yes to the cordial working condition
- Majority (36%) of the respondents motivated by compensation package
- Majority (33%) respondents said moderate
- Majority (20%) of the respondents are highly satisfied with the motivation
- Majority (87%) respondents said yes to the Medical facility
- Majority (27%) of the respondents are dissatisfied due to Work Pressure
- Majority (38%) of the respondents say Monetary Benefits
- Majority (23%) respondents said because of work pressure
- Majority (57%) of the respondents are do not like to rejoin in Domain2host Technologies.

5.2 SUGGESTIONS & RECOMMENDATIONS:

- More than half of the employees are satisfied with their nature of job and with their working conditions. So the company can attain a further improvement level for the rest if it guides its employees.

- Very few employees are comfortable with their present salary. Majority of them has the opinion that low salary is their problem in their organization. So the Company is suggested to provide salary, which satisfies its employees at least to some extent.
- Many employees suggest improving work pressure and employee management decision in the survey. So the company should give attention to the factors which it can improve itself internally.
- Even though the employees are satisfied with their job nature, it is identified in the study that many employees prefer to change their job due to lack in their growth opportunities in their job. So the company can look for some Innovative technologies or creative methodologies to decrease their attrition level by providing growth opportunities.
- The company should conduct regular meetings to know about what exactly employee expects.
- The company may give training like Personality Development and Self improvement training to the employees, every three or six months once this status has to be reviewed and necessary action can be taken. It is better to have such training in the future.

5.3 LIMITATIONS OF THE STUDY:

- The size of sample size was 120 respondents only. If the sample size were more than the results of the inferences would have been different.
- As majority of workers interview was conducted through telephone so there is a possibility for miscommunication.
- There is some external factor for attrition like market situation, change in Industrial norms and Government policy this survey did not consider those factors.

- The data collected in the study will be valid for few months. Hence the result obtained might not be helpful for the management after a period of few months.

5.4 CONCLUSION

“Attrition is said to be the gradual reduction in the number of employees through retirement, resignation or death. It can also be said as Employee Turnover or Employee Defection” Whenever a well-trained and well-adapted employee leaves the organization, it creates a vacuum. So, the organization loses key skills, knowledge and business relationships. Modern managers and personnel administrators are greatly interested in reducing Attrition in the organization, in such a way that it will contribute to the maximum effectiveness, growth, and progress of the organization. The main aim of any organization is to earn profit. But to attain the maximum profit, the organization should concentrate more on employees and the ways to retain them for their long run. From the study it is identified that, the Lack of growth opportunities, low package and the Family issues are the major problem which makes employees to change their job from this organization. To control attrition level in the Domain2host Technologies could create some opportunities for the growth of their employees through adopting new Innovative Technologies, Effective training programs and the company can recruit people's who are around, so the family issue factor will not lead to attrition in future and the company can curb attrition. The company should pay the salary equal to the competitive industry.

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WEBSITES

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- www.answers/topic/attriton.com
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QUESTIONNAIRE

PERSONAL DATA:

1. Name:

2. Designation:

3. Age:

a) 18 -25 ☐ b) 26 – 35 ☐ c) 36 -45 ☐ d) above 45 ☐

4. Marital status:

a) Married ☐ b) Single ☐

5. Educational Qualification:

a) Below Hr. Sec. ☐ b) Hr. Sec ☐ c) UG or PG ☐ d) ITI ☐
e) Others _____

6. Years of Experience:

a) 0 – 5 years ☐ b) 5 –15 years ☐ c) 15 – 30 years ☐ d) Above 30 years ☐

JOB PROFILE

7. How long is your experience at Domain2host Technologies?

☐ <3 year ☐ 3-10 years ☐ 10-20 years ☐ > 20 years

8. What was the reason for joining Domain2host Technologies?

- ☐ To earn money
- ☐ To learn/ gain experience
- ☐ Company name
- ☐ To contribute skills to the organization

☐ Others _____ specify

9. How well do you understand your job and the role it plays in achieving your vision?

☐ Not at all ☐ Not really ☐ somewhat ☐ Pretty much ☐ totally

10. Describe your job.

- ☐ Challenging
- ☐ Achievement oriented
- ☐ Repetitive
- ☐ Boring
- ☐ Overburden

11. For which reason, you prefer to change the job..?

- ☐ Health condition ☐ Family situation
- ☐ Growth ☐ Monetary benefits ☐ Others

12. Tick whichever you experienced in your job

Yes No Not applicable

- ☐ Cordial working environment
- ☐ Autonomy to take necessary decisions
- ☐ Understanding colleagues
- ☐ Encouraging superiors
- ☐ Opportunity to try creative ideas
- ☐ Development oriented job

13. What motivated you to work at Domain2host Technologies?

- ☐ Work environment
- ☐ Compensation package
- ☐ Passion/ Interest towards the job
- ☐ Family compulsion

14. Rate the comfortableness in conveying your immediate problems to Top-level people.

- a) Very high b) high c) moderate d) low e) very low

15. State your satisfaction on the following factors

Satisfaction Factors	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Motivation					
Training and Development					
Performance Appraisal & Management					
Company policy					
Job security					
Job designation/ Responsibility					
Compensation/Salary					

16. Are the following facilities provided by the organization?

Yes No

- ☐ Transportation
- ☐ Accommodation
- ☐ Recreation
- ☐ Medical facilities

17. Which of the following makes you to get dissatisfied at times?

- ☐ Work Pressure ☐ Management decisions ☐ Work timings
- ☐ Working Environment ☐ Pay structure ☐ Others_____

18. Specify the area where you feel improvement is required?

- ☐ Employee motivation ☐ working environment ☐ Work timings
- ☐ Monetary benefits ☐ others

19. What made you to decide to leave the organization?

- ☐ Lack of personal development
- ☐ Work pressure
- ☐ Incompatibility with work culture
- ☐ Unrecognized work
- ☐ Compensation/Salary package
- ☐ Family situation
- ☐ Others_____

20. If given a chance would you like to join Domain2host again?

a. If yes, the reason _____

b. If no, the reason _____

21. Provide your valuable suggestion to reduce attrition.

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