

A STUDY ON CHALLENGES FACED BY WORKING WOMEN IN SOFTWARE INDUSTRY

By

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Master of Business

Administration

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 - 600 119**



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SCHOOL OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of ARCHANA.S
(40410021) who has done the Project work entitled **STUDY ON
CHALLENGES FACED BY WORKING WOMEN IN SOFTWARE INDUSTRY**
under my supervision from JANUARY 2022 to MARCH 2022.

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Dean – School of Business Administration

Submitted for Viva voice Examination held on_____.

Internal Examine

External Examine

DECLARATION

ARCHANA S (40410021) hereby declare that the Project Report entitled '**STUDY ON CHALLENGES FACED BY WORKING WOMEN SOFTWARE INDUSTRY**' done by me under the guidance of **Dr.SUDHA PAULIN**, MBA, School of Business Administration is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

ARCHANA S

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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 Business Administration and **Dr. PALANI A.**, Head, School of Business Administration for providing me necessary support and details at the right time during the progressive reviews.

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ARCHANA.S

TABLE OF CONTENTS

CHAPTER NO.	TITLE	PAGE NO
	ABSTRACT	i
	LIST OF TABLES	ii
	LIST OF CHARTS	iii
1	INTRODUCTION	1-2
2	REVIEW OF LITERATURE	3-5
3	RESEARCH METHODOLOGY	6-9
	3.1 Type Of Research	6-7
	3.2 Scope of the Study	8
	3.3 Objective of the Study	8
	3.4 Need of the study	9
4	DATA ANALYSIS AND INTERPRETATION	10
5	FINDINGS, SUGGESTIONS AND CONCLUSION	34-36
	5.1 Findings of the Study	34
	5.2 Suggestions	35
	5.3 Conclusion	36
	REFERENCES	37
	ANNEXURE - I (Questionnaire)	39
	ANNEXURE – II RESEARCH ARTICLE	43

ABSTRACT

In this research paper, The main objective of the study was to understand the problems and issues faced by urban working women in India. The objectives also included identifying the key socio-economic attributes contributing to women's status, safety and security, and to study women's involvement in various activities/ organizations for improving of family, community and society. The study was confined to the urban working women in white collared jobs in the city of Rourkela, India. A mixed methods approach involving face to face interviews, focus group discussions and questionnaire technique including both close-ended and open-ended questions was chosen for effective elicitation of data from the respondents. Methods triangulation was adapted for establishing validity and reliability of the study. The study was based on primary data collected from Rourkela city to find out the possible solutions for working women which could help them to overcome the problems that they face in the workplace. The results of the study showed that different age group of working women have different kinds of problems and challenges and different categories as married, single, divorcee, single parent, separated, have different issues at stake in the workplace. Some problems are definitely common, like mental and physical stress, lack of proper balance between employment and family care, unfair treatment in the workplace, stressful life and work place discrimination etc. But some challenges are age or category specific, like prejudiced and stereotyped thinking, safety and security issues, ego hassles with colleagues, and problem of glass ceiling etc. Some probable solutions for problems plaguing urban working women that could help them to overcome the problems that they face in the workplace are proper safety and security measures by the parent organizations, sensitive and supporting partners at home, effective child care policies and appropriate grievance redressal mechanisms for women in place at the workplace.

LIST OF TABLE

TABLE NO.	PARTICULAR	PAGE NO.
1	Age of respondent	10
2	Education of respondent	11
3	Martial of the respondent	12
4	Income of the respondent	13
5	Experience of the respondent	14
6	Distinations of the respondent	15
7	Do you Normally work 6 days in a week	16
8	Do you Normally more than 12 hours in a Day	17
9	Do you work in shifts	18
10	Have you Satisfied with transport facilities provided by the company	19
11	Which problems do you think is the most important problem faced by the working women in the work Place	20
12	How is the attitude of your Boss towards you	21
13	Do your senior /colleagues / male members respect you	22
14	Superiors accept opinions and criticism from women employees	23
15	Women employees in IT sector facing physical problems like Eyesight,back pain, headache and obesity.	24
16	Women employees in IT sector , feel tired and depressed because of work.	25
17	Rate the Satisfaction of following Job factors	26
18	Tick the factors that motivate you to work	27
19	What is your opinion is more convenient when faced the situation of harassment of Gender Discrimination.	28

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STUDY ON CHALLENGES FACED BY WORKING WOMEN IN SOFTWARE INDUSTRY

PROBLEM IDENTIFICATION

It is an open truth that working women have to face problems just by virtue of their being women. The old age belief of male superiority over women creates several hurdles for women at their place of work. Working in Information Technology industry inevitably puts strains on women to greater extent as compared to men. Women in Information Technology industry suffer from physical discomfort, psychological problems and mental tension. The physical problems were mostly in the form of digestive disorders, eye, voice and hearing problems. In spite of this there are certain other consequences of sedentary lifestyle such as anxiety, depression, faulty eating habits, mental tension, sleep disturbance, nightmare. Late working hours, long working hours at the desk, job related pressure, deadlines and problem of balancing work at home and office are some of the mental tension that resist women employees to stay in the job.



INTRODUCTION

In earlier days the contribution of a woman was restricted only to her home and family but now, crossing the thorny boundaries of the society, women have ventured into IT's and corporate. The growth of education and awareness has led women to work in industries, corporate and IT's. "Women are not only the backbone of nuclear and joint families but also the national economy". Women have started venturing into areas which were seen as dominated by men. Women in all fields have proved their excellence and skills. Women have proved their commitment and versatility for ages and have also carried different roles successfully. When highlighting BPO industry, women constitute a major part of the IT sector and their contribution to this area is huge. Despite all these facts, women still find it difficult to cross the boundaries of their home and make future in the corporate world. The global expansion of software and IT enabled services has opened up new vistas for women in India. The major resource required by the software and services outsourcing in India is a steady supply of educated technical labour or „knowledge workers". The industry is considered to provide a good avenue for the employment of women, who have conventionally not opted for technical occupations, but have the essential knowledge base and flexibility to adjust themselves to the outsourcing industry. During the last quarter of this century Information Technology (IT) has transformed the way of human life as no other technology. Now, there is no area of human life, which is not affected by information technology in one way or the other. This industry has succeeded not only in achieving global competitiveness but also raising awareness of the benefit of Information Technology within the country thereby laying the platform for future growth. The important factors that encourage women workforce to participate in IT sector are for embracing a white-collar job with comparatively high salary, easy international mobility, gender-neutral policy based on knowledge-centric skills possession, flexible work routine and physically less demanding work process in comfortable indoor workenvironment. Further they also face issues like gender discrimination, harassment, stress and less support from the family. Women employees are sometimes benchmarked against the male counterparts, despite the fact that they undergo the same hardships to accomplish their objectives. The great scientist Albert Einstein says that "Life is like riding a bicycle. To keep our balance we must keep

moving”. The participation of women has also raised the challenges to balance between responsibilities of paid work and family life as there is barely a time when there isn’t any struggle.

INDUSTRY PROFILE:

I.T. INDUSTRY – PRESENT SCENARIO

Information Technology Industry is the sun rising sector where the long working hours and work overload are typical of the IT industry, according to many human resources managers. Though most of the IT firms have a five-day week, the workload is going up. After the 2001-02 slumps, companies that downsized did not always hire more people after business picked up. This means that being called to work on weekends and 14-hour working days have become synonymous with the sector. There are also long intervals between projects when many software professionals are sent to training sessions to keep them occupied. They react to such breaks negatively; many feel that they are not competent enough or that their potential is not adequately used. There is also disappointment among newcomers, especially in the Information Technology sector. Other studies have revealed that I.T. executives suffer from deep feelings of inferiority owing to factors such as working during nights and not really using their soft skills. The skewed work-life balance affects their health and family life.



REVIEW OF LITERATURE

Wentling (2003) showed that the twin roles of women cause tension and conflict due to her social structure which is still more dominant. In her study on working women in Delhi, she has shown that “traditional authoritarian set up of Hindu social structure continues to be the same basically and hence women face problem of role conflict change in attitudes of men and women according to the situation can help to overcome their problem.”

Mathur-Helm (2006) “examined the reality of the glass-ceiling phenomenon in South Africa’s four major retail banks. The study investigated women’s low numbers in their top management jobs. A total of 40 women managers were interviewed for their in-depth responses, which were content analyzed. The paper provided clarity for organizational leaders to identify growth barriers existing in their organizations, leading their women workforce towards a glass ceiling. The results indicated that the glass ceiling considered a myth by many was real and are nurtured by the organizational culture, policies and strategies besides women’s own inadequacies. The study concluded that only the most decentralized organizations, characterized by a culture that supports women’s top positions, will help in breaking down the glass ceiling, along with women’s own efforts to grow, develop and empower themselves through academic and career development.”

D. Jamali, et al. (2006), “made a study to explore the salience of glass ceiling type barriers in the Lebanese banking sector, based on the perceptions of a sample of Lebanese top and middle level women managers. The questionnaire was administered to a sample of 61 top and middle level women managers, drawn from the context of 12 different banks in the Lebanese context. They found that the common precepts of the glass ceiling theory were not supported in the context of Lebanese banks with overall positive inferences and perceptions reported by Lebanese women managers in relation to their work environment and daily work experiences. These findings were explained by the progressive evolution of the Lebanese banking sector over the past few decades.”

Ahmad and Aminah (2007) examined the work-family conflict experienced by 239 married female production operators in dual-career families, the social support they received and the coping strategies used to manage the conflict. "The women experienced more work interference with family than family interference with work. The intensity of work interference with family was significantly higher in the earlier life-cycle stage than in the later stage. About two thirds of the women indicated that they intended to leave their job upon having another child, mainly due to the rising cost of child-care services. They received the least social support from their supervisors compared to other sources, and tended to cope with conflict using reactive role behavior and personal role redefinition strategies."

Gunavathy and Suganya (2007) in their study among married women employees of BPO companies traced the causes, consequences of work-life imbalance and interventions for work life balance. More than two-third of the respondents stated the experienced work-life imbalance primarily on account of work interference with personal life. The causes for work-life imbalance were classified as organizational and personal factors. The organizational factors included work related factors, time-related factors and relationship-related factors. The personal factors included lack of family support, marital conflicts and frequent change in sleeping patterns. According to the study, "the three main consequences of work-life imbalance were stress and burnout, ill-health and poor work performance. The respondents also experienced guilt of not being able to spend time with family, anxiety about poor performance, displacement of negative emotions on family members and on co-workers

Ming (2007) "examined the relationship of self-efficacy, work family conflict, social support, gender role attitude, role model and career aspiration to top management among women in middle management at the manufacturing line. This study intended to determine the contribution of each factor to career aspiration. Data were collected from 109 married women in middle management at eight private manufacturing companies located in Bangi and Nilai. This study found that self-efficacy, social support, gender role attitude and role model were significantly related to career aspiration (among women in middle management in manufacturing line

Women can either act as so-called superwomen in order to cope with these competing demands or find other ways of handling the overload at work or at home (Gordon and Whelan-Berry, 2005). Women, who felt overburdened by all of the pressures they must shoulder, run the risk of burnout and a possible end to their corporate aspirations (Gallagher and Goland, 2000, cited by Easton, 2007). Macdonald, Phipps, and Lethbridge (cited in Easton, 2007), using fresh data on adult Canadian women and men found that women's greater hours of unpaid work contributed to women experiencing more stress than men. Success in the workplace as super mom in terms of balancing work and family may come at a high cost in the form of stress (MacDonald et al, 2005, cited in Easton, 2007). "This stress, if not handled carefully, could have dire effects on their careers and even their roles and obligations to their families." According to Elvin-Nowak and Thomsson, (2001, cited by Easton, 2007) a woman that worked was "exposed to the constant risk of her position as a mother and woman being questioned particularly where she has chosen employment for her own well-being rather than being forced to by external circumstances." Hakim (cited in Easton, 2007) makes use of 'preference theory', a new theory for 'explaining and predicting women's choices between market-work and family□work.' According to Hakim, adaptive women prefer to combine employment and family work and these women are prepared to prioritize their jobs in the same way as men with family life fitted around their work and many of these women remain childless, even when married.

Ronald J. Burke, Mustafa Koyuncu and Lisa Fiksenbaum (2010) examined the relationship of the perceived presence of organizational practices designed to support women's career advancement and their work attitudes and satisfaction and their psychological well-being. Data were collected from 286 women in managerial and professional jobs working in a large Turkish bank, a 72 percent response rate. Five organizational experiences were considered: negative attitudes towards women, equal treatment, support, career barriers and male standards. Women reporting more supportive organizational experiences and practices were more engaged in their work, more job and career satisfied, and indicated greater levels of psychological well being.

RESEARCH METHODOLOGY

RESEARCH PROCESS

In research process, the first and foremost step is defining and selecting a research problem. A Researcher should at first find the problem. Then he should formulate it so that it becomes susceptible to research. For a systematic presentation, the process of research may be classified under three stages-primary stages, secondary stage, and the tertiary stage.

The primary stage includes

- Observation
- Interest
- Formulating research problems
- Documentation
- Research designs

The secondary stage includes

- Project planning
- Data collection
- Questionnaire preparation
- Analysis of data
- Testing of hypothesis
- Interpretation
- Questionnaire preparation

3.4 TYPE OF RESEARCH

DESCRIPTIVE RESEARCH

Descriptive research has been used, it involves survey and fact finding enquiries of different kinds, the purpose of descriptive research are the descriptive of state of affairs, as it exists at present.

PROJECT PLANNING

Project planning is the first step in actually conducting & directing a research Project. It is one of the most important tasks of a researcher. This includes formulation of the researcher objectives & goals and determining ways of achieving them.

DATA COLLECTION

Data collection is one of the most important aspects of research. The information in tough research methodology must be accurate and relevant. The data collection method can be classified into two methods.

PRIMARY DATA

Questionnaire method have been used as a tool for a data collection in this research.

SECONDARY DATA

Secondary data means data that are already available i.e., they refer to data which has already been collected and analysed by someone else. The secondary data for the study was collected from book, company websites, magazines and other sources.
Sample size: 102

QUESTIONNAIRE PREPARATION

The basic requisite of any research study is the appropriate data which can be collected with the help of a schedule or questionnaire. With the help of questionnaire it is easy to determine the involvement level of so many employees in the organization.

TYPE OF QUESTIONS

- Linker's scaling question
- Rank question
- Satisfaction scale
- Agreeability scale.

HYPOTHESIS TESTING

H0 – Null hypothesis (there is no significant relationship between the variables). There is no association between Age of respondent and factors that motivate to work.

H1 – Alternative hypothesis (there is significant relationship between the variables) .There is association between Age of respondent and factors that motivate to work.

INFERENCE

After telling the hypothesis, the researcher comes out with his conclusion. The explanation of theory can also be considered as inference.

SCOPE OF STUDY

The present study is confined to women employees in Chennai city. chennai city is one of the developed cosmopolitan cities in India. Women employees who have been working in different organizations covering different sectors like Banking, Insurance, Education, IT, BPO and Health care were considered for the purpose of the study

OBJECTIVES

- To identify the physical problems faced by women employees in IT Companies
- To identify the psychological problems faced by women employees in IT Companies
- To study women's involvement in various activities/ organizations for upliftment of family, community and society that can lead to their overall development.
- To find out the major reasons cited for quitting the job by women employees in IT Companies

NEED FOR STUDY

In the present scenario, due to many changes happening in the work place and family systems, a vast majority of women are finding it difficult to achieve a desired Work-Life Balance. In comparison with men, women have more responsibilities at home. Though there are studies on Work Life Balance, relatively there are fewer studies on work-life balance of women employees. The studies were more confined to sectors like IT/BPO. Therefore there is a need to study how women are balancing their work and family life in different sectors like IT, BPO, health care, education, insurance and banking.

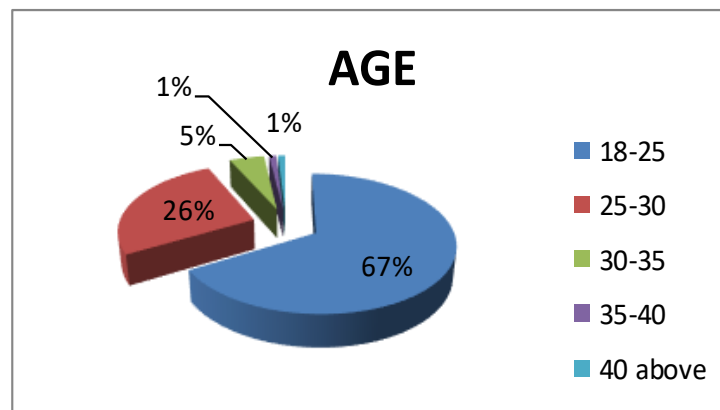
CHAPTER- 4

DATA ANALYSIS AND INTERPRETATION

Table No.1: Age wise classification of respondents

Age	No. of Respondent	Percentage
18-25	68	66.7
25-30	27	26.5
30-35	5	4.9
35-40	1	1
40 above	1	1
TOTAL	102	100

Chart no.1: Age wise classification of respondents



Interpretation

From the above table shows that the age of the response, 67% of 18-25 ,26 % of 25-30 age ,5% of 30-35 age , 1% of 35-40 and 1% of 40- above of the respondent.

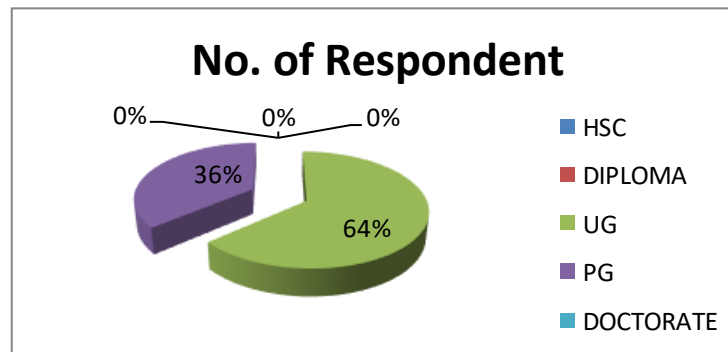
Inference

67% of the respondent have 18-25 age of the response is majority

Table No: 2 Education status of the respondent

Particular	No. of Respondent	Percentage
SSLC	0	0
HSC	0	0
UG	65	63.7
PG	37	36.3
DOCTORATE	0	0
TOTAL	102	100

Chart No: 2 Education status of the respondent



INTERPRETATION

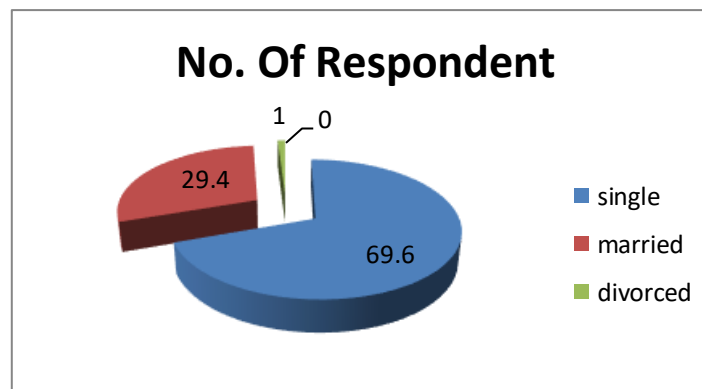
From the above table shows that the Educational status of the respondent, 0% of Respondent for HSC , Diploma , and Doctorate and 64% of UG of Respondent and 36% of PG of Responenet.

INFERENCE

64% of the respondent have UG Degree Qualification of the response is majority.

Table No.3: MARITAL STATUS

Particular	No. of Respondent	Percentage of Respondent
SINGLE	71	69.6
MARRIED	30	29.4
DIVORCED	1	1
Total	102	100



INTERPRETATION

From the above table show that the Marital Status of Respondent , 69.6% of Respondent are Single ,29.4% of Respondent are Married ,and 1% of Respondent are Divorced

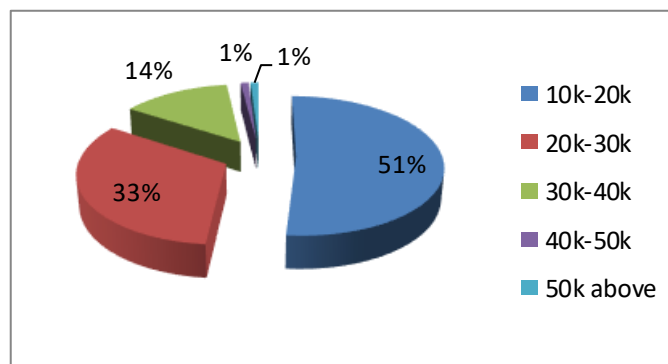
INFERENCE

69.6% of respondent are Single response is majority.

Table No.4: Income of Respondent

Particular	No. of Respondent	Percentage of Respondent
10K-20K	52	51
20K-30K	33	32.4
30K-40K	14	13.7
40K -50k	2	2
50 above	1	1
TOTAL	102	100

Chart No.4: Income of Respondent



INTERPRETATION

From the above table show that Income of the respondent, 51% of Respondent 10k-20k , 32.4% of Respondent 20k-30k , 13.7% Respondent 30k-40k , 2% of Respondent 40k-50k and 1% of Respondent have 50 above.

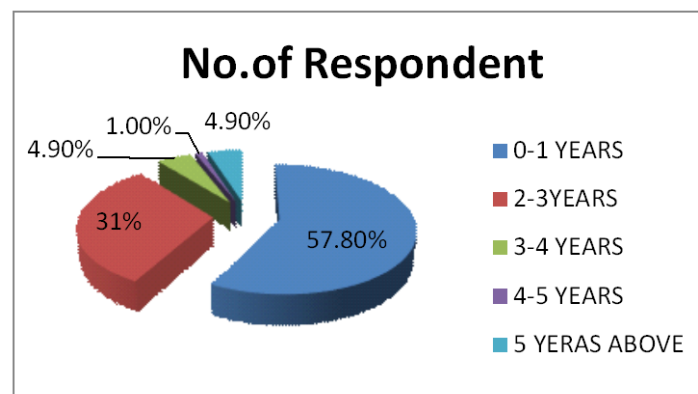
INFERENCE

51% of the respondent have Income of 10k-20k response is majority.

Table No: 5 Total Years of Experience of the respondent

Total Year of Experience	No. of Respondent	Percentage
0-1	59	57.8
2-3	32	31.4
3-4	5	4.9
4-5	1	1
5 YEARS ABOVE	5	4.9
Total	102	100

Table No: 5 Total Years of Experience of the respondent



Interpretation

From the above table shows that the Total Years of Experience of the respondent, 57.80% of Respondent have 0-1 years, 31% of respondent have 2-3 years, 4.90% of respondent have 3-4 years, 1% of respondent have 4-5 years and 4.90% of respondent have 5 years above.

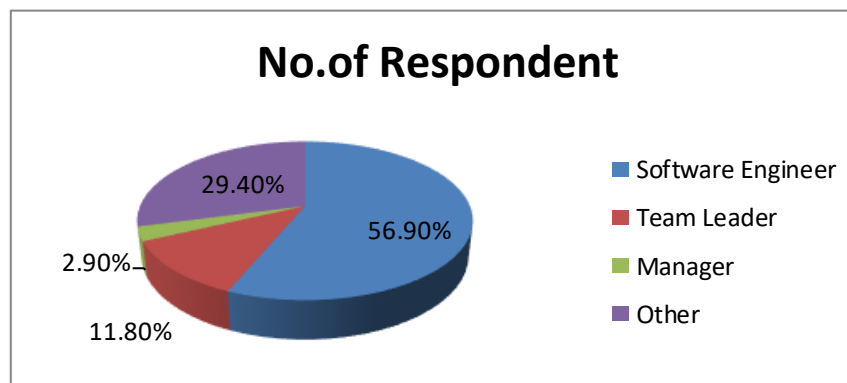
Inference

57.80% of the respondent have 0-1 years of Experience response is majority.

Table No:6 Designation of respondent

Designation	No of respondent	Percentage
SOFTWARE ENGINEER	58	56.9
TEAM LEADER	12	11.8
MANAGER	3	2.9
OTHERS	29	28.4
TOTAL	102	100

Chart No:6 Designation of respondent



Interpretation

From the above table shows that Designation of response, 56.90% of respondent are Software Engineer, 11.80% of Respondent are Team Leader ,2.90% of respondent are Manager and remaining 28.4% of respondent are Others.

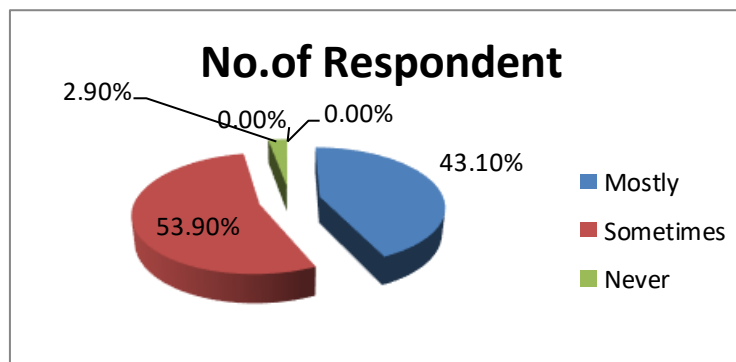
Inference

56.90% of the respondent are Designation of Software Enginner response is majority.

Table No.7: DO YOU NORMALLY WORK 6 DAYS IN A WEEK

Particular	No. of Respondent	Percentage of Respondent
MOSTLY	44	43.1
SOMETIMES	55	53.9
NEVER	3	2.9
Total	102	100

Chart No.7: DO YOU NORMALLY WORK 6 DAYS IN A WEEK



INTERPRETATION

From the above table shows that Employees Normally Works 6 Days in a Week, 43.1% Respondent are Mostly ,53.9% Respondent are Sometimes , and 2.9% of Respondent are Never .

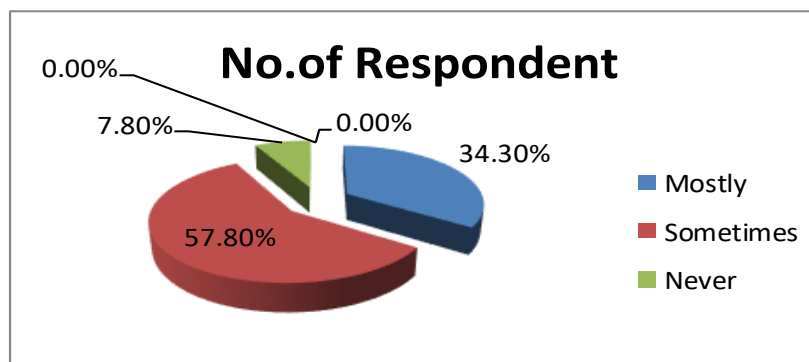
INFERENCE

53.90% of respondent are Sometimes response is majority.

Table No.8: DO YOU NORMALLY WORK MORE THAN 12 HRS

Particular	No. of Respondent	Percentage of Respondent
MOSTLY	35	34.3
SOMETIMES	59	57.8
NEVER	8	7.8
Total	102	100

Chart No.8: DO YOU NORMALLY WORK MORE THAN 12 HRS



INTERPRETATION

From the above table shows that Employees Normally Works 12hrs in a Day, 34.3% Respondent are Mostly ,57.8% Respondent are Sometimes , and 7.8% of Respondent are Never .

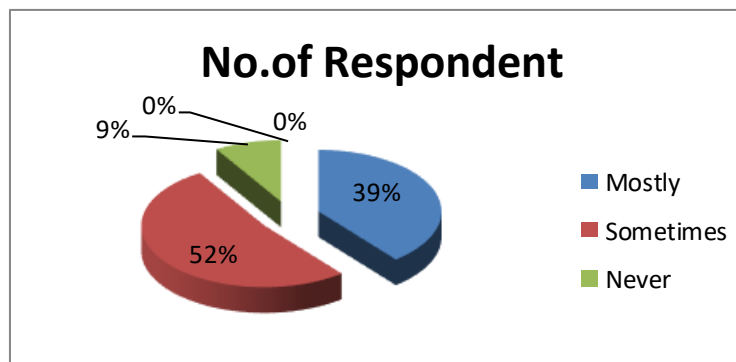
INFERENCE

57.80% of Respondent are Sometimes Response is Majority.

Table No.9: DO YOU WORK IN SHIFTS

Particular	No. of Respondent	Percentage of Respondent
MOSTLY	40	39.2
SOMETIMES	53	52
NEVER	9	8.8
TOTAL	102	100

Chart No.9: DO YOU WORK IN SHIFTS



INTERPRETATION

From the above table shows that Employees Works in a Shifts, 39.2% Respondent are Mostly ,52% Respondent are Sometimes , and 8.8% of Respondent are Never .

INFERENCE

52% of Respondent are Sometimes Response is Majority.

Table No.10: HAVE YOU SATISFIED WITH TRANSPORT FACILITIES PROVIDED BY COMPANY

Particular	No. of Respondent	Percentage of Respondent
HIGHLY DISSATISFIED	6	5.9
DISSATISFIED	16	15.7
NEUTRAL	30	29.4
SATISFIED	49	48
HIGHLY SATISFIED	1	1
TOTAL	102	100

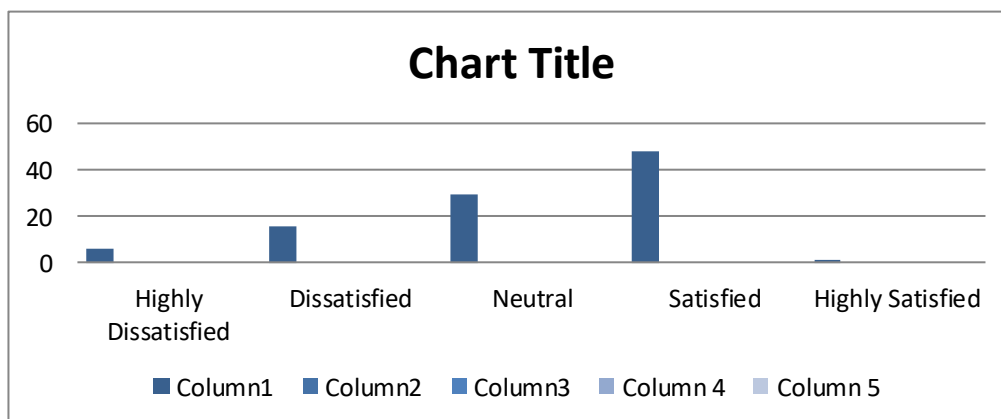


Chart No.10: HAVE YOU SATISFIED WITH TRANSPORT FACILITIES PROVIDED BY COMPANY.

From the above graph shows that satisfaction level in Transport Facilities Provided by Company have 5.9% of respondent are Highly Dissatisfied ,15.7 respondent are Dissatisfied ,29.4% respondent are Neutral , 48% respondent are Satisfied and 1% of respondent are Highly Satisfied.

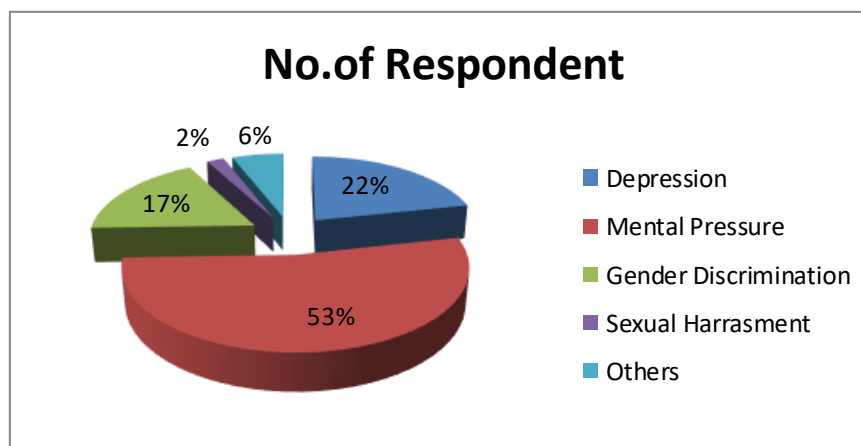
INFERENCE

48% of respondent are Satisfied with the transport facilities have majority of response.

Table No.11: WHICH PROBLEM DO YOU THINK IS THE MOST IMPORTANT PROBLEM FACED BY WORKING WOMEN IN THE WORKPLACE

Particular	No. of Respondent	Percentage of Respondent
DEPRESSION	22	21.6
MENTAL PRESSURE	54	52.9
GENDER DISCRIMINATIONS	18	17.6
SEXUAL HARASSMENT	2	2
OTHERS	6	5.9
TOTAL	102	100

CHART.NO 11 WHICH PROBLEM DO YOU THINK IS THE MOST IMPORTANT PROBLEM FACED BY WORKING WOMEN IN THE WORKPLACE



INTERPRETATION

From the above table shows that most important problem faced by working Women in workplace Respondent are 22% of respondent are From Depression , 53% of

respondent are Mental Pressure , 17% of respondent are Gender Discrimination , 2% of respondent are Sexual Harassment and 6% of respondent are others.

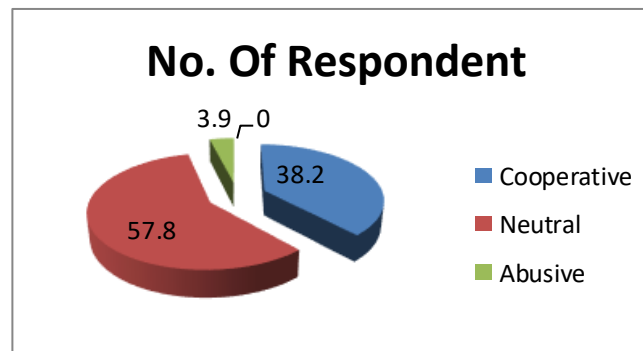
INFERENCE

53% of respondent are Mental Pressure have majority of response

Table No.12: HOW IS THE ATTITUDE OF YOUR BOSS TOWARDS YOU

Particular	No. of Respondent	Percentage of Respondent
COOPERATIVE	39	38.2
NEUTRAL	59	57.8
ABUSIVE	4	3.9
Total	102	100

Chart No.12: HOW IS THE ATTITUDE OF YOUR BOSS TOWARDS YOU



INTERPRETATION

From the above table shows that the Attitude of your Boss Towards you Responses , 38.2% of respondent are Cooperative ,57.8% of respondent are Neutral and 3.9% of respondent are Abusive.

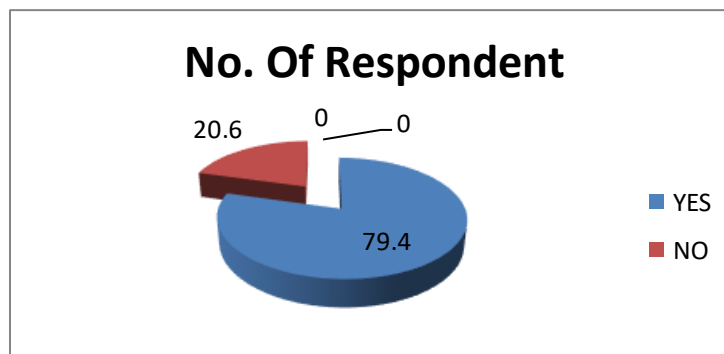
INFERENCE

57.8% of Respondent are Neutral is Majority.

Table No.13: DO YOUR SENIORS /COLLEAGUES / MALE MEMBERS RESPECT YOU

Particular	No. of Respondent	Percentage of Respondent
YES	81	79.4
NO	21	20.6
TOTAL	102	100

Chart No : 13 DO YOUR SENIORS /COLLEAGUES / MALE MEMBERS RESPECT YOU



INTERPRETATION

From the above table shows that Do your Seniors ,Colleagues ,Male members Respect you Responses ,79.4% of respondent are YES and 20.6% of Respondent are NO.

INFERENCE

79.4% of respondent are YES response is majority.

TABLE NO .14: SUPERIOR ACCEPT OPINIONS AND CRITISMS FROM WOMEN EMPLOYEES.

Particular	No. of Respondent	Percentage of Respondent
STRONGLY DISAGREE	5	4.9
DISAGREE	13	12.7
NEUTRAL	40	39.2
AGREE	35	34.3
STRONGLY AGREE	9	8.8
TOTAL	102	100

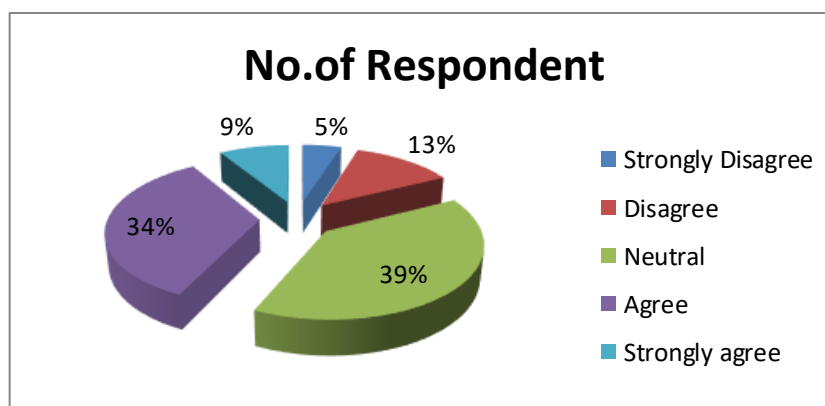


Chart No.14: Superiors Accepts Opinions and Criticisms from women employees.

INTERPRETATION

From the above table shows that Superiors Accepts Opinions and Criticisms from Women employees Responses , 5% of respondent are strongly Disagree ,13% of respondent are Disagree , 39% of respondent are Neutral ,34% of respondent are Agree and 9% of respondent are strongly Agree.

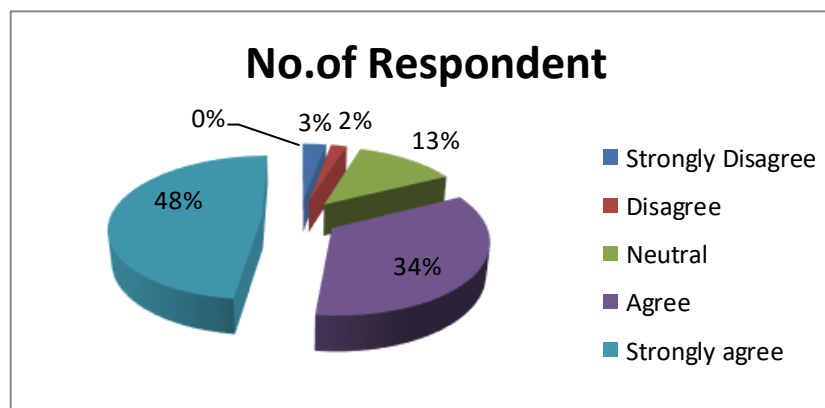
INFERENCE

39% of Respondent are Neutral is Majority.

Table: 15 WOMEN EMPLOYEES IN IT SECTOR FACING PHYSICAL PROBLEMS LIKE EYESIGHT , BACK PAIN , HEADACHE AND OBESITY ?

Particular	No. of Respondent	Percentage of Respondent
STRONGLY DISAGREE	3	2.9
DISAGREE	2	2
NEUTRAL	13	12.7
AGREE	35	34.3
STRONGLY AGREE	49	48
TOTAL	102	100

Chart no: 15 WOMEN EMPLOYEES IN IT SECTOR FACING PHYSICAL PROBLEMS LIKE EYESIGHT , BACK PAIN , HEADACHE AND OBESITY



Interpretation

From the above table shows that Women employees in IT sector facing Physical problems Responses , 3% of respondent are strongly Disagree ,2% of respondent are Disagree , 12.7% of respondent are Neutral ,34.3% of respondent are Agree and 48% of respondent are strongly Agree.

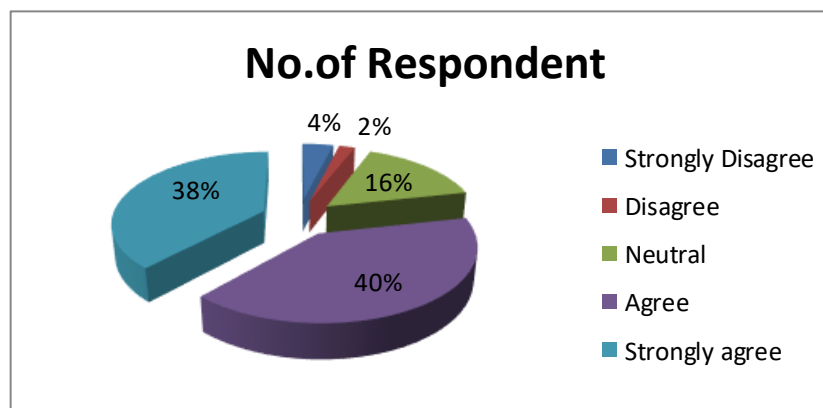
Inference

48% of Respondent are strongly Agree is Majority.

Table: 16 WOMEN EMPLOYEES IN IT SECTOR, FEEL TIRED AND DEPRESSED BECAUSE OF WORK ?

Particular	No. of Respondent	Percentage of Respondent
STRONGLY DISAGREE	4	3.9
DISAGREE	2	2
NEUTRAL	16	15.7
AGREE	41	40.2
STRONGLY AGREE	39	38.2
TOTAL	102	100

Chart no: 16 WOMEN EMPLOYEES IT SECTOR ,FEEL TIRED AND DEPRESSED BECAUSE OF WORK ?



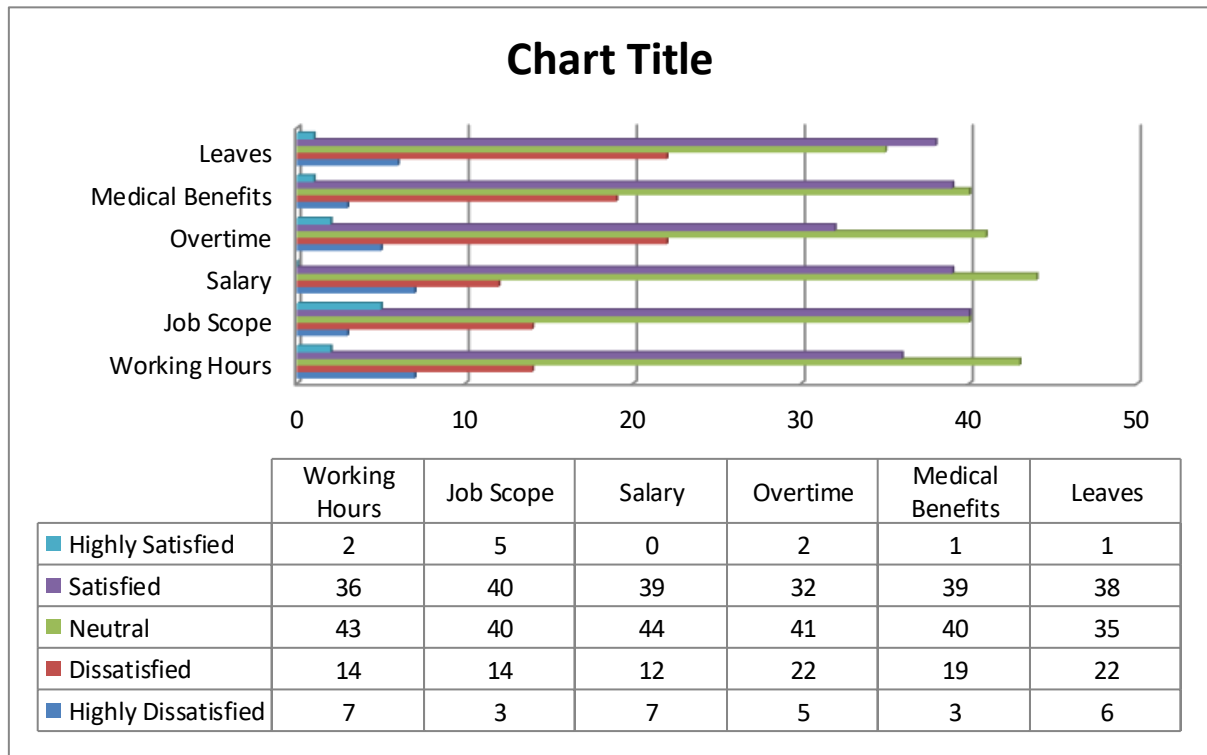
Interpretation

From the above table shows that Women employees in IT sector feel tired and Depressed because of work Responses , 3.9% of respondent are strongly Disagree ,2% of respondent are Disagree , 15.7% of respondent are Neutral ,40.2% of respondent are Agree and 38.2% of respondent are strongly Agree.

Inference

40.2 % of the respondent are Agree in women employees in IT sector feel Tired and Depressed because of work.

Table No :17. RATE THE SATISFACTION OF FOLLOWING JOB FACTORS



Chat No 17:RATE THE SATISFACTION OF FOLLOWING JOB FACTORS

INTERPRETATION

From the above table shows

- i) Working Hours of employees are Highly satisfied by 2 , Satisfied by 36, neutral by 43 , Dissatisfied by 14 and Highly Dissatisfied by 7.
- ii) Job Scope of employees are Highly satisfied by 5 , Satisfied by 40,neutral by 40 , Dissatisfied by 14 and Highly Dissatisfied by 3.
- iii) Salary of employees are Highly satisfied by 0 , Satisfied by 39 ,neutral by 44 , Dissatisfied by 12 and Highly Dissatisfied by 7.

- iv) Overtime of employees are Highly satisfied by 2 , Satisfied by 32,neutral by 41 , Dissatisfied by 22 and Highly Dissatisfied by 5.
- v) Medical Benefits of employees are Highly satisfied by 1 , Satisfied by 39 ,neutral by 40, Dissatisfied by 22 and Highly Dissatisfied by 6.
- vi) Leaves of employees are Highly satisfied by 1 , Satisfied by 38 ,neutral by 35, Dissatisfied by 19 and Highly Dissatisfied by 3.

INFERENCE

43 Respondent have Working Hours of employees Majority of response.

40 Respondent have Job scope of employees Majority of response.

44 Respondent have Salary of employees Majority of response.

41 Respondent have Overtime of employees Majority of response.

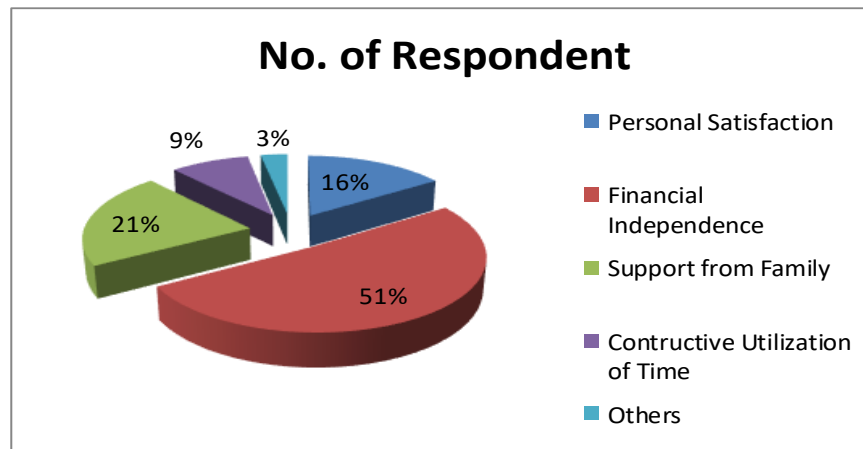
40 Respondent have Medical Benefits of employees Majority of response.

35 Respondent have Leaves of employees Majority of response.

Table No 18. TICK THE FACTOR THAT MOTIVATE YOU TO WORK

Particular	No. of Respondent	Percentage of Respondent
PERSONAL SATISFACTION	16	15.7
FINANCIAL INDEPENDENCE	52	51
SUPPORT FROM FAMILY	22	21.6
CONSTRUCTIVE TIME	9	8.8
OTHERS	3	3
TOTAL	102	100

CHART No 18. TICK THE FACTOR THAT MOTIVATE YOU TO WORK



Interpretation

From the above table shows that factor that motivate you to work responses ,16% of respondent are Personal satisfaction ,51% of respondent are financial independence ,21% are support from family ,9% are constructive utilization of time and 3% are Others.

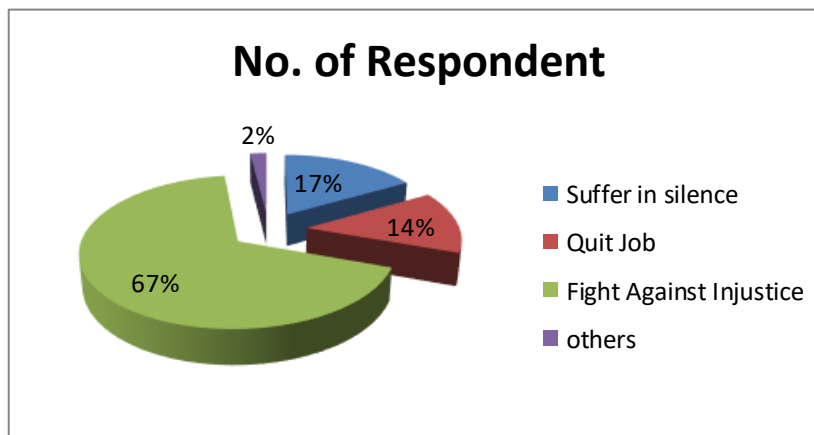
Inference

51% of respondent are financial independence is Majority.

Table No 19. WHAT IS YOUR OPINION IS MORE CONVENIENT WHEN FACED WITH THE SITUATION OF HARRASMENT OF GENDER DISCRIMINATION?

Particular	No. of Respondent	Percentage of Respondent
SUFFER IN SILENCE	17	16.7
QUIT JOB	14	13.7
FIGHT AGAINST INJUSTICE	69	67.6
OTHERS	2	2
TOTAL	102	100

CHART No 19. WHAT IS YOUR OPINION IS MORE CONVENIENT WHEN FACED WITH THE SITUATION OF HARRASMENT OF GENDER DISCRIMINATION?



Interpretation

From the above table shows that situation of Harrasment of gender discrimination responses ,17% of respondent are Suffer in silence ,14% of respondent are Quit Job ,67% are fight against injustice ,2% are Others.

Inference

67% of respondent are fight against injustice is Majority,

CHI SQUARE

Case Processing Summary

	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
Age * Factor_that_motivate_you_to_work	102	100.0%	0	0.0%	102	100.0%

Age * Factor_that_motivate_you_to_work Crosstabulation

			Factor_that_motivate_you_to_work					Total
			Personal satisfaction	Financial independence	Support from family	Constructive utilization of time	Others	
Age	18-25	Count	16	52	0	0	0	68
		Expected Count	10.7	34.7	14.7	6.0	2.0	68.0
	25-30	Count	0	0	22	5	0	27
		Expected Count	4.2	13.8	5.8	2.4	.8	27.0
	30-35	Count	0	0	0	4	1	5
		Expected Count	.8	2.5	1.1	.4	.1	5.0
	35-40	Count	0	0	0	0	1	1
		Expected Count	.2	.5	.2	.1	.0	1.0
	40 above	Count	0	0	0	0	1	1
		Expected Count	.2	.5	.2	.1	.0	1.0
Total	Count		16	52	22	9	3	102
	Expected Count		16.0	52.0	22.0	9.0	3.0	102.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	204.672 ^a	16	.000
Likelihood Ratio	156.615	16	.000
Linear-by-Linear Association	77.873	1	.000
N of Valid Cases	102		

a. 19 cells (76.0%) have expected count less than 5. The minimum expected count is .03.

INTERPRETATION:

Since p value is 0.01 is less than 0.05 null hypothesis is rejected, alternate is accepted. There is a association between Age and factors that motivate you to work.

ANOVA

Descriptives

Working_hours

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum
					Lower Bound	Upper Bound	
Strongly disagree	4	1.00	.000	.000	1.00	1.00	1
Disagree	2	1.00	.000	.000	1.00	1.00	1
Neutral	16	2.00	.365	.091	1.81	2.19	1
Agree	41	3.00	.000	.000	3.00	3.00	3
Strongly Disagree	39	4.03	.280	.045	3.93	4.12	3
Total	102	3.12	.915	.091	2.94	3.30	1

ANOVA

Working_hours

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	79.614	4	19.903	388.118	.000
Within Groups	4.974	97	.051		
Total	84.588	101			

Working_hours

Duncan^{a,b}

		Subset for alpha = 0.05			
Women_employee_in_IT_sector_feel_tired_and_depressed N		1	2	3	4
Strongly disagree	4	1.00			
Disagree	2	1.00			
Neutral	16		2.00		
Agree	41			3.00	
Strongly Disagree	39				4.03
Sig.		1.000	1.000	1.000	1.000

Means for groups in homogeneous subsets are displayed.

a. Uses Harmonic Mean Sample Size = 5.797.

b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

INTERPRETATION:

Since p value is 0.01 is less than 0.05 null hypothesis is rejected, alternate is accepted. There is a association between working hours and women employee in IT sector feel tired and depressed .

CHAPTER -5

FINDINGS:

- 67% of the respondent have 18-25 age of the response is majority.
- 64% of the respondent have UG Degree Qualification of the response is majority.
- 69.6% of respondent are Single response is majority.
- 57.80% of the respondent have 0-1 years of Experience response is majority.
- 56.90% of the respondent are Designation of Software Enginner response is majority.
- 53.90% of respondent are Employees Normally Works 6 Days in a Week Sometimes response is Majority.
- 57.80% of Respondent are Employees Normally Works 12hrs in a Day Sometimes Response is Majority.
- 52% of Respondent are Employees Works in a Shifts Sometimes Response is Majority.
- 48% of respondent are Satisfied with the transport facilities have majority of response.
- 53% of respondent are Mental Pressure have majority of response is majority.
- 57.8% of Respondent is Attitude of your Boss Towards you are Neutral is Majority.
- 79.4% of respondent are do your Seniors ,Colleagues ,Male members Respect you are YES response is majority
- 39% of Respondent are Superiors Accepts Opinions and Criticims from Women employees Neutral is Majority.

- 48% of Respondent are Women employees in IT sector facing Physical problems are strongly Agree is Majority.
- 40.2 % of the respondent are Agree in women employees in IT sector feel Tired and Depressed because of work.
- 43 Respondent have Working Hours of employees Majority of response.
- 40 Respondent have Job scope of employees Majority of response.
- 44 Respondent have Salary of employees Majority of response.
- 41 Respondent have Overtime of employees Majority of response.
- 40 Respondent have Medical Benefits of employees Majority of response.
- 35 Respondent have Leaves of employees Majority of response.
- 51% of respondent are financial independence is Majority.
- 67% of respondent are fight against injustice is Majority,

SUGGESTIONS:

- ⦿ These are some suggestion which is being provided for development and welfare of women working in select IT companies, they are listed below:
- ⦿ Participation of women in technical and non – technical field must be enhanced. Every IT Companies should treat women with respect and dignity.
- ⦿ Guidance cell is needed to handle the numerous difficulties faced by women and by providing them the proper guidance.
- ⦿ Social standards should be nullified in business and family should aid support women for making their own decisions.
- ⦿ Every Companies should give opportunities to women for updating their knowledge in the particular field they work.
- ⦿ Women employees should also be given equal priorities as that of men.
- ⦿ Each and every women working in the company must be given periodical health check-up for their welfare and well-being

CONCLUSION:

Since the 21st century, the role of Indian women has been changing because of growing industrialization and urbanization. Over a period of time, more and more women are going for advanced, professional and technical education. Their proportion in the total workforce is also increasing. The growth of education and awareness has led women to work in industries, corporate and IT"s. Employees need to create and enhance policies that protect women when they become victims to certain problems. However, they also need to go beyond forced compliance to fully eliminate gender – related IT employment issues. Hence this study concludes that women contribution towards IT sectors must be an identification by uplifting socio – economic conditions and encourage women workforce to participate in IT sectors by crossing the boundaries of their home and make future in the corporate and software world.

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I. ANNEXURE

1. NAME

2. AGE :

20-25

26-30

31-35

35 -36 above

3. DESIGNATION:

➤ SOFTWARE ENGINEER

➤ TEAM LEADER

➤ MANAGER

➤ OTHER

4. TOTAL YEARS OF EXPERIENCE:

0-1

2-3

3-4

5 YEARS AND ABOVE

5. MARRIED STATUS

SINGLE

MARRIED

DIVORCED

6. EDUCATION

HSC

DIPLOMA

UG

PG

7. INCOME

10K-20K

20K-30K

30K-40K

40K- ABOVE

8. DO YOU NORMALLY WORK 6 DAYS IN A WEEK

MOSTLY
SOMETIMES
NEVER

9. DO YOU NORMALLY WORK MORE THAN 12 HRS

MOSTLY
SOMETIMES
NEVER

10. DO YOU WORK IN SHIFTS

ALWAYS
OFTEN
SOMETIMES
RARELY
NEVER

11. HAVE YOU SATISFIED WITH TRANSPORT FACILITIES PROVIDED BY COMPANY ?

HIGHLY DISSATISFIED
DISSATISFIED
NEUTRAL
SATISFIED
HIGHLY SATISFIED

12. WHICH PROBLEM DO YOU THINK IS THE MOST IMPORTANT PROBLEM FACED BY WORKING WOMEN IN WORKPLACE.

DEPRESSION
MENTAL PRESSURE
GENDER DISCRIMINATIONS
SEXUAL HARASSMENT
OTHERS

13. WOMENS EMPLOYEES SUFFERING FROM HEALTH COMPLICATIONS LIKE MOOD SWINGS , DEPRESSION , CONCENTRATIONS PROBLEMS DUE TO PROBLEMS AT WORK PLACE?

STRONGLY AGREE
AGREE
NEUTRAL
DISAGREE
STRONGLY DISAGREE

14. DO YOUR SENIORS /COLLEAGUES / MALE MEMBERS RESPECT YOU?

YES
NO

15.HOW IS THE ATTITUDE OF YOUR BOSS TOWARDS YOU?

COOPERATIVE
NEUTRAL
ABUSIVE

16. SUPERIORS ACCEPTS OPIN IONS AND CRITICISM FROM WOMEN EMPLOYEES.

STRONGLY DISAGREE
DISAGREE
NEUTRAL
AGREE
STRONGLY AGREE

17.WOMEN EMPLOYEES FEEL TIRED AND DEPRESSED BECAUSE OF WORK

STRONGLY DISAGREE
DISAGREE
NEUTRAL
STRONGLY AGREE
AGREE

18. RATE THE SATISFACTION OF FOLLOWING JOB FACTORS(VERY DISSATISFIEDVERY SATISFIED)

- WORKING HOURS
- JOB SCOPE
- SALARY
- OVERTIME PAY
- MEDICAL BENEFITS
- LEAVE

19. TICK THE FACTOR THAT MOTIVATE YOU TO WORK

- PERSONAL SATISFACTION
- FINANCIAL INDEPENDENCE
- SUPPORT FROM FAMILY
- CONSTRUCTIVE UTILIZATION OF TIME
- ANY OTHER

20. WHAT IS YOUR OPINION IS MORE CONVENIENT WHEN FACED WITH THE SITUATION OF HARASSMENT BASED ON GENDER DISCRIMINATION?

- SUFFER IN SILENCE
- QUIT JOB
- FIGHT AGAINST INJUSTICE
- OTHERS

21. DO YOU HAVE ANY ADDITIONAL COMMENTS ABOUT YOURS FRUSTRATION ,WANTS ,NEEDS ,CAREER ,BOSS ,TEAM , WORK PLACE ENVIRONMENT ETC . PLEASE ELABORATE ?

II. ANNEXURE

A STUDY ON CHALLENGES FACED BY WORKING WOMEN IN SOFTWARE INDUSTRY

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ABSTRACT

The main objective of the study was to understand the problems and issues faced by working women in IT Industry. The targets likewise included distinguishing the key financial properties adding to womens status, wellbeing and security, and to concentrate on womens contribution in different exercises/associations for improving of family, local area and society The aftereffects of the review showed that different age gathering of working ladies have various types of issues and difficulties and various classes as hitched, single, divorced person, single parent, isolated, have various issues in question in the working environment. A few issues are certainly normal, as mental and actual pressure, absence of appropriate harmony among business and family care, unjustifiable treatment in the work environment, upsetting life and work place segregation and so forth. The review was gathered from 102 working women in programming industry.

Keywords: *Working women , Problems in work Place, Stress , Physical problems.*

INTRODUCTION:

In prior days the commitment of a lady was confined uniquely to her home and family yet presently, crossing the prickly limits of the general public, womens have wandered into IT's and corporate. The development of schooling and mindfulness has driven ladies to work in ventures, corporate and IT's. "womens are not just the foundation of atomic and joint families yet additionally the public economy". Womens have begun wandering into regions which were viewed as overwhelmed by men. Womens in all fields have demonstrated their greatness and abilities. womens have demonstrated their responsibility and adaptability for a very long time and play likewise conveyed various parts effectively. While featuring BPO industry, Womens establish a significant piece of the IT area and their commitment to this area is enormous. Notwithstanding this multitude of realities, Womens actually find it hard to cross the limits of their home and make future in the corporate world. The worldwide extension of programming and IT empowered administrations has opened up new vistas for womens in India. The significant asset expected by the product and administrations re-appropriating India is a consistent stockpile of instructed specialized work or „knowledge workers“. The business is considered to give a decent road to the work of Womens, who have expectedly not decided on specialized occupations, but rather have the fundamental information base and adaptability to change themselves to the rethinking business The significant elements that urge womens labor force to partake in IT area are for embracing a middle class work with nearly significant compensation, simple global versatility, sexually unbiased approach in view of information driven abilities ownership, adaptable work routine and truly less requesting work process in agreeable in entryway workplace.

I. REVIEW OF LITERATURE:

Wentling (2003) showed that the twin roles of women cause tension and conflict due to her social structure which is still more dominant. In her study on working women in Delhi, she has shown that “traditional authoritarian set up of Hindu social structure continues to be the same basically and hence women face problem of role conflict change in attitudes of men and women according to the situation can help to overcome their problem.”

Ronald J. Burke, Mustafa Koyuncu and Lisa Fiksenbaum (2010) examined the relationship of the perceived presence of organizational practices designed to support women’s career advancement and their work attitudes and satisfaction and their psychological well-being. Data were collected from 286 women in managerial and professional jobs working in a large Turkish bank, a 72 percent response rate. Five organizational experiences were considered: negative attitudes towards women, equal treatment, support, career barriers and male standards. Women reporting more supportive organizational experiences and practices were more engaged in their work, more job and career satisfied, and indicated greater levels of psychological wellbeing.

Gunavathy and Suganya (2007) in their study among married women employees of BPO companies traced the causes, consequences of work-life imbalance and interventions for worklife balance. More than two-third of the respondents stated the experienced work-life imbalance primarily on account of work interference with personal life. The causes for work-life imbalance were classified as organizational and personal factors. The organizational factors included workrelated factors, time-related factors and relationship-related factors.

Ahmad and Aminah (2007) examined the work-family conflict experienced by 239 married female production operators in dual-career families, the social support they received and the coping strategies used to manage the conflict. “The women experienced more work interference with family than family interference with work. The intensity of work interference with family was significantly higher in the earlier life-cycle stage than in the later stage. About two thirds of the women indicated that they intended to leave their job upon having another child, mainly due to the rising cost of child-care services. They received the least social support from their supervisors compared to other sources, and tended to cope with conflict using reactive role behavior and personal role redefinition strategies.”

II. OBJECTIVES:

- A. To identify the physical problems faced by women employees in IT Companies.
- B. To identify the psychological problems faced by women employees in IT Companies.
- C. To find out the major reasons cited for quitting the job by women employees in IT Companies.

III. RESEARCH METHODOLOGY:

A. DATA COLLECTION

Information assortment is one of the main parts of exploration. The data in intense examination strategy should be exact and important. The information assortment technique can be ordered into two strategies .Primary Data and Secondary Data.

B. AREA OF INDUSTRY

The study is to done the Challenges faced by working women in Software industry and To Know the problems faced by women.

C. SAMPLE SIZE AND POPULATION

Primary Data were collected for the study from a Sample of 102 working women in the city of Chennai through questionnaires regarding software industry.

D. LOCATION

Chennai has been selected for the Area of study .

E. TARGET PEOPLE:

The Study is Done to know the Challenges faced by working women in Software industry.

F. TYPE OF INDUSTRY:

Software Industry

G. CONCEPTIONAL FRAMEWORK

The conceptional framework working women was based upon research gaps and exhaustive review of literature into 6 variables of the study such as,

- Physical problems
- Psychological problems
- Reasons for quitting the job by women employees
- Factors motivate to work
- stress
- challenges faced by working women

I. RESEARCH QUESTIONS AND NULL HYPOTHESIS:

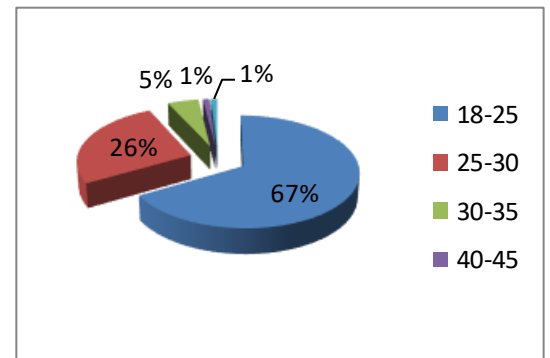
II. Research Questions: Factors that Motivate to work

Alternative hypothesis: There is significant association in Factors that Motivate to work.

IV . DATA ANALYSIS:

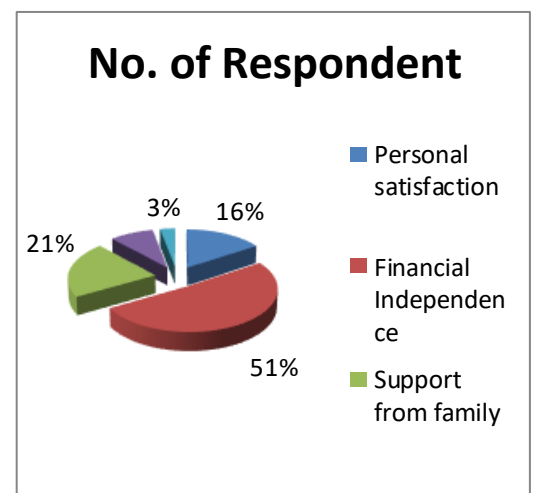
AGE OF RESPONDENT

Age	No. of Respondent	Percentage
18-25	68	66.7
25-30	27	26.5
30-35	5	4.9
35-40	1	1
40 above	1	1
Total	102	100



Factors That Motivate you to work

Particular	No. of Respondent	Percentage
Personal Satisfaction	16	15.7
Financial Independence	52	51
Support from family	22	21.6
Constructive Time	9	8.8
Others	3	3

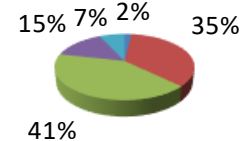


SATISFACTION OF JOB FACTORS IN WORKING HOURS

Particular	No. of Respondent	Percentage
Highly Satisfied	2	2
Satisfied	36	36
Neutral	43	42.2
Dissatisfied	14	14.8
Highly Dissatisfied	7	7.2
Total	102	100

No. of Respondent

■ Highly Satisfied
 ■ Satisfied
 ■ Neutral
 ■ Dissatisfied
 ■ Highly Dissatisfied

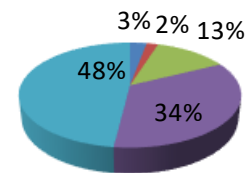


WOMEN EMPLOYEES IN IT SECTOR FACING PHYSICAL PROBLEMS

Particular	No. of Respondent	Percentage
Strongly Disagree	3	2.9
Disagree	2	2
Neutral	13	12.7
Agree	35	34.3
Strongly Agree	49	48
Total	102	100

No. of Respondent

■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree



Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	204.672 ^a	16	.000
Likelihood Ratio	156.615	16	.000
Linear-by-Linear Association	77.873	1	.000
N of Valid Cases	102		

a. 19 cells (76.0%) have expected count less than 5. The minimum expected count is .03.

INTERPRETATION:

Since p value is 0.01 is less than 0.05 null hypothesis is rejected, alternate is accepted. Hence, there is significant association between Age and Factors that motivate you to work the of the response.

ANOVA

Oneway

Working_hours

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	79.614	4	19.903	388.118	.000
Within Groups	4.974	97	.051		
Total	84.588	101			

Working_hours

Duncana,b

		Subset for alpha = 0.05			
Women_employee_in_IT_sector_feel_tired_and_depressd	N	1	2	3	4
Strongly disagree	4	1.00			
Disagree	2	1.00			
Neutral	16		2.00		
Agree	41			3.00	
Strongly Disagree	39				4.03
Sig.		1.000	1.000	1.000	1.000

Means for groups in homogeneous subsets are displayed.

a. Uses Harmonic Mean Sample Size = 5.797.

b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

INTERPRETATION:

Since p value is 0.01 is less than 0.05 null hypothesis is rejected, alternate is accepted. Hence, there is significant association between Working hours and Women employee in IT sector feel tired and Depressed .

V. FINDINGS:

- From the above table A shows that the age of the response, 67% of 18-25, 26 % of 25-30 age, 5% of 30-35 age, 1% of 35-40 and 1% of 40- above of the respondent 67% of the respondent have 18-25 age of the response is majority.
- From the above table shows that factor that motivate you to work responses, 16% of respondent are Personal satisfaction, 51% of respondent are financial independence, 21% are support from family, 9% are constructive utilization of time and 3% are Others. 51% of respondent are financial independence is Majority.
- From the above table C show that Working Hours of employees are Highly satisfied by 2, Satisfied by 36, neutral by 43, Dissatisfied by 14 and Highly Dissatisfied by 7. Respondent are Neutral with working hours is majority.
- From the above table shows that Women employees in IT sector feel tired and Depressed because of work Responses, 3.9% of respondent are strongly Disagree, 2% of respondent are Disagree, 15.7% of respondent are Neutral, 40.2% of respondent are Agree and 38.2% of respondent are strongly Agree. 40.2 % of the respondent are Agree in women employees in IT sector feel Tired and Depressed because of work.

VI. SUGGESTION:

These are some suggestion which is being provided for development and welfare of women working in select IT companies, they are listed below:

Participation of women in technical and non – technical field must be enhanced. Every IT Companies should treat women with respect and dignity.

Guidance cell is needed to handle the numerous difficulties faced by women and by providing them the proper guidance.

Social standards should be nullified in business and family should aid support women for making their own decisions.

Every Companies should give opportunities to women for updating their knowledge in the particular field they work.

Women employees should also be given equal priorities as that of men.

Each and every women working in the company must be given periodical health check-up for their welfare and well-being

VII. CONCLUSION:

Since the 21st century, the job of Indian ladies has been changing a direct result of developing industrialization and urbanization. Throughout some undefined time frame, an ever increasing number of ladies are going for cutting edge, proficient and specialized instruction. Their extent in the all out labor force is likewise expanding. The development of schooling and mindfulness has driven womens to work in enterprises, corporate and IT's. Workers need to make and upgrade arrangements that safeguard ladies when they become casualties to specific issues. Nonetheless, they likewise need to go past constrained consistence to completely take out orientation - related IT work issues. Thus this study infers that ladies commitment towards IT areas should be a distinguishing proof by elevating socio - financial

circumstances and urge ladies labor force to partake in IT areas by crossing the limits of their home and make future in the corporate and programming world.

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IX. WEBSITES

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