

A STUDY ON ADOPTION OF INTERPERSONAL COMMUNICATION TO INFORMATION TECHNOLOGY PROFESSIONALS

Submitted in partial fulfilment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

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Register No.40410070



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

APRIL 2022



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **HEPZHIBHAH LINDA SHARON P** who carried out the project entitled “**A Study on Adoption of Interpersonal communication to IT professionals**” under my supervision from January 2022 to March 2022.

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Submitted for Viva voce Examination held on_____

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DECLARATION

I **HEPZHIBHAH LINDA SHARON P (40410070)** hereby declare that the Project Report entitled "**A Study on Adoption of Interpersonal communication to IT professionals**" done by me under the guidance of **Dr.Thamilselvan.R,** M.Com.,M.B.A.,M.Phil.,B.Ed., Ph.D., is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

HEPZHIBHAH LINDA SHARON P

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HEPZHIBHAH LINDA SHARON P

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CHAPTER 1

1.1 ABSTRACT

A significant number of patients consulting general practitioners have emotional and behaviour problems in addition to, or rather than medical problems. Many such difficulties involve, or are a function of inadequate interpersonal relationships. The article begins by examining the relationship of assertion to interpersonal communication and its role in interactions with other people. The behavioural aspects of assertion, as well as its relationship to social anxiety, are also discussed. Assertive training as a behaviour modification technique for teaching assertion is described and the evidence for its efficacy briefly reviewed. The relevance of assertion and assertive training to community health is discussed.

1.2 INTRODUCTION TO THE STUDY

An interpersonal relationship is a strong, deep or close association or acquaintance between two or more people that may range in duration from brief to enduring. This association may be based on inference, love, solidarity, regular business interactions, or some other type of social commitment.

IMPORTANCE OF INTERPERSONAL COMMUNICATION

Interpersonal relationship refers to a strong association among individuals working together in the same organization. Employees working together ought to share a special bond for them to deliver their level best. It is essential for individuals to be honest with each other for a healthy interpersonal relationship and eventually positive ambience at the workplace.

- **An individual spends around eight to nine hours in his organization and it is practically not possible for him to work all alone.** Human beings are not machines who can work at a stretch. We need people to talk to and share our feeling. We are social animals and we need friends around. An individual working in isolation is more prone to stress and anxiety. They hardly enjoy their work and attend office just for the sake of it.
- **A single brain alone can't take all decisions alone.** We need people to discuss various issues, evaluate pros and cons and reach to solutions benefiting not only the employees but also the organization on the whole. Employees can brainstorm together and reach to better ideas and strategies. Strategies must be discussed on an open platform where every individual has the liberty to express his/her views.

- **Interpersonal relationship has a direct effect on the organization culture.** Misunderstandings and confusions lead to negativity at the workplace. Conflicts lead you nowhere and in turn spoil the work environment.
- **It always pays to have individuals around who really care for us.** We need colleagues to fall back on at the times of crisis. If you do not talk to anyone at the workplace, no one would come to your help when you actually need them.
- **An individual needs to get along with fellow workers to complete assignments within the stipulated time frame.** An Individual working all alone is overburdened and never finishes tasks within deadlines. Support of fellow workers is important. You just can't do everything on your own.

FACTORS AFFECTING INTERPERSONAL RELATIONSHIP

Interpersonal relationship refers to individuals with similar tastes and mindsets entering into an association. Individuals who share identical goals and interests enter into an interpersonal relationship. It is essential for individuals in a relationship to get along well.

Compatibility

Two individuals in a relationship must be compatible with each other. There should be no scope of conflicts and misunderstandings in a relationship. Individuals from similar backgrounds and similar goals in life do extremely well in relationships. People with different aims, attitudes, thought processes find it difficult to adjust and hence fail to carry the relationship to the next level.

1.Communication

Communication plays a pivotal role in all types of relationships whether it is personal or professional. Feelings must be expressed and reciprocated in relationships. Individuals need to communicate with each other effectively for better understanding. Do not stay mum as it leads to problems and misunderstandings. Two people in love must interact with each other on a regular basis through various modes of communication such as telephone, emails, letters (though exchanging letter is now considered an outdated form of communication).

2.Honest

Be honest in relationships. Do not lie or hide things from your partner. Remember every problem has a solution. Think before you speak. Transparency is important in relationships

3. Stay calm

Do not overreact on petty things in relationships. Stay calm. Be a little more adjusting. Be the first one to say “Sorry”. It will solve half of your problems.

4. Forgiving

An individual needs to be a little more forgiving in relationships. Do not drag issues unnecessarily. Fighting over small issues is foolish and makes the situation all the more worse.

5. Smile

As they say “Smile is a curve that makes everything straight.” Flash your smile more often. It works. Take care of your facial expressions while interacting with the other person.

6. Time

Time plays an important role in relationships. Individuals in love must spend adequate time to know each other better. Frustrations arise when people do not have time to meet or interact with each other. Even in organization, individuals must spend quality time with their co-workers to strengthen the bond amongst themselves.

1.3 SERVICE PROFILE

- 1. CAPGEMINI** Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 325,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported 2021 global revenues of €18 billion.
- 2. INFOSYS:** is a global leader in next-generation digital services and consulting. The company enables clients in more than 50 countries to navigate their digital transformation. With over four decades of experience in managing the systems and workings of global enterprises, Infosys expertly steer their clients through their digital journey. The company do it by enabling the enterprise with an AI- powered core that helps prioritize the execution of change and also empower the business with agile digital at scale to deliver unprecedented levels of performance and customer delight. The company’s always-on learning agenda drives their continuous

improvement through building and transferring digital skills, expertise, and ideas from their innovation ecosystem.

3. **ZOHO: Zoho Corporation** is an Indian Multinational Technology company that makes web-based business tools. It is best known for the online office suite offering Zoho office suite. The company was founded in 1996 by Sridhar Vembu and Tony Thomas and has a presence in seven locations with its global headquarters in Chennai, Tamilnadu, India, and corporate headquarters outside of Aulin in Del Valle, Texas. Radha vembu Shridhar Vembu's sister, owns a majority stake in the company.

1.4 NEEDS OF THE STUDY

- Employees must communicate with each other effectively
- Interact with co-workers more often.
- Even employees from a different team can become your friends.
- Do not make the meeting too formal.

- Take the team out for lunch, picnics or get together once in a while.
- Individuals should be motivated to work in teams

1.5 STATEMENT OF THE PROBLEM

Organization consists of people from various background, age group and so on. Yet they work together in organization with similar aim, objective, goals and insight. They cannot work alone in isolation. If they don't relate with others properly and positively, they cannot achieve organizational goals. However in any organization conflict arise as a result of ego, jealousy, hatred etc. These are not good for the organization healthy atmosphere in the organisation is both beneficial to its employee and for its own survival. In such case people understand their difference and have genuine relationship. Therefore there is a need to understand how to generate positive interpersonal relationship.

1.6 OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVES:

- To study effectiveness of interpersonal relationship among the employees in Chennai through IT professionals

SECONDARY OBJECTIVES:

- To study the influence of demographic variables in interpersonal relationship among the employees
- To find out whether interpersonal relationship leads to commitment of the employees
- To find out the association between interpersonal relationship and satisfaction of the employees.
- To give suggestions if any

1.7 SCOPE OF THE STUDY

- Study of interpersonal relationship in workplace is useful to managers, organization and employees in number of ways.
- The study helps to understand the need and challenges of interpersonal relationship in workplace and possible working solution to problems in organization.
- A sample of 200 employees has taken for study.
- Study helps to identify factors affecting interpersonal relationship at work.
- It also deduces the relationship between IPR and satisfaction, IPR and commitment of the employee.

1.8 LIMITATIONS OF THE STUDY

1. The result depends fully on information given by the respondents.
2. The data collected is based on the questionnaire through IT professionals.
3. The result would be varying according to the opinions of individuals.
4. The employees have their own physical and mental constraints in spending time to answer the questions.

1.9 CHAPTER OF FRAMEWORK

CHAPTER 1: INTRODUCTION- This chapter consist of adoption of interpersonal communication to IT Professionals, introduction, service profile, need of the study, statement of the problem, objectives, scope of the study, Limitations of the study.

CHAPTER 2: REVIEW OF LITERATURE- This chapter consists of research paper of authors who had been conducted the research study on adoption of Interpersonal communication to IT professionals.

CHAPTER 3: RESEARCH METHODOLOGY- This chapter consists of research design, source of data, sampling technique, sample size, period of the study, statistical tools and hypothesis of study.

CHAPTER 4: DATA ANALYSIS- This chapter consists of analysis which is collected through questionnaire and correlation, chi square, and one-way anova test used as a tool to analyses the study.

CHAPTER 5: FINDINGS, SUGGESTIONS AND CONCLUSION- This chapter consists of findings, suggestions and conclusion of the study.

CHAPTER 2

REVIEW OF LITERATURE

Allen et al. (2000) determined relationship between stress and effectiveness of formal organizational groups and found a negative relationship between stress and perceived organizational effectiveness. The results suggested that the type of stress moderates the stress and effectiveness relationship. Dysfunctional stress was found dominant type of stress in all four firms under investigation. Further, the level of dysfunctional stress provided a better explanation of variations in effectiveness levels than total stress levels.

Kapp and Barnett (2001) examines the effects of certain communication variables (member-integration, boundary-communication, environmental uncertainty and system autonomy) on organizational effectiveness. As a result, a multiple indicator model using maximum likelihood estimates for each variable was created. Interviews with managers from 82 different organizations from a variety of industries were used to test the model. The results suggest that member-integration and environmental uncertainty, when the latter is mediated by boundary-communication, provide an excellent predictor of organizational effectiveness.

Ko, Seo and Park (2002) investigate the effect of job stress and social support on the organizational effectiveness of hospital employees. In this study, three work-related variables (job satisfaction, organizational commitment and intent to stay) which had close relationships with organizational effectiveness were examined as output variables. The results of this study indicate that (1) job stress has negative main effects on job satisfaction, organizational commitment and intent to stay, (2) social support has positive main effect on the same three output variables. These results reveal that job stress has negative effect on organizational effectiveness and side by side social support has positive impact on organizational effectiveness.

Botticelli (2004) conducted a study to explore the frequency of change initiatives in higher education and to examine the effects of those initiatives on the organization and its employees. Two main areas of investigation were addressed. The first area was the

frequency of implementation of common change initiatives: whether each initiative was sustained, operated marginally, or eventually abandoned; and whether it had an effect on organizational objectives. The second area of investigation concerned the effect that change initiatives had on attitude and job satisfaction of the workforce. Data were collected through a web-based survey of 10,000 members of a higher education professional organization. Data analysis showed that nine of the ten initiatives surveyed were perceived as having a positive effect on organizational effectiveness. Four of the initiatives surveyed had a positive relationship to job satisfaction, although none were found to be detrimental to job satisfaction. An unexpected result of the survey was that worker cynicism generally decreased as the number of initiatives increased.

Rodsutti and Swierczek (2005) identify the key relationships of organizational effectiveness and leadership in southeast Asia. Managers from 1,065 multinational companies based in Thailand and representing 31 different nationalities participated in this study. International leader characteristics and organizational culture are found to determine an appropriate multicultural management style. Executive motivation is strongly influenced by this multicultural management style. Different dimensions of organizational effectiveness, including return on assets, most admired, job satisfaction and personal satisfaction are related to specific aspects of leader characteristics, organizational culture and multicultural management style.

Zhang et al. (2005) investigated the effect of organizational structure and information technology capability on organizational effectiveness. Data on organizational structure, information technology capability and organizational effectiveness were collected from 110 firms in two emerging markets. Findings indicated that the three components of information technology capability were all positively related to organizational effectiveness and organic structure was also positively related to each of the components of information technology capability. The study confirmed that information technology capability leads to increased organizational effectiveness.

Riordan et al. (2005) empirically examines the relationship between the perceived employee involvement (EI) climate and organizational effectiveness. Using a sample of

insurance companies, results indicate that organizations with high levels of perceived EI climate lead to organizational effectiveness as measured through financial performance, turnover rate and workforce morale.

Koll et al. (2006) test how responsiveness to core constituencies (organizational stakeholders like owners, customers, employees) is related to organizational effectiveness (OE) by comparing balanced versus focused strategies of responsiveness to core constituencies. Findings provide evidence that balanced responsiveness to multiple constituencies is more likely to lead to high OE than focused responsiveness to a single one. Trade-offs in responsiveness to key stakeholders are found supporting the idea that serving multiple interests is challenging. Most results are not industry-specific – the usefulness of a balanced strategy of responsiveness may be generalized.

Yen and Niehoff (2007) examined relationships between organizational citizenship behaviours and indicators of organizational effectiveness- employee-level customer-service behaviour; and unit-level measures of profit, efficiency and customer perceptions of service quality for bank branches in Taiwan. The results suggested significant relationships between organizational citizenship behaviours and a number of the indicators of effectiveness.

Erkutlu (2009) examined the influence of leadership behaviours on both organizational and leader effectiveness at boutique hotels. A total of 722 subjects (60 managers and 662 non-managerial employees) participated in this study from 60 boutique hotels. The findings revealed that there were significant relations between leadership behaviours and both organizational and leadership effectiveness. The findings support the suggestion in the literature that transformational leadership behaviours stimulate organizational commitment and job satisfaction in the hospitality industry.

Soumendu (2010) in a study on manufacturing as well as service sector organizations of all over India, found the influence of psychological climate and transformational leadership on job satisfaction which in turn leads to better levels of employee performance. Furthermore, it is postulated that in such a general climate of enhanced employee performance, there shall be an increase in organizational effectiveness.

Aydin and Ceylan (2012) conducted a study to emphasize the importance of organizational learning capacity (OLC) and to measure its influence on organizational effectiveness (OE) on employees of metalworking manufacturing industries in Turkey. The findings revealed that there were significant correlation between OE and all OLC dimensions (systems orientation, organizational climate for learning orientation, knowledge acquisition and utilization orientation, and information sharing and dissemination orientation).

Zhang and Liu (2013) investigated the characteristics of organizational climate and its effects on organizational variables. Investigation of 419 participants including both managers and employees indicated as follows- educational level, position and length of time working for the current organization had significant main effects on organizational climate; specialty, enterprise character and enterprise size also had significant effect on organizational climate; organizational climate had significant effect on human resource management effectiveness such as turnover intention, job satisfaction and work efficacy; Organizational climate also had significant effect on organization.

Rukmani et al. (2014) examined the effect of transformational and transactional leadership style on organizational effectiveness. The sample was consisting of 300 managers from public sector. This research also addresses, how important is transformational leadership compared to transactional leadership in public sector organization. The findings reveal that the managers have perceived both transformational and transactional leadership style as important in the public sector organizations, although transformational leadership has been considered slightly more important in the case of organizational effectiveness.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 RESEARCH DESIGN

Research design constitutes the blue print for the collection, measurement and analysis of data. The research design adopted for this study is descriptive in nature.

3.2 METHOD OF DATA COLLECTION

3.2.1 PRIMARY DATA

The primary data are those which are collected a fresh and for the first time and thus happen to be original in character. The primary data are collected from respondents through questionnaires.

3.2.2 SECONDARY DATA

The secondary data, on the other hand, are those which have already available. The secondary data were collected from the websites of the organization and the journal and book available.

3.3 SAMPLE DESIGN

The items selected are called the samples, their selection process or technique is called sample design and the survey conducted on the basis of sample is described as sample survey.

3.4 SAMPLE SIZE

The sample size chosen for the research is 200 samples.

3.5 SAMPLING METHOD

The sampling method is Convenience Sampling method

3.6 PERIOD OF STUDY

This period of study is approximately time of 60 days.

3.7 TOOLS USED FOR ANALYSIS

The tools used for analysis are:

- Correlation test
- Chi-square Analysis
- One-way anova test

3.8 HYPOTHESIS

The following are a set of imaginary questions framed in order to conduct hypothesis tested using chi square test and Correlation. These questions are framed in form of quantitative data as the survey was of qualitative data.

CHAPTER 4
DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

Table 4.1.1: Age of the response

Particulars	Age	Percentage
Below 25 years	113	56.5%
25-35 years	46	23%
35-45 years	27	13.5%
45-55 years	10	5%
Above 55 years	4	2%
Total	200	100%

Source: Primary data

INTERPRETATION:

From the above table shows that the age of the response, 56.5% of below 25 years, 23% of 25-35 years, 13.5% of 35-45 years, 5% of 45-55 years and 2% of above 55 years

INFERENCE:

56.5% of the respondent have below 25 years of the response

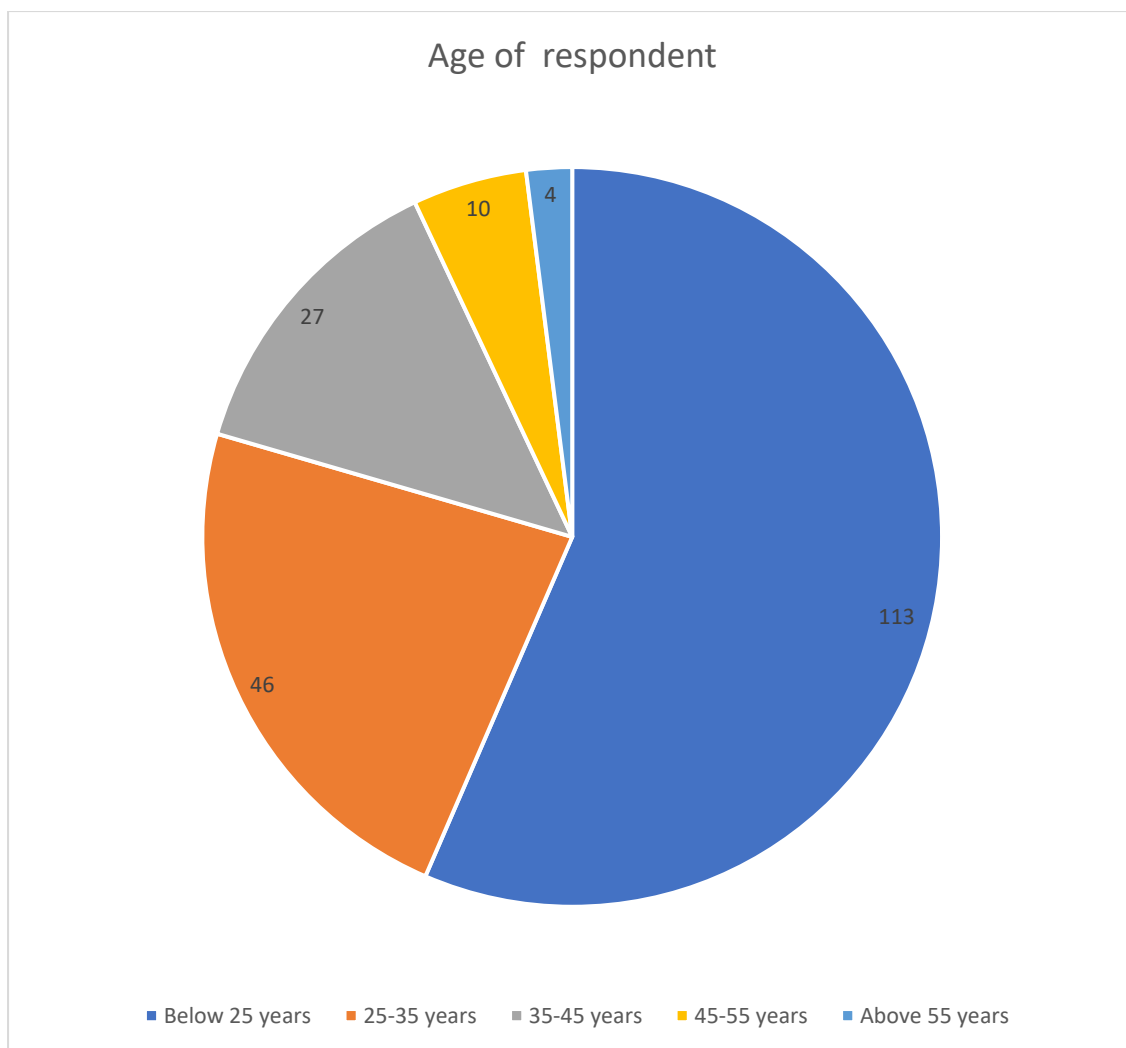


Chart 4.1.1: Age of the response

Table 4.1.2: Marital status of the response

Particulars	No. of respondent	Percentage
Married	76	38%
Unmarried	124	62%
Total	200	100%

Source: Primary data

INTERPRETATION:

From the above table shows that the Marital status of the response, 38% are married respondent and 62% are unmarried respondent.

INFERENCE:

62% of the respondent are Married of marital status.

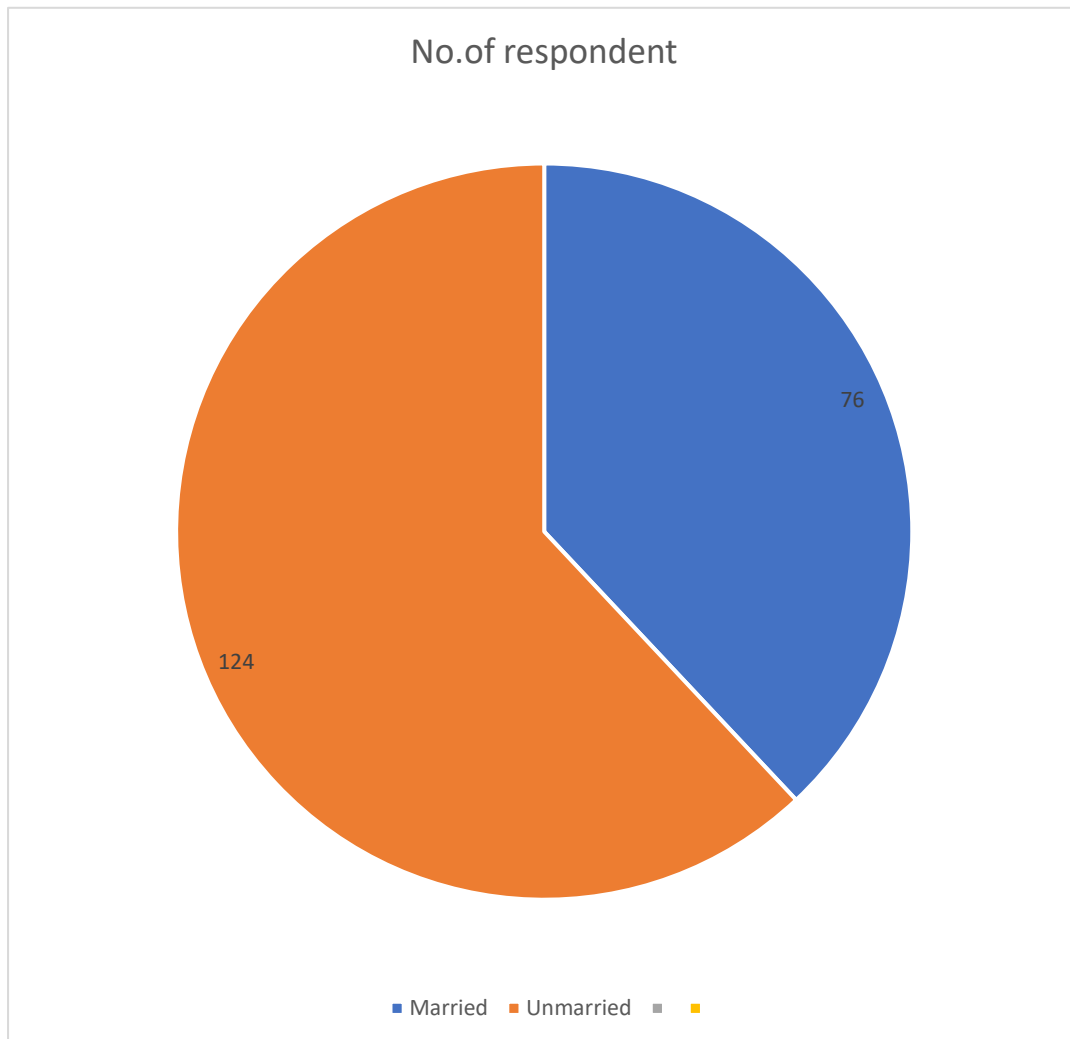


Chart 4.1.2: Marital status of the response

Table 4.1.3: Educational qualification of the respondent

Particulars	No. of respondent	Percentage
School level	12	6%
Diploma/ Professionals	35	17.5%
UG	95	47.5%
PG	43	21.5%
Others	15	7.5%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above table shows the Educational qualification of the respondent 6% of 12 respondent are school level, 17.5% of 35 respondent are diploma/ professionals, 47.5% of 95 respondent are UG, 21.5% of 43 respondent are PG and 7.5% of 15 respondent are other educational qualification.

INFERENCE

47.5% of respondent are UG as Educational qualification.

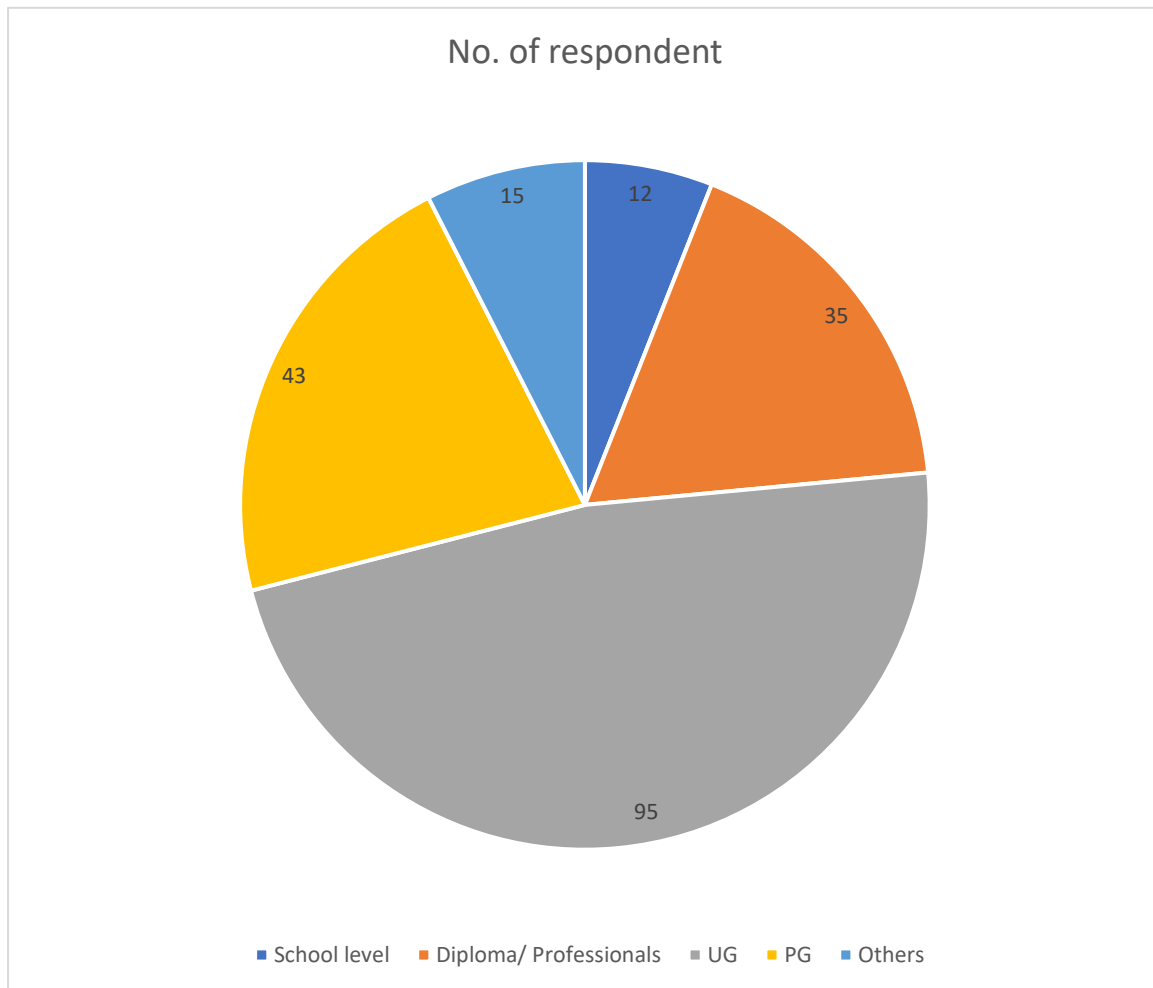


Chart 4.1.3: Educational qualification of the respondent

Table 4.1.4: Department of the respondent

Particulars	No. of respondent	Percentage
Technical	84	42%
Human resources	33	16.5%
Sales	28	14%
Marketing	38	19%
Admin	12	6%
CRM	5	2.5%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above table shows that the Department of the respondent, 42% of Technical, 16.5% of Human resources, 14% of Sales, 19% of Marketing, 6% of Admin and 2.5% of CRM of the respondent.

INFERENCE

42% of the respondent are Technical department.

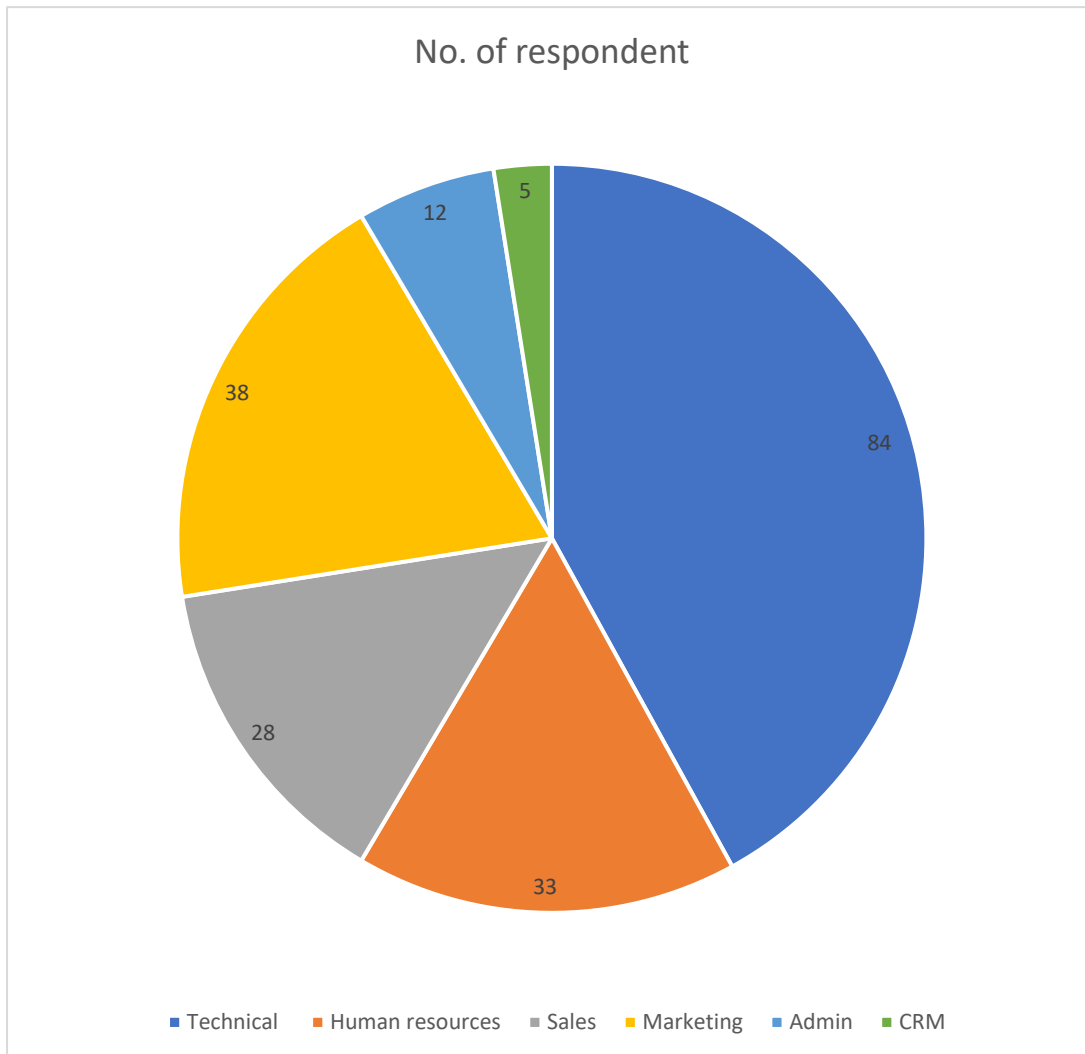


Chart 4.1.4: Department of the respondent

Table 4.1.5: Designation of the respondent

Particulars	No. of respondent	Percentage
Department level	69	34.5%
Supervisor/ Executives	50	25%
Junior	30	15%
Others	51	25.5%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above table shows that the designation of the response. 34.5% of Department level, 25% of Supervisor/ executives, 15% of Junior and 25.5% of Others are designation of the respondent.

INFERENCE

34.4% of the respondent are belongs to department level in designation.

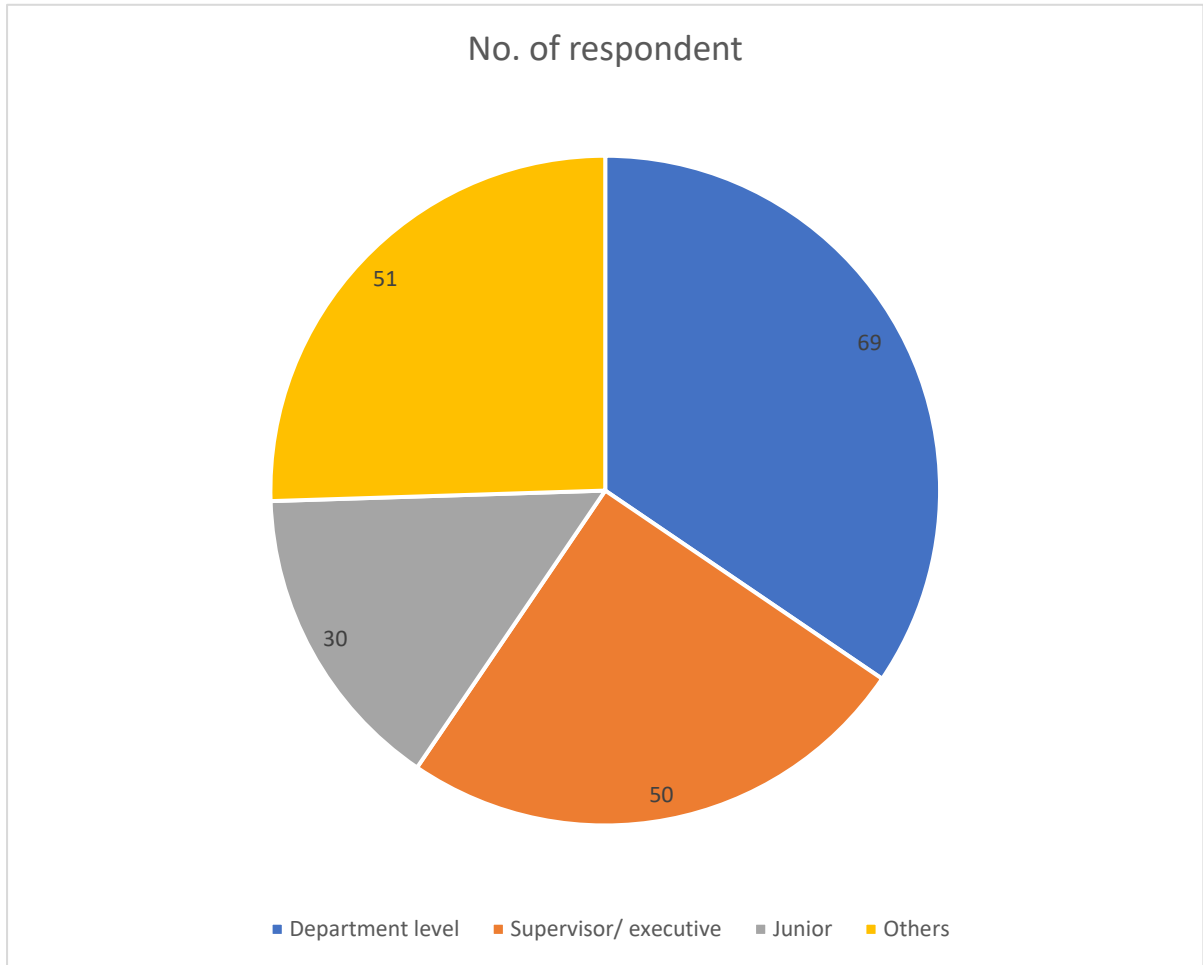


Chart 4.1.5: Designation of the respondent

Table 4.1.6: Length of service of the respondent

Particulars	No. of respondent	Percentage
Less than a year	41	20.5%
1-2 year	54	27%
3-5 year	66	33%
6-10 year	39	19.5%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above table shows that Length of service of the respondent, 20.5% of less than a year, 27% of 1-2 year, 33% of 3-5 year and 19.5% of 6-10 years of the response.

INFERENCE

33% of the respondent has 3-5 years length of service.

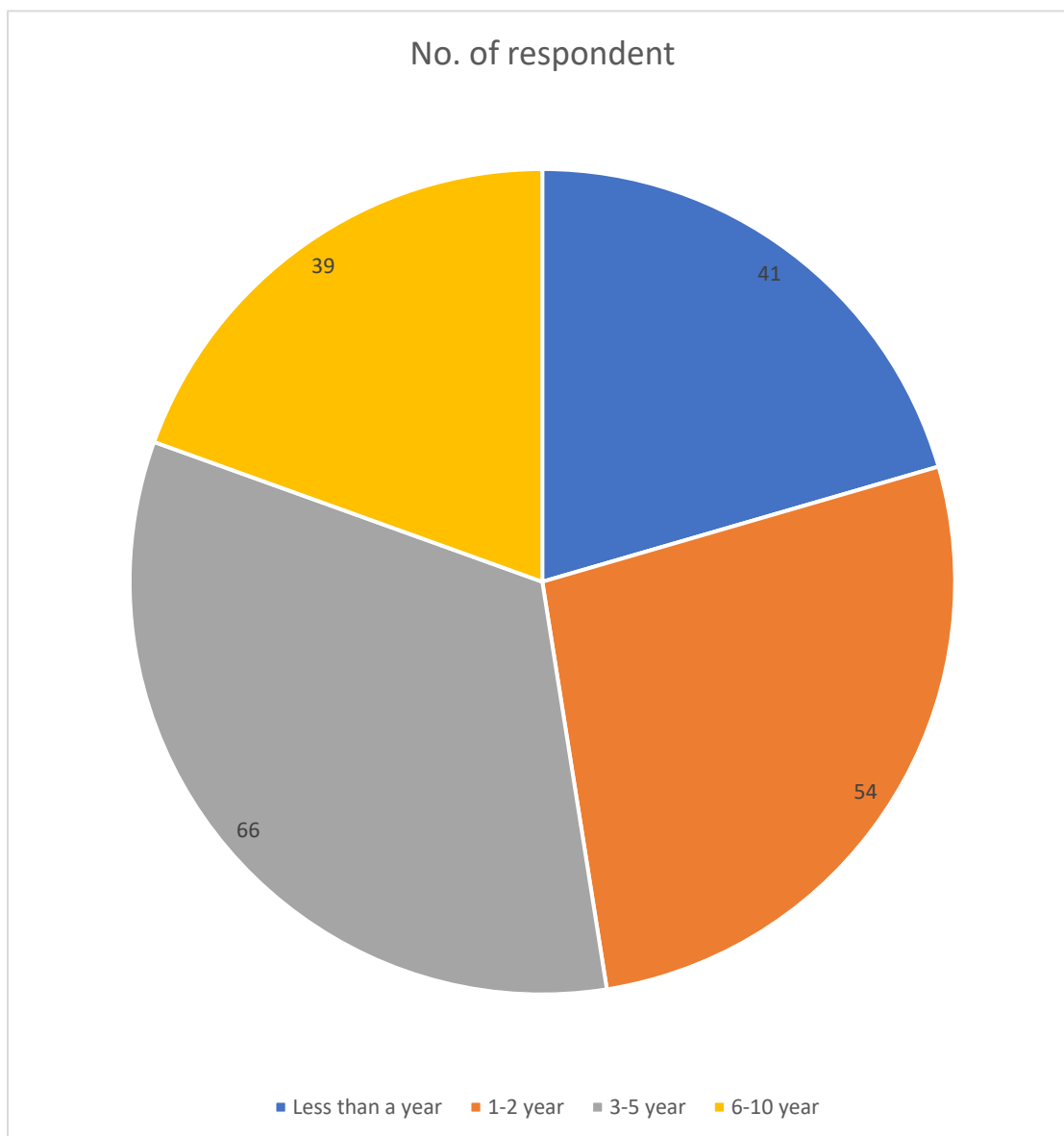


Chart 4.1.6: Length of service of the respondent

Table 4.1.7: Enjoy healthy relationship with team members

Particulars	No. of respondent	Percentage
Never	19	9.5%
Rarely	33	16.5%
Sometimes	50	25%
Often	30	15%
Always	68	34%
Total	200	100%

Source: Primary data

INTERPRETATION

From this above table shows that the Enjoy healthy relationship with team members, 9.5% of never, 16.5% of rarely, 25% of sometimes, 15% of often and 34% of always by the response.

INFERENCE

34% of the respondent has chosen always for enjoy healthy relationship with team members by the response.

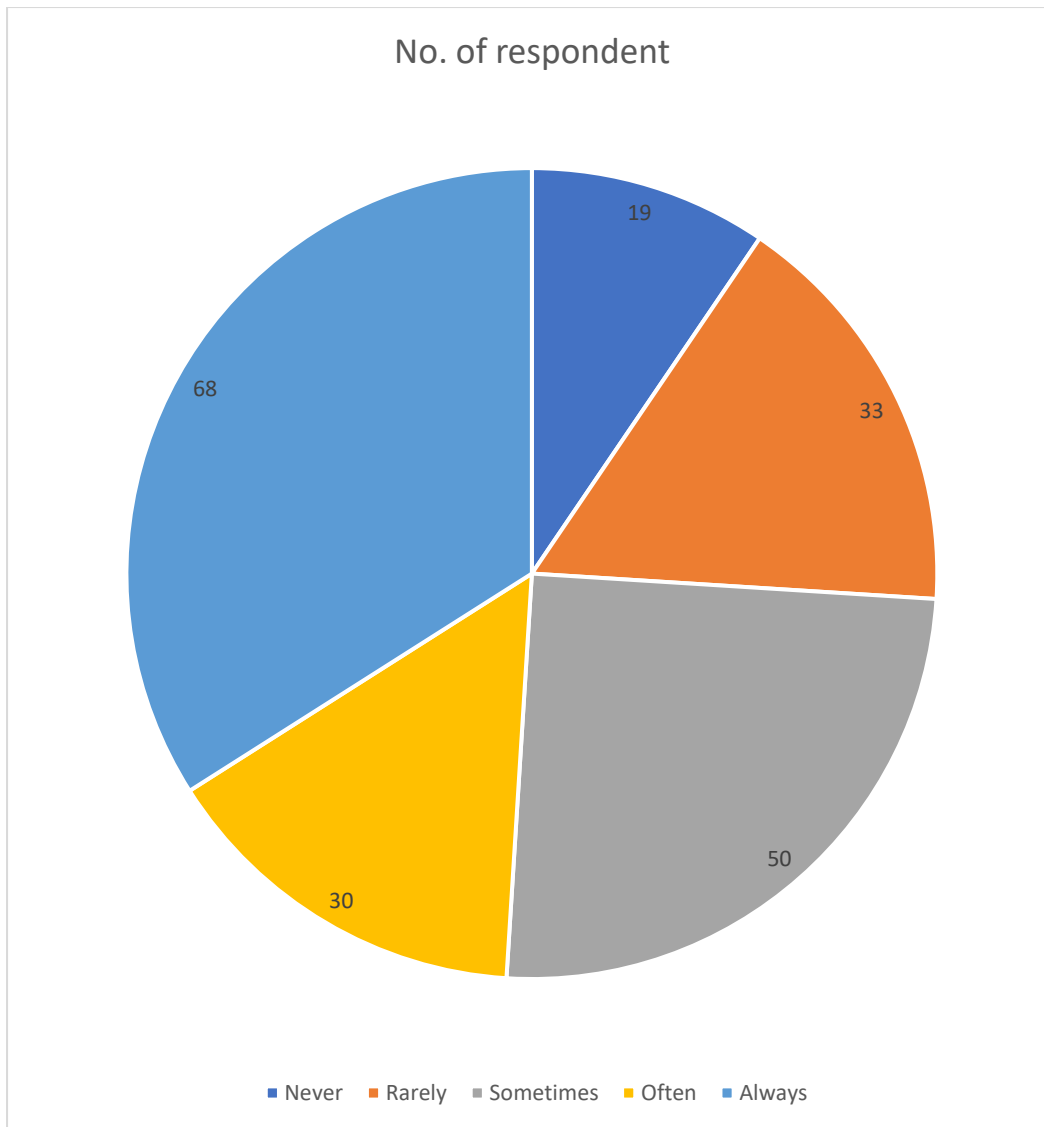


Chart 4.1.7: Enjoy healthy relationship with team members

Table 4.1.8: List to maintain cordial relationship with colleagues

Particulars	No. of respondent	Percentage
Never	23	11.5%
Rarely	31	16.5%
Sometimes	50	25%
Often	26	13%
Always	70	35%
Total	200	100%

Source: Primary data

INTERPRETATION

From this above table shows that the List to maintain cordial relationship with colleagues, 11.5% of never, 15.5% of rarely, 25% of sometimes, 13% of often and 35% of always by the respondent.

INFERENCE

35% of the respondent chose always for list to maintain cordial relationship with colleagues by the response.

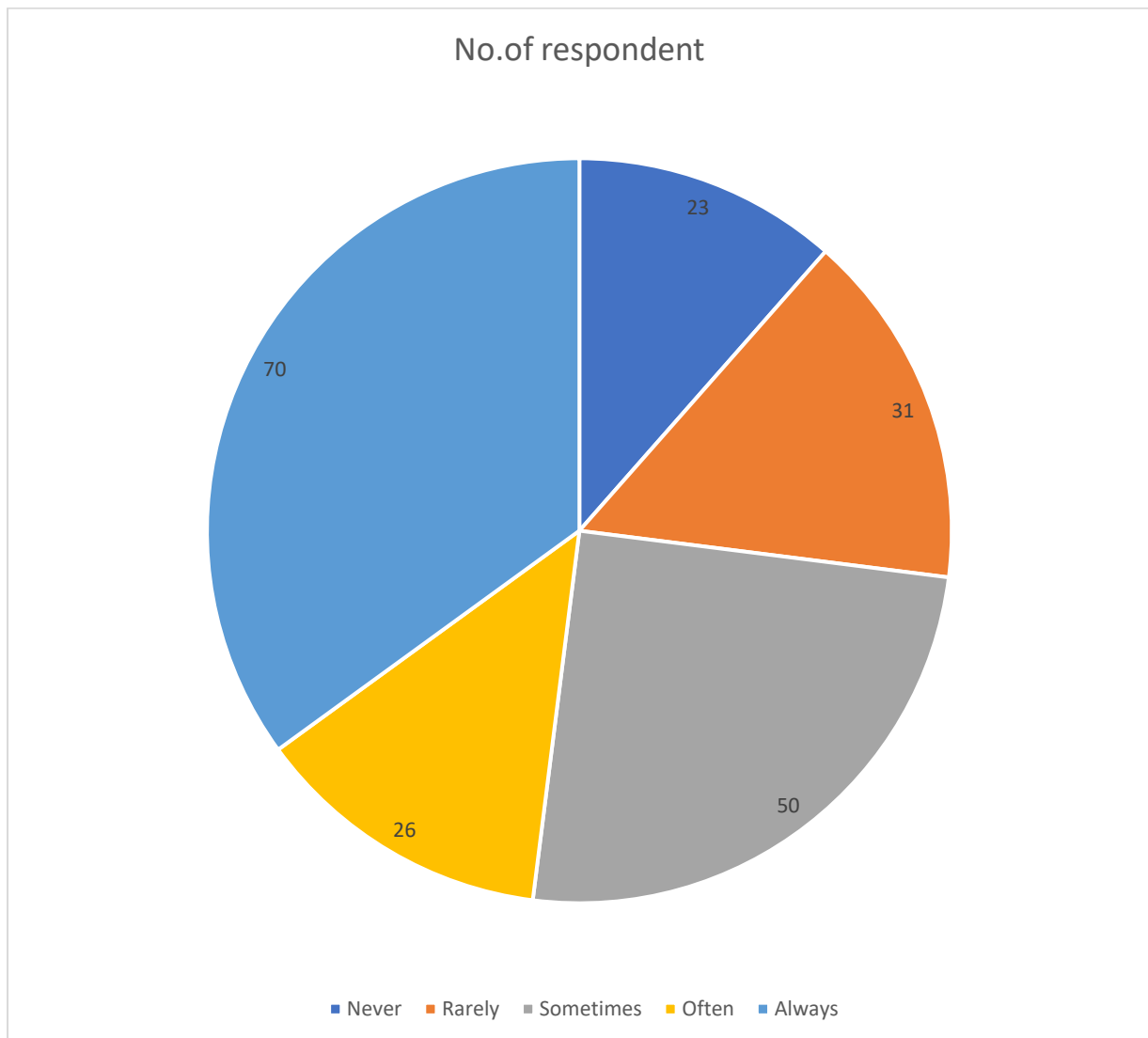


Chart 4.1.8: List to maintain cordial relationship with colleagues

Table 4.1.9: Lack of open communication among members of organisation

Particulars	No. of respondent	Percentage
Strongly disagree	23	11.5%
Disagree	40	20%
Neutral	56	28%
Agree	42	21%
Strongly agree	39	19.5%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above shows that the lack of open communication among members of organisation, 11.5% of strongly disagree, 20% of disagree, 28% of neutral, 21% of agree and 19.5% of strongly agree by the response.

INFERENCE

28% of the respondent chose the lack of open communication among members of organisation by the response.

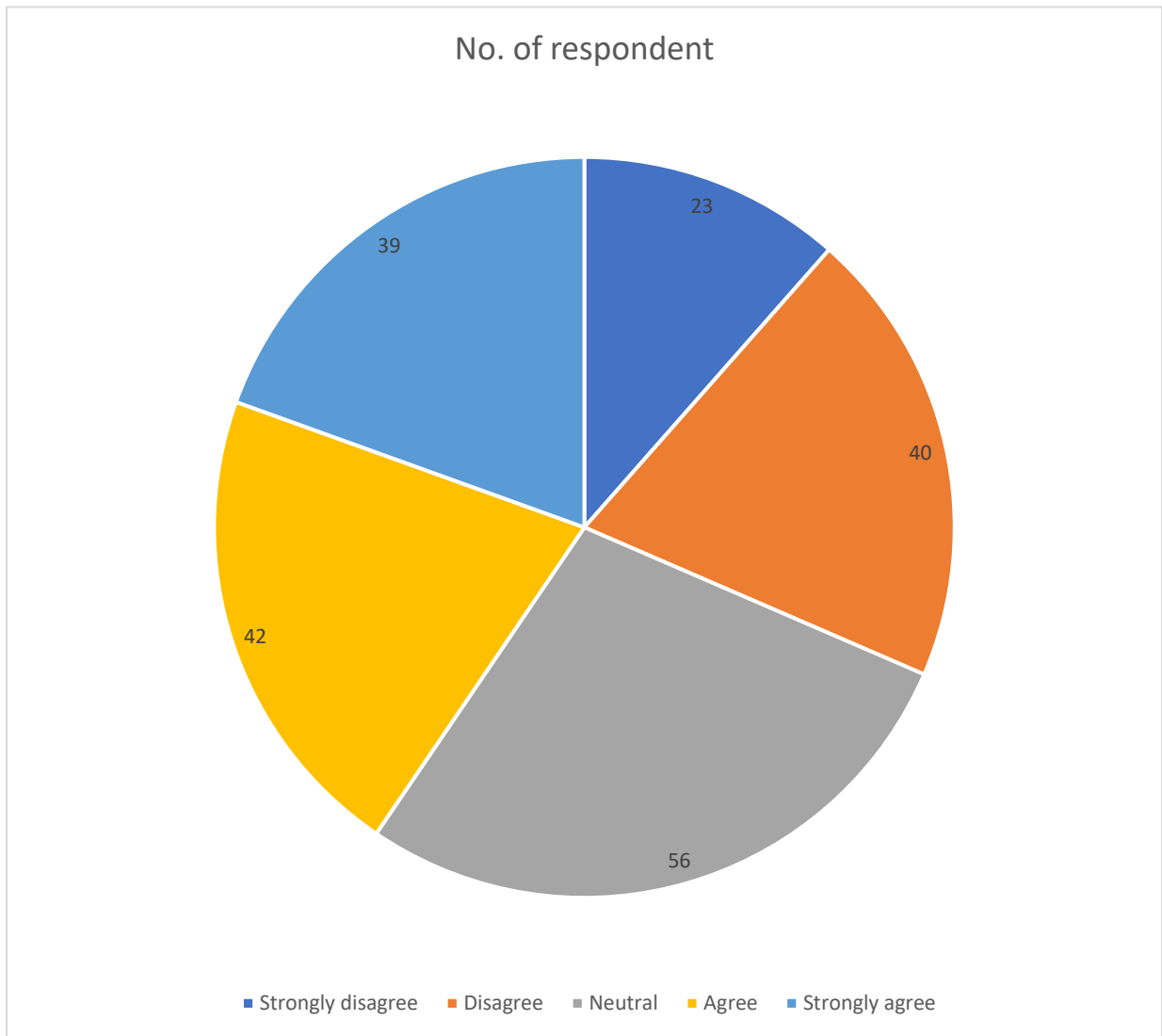


Chart 4.1.9: Lack of open communication among members of organisation

Table 4.1.10: Group member shares ideas and opinion

Particulars	No. of respondent	Percentage
Never	21	10.5%
Rarely	30	15%
Sometimes	51	25.5%
Often	32	16%
Always	66	33%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above table shows that the group members share ideas and opinion, 10.5% of never, 15% of rarely, 25.5% of sometimes, 16% of often and 33% of always by the response.

INFERENCE

33% of the respondent chose always for group members share ideas and opinion by the response.

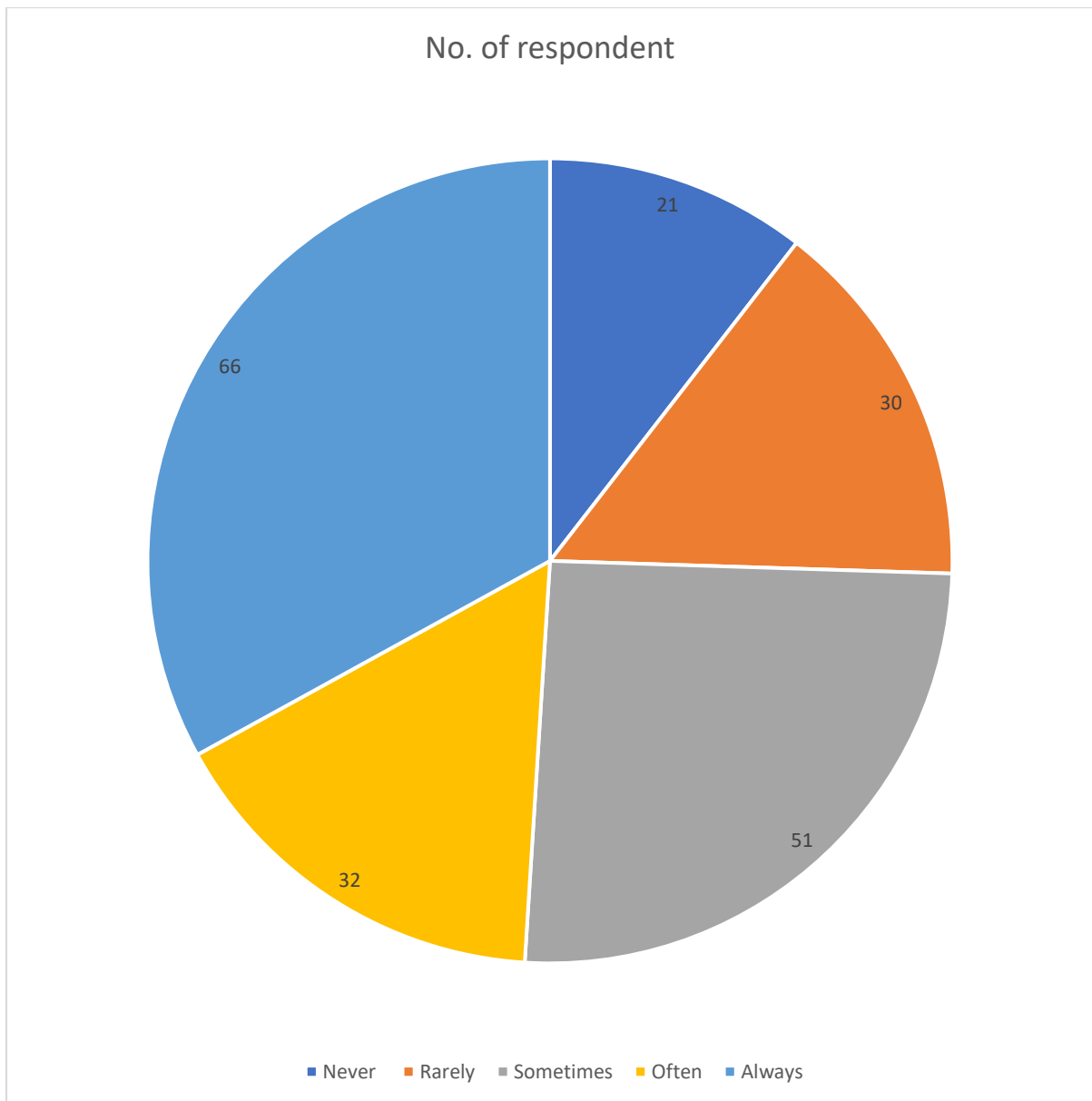


Chart 4.1.10: Group member shares ideas and opinion

Table 4.1.11: Enjoy the frequent get together with work place friends.

Particulars	No. of respondent	Percentage
Never	22	11%
Rarely	31	15.5%
Sometimes	48	24%
Often	33	16.5%
Always	66	33%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above table shows that enjoy the frequent get together with work place friends, 11% of never, 15.5% of rarely, 24% of sometimes, 16.5% of often and 33% of always by the response.

INFERENCE

33% of the respondent chose always for enjoy the frequent get together with work place friends by the response.

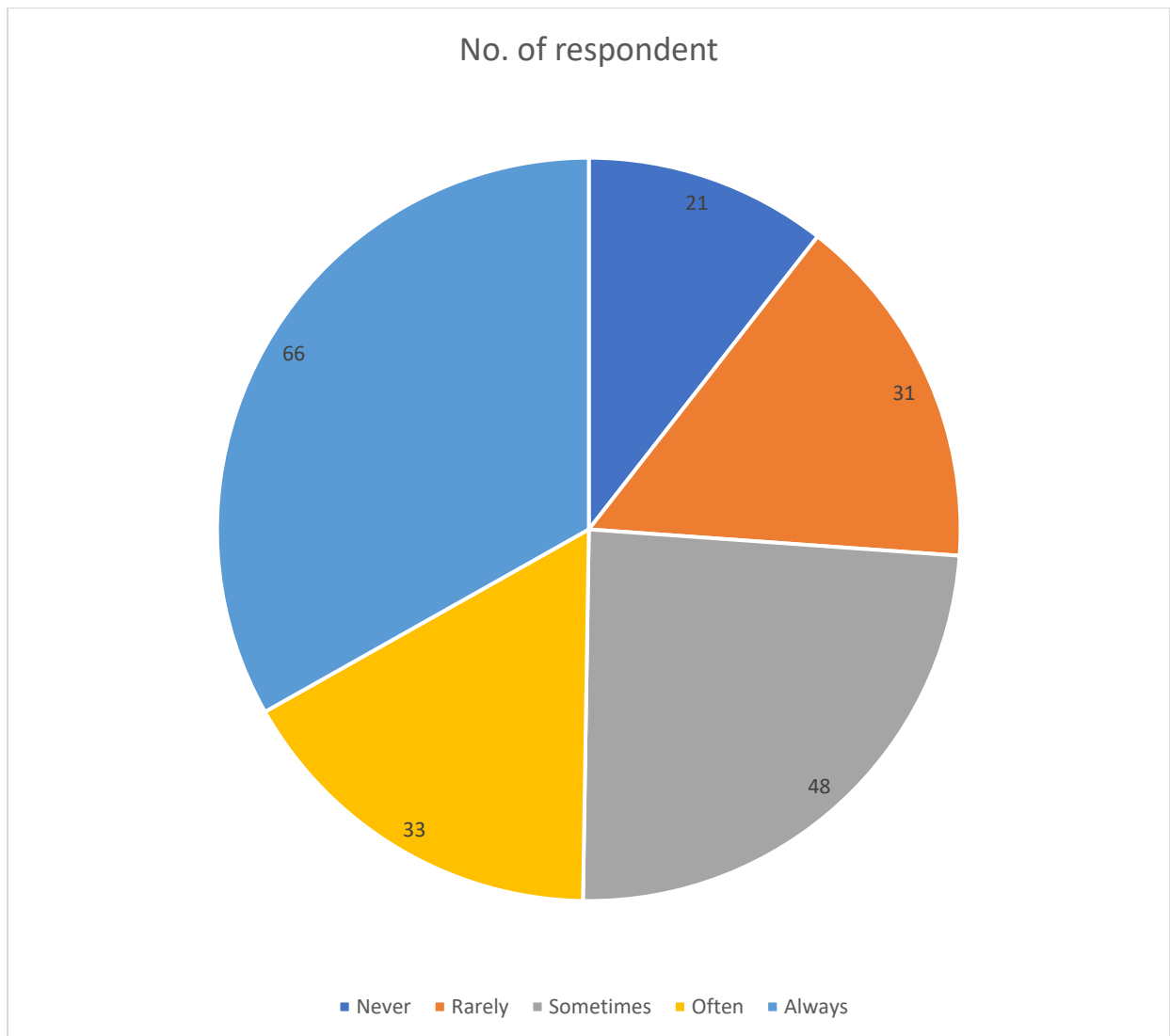


Chart 4.1.11: Enjoy the frequent get together with work place friends

Table 4.1.12: Believe in team work to achieve organizational goals

Particulars	No. of respondent	Percentage
Never	16	8%
Rarely	25	12.5%
Sometimes	32	16%
Often	33	16.5%
Always	94	47%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above table shows that the believe in team work to achieve organizational goals, 8% of never, 12.5% of rarely, 16% of sometimes, 16.5% of often and 47% of always by the response.

INFERENCE

47% of the respondent chose always for believe in team work to achieve organizational goals by the response.

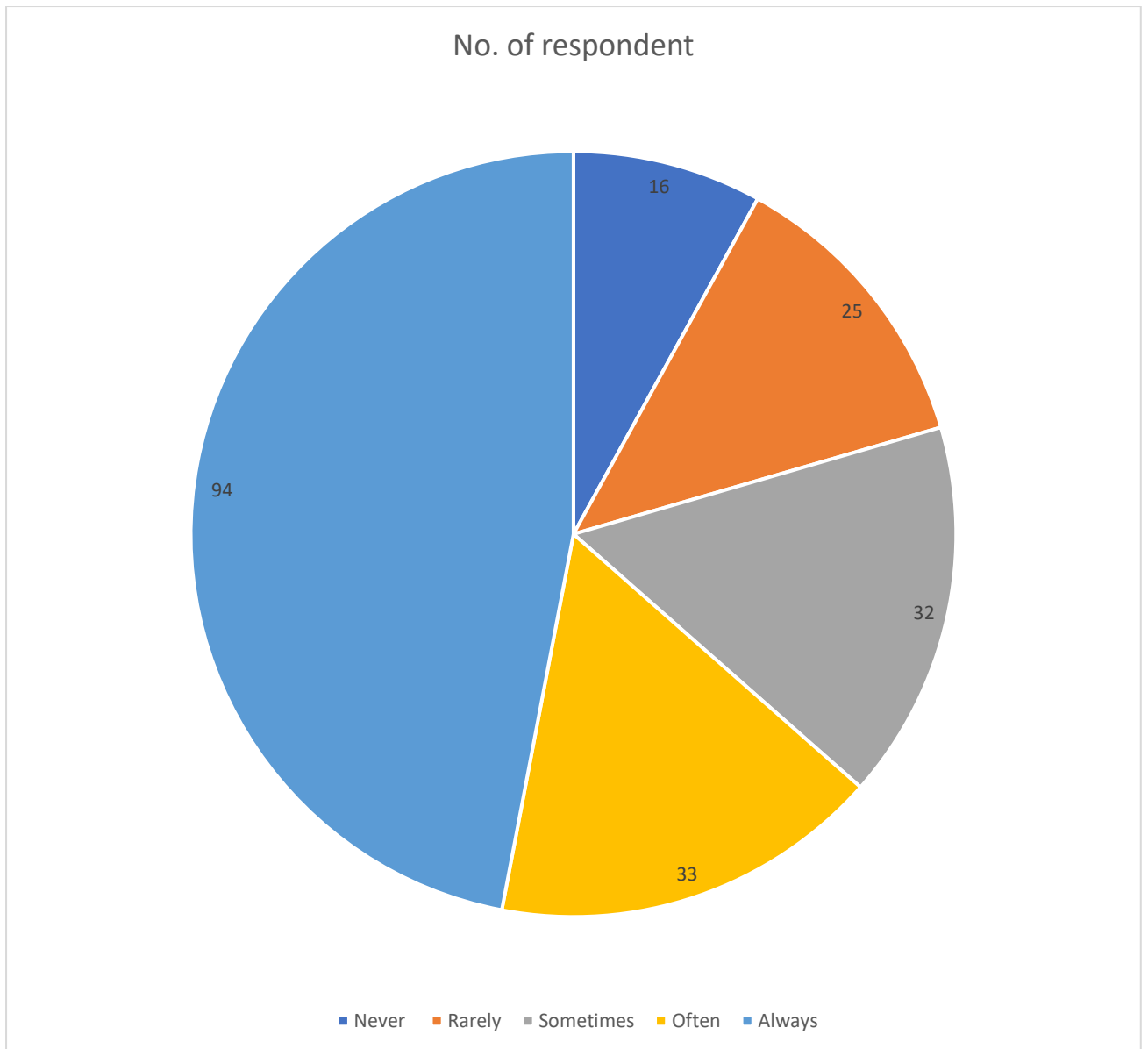


Chart 4.1.12: Believe in team work to achieve organizational goals

Table 4.1.13: Colleagues say that you are good team player

Particulars	No. of respondent	Percentage
Never	16	8%
Rarely	29	14.5%
Sometimes	56	28%
Often	36	18%
Always	63	31.5%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above table shows that the colleagues say that you are good team player, 8% of never, 14.5% of rarely, 28% of sometimes, 18% of often and 31.5% of always by the response.

INFERENCE

31.5% of the respondent chose always for the colleagues say that you are good team player by the response.

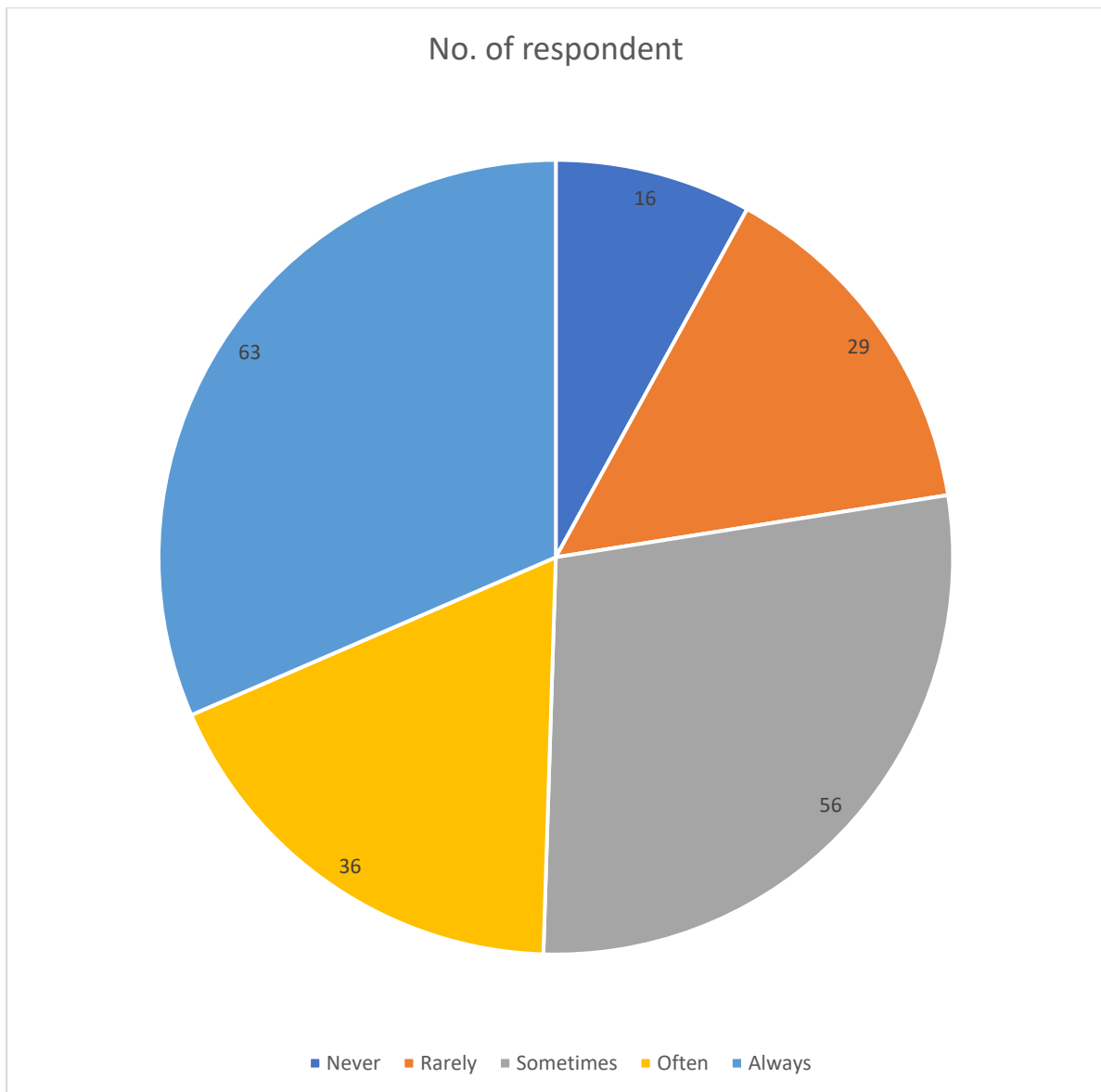


Chart 4.1.13: Colleagues say that you are good team player

Table 4.1.14: Caring about employees

Particulars	No. of respondent	Percentage
Excellent	65	32.5%
Good	86	43%
Average	30	15%
Poor	11	5.5%
Very poor	8	4%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above table shows that the caring about employees, 32.5% of excellent, 43% of good, 15% of average, 5.5% of poor and 4% of very poor by the response.

INFERENCE

43% of the respondent are chosen good for caring about employees by the response.

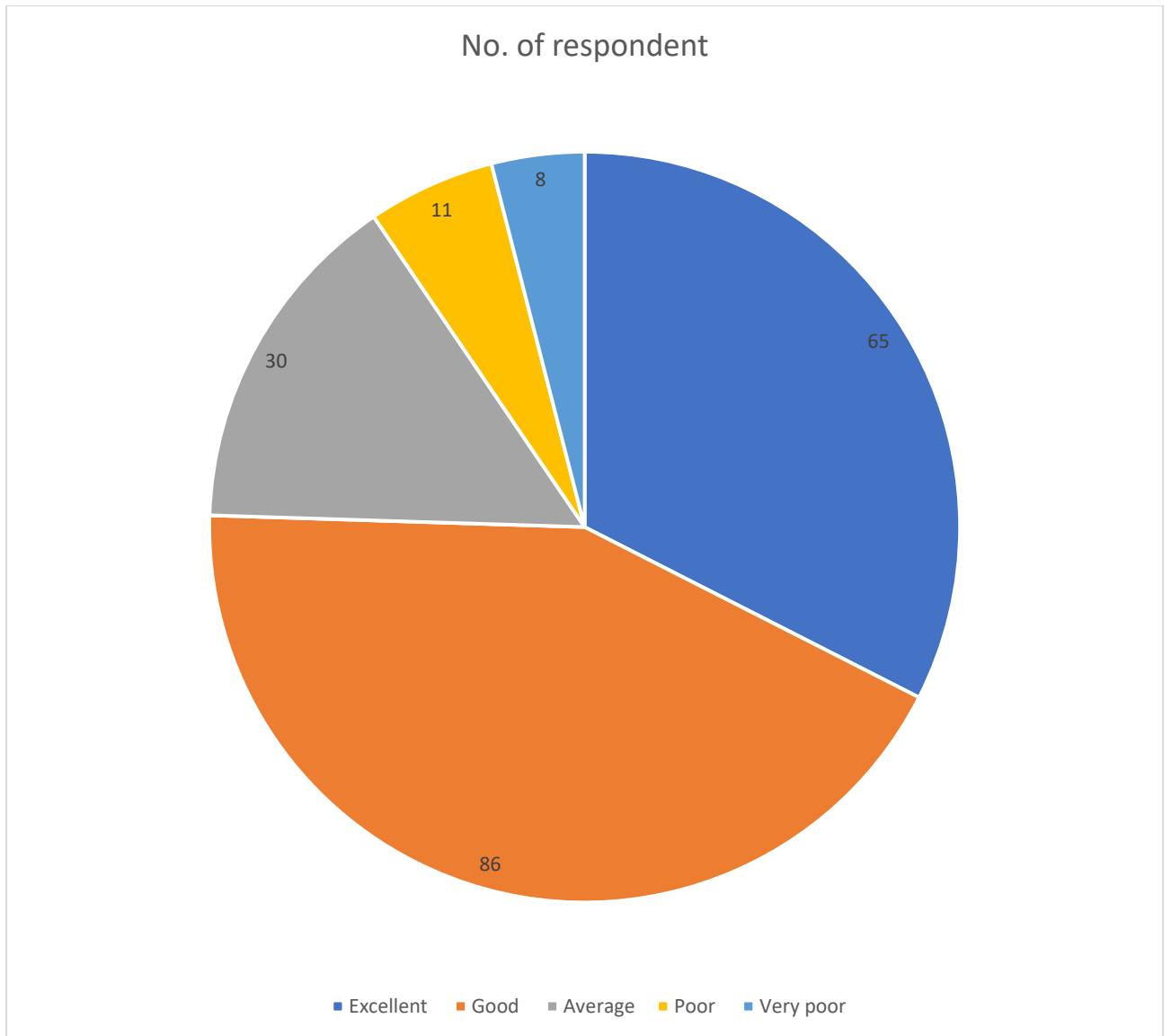


Chart 4.1.14: Caring about employees

Table 4.1.15: Deal with issues in a diplomatic manner so that no one gets hurts

Particulars	No. of respondent	Percentage
Never	21	10.5%
Rarely	31	15.5%
Sometimes	61	30.5%
Often	30	15%
Always	57	28.5%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above table shows that the deal with issues in a diplomatic manner so that no one get hurt, 10.5% of never, 15.5% of rarely, 30.5% of sometimes, 15% of often and 28.5% of always of the response.

INFERENCE

30.5% of the respondent are chose sometimes the deal with issues in a diplomatic manner so that no one get hurt by the response.

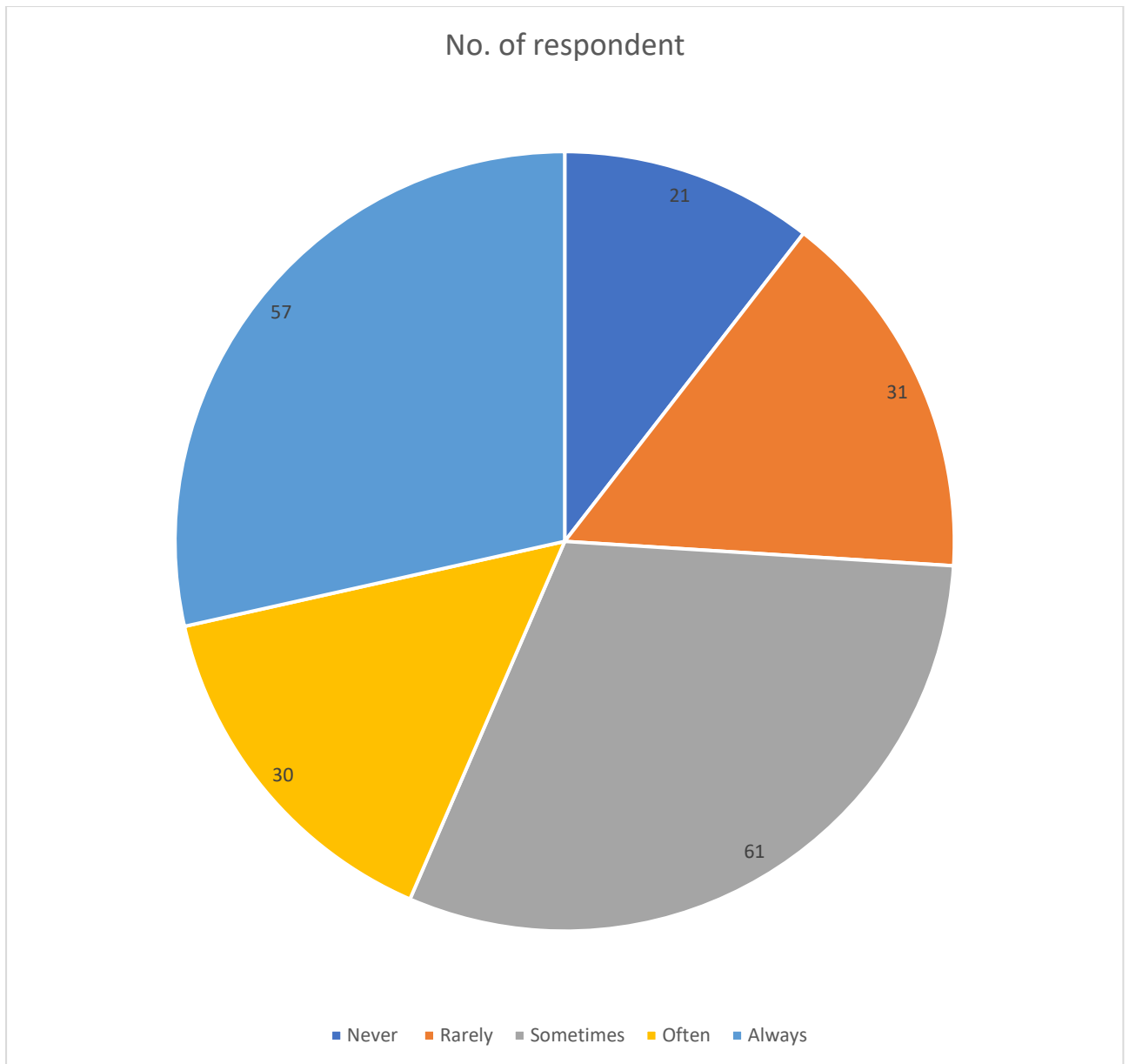


Chart 4.1.15: Deal with issues in a diplomatic manner so that no one gets hurts

Table 4.1.16: Handle conflicts among colleagues in a fair and unbiased manner

Particulars	No. of respondent	Percentage
Never	23	11.5%
Rarely	46	23%
Sometimes	37	18.5%
Often	38	19%
Always	56	28%
Total	200	100%

Source: Primary data

INTERPRETATION

From the above table shows that the handle conflicts among colleagues in a fair and unbiased manner, 11.5% of never, 23% of rarely, 18.5% of sometimes, 19% of often and 28% of always by the response.

INFERENCE

28% of the respondent chose always for handle conflicts among colleagues in a fair and unbiased manner by the response.

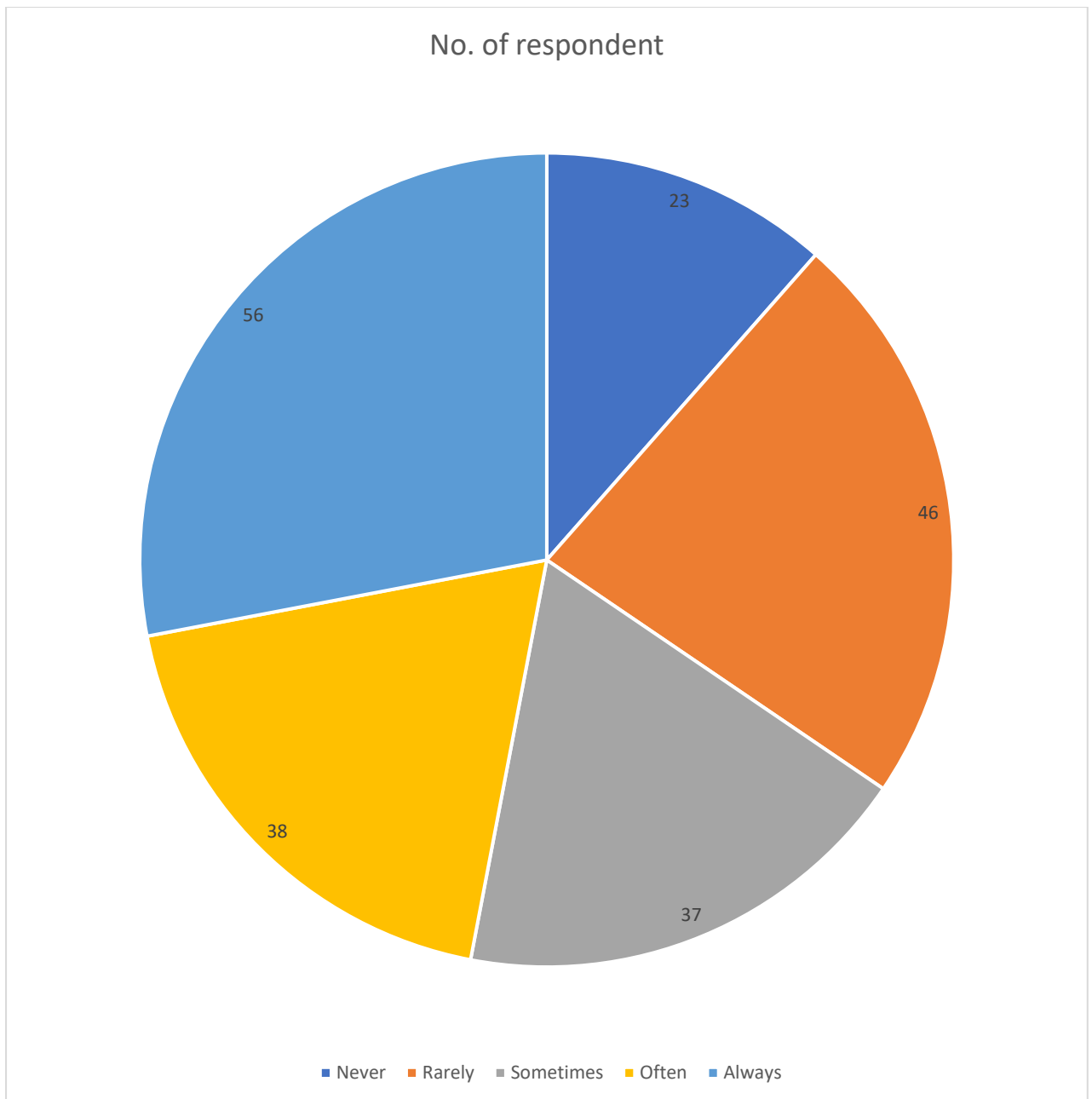


Chart 4.1.16: Handle conflicts among colleagues in a fair and unbiased manner

Table 4.1.17: Providing quality products and services

Source: Primary data

Particulars	No. of respondent	Percentage
Excellent	67	33.5%
Good	77	38.5%
Average	35	17.5%
Poor	9	4.5%
Very poor	12	6%
Total	200	100%

Source: Primary data

INTERPRETATION

From this above table shows that the providing quality products and services, 33.5% of excellent, 38.5% of good, 17.5% of average, 4.5% of poor and 6% of very poor by the response.

INFERENCE

38.5% of the respondent are chosen good for providing quality products and service by the response.

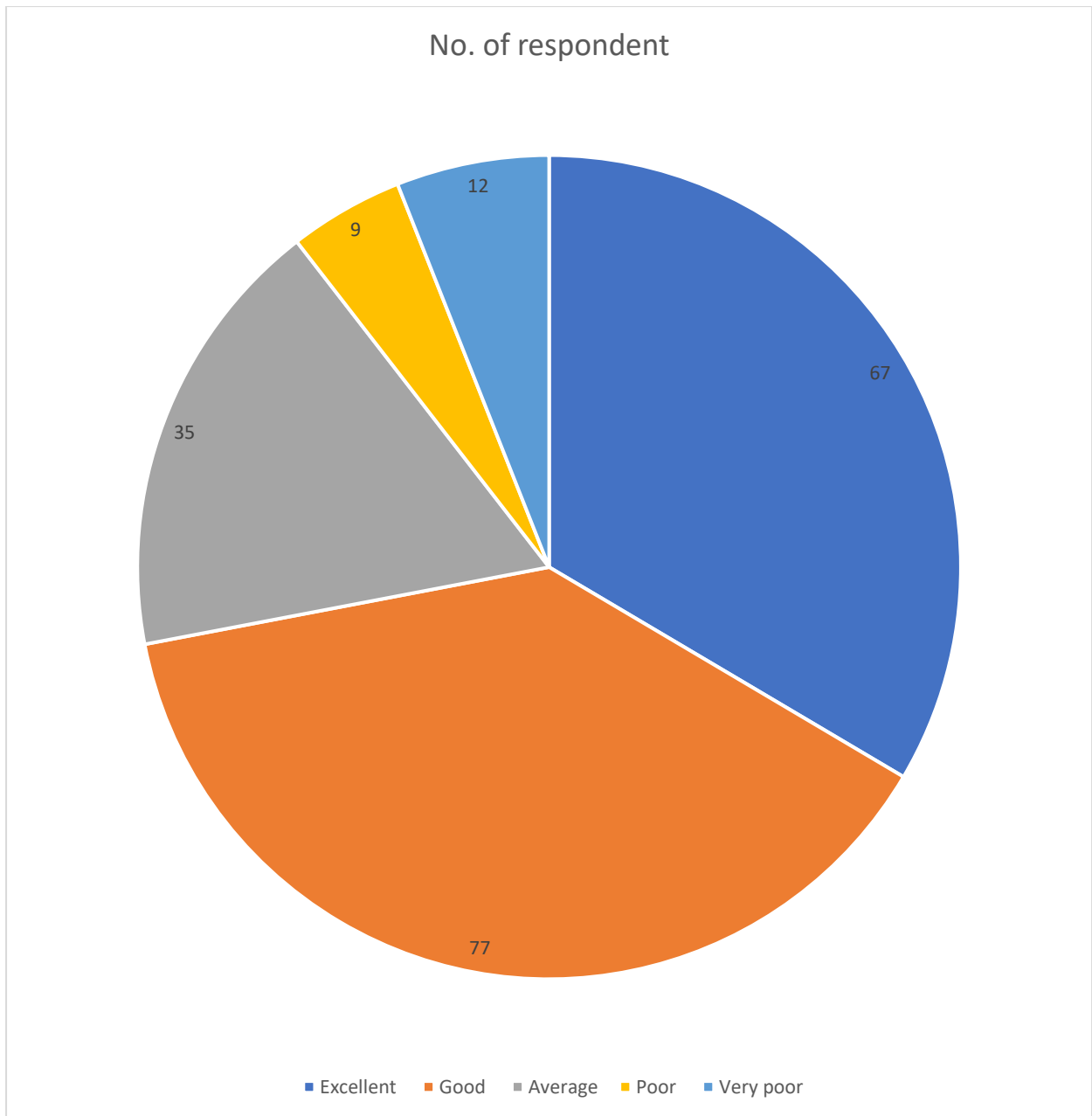


Chart 4.1.17: Providing quality products and services

Table 4.1.18: Department has a great deal of personal meaning

Particulars	No. of respondent	Percentage
Strongly agree	44	22.1%
Agree	78	39.2%
Neutral	25	12.6%
Disagree	29	14.6%
Strongly disagree	23	11.6%
Total	200	100%

Source: Primary data

INTERPRETATION

From this above table shows that the department has a great deal of personal meaning, 22.1% of strongly agree, 39.2% of agree, 12.6% of neutral, 14.6% of disagree and 11.6% of strongly disagree by the response.

INFERENCE

39.2% of the respondent are chose agree for department has a great deal of personal meaning by the response.

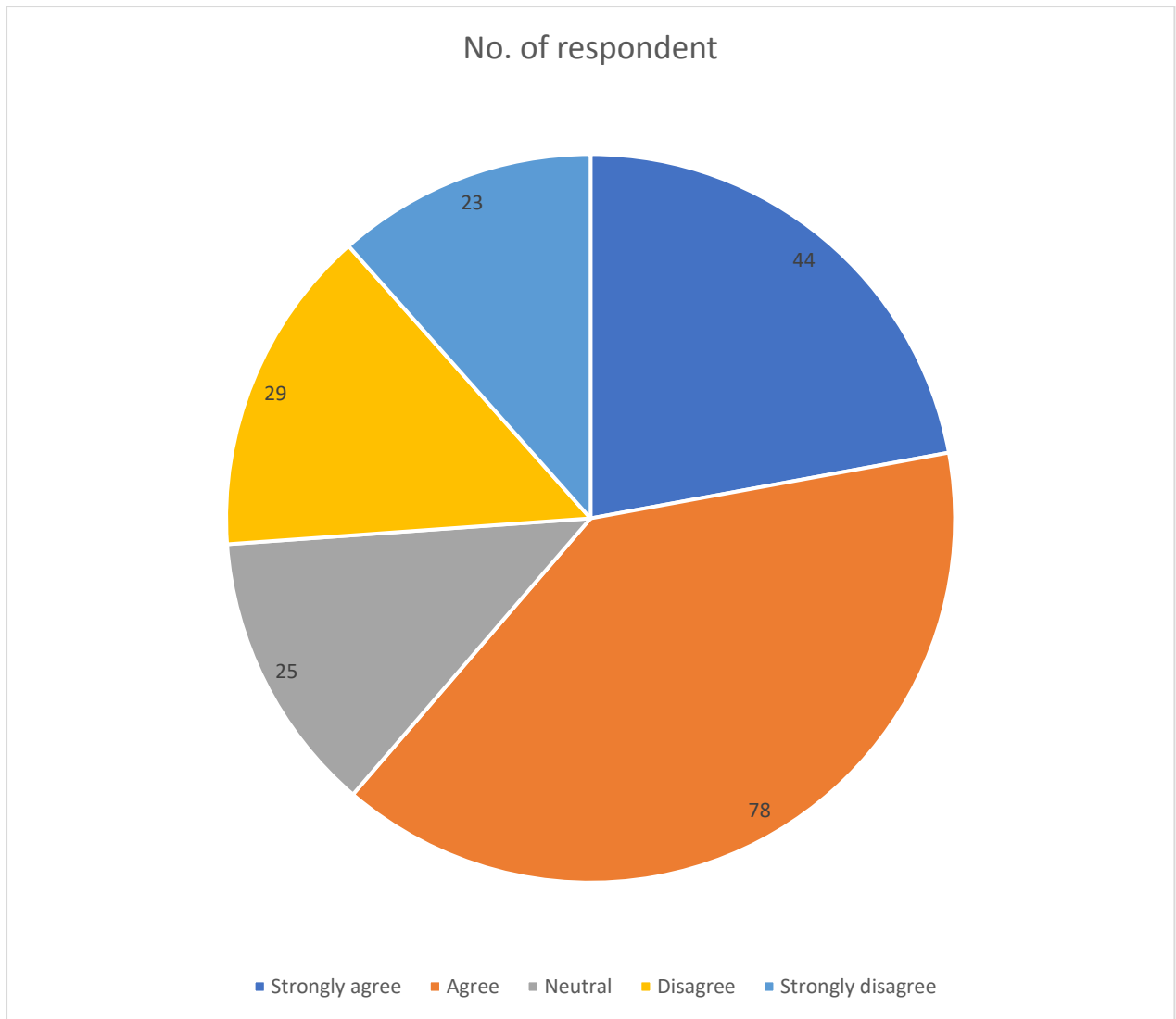


Chart 4.1.18: Department has a great deal of personal meaning

Table 4.1.19: Do not feel any obligations to remain with current employer.

Particulars	No. of respondent	Percentage
Strongly agree	37	18.5%
Agree	58	29%
Neutral	56	28%
Disagree	25	12.5%
Strongly disagree	24	12%
Total	200	100%

Source: Primary data

INTERPRETATION

From this table shows that the do not feel any obligations to remain with current employer, 18.5% of strongly agree, 29% of agree, 28% of neutral, 12.5% of disagree and 12% of strongly disagree by the response.

INFERENCE

29% of the respondent are chose agree for do not feel any obligations to remain with current employer by the response.

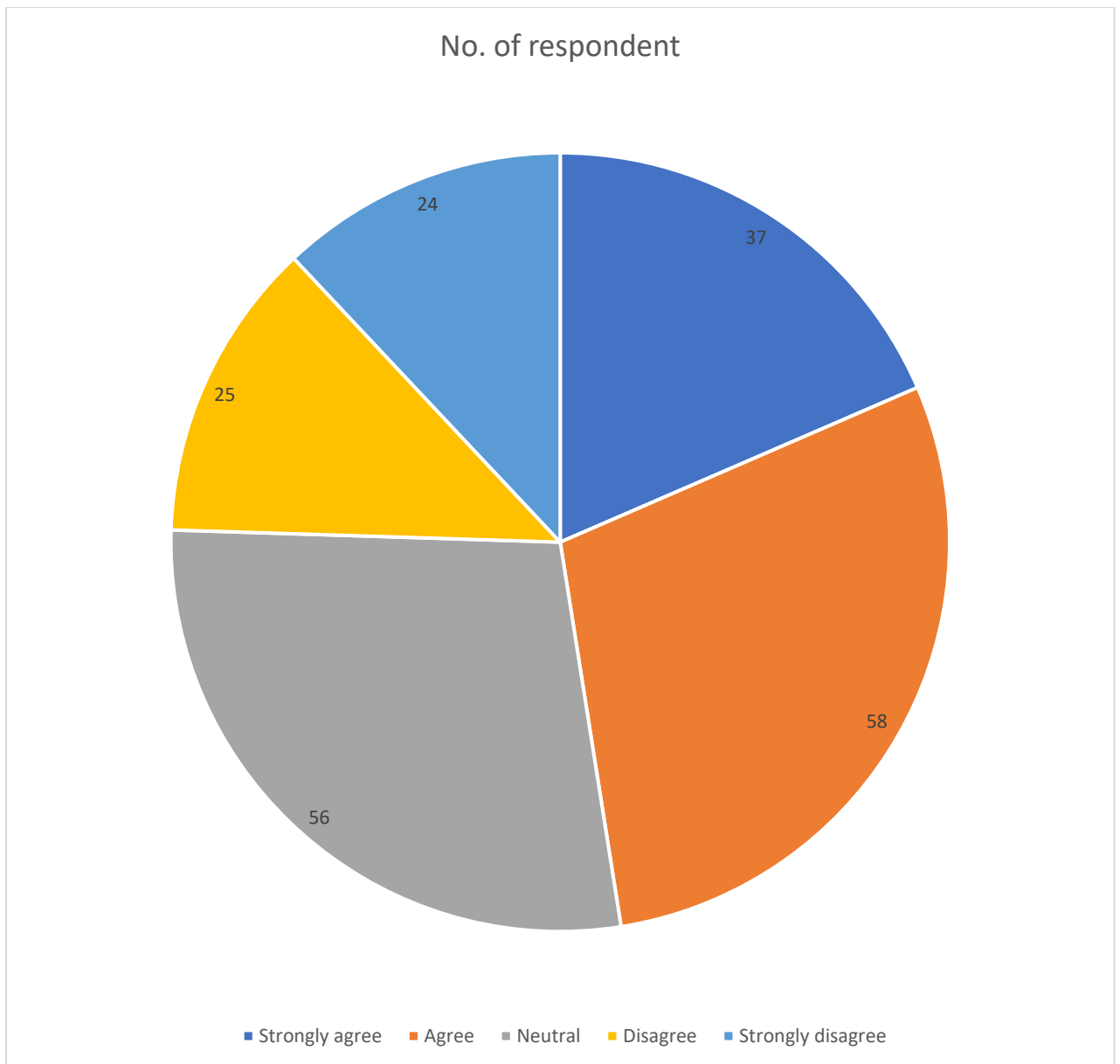


Chart 4.1.19: Do not feel any obligations to remain with current employer

Table 4.1.20: Organization deserves their loyalty

Particulars	No. of respondent	Percentage
Strongly agree	50	25%
Agree	63	31.5%
Neutral	43	21.5%
Disagree	16	8%
Strongly disagree	28	14%
Total	200	100%

Source: Primary data

INTERPRETATION

From this table shows that the Organisation deserves their loyalty, 25% of strongly agree, 31.5% of agree, 21.5% of neutral, 8% of disagree and 14% of strongly disagree by the response.

INFERENCE

31.5% of the respondent are chosen agree for organisation deserves their loyalty by the response.

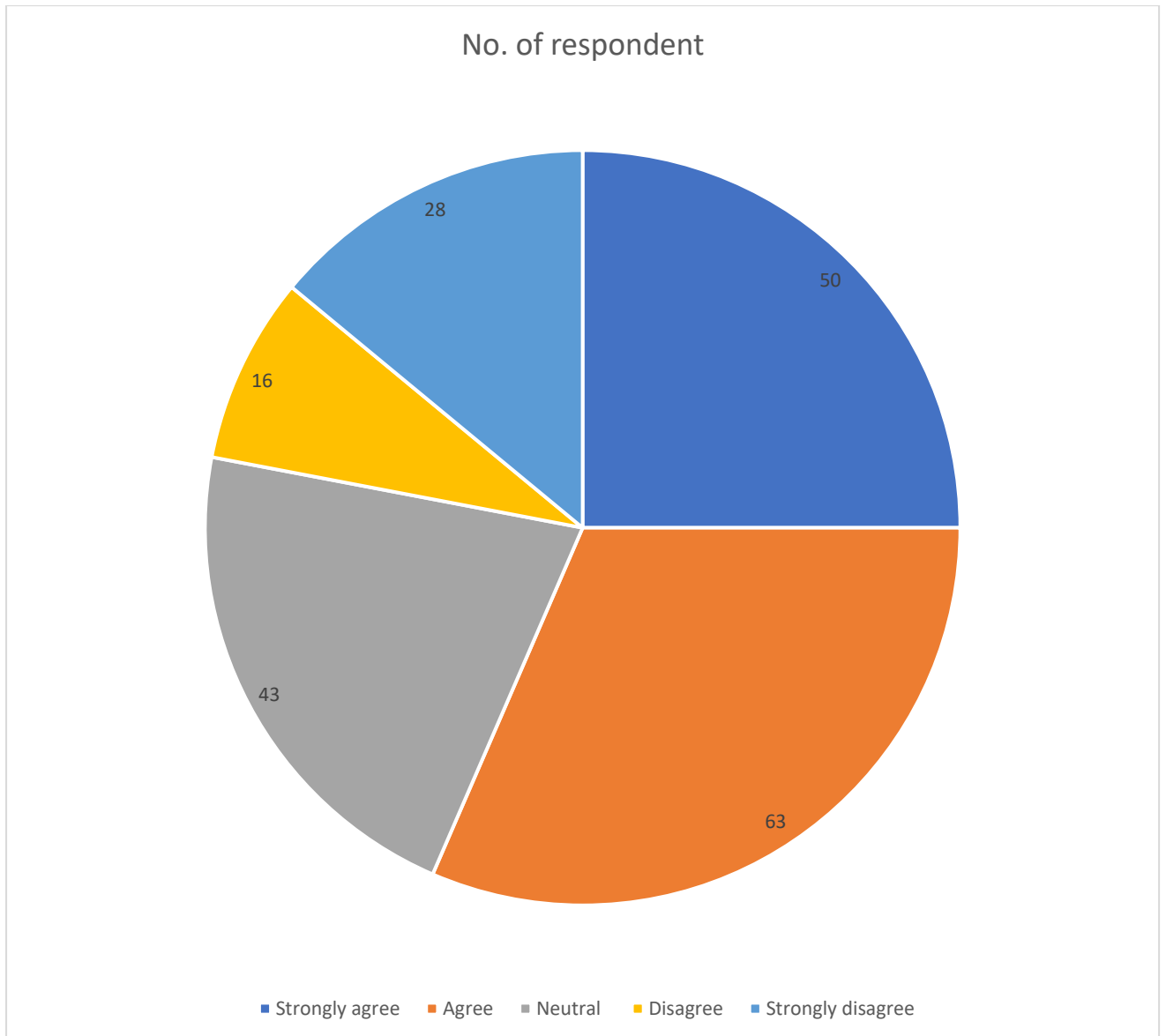


Chart 4.1.20: Organization deserves their loyalty

Table 4.1.21: Do not feel emotionally attached to this department

Particulars	No. of respondent	Percentage
Strongly agree	40	20%
Agree	68	34%
Neutral	48	24%
Disagree	19	9.5%
Strongly disagree	25	12.5%
Total	200	100%

Source: Primary data

INTERPRETATION

From this table shows that the do not feel emotionally attached to this department, 20% of strongly agree, 34% of agree, 24% of neutral, 9.5% of disagree and 12.5% of strongly disagree by the response.

INFERENCE

34% of the respondent are chosen agree for do not feel emotionally attached to this department by the response.

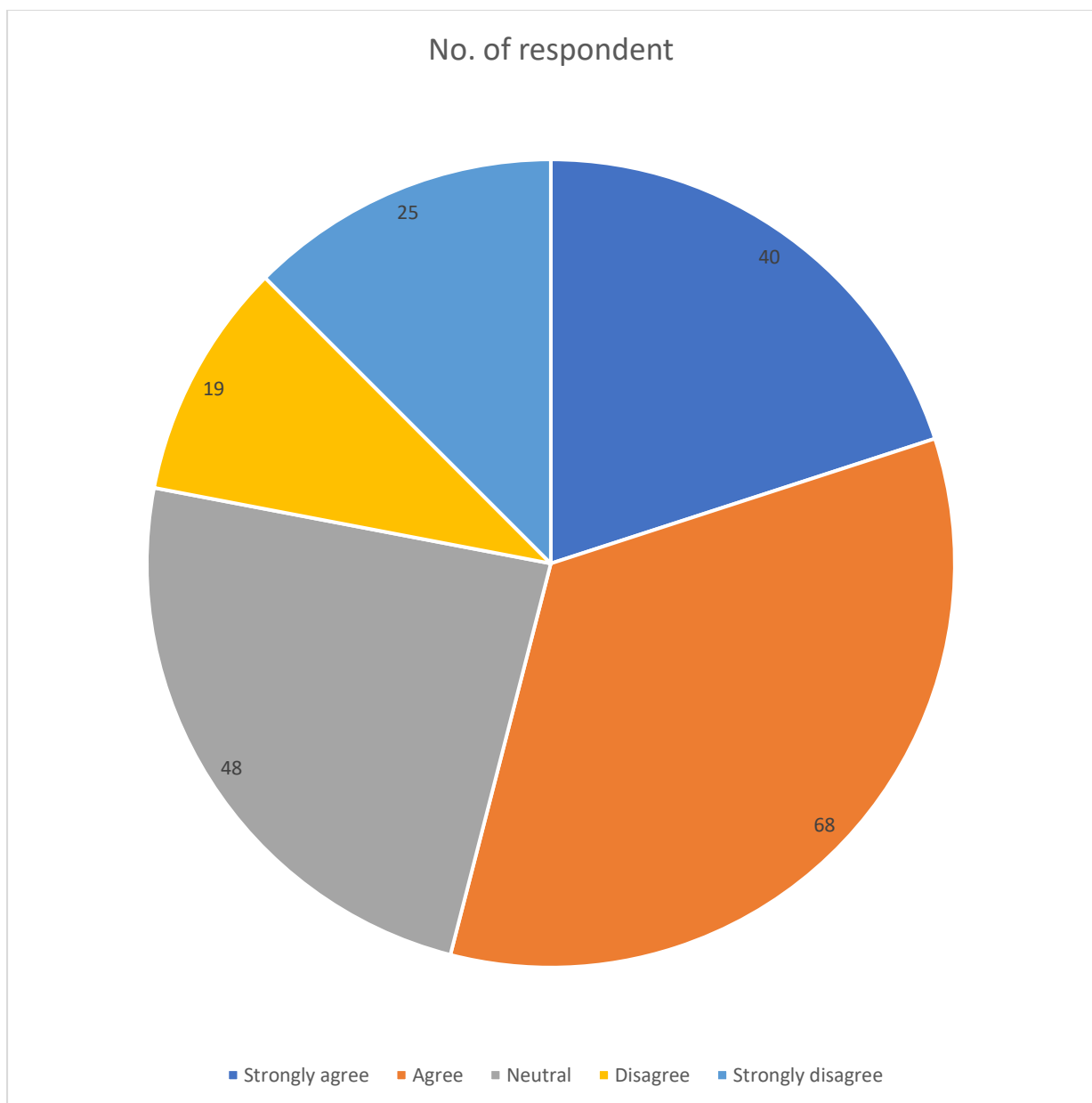


Chart 4.1.21: Do not feel emotionally attached to this department

Table 4.1.22: Would you feel guilty if left organization now

Particulars	No. of respondent	Percentage
Strongly agree	34	17%
Agree	64	32%
Neutral	46	23%
Disagree	35	17.5%
Strongly disagree	21	10.5%
Total	200	100%

Source: Primary data

INTERPRETATION

From this table shows that would you feel guilty if left organization now, 17% of strongly agree, 32% of agree, 23% of neutral, 17.5% of disagree and 10.5% of strongly disagree by the response.

INFERENCE

32% of the respondent are chosen would you feel guilty if left organization now by the response.

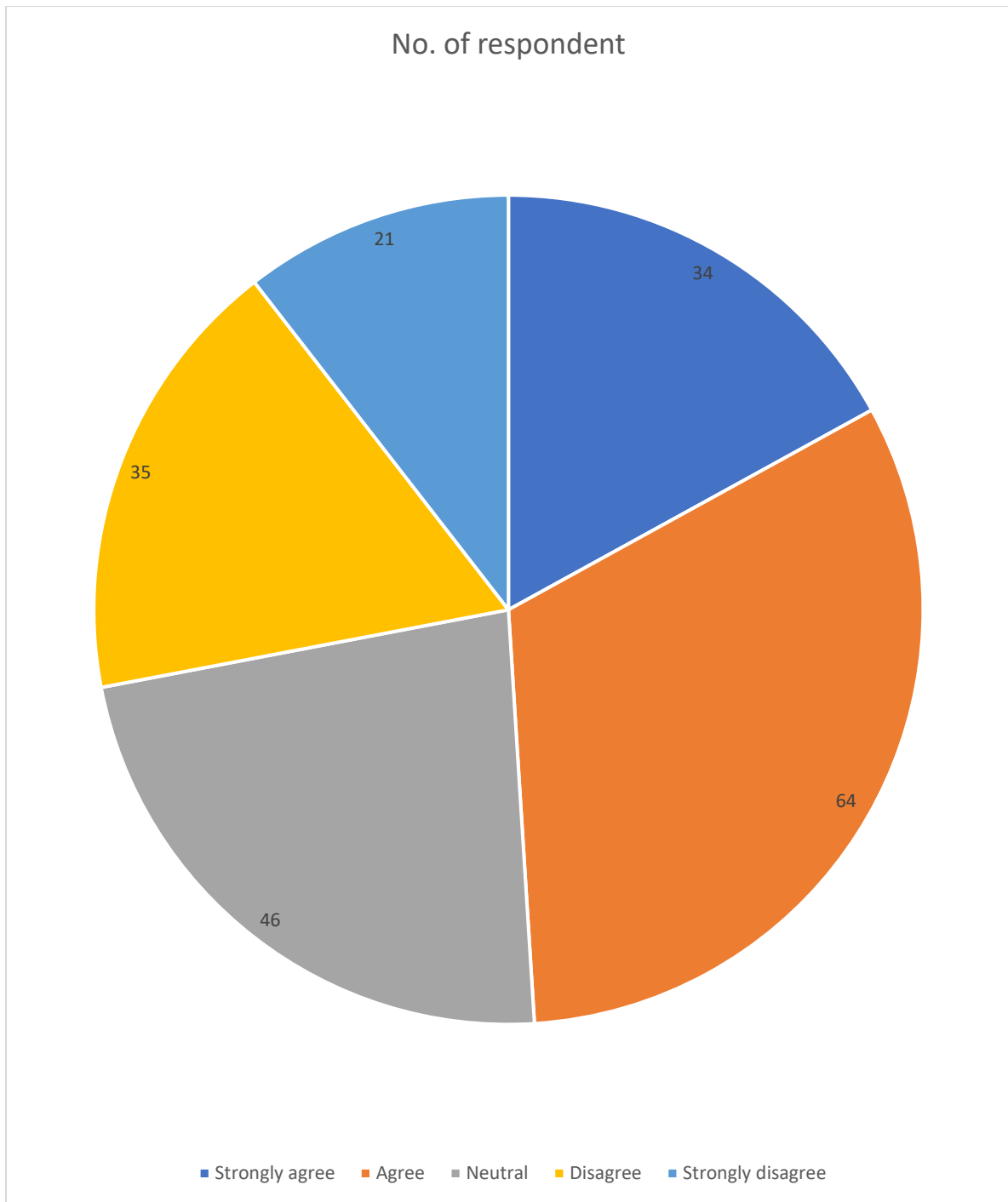


Chart 4.1.22: Would you feel guilty if left organization now

Table 4.1.23: Overall satisfaction about the organisation

Particulars	No. of respondent	Percentage
Highly satisfied	50	25%
Satisfied	72	36%
Neutral	41	20.5%
Dis-satisfied	18	9%
Highly Dis-satisfied	19	9.5%
Total	200	100%

Source: Primary data

INTERPRETATION

From this table shows that the Overall satisfaction about the organisation, 25% of highly satisfied, 36% of satisfied, 20.5% of neutral, 9% of dis-satisfied and 9.5% of highly dis-satisfied by the response.

INFERENCE

36% of the respondent are chosen satisfied as the overall satisfaction about the organisation by the response.

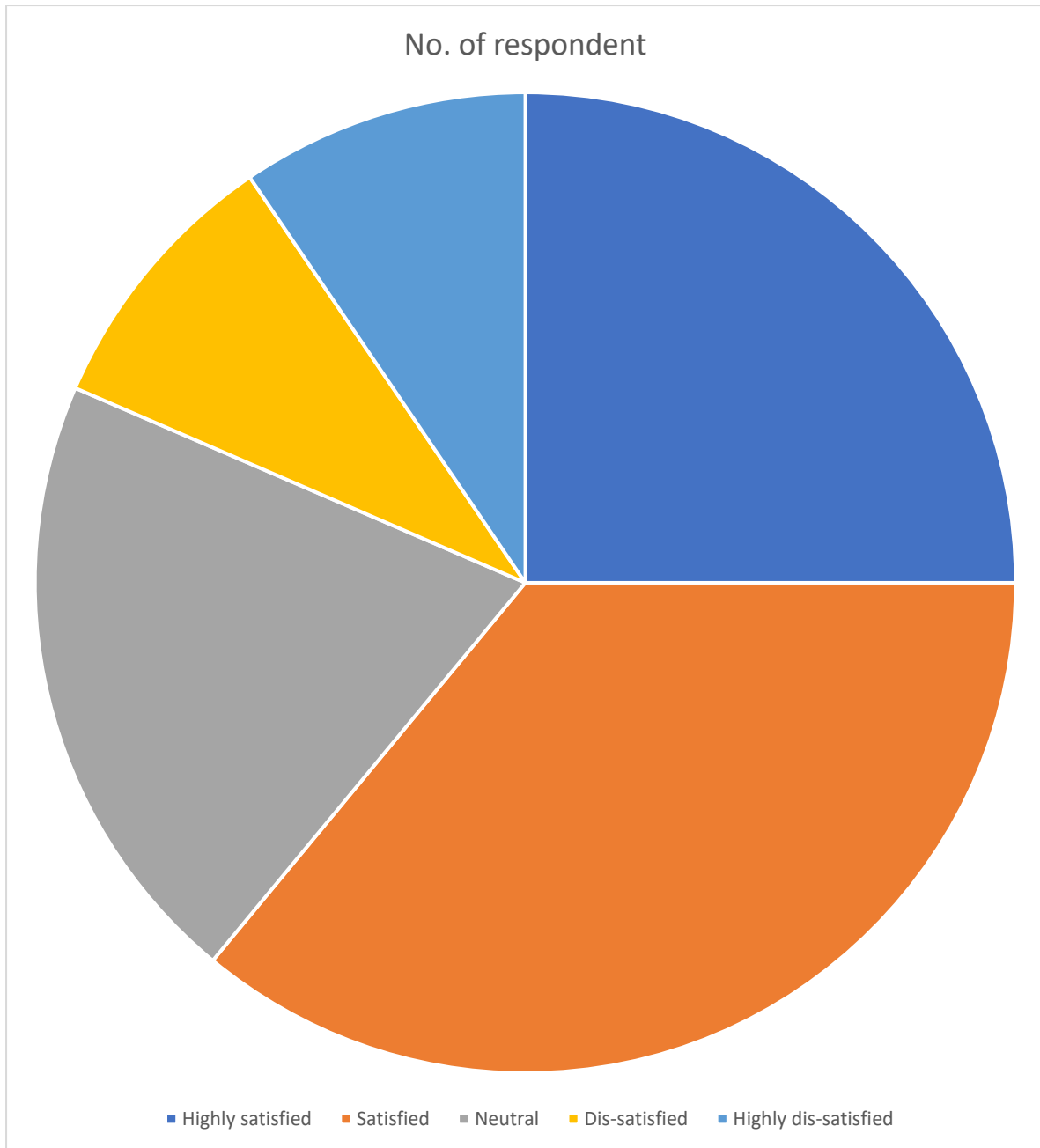


Chart 4.1.23: Overall satisfaction about the organisation

Table 4.1.24: Believe in give and take relationship at work

Particulars	No. of respondent	Percentage
Yes	162	81%
No	38	19%
Total	200	100%

Source: Primary data

INTERPRETATION

From this table shows that the believe in give and take relationship at work, 81% of yes and 19% of no by the response.

INFERENCE

81% of the respondent are chosen yes for believe in give and take relationship at work by the response.

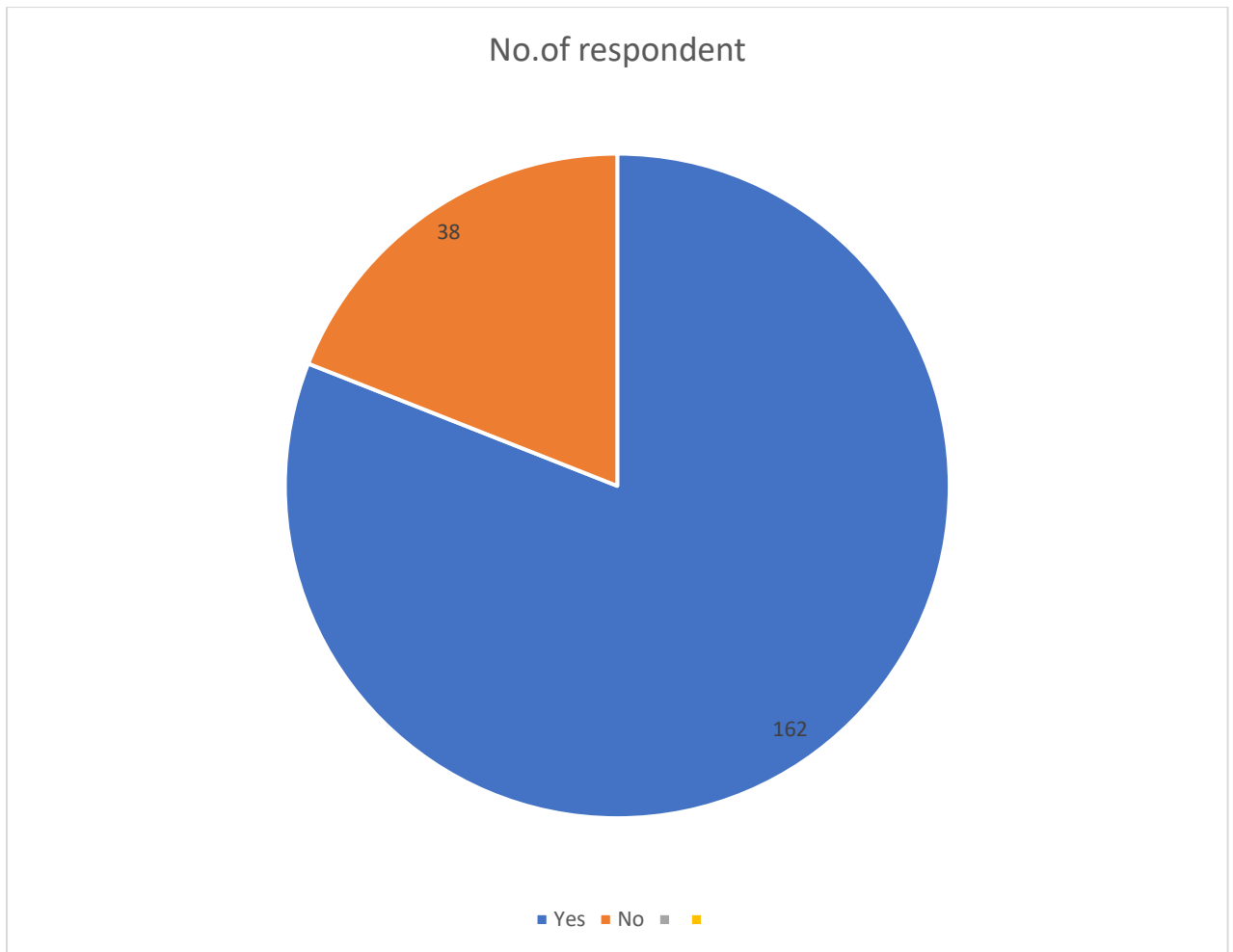


Chart 4.1.24: Believe in give and take relationship at work

STATISTICAL TOOL:

4.2 CORRELATION TEST

Correlation is a statistical term describing the degree to which two variables move in coordination with one another.

			Educational_qualification_	Overall_satisfac tion_about_the _organization_
Spearman's rho	Educational_qualification_	Correlation Coefficient	1.000	.106
		Sig. (2-tailed)	.	.134
		N	200	200
	Overall_satisfaction_about_the_organization_	Correlation Coefficient	.106	1.000
		Sig. (2-tailed)	.134	.
		N	200	200

4.3 CHI- SQUARE TEST

Chi-square test is a statistic is one way to show a relationship between two category variables.

	Valid		Missing		T	otal
	N	Percent	N	Percent	N	Percent
Age * Enjoy_healthy_relationship _with_team_members_	200	99.5%	1	0.5%	201	100.0%

		Always	Sometimes	Often	Rarely	Never	Total
Age	Below 25 years	45	22	15	14	17	113
	25- 35 years	16	13	6	10	1	46
	35- 45 years	5	10	5	6	1	27
	45- 55 years	2	4	1	3	0	10
	Above 55 years	0	1	3	0	0	4
Total		68	50	30	33	19	200

	Value	df	Asymptotic Significance (2sided)
Pearson Chi-Square	32.112 ^a	16	.010
Likelihood Ratio	31.622	16	.011
Linear-by-Linear Association	.171	1	.679
N of Valid Cases	200		

Result: Since p value (0.010) is Lesser than 0.05. null hypothesis is accepted and alternate is rejected. Hence there is Statistically significant association between Age and Enjoy_healthy_relationship_with_team_members.

4.4 ONE WAY ANOVA TEST

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.186	4	.547	2.372	.054
Within Groups	44.934	195	.230		
Total	47.120	199			

Multiple comparison

(I)	(J)	Mean Difference (I-J)	Std. Error	Sig.
Lack_of_often_communication_among_members_of_organization_	Neutral	.111	.099	.799
	Strongly disagree	.265	.126	.219
Strongly disagree	Strongly agree	-.334	.126	.065
	Agree	-.113	.125	.894
	Neutral	-.155	.119	.692
	Disagree	-.265	.126	.219

Result: Since p value (0.054) is lesser than 0.05. null hypothesis is a rejected and alternate is accepted. Hence there is no statistically significant association between status and lack of open communication among members of organisation.

CHAPTER 5

SUMMARY OF FINDING, SUGGESTION & CONCLUSION

5.1 FINDINGS

- 1) 56.5% of the respondent have below 25 years age of the response.
- 2) 62% of the respondent have unmarried status of the response.
- 3) 47.5% of the respondent have UG educational qualification of the response.
- 4) 42% of the respondent have technical as department of the response.
- 5) 34.5% of the respondent have department level as designation of the response.
- 6) 33% of the respondent have 3-5 years as length of service of the response.
- 7) 34% of the respondent have always for enjoy relationship with team members of the response.
- 8) 35% of the respondent have always for list to maintain cordial relationship with colleagues of the response.
- 9) 28% of the respondent have neutral for lack of open communication among members of organisation of the response.
- 10) 33% of the respondent have always for group member shares ideas and opinion of the response.
- 11) 33% of the respondent have always for enjoy the frequent get together with work place friends of the response.
- 12) 47% of the respondent have always for believe in team work to achieve organisational goal of the response.
- 13) 31.5% of the respondent have always for colleagues say that you are good team player of the response.
- 14) 32.5% of the respondent have excellent for caring about employees of the response.
- 15) 30.5% of the respondent have sometimes for deal with issues in a diplomatic manner so that no one gets hurts of the response.
- 16) 28% of the respondent have always for handle conflicts among colleagues in a fair and unbiased manner of the response.
- 17) 38.5% of the respondent have good for providing quality products and services of the response.
- 18) 39.2% of the respondent have agree for department has a great deal of personal meaning of the response.
- 19) 29% of the respondent have agree for do not feel any obligations to remain with current employees of the response.

- 20)** 31.5% of the respondent have agree for organisation deserves their loyalty of the response.
- 21)** 34% of the respondent have agree for do not feel emotionally attached to this department of the response.
- 22)** 32% of the respondent have agree for would feel guilty if left organization now of the response.
- 23)** 36% of the respondent have satisfied for overall satisfaction about the organization of the response.
- 24)** 81% of the respondent have chosen yes for believe in give and relationship at work of the response.

5.2 SUGGESTION

- 1) Try to avoid politics at the workplace. As long as the employer is treating their employees well none of the employee will be having a second thoughts of switching over to a different organization.
- 2) Believe in ourselves and we can start career in any manner it will start in smooth and always positive mindset and confidence.
- 3) Good team work with understand and coordination can maintain the good relationship among team mates in the organization.
- 4) Try to avoid unnecessary conversation that may cause conflict between each other in the organization.
- 5) Mind-blowing fact: The happier your employees, the more successful your company. Happy employees are more creative, innovative and dedicated than their unhappy counterparts. And, they're more likely to stick around long-term. A simple "Thank you" can go a long way!
- 6) Healthy organization can be achieved only through healthy employees work culture.

5.3 CONCLUSION:

Interpersonal communication is fundamental in building good relationships at the workplace which in turn contribute to increase in productivity. This will lead to better salary of the workers hence improved living standards and the welfare of the workers will be catered for in an appropriate manner.

Interpersonal communication will also be enhanced through maintaining and developing self-concept therefore it becomes of more importance to encourage positive virtues that will in still self-concept in an individual. Consequently, vices should be avoided in order to encourage building of self-concept.

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APPENDIX

A STUDY ON ADOPTION OF INTERPERSONAL COMMUNICATION TO IT PROFESSIONALS

- 1) Name
- 2) Age:
 - a) below 25 years b) 25-35 years c) 35-45 years d) 45-55 years e) above 55 years
- 3) Marital status
 - a) Married b) Unmarried
- 4) Educational qualification
 - a) School level b) Diploma/professionals c) UG d) PG e) Others
- 5) Department
 - a) Technical b) Human resources c) Sales d) Marketing e) Admin f) CRM
- 6) Designation
 - a) Department level b) Supervisor/ executives c) Junior d) Others
- 7) Length of service
 - a) less than a year b) 1-2 years c) 3-5 years d) 6-10 years
- 8) Enjoy healthy relationship with team members
 - a) never b) rarely c) sometimes d) often e) always
- 9) List to maintain cordial relationship with colleagues
 - a) never b) rarely c) sometimes d) often e) always
- 10) Lack of open communication among members of organization
 - a) strongly disagree b) disagree c) neutral d) agree e) strongly agree
- 11) Group member shares ideas and opinion
 - a) never b) rarely c) sometimes d) often e) always
- 12) Enjoy the frequent get together with work place
 - a) never b) rarely c) sometimes d) often e) always
- 13) Believe in team work to achieve organizational goals
 - a) never b) rarely c) sometimes d) often e) always

- 14) Colleagues say that you are good team player
a) never b) rarely c) sometimes d) often e) always
- 15) Caring about employees
a) Excellent b) good c) average d) poor e) very poor
- 16) Deal with issues in diplomatic manner so that no one gets hurt
a) never b) rarely c) sometimes d) often e) always
- 17) Handle conflicts among colleagues in a fair and unbiased manner
a) never b) rarely c) sometimes d) often e) always
- 18) Providing quality products and services
a) excellent b) good c) average d) poor e) very poor
- 19) Department has a great deal of personal meaning
a) strongly agree b) agree c) neutral d) disagree e) strongly disagree
- 20) Do not feel any obligation to remain with current employer
a) strongly agree b) agree c) neutral d) disagree e) strongly disagree
- 21) Organization deserves their loyalty
a) strongly agree b) agree c) neutral d) disagree e) strongly disagree
- 22) Do not feel emotionally attached to this department
a) strongly agree b) agree c) neutral d) disagree e) strongly disagree
- 23) Would feel guilty if left organization now
a) strongly agree b) agree c) neutral d) disagree e) strongly disagree
- 24) Overall satisfaction about the organization
a) highly satisfied b) satisfied c) neutral d) dis-satisfied e) highly dis-satisfied
- 25) Believe in give and relationship at work
a) Yes b) No
- 26) Give suggestion, to improve the interpersonal communication;