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Women Executives in IT/ ITES Sectors: Job Satisfaction and Quality of Work Life

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Abstract

This paper is an exploration on the dimensions of job satisfaction and quality of work life as perceived by women executives in the field of information technology and enabled services like (IT/ITES) sector in Chennai, India. The ITES Policy of Tamil Nadu (2005) has envisioned in making Tamil Nadu, the global ITES capital based on its infrastructural facilities as well as its talent pool of English speaking population. The city has a large number of multinational corporations (MNCs) with a significant proportion of its population working in these sectors. The present study is a descriptive and diagnostic study based on both primary and secondary data. The demographic profile of the women executives working in IT/ITES in Chennai were analysed and the data was statistically tested to know whether job satisfaction of the employees has any relation to their quality of work life. The major dimensions on quality of work life like adequate and fair compensation, safe and healthy working conditions, opportunity to use and develop human capacities, opportunity for continued growth and security, social integration in the work organisation, constitutionalism in the work organisation, work and total life space, and social relevance of work life were also examined for the current study. The study was guided by two research questions. 1. What are the dimensions of quality of work life as perceived by the respondents? 2. If there is any relationship between quality of work life and job satisfaction? The study affirms that there was a significant correlation between job satisfaction and quality of work life of

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the women executives in the above mentioned sectors. These findings are of immense organisational significance as it enables the Human Resource department to design programmes to improve the quality of work life of the employees with a focus on enhancing their job satisfaction. It is intended to assist policy makers in identifying the key work place issues to devise strategies to tackle the issue.

Keywords

quality of work life, job satisfaction, women executives, IT sector
