1.0. Literature Review:

McGinnis, J. M., Williams-Russo, P., & Knickman, J. R. (2002) Suggested: That Upto now, a concern about awareness in the public health communications U.S. health policy have initiative to make payment to their employees for the well being of their health. Policy consist of the fixing of population health-view, community conditions, ecological conditions, behavioral patterns, and medical care:- further it suggested the factors inhibiting policy attention and source assurance to the nonmedical aim of population health and suggests approaches for developing the public policy focus to encourage disease prevention and health promotion.

Grossman and Helpman’s (2005: 135) statement, “We live in an age of outsourcing,” clearly allocate that outsourcing has now become an accredited, conventional and recognized business strategy. One of the most well-known structure of outsourcing is business process outsourcing (BPO), i.e., transferring the operational possession of one or more of the firm’s business processes to an external supplier that, in turn, administers the processes according to some predefined metrics.

Branda P, DR. Shrutin U & MS. Harneet. A. (2004) suggest that Dr. Shrutin Ulman, in Goa shows that 66% are suffering from visual fatigue, 27% have stress problems, 27% and 9% are facing neck pain and wrist pain respectively and 18% are suffering from Carpel Tunnel Syndrome (CTS). Measures to avoid the health hazards will increase employees’ productivity and decrease long term costs incurred by having to deal with illness, absenteeism and public discontent, hence giving the workers a good environment to work, wherein the worker will be very happy and healthy giving in his best for better productivity of the industry.

Carlo Upadhya and A.T. Vasavi (2006): have defined Work, Culture and sociality in the Indian IT industry in the report submitted for Indo-Dutch program for alternatives in Development. According to the researcher there are three major characteristic of work and employment in the IT industry, Mobility, Individualization, Flexibility. They also concentrate on the important aspect of IT industry in India: This journal given the important factors who given rise IT to INDIAN economy.
Shuval and Donchin (2005) observed the relationship between ergonomic risk factors and upper extremity musculoskeletal symptoms in VDT workers, by accounting individual and work related factors in the organization, and stress. Their results of RULA (Rapid Upper Limb Assessment) observations pointed out that there were no satisfactory postures of the employees whom were showing to unnecessary postural loadings.

D.Sugumar, C.K. Muthumaran, Jeya Raj (2013), Addressing health related challenges faced by the business process outsourcing (BPO) employees by. Suggested that Business process outsourcing (BPO) fastly growing branch of the Information Technology Enabled Services (ITES) industry. BPO is a policy which acts in an exclusive way either by adopting new technology or using existing technology to get better a course of action. India in the recent years has shown huge growth in the areas of communication, power and software developments. In spite of this, the industry has typically created more stress among its workers; hire them to face a lot of physical, mental and moral ethical related issues. Hence author study the physical and health related stressor problems. And problem faced by the BPO employees in India.

L. Ranjit, L. Mahespriya (2012) researched Stress at job is a fairly new fact of current life style. The style of work developed through radical changes over the last century as it is still changing at cyclone speed. Stress has attacked over all professions. Work related. Stress is high in software profession because of their nature of work, objective, achievements, night shift, in excess of work load. Very few though have looked at IT employees, in particular women and their quality of life. Therefore, the study lighted on the job stress and class of women software employees. At last the findings come out that job stress affects the quality of life of software employees. It is also worked out that the demographic statics also react the rank of job stress and quality of life of software employees.

Santoshi Sengupta, (2013): gives the exclusively explore the impact of the employee –team leader relationship on employee satisfaction and its consequent effect on employee retention in BPOs. IT industry has close similarities with that of a BPO industry with an equally alarming rate of attrition. It given the crash of association among team leader over employee satisfaction and its following consequence on employee retention with respect to a BPO setting. The main
objectives of the study were to find out the relationship between satisfaction resulting aspects of a team leader and the enthusiasm of the employee. Attrition in BPOs has been seen as a major problem. There are many bubbles that direct to attrition in BPOs.

**Smita R. Chavan, Balkrushna Potdar (March 28-30, 2011)**, gives authors of this journal have define the nature of Business Process Outsourcing (BPO)/ITes And the Impact of BPO on the society as well on an individuals. The study is pertaining to INDIAN BPO/ITes. In this paper the authors examine two organizations contemplating the adoption of BPO, and consider their expectations and experiences in light of existing empirical literature. The paper concludes with a set of principles to assist organizations to avoid BPO failure. The people who work in these call centers are not in social society. They make that choice on the basis of the options available to them, options which are now far wider than they were a decade ago.

**Sonal Pathak, Dr. Anil Sarin (2011) briefly explore** Authors briefly explore the importance of educational women forces in the area of work place and in the society. India’s skilled professional women are a major asset; therefore they should never be under va that should no longer be undervalued and under-utilized. It provides an outline of the challenges and opportunities facing by professional women in India. Changing social expectations both at work and at home have made this more complex. Here places of interest the coping strategies that can be chosen to further go on company journey to gender addition and the progression of women in the organization.

**DR. R. Srinivasan A.Bharathy (2011)**. Focus to take in the course of a survey of expert therapeutic practitioners defensive strategies to grapple occupational stress- as this sector have eminent our humanity from poor quality; it also faces coercion of outsourcing of health problems to our people. The results of the survey will enable our BPO vendors to enhance their health care strategies to combat the integral stress factor in this occupation – else the gloom of stress will hollow out a grave for this industry amidst the other threats that this prosperous industry is facing in the spirited scenario.

**Surender Pratap (2010-11), Shows** IN ASIAN LABOUR UPDATE (ALU) bulletin in on labor issues in southern and eastern Asia. The Information technology (IT)-enabled Services (ITES)-
Business Process Outsourcing (BPO) industry is considered as the forehead of growing industries. ITes BPO flourished the Indian economy from Tortoise Race to Hare Race. ITes-BPO plays a major role in Employment sector. Specially youth of India. Sudden development of ITes-BPO has increased the rate of Employment. Mainly Youth of the country absorb in the BPO the reason is high salaries compare to well qualified people, work without rest, and pressure cause serious health problems ranging from nervousness, chronic fatigue, body ache, insomnia, nausea, anxiety, restlessness, irritability and depression, to digestive problems such as constipation, peptic ulcer, indigestion, diarrhea, etc.

**Hans Solli-Sæther, (2011)**: This study which is done at individual level reveals how individuals are affected by an outsourcing arrangement and its purpose was to develop an understanding of individual level role stress and work outcomes among transferred employees in IT outsourcing relationships. Researchers have invested both critical success factors and risk of outsourcing, identifying critical issues such as entry strategy, contract development, governance structures and cost controls. This study has been done to add to the collective understanding of managing IT outsourcing relationships. Thus, this study brought to the surface potentially salient outsourcing arrangement stressors and investigated the individual experience of role stress influencing their work outcomes.

**S. Arun V & P. C. Sekar (2013)** highlighted the work-related quality of life among the employees of the information technology enabled service (ITes) industries. Authors are the visionary authors who lighted the darkness of QUALITY OF WORK LIFE. Productivity is the ultimate requirement of any developed organization which affect the GDP OF any Nation. Aim To Study the basics of Quality of Life reference to work related actives among the employees Service Industries ITeS in India, and also come across to show that is any association between the Quality of Work Life and the Work Productivity of the ITeS Employees in India. Study also recognized a major association between the Works related Quality of life and the productivity of the employees of ITeS sector in India.

**Alireza I, Ali, Jafar B, Sona B and Amir A (2011)** Shows, The idea of this study is to first compute the rank of quality of work life of information technology staffs and further to explore the connection among quality of work life and some demographic distinctiveness among them. The study is worked among IT staffs and the outcome implies that the stage of quality of work
life is average and desires managers’ courtesy to improve. No major connection was approved between sex and quality of work life, but relationships among quality of work life and age, work experience and income were standard. In this study, the connection between gender, age, income and work experience with QWL were find out. Finally, management strategies have to be Count to develop the rank of QWL among IT staffs.

**Goodman, G., Landis, J., George, C., McGuire, S., Shorter, C., Sieminski, M., & Wilson, T (2005).** Gives that Ergonomic values at the computer workstation may reduce the rate of injuries commonly cause at work activities associated with thorough computer use. A program followed in 2001 by an occupational therapist and a physical therapist utilized these defensive actions with education about ergonomics, Examine the each one’s computer workstations, and advices for ergonomic and ecological changes. Successful implementation of ergonomics programs depend upon effective interaction and education of the consumers, and the sustain, cooperation and teamwork of management and employees.

**Orhan Korhan (2012).** Work-Related Musculoskeletal Discomfort in the Shoulder due to Computer Use, Ergonomics - A Systems Approach, Dr. Isabel L. Nuns (Ed.), ISBN: 978-953-51-0601-2, InTechWork-related musculoskeletal disorders take place only physical efficiency for the job and capacity of body to do the work is mismatch. Determinant of causation. Work-related musculoskeletal disorders (WRMSDs) describe a wide range of seditious conditions affecting the muscles, tendons, ligaments, joint, peripheral nerves, and supporting blood vessels.

**Jensen et al. (2002):** found that the extent of computer work is related with neck and Shoulder symptoms in women, and hand symptoms in men. Moreover, the use of mouse was practical to have an increase in hand/wrist and shoulder region symptoms among the maximum users of computers.

**Fogleman and Lewis (2002):** Studied the risk factors associated with the self-reported Musculoskeletal discomfort in a inhabitants of video display terminal (VDT) operators, where it proves that there is a continuous increased risk of discomfort on almost full body, particularly (head and eyes, neck and upper back, lower back, shoulders, elbows and forearms, and hands and
wrist) as the number of hour of keyboard use increases. The complete follow up of exercise and rest will be the remedy of all these health issues in computer professionals.

**Gokul Vannan (2008)** mentioned that of IT couples of Chennai who had decided to end their married life because of male impotency. Through the same article Chennai high court advocate A. Arul Mozhi told that in the last one year, he has tackled ten cases in the city in where divorce is being sought on grounds of impotence almost all were IT-Professionals. Sexologist D. Narayana Reddy said that work related stress working long hours in the night in front of computers do make IT-Professionals physically weak and make them lose interest in sex. This is a major reason of impotence, hormone disorder and infertility among them.

**Chris Fuller and Haripriya Narasimhan (2007):** have studied marriage and the family among Information Technology Professionals in Chennai. According to their study, IT Professionals operate on continuous work time system. The policy of IT INDUSTIES is to complete the work task within a flow time on a flextime system. The industry’s stated policy will be like staff can start and finish the working day at any time, working week of 45 hours. Even if they are not working long hours to finish a desired task within a project to be completed by a deadline, may people take at home to complete it even after the office work, to face the computability. This makes them too tired and reduces the interest in Sex. Which results in infertility and family; conflicts.

**According to Gopal Mahopatra (2005)** in the article of in ‘The Hindu’, the reason for maximum percentage of IT-Professionals having bumpy work life balance is the long working hours. They are not capable to spent time for personal life left with the little time for themselves or their families and this tells on their mental and physical health. Although, IT-Professionals are listed in the higher class people, they are not exactly on the spot when it comes to a good work life balance and ah happy marriage. According to study by him, at least 62% have poor family relations, 28% have strained marital relations and 22% are either divorce or on the verge of it.

**Rob King (2002)** pointed on serious Professional Education about information and Communications Technologies and Social life. “We pray with our hands and often communicate with them to eat, work and make love. We employ them as marvelously sophisticated instrument of flexibility and strength and when they are damaged, we anguish”- Keith L. This expressed that in run of high professionalism don’t forget the social life from which you are borne.
Suzanne Young, (2008): Investigate Outsourcing is used in as a portion of improved management in Australia whose plan of rising competence and declining costs. In the public health sector its use has been challenging. It shows the specially, why the bond failed and the lessons to be learned from its following awarding. Parallel to low cost, changes in job practices and cutback in union rule, it was found that the outsourcing bond shaped evils with service quality, exchanges of social, relationships among contract and internal staff, and in managing the contract and staff; and lack in belief and spirits of both internal and contract staff. Insufficient contract condition and succeeding below pricing was the cause of contract termination, low quality, and hindrance in contract administration.

Santoshi Sengupta, (2011) made attempt, to show the open basics regarding employee satisfaction by exploring the detailed and ample responses provided by BPO employees in Indian industry. The business process outsourcing (BPO) industry in India has always been define by impious hours, repetitive job, low perceived value, dispirited efficiency resulting to high attrition level. Notwithstanding the ever rising attrition rate, it has become critical for the companies to satisfy their employees in order to retain them. Shown the connection of job-related and demographic variables are associated with employee satisfaction of the BPO employees the full study of employee satisfaction is helpful for both practitioners and academicians and this will make possible to organizations to correctly measure employee satisfaction based on the job-related and demographic characteristics.

Wendell O. Jones, (2009) explained the issues and opportunities for outsourcing in China. the study in China for the challenges, opportunities and trends in offshore ITO, interviews and conversations with Chinese executives and government officials, research programs of outsourcing researchers and information from advisors and practitioners. Learned about practices, processes and cultural factors that contribute to outsourcing success in China how cultural dimensions and differences in accepted business practices complicate outsourcing in China; what strengths and weaknesses to expect from Chinese IT workers and outsourcing companies; and how to evaluate, select and manage Chinese suppliers.

Saurabh R Shrivastava, Prateek S Bobhate (2012): in the article “Safety Science Monitor” have highlighted the problems of the IT professionals. Since Computer has been giving
solutions to all activities, it has created computer related health problems have categorized the IT professionals on so many parameters taking all important aspects of the daily activities Detailed discussion on work environment of IT professionals. IT professionals monitor spend massive time before screen., spend much of the time indoors, who might not get the Vitamin D causing bone diseases, depression, dependency, anxiety, lack of social responsibilities, and swing moods, while defining culture, the authors omit consideration of personality in which the IT professional is brought up to create such a behavior.

**Rupali Das, (2012):** define health problems usually faced by the computer users and many IT professionals. Now a day’s schedule of young software professionals is designed like non-stop machine. This study also expressed the ergonomic factors related to computer users which affect the occupational health. Author also mentioned the practices followed by the employees to manage the health problems. In order to give quality work in reasonable cost, large number of young IT professionals has to work day and night on computer. This results highly stressful mental work on young professionals. Author suggested the day schedule of work to be strictly followed by young software professionals, to avoid the disorder in health. The article given the good comparison of INDIAN and USA software employees.

**S Uma Mageswari Dr. N R V Prabhu (2011)** contribute in the article that IT industry has become one of the fastest growing industries in India. Any kind of a job has targets and an employee becomes stressed when he or she is allotted with unachievable targets and are unable to manage the given situation. Thus it brings to an attraction the level of stress with IT & ITES employees in Chennai. Organization must begin to manage people at work another way, treating them with respect and valuing their contribution. If we improve the psychological well being and health of the employees, in the coming future the organization would make more revenue as well as employee retention.

**Richa T, Rohit K, Karan P, Kapil B & Saudan S (2009):** Authors explained the occurrence of health disorders among computer professionals and its association with working environment conditions. A significant proportion of the computer professionals were found to be having health problems and this denotes that the occupational health of the people working in the
computer field needs to be emphasized as a field of concern in occupational health. Computer vision syndrome is related to the unique aspects of the task. Hence the organizations employing them, as well as the professionals themselves need to be sensitized regarding the importance of the regular health checkups and proper working conditions.

Petter Gottschalk, Hans Solli-Sæther, (2005): This research paper aims to identify and rank critical issues in IT outsourcing relationships. A total of 11 management theories were applied in this research: theory of core competencies, resource-based theory, neo-classical economic theory, and transaction cost theory, contractual theory, agency theory, partnership and alliance theory, relational exchange theory, stakeholder theory, social exchange theory and theory of firm boundaries. Core competence management and stakeholder management were found to be the most critical success factors IT outsourcing is needed both divergent and convergent implications for management.

Calisir, Fethi; Gumussoy, Cigdem A; Iskin, Ibrahim (2012) With this article the authors, have explored (a) the effect of stressors viz. Role ambiguity, role conflict, work overload, work-family conflict; (b) job stress; (c) job satisfaction; d) Organizational commitment on the IT professionals’ intention to quit their jobs even from renowned organizations in Turkey. The job satisfaction and organizational commitment significantly affect the employee’s intention to remain in his organization. Authors have very well summarized that Stressors are of 4 categories, role ambiguity, role conflict, and work overload and work-family conflict. IT professionals who experience these stressors tend not to be committed to their organization and have a high degree of job stress and be less satisfied.

Jijaz Qureshi (2006-2007) focused the feel of stress amount among software professionals. It arises when they worry that they can’t cope. If you always or too often work under inadequate organizational and psychosocial conditions— there is a risk that this might lead to feelings of stress and to various complaints or illnesses. These may develop into worry, anxiety or dejection, including an element of depression. Author, briefs the many causes of stress in IT, but the main cause according to him is INTERNAL WORK POLITILCS. However, for new comers it could cause incredible amount of isolation due to loneliness, particularly is someone has not been trained in the schools of information systems. This type of stress, vanish all the goodness of any
employee. Given the easy remedy follow the “stress management strategies”, which reduce burnout due to heavy pressure or work conflict.

**David Knights, Beverley Jones, (2007)** given the purpose of this paper is to look at vitally both utopian and dystopian discourses of off shoring so that a more considered, however theoretically informed, view of the global offshore happening can be formed. Sketch upon some beginning research on off shoring ventures from the UK to India, and the extant literature, the performance of business process outsourcing (BPO) via off shoring is investigate and critiqued. The primary role of this paper is that exhibit that utopian and dystopian discussion fails to explain the practice of offshore BPO and that in cultural, economical, ethical, and political terms, it is much more complex. It is bicker that neither dream nor terrifying is the adequate discursive symbol to detain what we have distinguished through r research on offshore outsourcing.

**Arun Vijay S. and Sekar. P.C. (2013)** marked that the satisfaction of the IT employees about their Computer workstation provision is not ample and as well as it is not at the World class Standards. With that atmosphere, if the employee prolong to work, they may flat to more severe health problems. To make available a Quantitative data-driven class ranking structure for the computer workstation arrangements prevailing in the Indian IT Set up. The study provided a Six Sigma system and warning sign to the Policy planners and the Facility managers of Indian IT setup to take appropriate steps to provide better Physical working environment for the employees.

**Morten W, Therese N H & Kaj Bo V : Gives** though musculoskeletal complaints in the neck and upper extremity and computer work are common in modern society but several earlier reviews have indicated a possible casual relationship between computer work and musculoskeletal complaints in the neck and arm. Thus, the aim of this paper is to critically review the epidemiological evidence for a possible casual relationship or association between different aspects of computer work, including keyboard and mouse use and neck and upper extremity musculoskeletal disorders diagnosed with a physical examination. The results were summarized and the limited evidence was found for an association between computer work and some of the studied musculoskeletal disorders.
Sulaksha Nayak, Dr. Harisha Joshi (2012) concept of the study is aimed to answer the question, “What is the quality of work life for IT professionals engaged in software services and development in small and medium enterprises in India; and to measure the quality of work life of IT professionals engaged in software services in small & medium enterprises in the Indian cities of Bangalore, Goa & Pune. IT professionals were found with job satisfaction not at mark and keeping lot of expectations regarding pay and their scope in the organization. With the entire hypothesis Testing, the study was able to establish a positive and significant association between the independent variables, i.e. job stress, job satisfaction, pay and benefits, balance between work and family life and QWL (Quality of Work Life. IT professionals in Bangalore were found to be more dissatisfied compared to professionals in Goa and Pune.

Bolan, Sandra (2001) expressed his views of stress come in the IT Professional in very special way. This is the “Stress Due TO Improved Technology” in other words Training and careers development in IT FIELD. Rather to only increase productivity. Stress in his article not any health related stress but is Digital stress or Digital Depression, Study, shown the path of SKILL DEVELOPMENT, the maximum utilization of Technology, skill of trained employee. Development towards adoption of new Technology, by making essential changes in the workplace. Author opened the reality of reasons for accepting the new challenges in IT professionals. Explored the reality of reasons for accepting the new challenges in IT professionals IT person feel if he want to survive in modern equipped profession he has to accept and trained himself with new innovative Technology. To become an instrumental towards the search of new device.

Manju A, Katherine M. Charles J. D. Harrison, Joey, F. George (2007) views on: Road warriors are IT professionals who spend most of their week away from home at a client site. This article develops and tests a model which highlights the effects of work–family conflict and job autonomy, factors especially applicable to the IT/ITES. Study provides empirical evidence for the effects of work–family conflict, work overload, fairness of rewards, and job autonomy on organizational commitment and work exhaust the results suggest that work–family conflict is a key source of stress among. RWs, which are susceptible to WFC issues, may decrease their
commitment as WFC increases because high WFC indicates the company is facing undue burdens that cannot be reconciled with family duties.

Han-Ming Chen *, Chun-Tong Leung (2007) says, the computer mouse became more and more indispensable to modern software, intensive mouse users might suffer from musculoskeletal symptoms in the neck and upper extremity. Over two-thirds of all occupational disorders recognized in France were work-related musculoskeletal disorders. Frequently using non-slanted computer mice will cause symptoms in forearms and shoulders. Working with mice which have suitable slanted angles provides users more neutral hand positions, so forearm and shoulder muscle activity and the risk of musculoskeletal disorders will reduce. There are two independent ways to decrease this wrist extension: one way is to choose an ergonomic mouse with a lower right-side height for a specified slanted angle, the other way is to choose a mouse with an elongated rear inclined part on which the wrist can rest and be lifted.

Ms. Anita D’Souza, (2013) the main need of this study is to introduce the topic of work-life balance, to explain why it is of present-day interest, to identify some of the key conceptual and observed issues and to open up the topic for discussion. The need of the study is to know employee’s opinion towards the work-life balance condition of BPO’s and to highlight the various problems faced by them during their working hours. The result is overwhelming: high levels of stress, strain, and even nervous breakdowns. In the field of organization and work psychology, explore agendas be liable to be influenced by societal and organizational discernment of burning issues. At present, the growth of interest in work-life balance reflects a perception that this is an issue that is given in the study.

Jan de Jongea, Hans Bosmab, Richard Peterc, Johannes Siegrist (2002): The connection among job uniqueness and employee well-being has fascinated large consideration in the job stress literature. From all of the approaches two hypothetical structures have been doing well in generating and guiding job stress research: the Job Demand-Control Model. This study explore the effects of the Job Demand-Control (JD-C) Model and the Effort-Reward Imbalance (ERI) Model on employee well-being. A review was conducted comprising a large representative
sample of 11,636 employed Dutch men and women. Logistic regression analyses were used. In wrapping up, the study proves that self-regulating effects of both the JD-C Model and the ERI Model on employee well-being are not different between male & female employees or young and old employees especially, high mental and substantial hard work and little plunder adversely influence the employee well-being.

Kirsi Aholaä, Ari Vaaanea, Aki Koskinena, Anne Kouvonenb, Arie Shirom Kirsi Aholaä, (2009): The study said that Wide overburden is accepted as a severe health hazard. Burnout is a result of chronic work stresses the present results concerning the association between burnout and subsequent mortality this is as per Japanese findings that working too much can lead to death. Burnout, a psychosomatic outcome of lengthened work stress, has been shown to go together with physical and mental disorders. The mean of this study was to learn whether burnout is linked to all-cause humanity among employees. Burnout, especially work-related fatigue, may be a risk for overall continued existence. The relationship between burnout and fatigue and humanity was experiential only among younger workers, a group formed by the baseline age allocation i.e., 44 years.