

# A Descriptive Study for Identifying Occupational Problems Among the Information Technology Employees: A Case Study

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**Abstract** — IT is a very common, trending industry that is involved with world development. An expansion in the IT industry has been seen since the mid-1990s with several local and foreign businesses taking up activities to appeal to the foreign market. As IT corporations are building on information employees, the emphasis is on absorbing skilled workers. There are a lot of problems affecting the employees. They cause to rise in the turnover rate in the industry. The study has been conducted to identify the problems in the IT industry in, Sri Lanka. This study is conducted to find out the reasons for rising the turnover rate in Sri Lanka. This study is to help to understand what are the main reasons that cause employee turnover. We used the questionnaire survey to collect the data set. The data set is about 132 and analyzed the collected data using SPSS software. We used descriptive statistics to identify the ratio of each problem that IT workers have during their lifetime. The majority of married people seem to be leaving the IT industry, while young, single males seem to remain and work in the industry. The cause is for this is that they can't balance their working life with their career life. This study reveals that result with the ratios.

**Keywords** — Employee Turnover, IT industry, IT turnover

## I. INTRODUCTION

IT Industry plays a major role in the world development path. It has become an essential part of the world economy. The history of employee turnover research starts from the 20th century. The economists of the employee turnover research mainly understood from a micro perspective to study how salary, the market of the labors, and the unemployment rate influence employee turnover. Industrial psychologists study employee turnover since the 1970s. They pointed out that there were shortages of economists' study, the range of determinants that used to explain employee turnover was too narrow. Their study was difficult to clarify how decisive influence factors affected employee turnover [1]. Employee turnover is a ratio of the percentage of workers a business must replace with the average number of remaining employees in a given time span. It is a costly burden and a major problem for most companies. Many factors takes a role in the employee turnover ratio of each company. The IT industry has been developed rapidly over the past few decades. Through the software giants in the world have begun globalization and economic liberalization, it is investing massively in Sri Lanka [2]. Low staff morale and rising turnover rates in Asia have put additional burdens on HR managers in order to maintain market profitability, their efforts to retain talent and reduce turnover. The employee is currently resigning and the wave of labor litigation is leading to worker's and the organization was badly hurt by the worldwide organization and more damage to the business itself. There are two types of turnover. [3]. They

are voluntary and involuntary. And also more types of turnover. Most of them are aligned under these main two types. There is various kind of reasons for this turnover problem. If most people can't manage their personal life with the office work because of so many reasons, they are directly affected by this turnover rate.

Every kind of company needs the right leader for the company's progress. Where the company has leaders responsible for overseeing, regulating, supervising, and having a strategy [4]. Leadership is the main reason for rising up the turnover rate. Motivating and retaining high performing employees has never been an easy task for IT managers. Management theorists suggest that hygiene factors, such as pay, influence employees' motivation, attitudes, and turnover [5].

## II. OBJECTIVES

The object of this research is to identify the reasons that are affecting most employees' turnover rate who are working in the IT industry. We focus on this research to identify the main reasons for the employee turnover rate. Eby and Freeman (1999) developed and partially tested an integrative framework for understanding the sources and implications of intrinsic motivation. They realized job design and intrinsic motivation are impacted by job design and the intentions and actions of employees were affected [5]. The motivation of the career is caused to remaining the employees in the company. The objective of this study is to find out, what are reasons and the problems that the employees have. The employees having so many problems and they decide is this career need for their life, can they live the life as they needed, and if the career is trouble to their lifestyle; they will turning away from it. So we are studying their lifestyle and focus on their troubles. Are those troubles due to their career, or other personal issues, etc.

## III. METHODOLOGY

Within companies, online social networks can increase the size of social groups for employees as they reduce a lot of the friction and costs associated with contacting others [6]. Mining of data from large data sets and the process of discovering patterns using statistics, machine learning, data correlation, data plotting, or data visualization, and data evaluation are called data mining [7]. We designed a questionnaire survey covering the reasons that can be causing what problem. Data were collected through the mail and social media. Social media is the most popular way that the employees of a company or in general any group of people are gathering together. They releasing their own stress by using this social media. It was very helpful to collect this data set. The data set is about 130.

After collecting the data, a pilot survey has been conducted to check the analysis. We removed all the null values and



conducted a descriptive analysis using SPSS software. The null values were considered as the responses that were filled only required questions. We are going to analyze the data by using the percentages. If the percentage is high, it will affect the employees' career life. As an example, most of them having fatigue during the working hours, it is a career problem. They need to have a break within a few hours. And also if they do not have leisure time to gather with their friends, they need some leisure time to gather with friends apart from the busy lifestyle. Like this, the survey questionnaire helps to find out the problems that they have.

#### IV. RESULTS AND DISCUSSION

Table -1 Demographic Factor Analysis

Valid	Percent
<b>Age</b>	
25-30	23.3
30-35	60.2
35-40	6.8
41-45	6.0
45-50	2.3
Above 50	0.8
<b>Gender Status</b>	
Male	71.4
Female	27.8
<b>Marital Status</b>	
Married	24.8
Unmarried	74.4

This is about the results of the demographic factor of descriptive analysis. According to the results, most of them are male, unmarried, 30-35 age people. It means a high percentage of unmarried people are working in the industry. Most of them can't manage the busy lifestyle with their personal day-to-day work. There are only a very few employees falling in the above 50 year age group.

Table -2 Physical, Organizational, and Social Factor Analysis

Percent	Strongly Disagree					Strongly Agree
	Strongly Disagree	Disagree	Agree Somewhat	Agree	Strongly Agree	
<b>Personal Factor Analysis</b>						
You are fine with your office time	3	7.5	39.1	36.1	13.5	
You can balance your personal life with your work	3.0	16.5	37.6	30.1	12.0	
Your company have the facility work online	3.8	6.0	15.0	39.8	34.6	
You have leisure time in your Life	3.8	12.8	40.6	32.3	9.8	
There are Motivational Programs in your company	9.0	28.6	33.1	21.1	7.5	
You are satisfied with your Income	8.3	12.8	36.8	30.8	9.8	
You have enough time to improve your knowledge	6.0	12.8	51.1	20.3	9.0	
You have enough support to improve your technical knowledge	3.8	9.0	27.1	41.4	17.3	
<b>Organizational Factor Analysis</b>						
Are there possibilities for the Development of your Career	4.5	10.5	57.1	24.1	96.2	

Does your organization has possibilities for Development		6.8	12.8	55.6	21.2
Do you have to engage with projects continuously		11.3	18.8	48.9	17.3
Does your organization Work on time		5.3	27.8	42.9	20.3
Do you have Inflexible Office time	4.5	18.8	19.5	30.1	22.6
Are you satisfied with the Payments of your company	6.0	15.8	32.3	31.6	8.3
Can you manage your workload	5.3	30.1	27.8	24.1	9.0
Do you work your best in your working hours	0.8	3.0	21.1	49.6	21.1
Are you happy with your working time	5.3	22.6	31.6	28.6	8.3
<b>Social Factor Analysis</b>					
Do you have time to gather with Friends	2.3	27.1	44.4	21.8	3.0
Are you satisfied with the Working Environment	3.8	12.8	38.3	30.8	11.3
Are you satisfied with the Culture in your company	3.0	12.0	29.3	39.8	14.3
Do you have the ability to work in a peaceful Mind with group members in your company	2.3	8.3	36.8	38.3	12.8
Did you make new friends during your career lifetime?	1.5	4.5	24.8	41.4	26.3
Do you have time to make new friends other than from the company?	5.3	7.5	20.3	43.6	20.3

This table shows the descriptive analysis results of personal, organizational, and social factors. These factors are effective for every employee. They should have the ability to manage their career life with these factors.

If we consider the results, 2.3% of them are can't work with a peaceful mind in their company. 36.8% amount of people are agreed with the statement of the company environment. 39.1% of people were agreed somewhat with the working time. It means they are not sure is it fine or not. Because they facing problems at some time because of office time. And also 37.6% of people were agreed somewhat with balancing their personal life with work life. They do not sure are they balancing work life with their personal life. And also according to the responses, only 21.8% of people have time to gather with their friends. According to these results, it shows why they can't handle them with their career.

Table -3 Physical Symptoms Factor Analysis

Percent	No Pain					
	No Pain	Mild	Moderate	Severe	Very Severe	Worst Pain Possible
Fatigue	21.1	17.3	27.8	3.8	0.8	
Muscular Tension	22.6	21.1	24.1	3.0	0.8	
Headaches	10.5	20.3	33.1	8.3	1.5	
Depression	39.8	14.3	12.8	3.0	3.0	0.8



Anxiety	36.1	16.5	9.8	5.3	2.3	0.8
Discouragement	33.1	15.8	15.0	3.0	1.5	0.8
Irritability	33.8	18.0	10.5	4.5	2.3	
Disinterest	37.6	14.3	9.0	3.0		

Table 3 includes the results of the physical symptom factor analysis. Physical symptoms are having the employees after working long hours. It may lead to serious health problems. They need a break after a few hours to have a healthy life. So it is also a huge problem in the industry.

## V. CONCLUSION

The study was conducted among the employees in the IT industry. The data was collected using a questionnaire survey. We collected 132 data samples. The questionnaire was distributed using social media and mail. Once the data was collected a descriptive analysis was conducted.

The study reveals that personal problems have an effect on the employees' career lives. They are caused for their mentality. Most married people are leaving the industry. Family problems, mental wellbeing, company environment, satisfaction in the chosen career, and the motivational programs all have a direct effect on one's career life. Career satisfaction, the ability to manage personal life, available leisure time, and physical wellness should be made available in every kind of career. People do everything in their life to be

happy, enjoy their life with the family. If the career does not go to help with that factor, they start to think about it again and again. The result is they tend to leave that job. This study can be extended to give a solution to these problems. This is a common problem in the world. This needs a real solution to the development of the technology industry.

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