

## CONTENTS

| Titles                                                                     | Page<br>no |
|----------------------------------------------------------------------------|------------|
| <b>1 Introduction.....</b>                                                 | <b>1</b>   |
| 1.1 Information Technology Industry in India: The Current<br>Scenario..... | 3          |
| 1.2 Organizational Ethics and Values.....                                  | 7          |
| 1.3 Opportunity to Balance Work and Family.....                            | 12         |
| 1.4 Gender Equality.....                                                   | 20         |
| 1.5 Corporate Social Responsibility.....                                   | 22         |
| 1.6 Organizational Justice.....                                            | 29         |
| 1.7 Organizational Citizenship Behavior.....                               | 34         |
| 1.8 Work-Family Conflict.....                                              | 37         |
| 1.9 Review of Literature.....                                              | 43         |
| 1.10 Rationale.....                                                        | 56         |
| 1.11 Objectives.....                                                       | 59         |
| 1.12 Hypotheses.....                                                       | 60         |
| <b>2 Method.....</b>                                                       | <b>65</b>  |
| 2.1 Research Design.....                                                   | 65         |
| 2.2 Operational Definition of Variables under Study.....                   | 65         |
| 2.3 Population and Sample.....                                             | 67         |
| 2.4 Measures Used.....                                                     | 77         |
| 2.5 Interview Schedule.....                                                | 82         |
| 2.6 Procedure.....                                                         | 82         |

|          |                                                                |            |
|----------|----------------------------------------------------------------|------------|
| 2.7      | Statistical Analysis.....                                      | 83         |
| <b>3</b> | <b>Results and Findings.....</b>                               | <b>84</b>  |
| 3.1      | Descriptive Statistics and Values for Normality of Data.....   | 84         |
|          | Relationship between the Organizational Ethical Values,        |            |
| 3.2      | Organizational Citizenship Behavior, and Work-Family Conflicts | 104        |
|          | of the Employees.....                                          |            |
|          | Prediction of the Employees Organizational Citizenship         |            |
| 3.3      | Behavior and Work-Family Conflicts by their Perception of      | 109        |
|          | Organizational Ethical Values.....                             |            |
| 3.4      | Analysis of In-depth Interviews of Selective Participants..... | 113        |
| <b>4</b> | <b>Discussion.....</b>                                         | <b>116</b> |
| <b>5</b> | <b>Summary and Conclusion`.....</b>                            | <b>143</b> |
| 5.1      | Limitations of the Study.....                                  | 147        |
| 5.2      | Implications of the Study.....                                 | 148        |
| 5.3      | Conclusions.....                                               | 150        |
|          | <b>References.....</b>                                         | <b>151</b> |
|          | <b>APPENDIX A: TOOLS.....</b>                                  | <b>175</b> |
|          | <b>APPENDIX B: Publications And Presentations.....</b>         | <b>193</b> |