

**STUDENT PUBLICATIONS 2023-2024**

S.No	NAME OF THE STUDENT	DEPARTMENT	TITLE OF THE PAPER
1.	Ms. M. Jennifa Hanna	SOCIAL WORK	A STUDY ON JOB SATISFACTION OF EMPLOYEES IN BPO SECTOR
2.	Mr. Aswin Raj,	SOCIAL WORK	A STUDY ON CHALLENGES FACED BY CONTRACT EMPLOYEES IN DIFFERENT SETTINGS
3.	Ms. Gifty Jacob	SOCIAL WORK	A STUDY ON PSYCHOLOGICAL WELL-BEING AMONG HOMEMAKERS IN KOTTAYAM, KERALA
4.	Mr. Jerome Kumar	SOCIAL WORK	IS CORPORATE SOCIAL RESPONSIBILITY BENEFITING THE COMMUNITY
5.	Mr. Yogith J. P	SOCIAL WORK	IS CORPORATE SOCIAL RESPONSIBILITY BENEFITING THE COMMUNITY
6.	Mr. Yogith J.	SOCIAL WORK	ADVANCING CSR THROUGH GENDER EQUITY
7.	Mr. Jerome Kumar	SOCIAL WORK	ADVANCING CSR THROUGH GENDER EQUITY
8.	Ms. Neeraja AI,	SOCIAL WORK	A STUDY ON THE BENEFITS AND EFFICACY OF SOFT SKILLS CLASSES AMONG



9.	Mr. Geoffrey Leo A	SOCIAL WORK	STUDENTS AT PATRICIAN COLLEGE OF ARTS AND SCIENCE
10.	Mr. Michael Britto A	SOCIAL WORK	A STUDY ON THE BENEFITS AND EFFICACY OF SOFT SKILLS CLASSES AMONG
11.	Ms. Samoodha	SOCIAL WORK	A PAPER ON “BEYOND GRADES: EXPLORING THE COMPREHENSIVE IMPACT OF EDUCATION SYSTEMS ON STUDENT DEVELOPMENT IN RELATION WITH EMPLOYMENT
12	Mr. Thiyagarajan P.A	SOCIAL WORK	A STUDY ON EFFECTIVENESS OF GRIEVANCE REDRESSAL MECHANISM FOR EMPLOYEES IN PRIVATE SECTORS IN CHENNAI
13.	Mr. Jeshurun Michael	SOCIAL WORK	JOB STRESS AMONG WOMEN EMPLOYEES IN IT COMPANIES
14.	Ms. Samoodha	SOCIAL WORK	JOB STRESS AMONG WOMEN EMPLOYEES IN IT COMPANIES
15	F. Joel Preethi	COMMERCE	COMPREHENSIVE ANALYSIS OF OCCUPATION STRESS AMONG INFORMATION TECHNOLOGY EMPLOYEES IN CHENNAI USING K - MEANS CLUSTERING & CANONICAL DISCRIMINANT ANALYSIS
16	Joel Preethi F	COMMERCE	A STUDY ON WORK LIFE BALANCE OF WOMEN EMPLOYEES IN ALL SECTORS WITH REFERENCES TO CHENNAI DISTRICT, TAMIL NADU
17	N.SUNDAR	COMMERCE	A STUDY ON INVESTOR ATTITUDE TOWARDS BLOCKCHAIN TECHNOLOGY IN SUPPLY CHAIN MANAGEMENT WITH SPECIAL REFERENCE IN CHENNAI.
18	N.SUNDAR	COMMERCE	A STUDY ON CUSTOMER SATISFACTION ON ONLINE SHOPPING A SPECIAL REFERENCE TO THIRUVALLUR DISTRICT.



**PATRICIAN COLLEGE OF ARTS AND SCIENCE**



**HR CONCLAVE**

**ON**

**SHAPING THE NEW FUTURE**

**ORGANIZED BY THE DEPARTMENT OF SOCIAL WORK & MANAGEMENT**

**IN COLLABORATION WITH NIPM**



**23rd February 2024**

Education and Society

Special Issue

**Indian Institute of Education**

**Founders**

Prof. Dr. J. P. Naik and Dr. Chitra Naik

**Administrator**

Hon. Sanjeev S. Sharma

**Editorial Board**

Dr. Prakash Salavi, Assistant Executive Editor

Shailja Sawant, Secretary

**Guest Editors**

Dr. Udaykumar R. Shinde

Prof. (Dr.) V. K. Sawant

Dr. V. M. Kumbhar

Dr. T. D. Mahanwar



**Publisher**

**Indian Institute of Education**

J. P. Naik Path, 128/2, Kothrud, Pune 411038.

Web-site: [www.iiepune.org](http://www.iiepune.org)

E-Mail : [iiepune@gmail.com](mailto:iiepune@gmail.com)

---

'Shikshan ani Samaj'(Education & Society), the educational Quarterly is owned, printed and published by the Indian Institute of Education, Pune. It is printed at Pratima Offset, 1B, Devgiri Estate, S.No. 17/1B, Plot No. 14, Kothrud Industrial Area, Kothrud, Pune 411038 and Published at Indian Institute of Education, J.P. Naik Path, 128/2, Kothrud, Pune 411038. Editor: Dr. Jayasing N. Kalake

Opinions or views or statements and conclusions expressed in the articles which are published in this issue are personal of respective authors. The Editor, Editorial Board and Institution will not be responsible for the same in any way.



ISSN 2319-829X

**HUMANITIES AND SOCIAL SCIENCE STUDIES,**  
**Peer- Reviewed, Bi-annual, Interdisciplinary UGC CARE List Journal**

2024			VOLUME:13	NUMBER 33
			CONTENT	
S.no	Title	Page No		
1	<b>A STUDY ON JOB SATISFACTION OF EMPLOYEES IN BPO SECTOR</b> Ms. M. Jennifa Hanna and Ms. Leanne Maria	1-6		
2	<b>TITLE: A STUDY ON HARMONIZING WORKPLACE WELLNESS: FOSTERING EMPLOYEE ENGAGEMENT THROUGH MUSIC THERAPY INTERVENTION PROGRAMS FOR OPTIMAL MENTAL WELL-BEING</b> Mr. Abraham Matthew D	7-8		
3	<b>INTERNET ADDICTION AND PSYCHOLOGICAL WELLBEING OF GEN Z GENERATION: A STUDY FROM A HRD PERSPECTIVE OF WORKPLACE PRODUCTIVITY</b> Ms. C. Alice Eliza Sherina and Dr. M. Kannan	9-16		
4	<b>A STUDY ON EMPLOYEE SATISFACTION TOWARDS COMPENSATION BENEFITS IN AU SMALL FINANCE</b> Ms. Anusiya. V and Ms. Leanne Maria	17-24		
5	<b>A STUDY ON CHALLENGES FACED BY CONTRACT EMPLOYEES IN DIFFERENT SETTINGS</b> Mr. Aswin Raj, Dr . Usha Jose and Mr. Dominic. B	25-34		
6	<b>ENHANCING CUSTOMER SATISFACTION: UNVEILING DYNAMICS WITHIN STATE BANK OF INDIA'S SERVICES IN CHENNAI</b> Dr. R. Sunita John and Dr.Usha Jose	35-40		
7	<b>A STUDY ON PSYCHOLOGICAL WELL-BEING AMONG HOMEMAKERS IN KOTTAYAM, KERALA</b> Ms. Gifty Jacob and Mr. Abraham Matthew	41-44		
8	<b>INVESTIGATING THE RELATIONSHIP BETWEEN SELF-ESTEEM AND FORGIVENESS AMONG YOUNG ADULTS</b> Ms. Helen Trifeena J and Mr. Jerome Nesa Raj L.	45-48		
9	<b>THE EFFECTIVENESS OF MINDFULNESS BASED STRESS REDUCTION INTERVENTIONS ON BURNOUT IN SPECIAL SCHOOL TEACHERS</b> Saraswathi U., Jenifer J., and Ida S. Jenefa	49-56		
10	<b>JOB STRESS AMONG WOMEN EMPLOYEES IN IT COMPANIES</b> Mr. Jeshurun Michael, Ms. Samoodha and Dr.Meena V	57-62		

11	<b>IS CORPORATE SOCIAL RESPONSIBILITY BENEFITING THE COMMUNITY</b> Mr. Jerome Kumar. A, Mr. Justus Wallis. C J and Mr. Yogith J. P	63-66
12	<b>ADVANCING CSR THROUGH GENDER EQUITY</b> Mr. Yogith J. P, Mr. Justus Wallis. C J and Mr. Jerome Kumar. A	67-70
13	<b>A REVIEW OF EMPIRICAL STUDIES ON EMPLOYEE WELLBEING - ITS PRECEDENTS AND OUTCOMES.</b> Ms. Gayanthiri J M and Ms. Kajal J. Mehta	71-76
14	<b>A STUDY ON THE ROLE OF MICROFINANCE ON WOMEN IN MADURAI CITY</b> Dr.Srii Latha S and Ms. Kajal J. Mehta	77-84
15	<b>UNVEILING MARKETING CHALLENGES FACED BY THE CAFÉ INDUSTRY IN MADURAI</b> Ms. Dhanushri S, Ms. Sneha D, Ms. Nithishree S P and Ms. Kajal J Mehta	85-92
16	<b>AN OVERVIEW OF QUALITY OF WORK LIFE OF WOMEN EMPLOYEES IN TAMIL NADU</b> Ms. Lourdu Sofia and Dr.Sebastian Mahimairaja	93-96
17	<b>EFFECTIVENESS OF LIFE SKILLS INTEGRATION IN QUALITY EDUCATION FRAMEWORKS</b> Ms.Raichel Diana and Dr. G.F.Alban Nishanth Lalu	97-102
18	<b>A STUDY ON QUALITY OF WORK LIFE AMONG EMPLOYEES OF PRIVATE SECTORS IN CHENNAI</b> Ms. Femin Nancy P and Mr. Dominic B	103-108
19	<b>A STUDY ON THE BENEFITS AND EFFICACY OF SOFT SKILLS CLASSES AMONG STUDENTS AT PATRICIAN COLLEGE OF ARTS AND SCIENCE</b> Ms. Neeraja AI, Mr. Geoffrey Leo A, Mr. Michael Britto A and Ms. Raichel Diana	109-114
20	<b>A PAPER ON “BEYOND GRADES: EXPLORING THE COMPREHENSIVE IMPACT OF EDUCATION SYSTEMS ON STUDENT DEVELOPMENT IN RELATION WITH EMPLOYMENT</b> Ms. Samoodha and Dr.Meena V	115-120
21	<b>A STUDY ON EFFECTIVENESS OF GRIEVANCE REDRESSAL MECHANISM FOR EMPLOYEES IN PRIVATE SECTORS IN CHENNAI</b> Mr. Thiyagarajan P.A and Mr. Dominic. B	121-126
22	<b>EMOTIONAL INTELLIGENCE, WORK LIFE BALANCE AND WORKPLACE PRODUCTIVITY: A STUDY AMONG THE SELF-FINANCE FACULTY MEMBERS OF AUTONOMOUS COLLEGES IN MADURAI.</b> Ms. Vidhya Lakshmi R. and Dr. M. Kannan	127-132
23	<b>WORK-LIFE BALANCE AND ITS NEED</b> Ms. Vinola Sharo Bell W and Dr Alban Nishanth Lalu	133-138
24	<b>EMPLOYEE WELLBEING IN IT INDUSTRIES</b> Ms. Vinola Sharo Bell W and Dr. G.F Alban Nishanth Lalu	139-146

## **A STUDY ON EMPLOYEE SATISFACTION TOWARDS COMPENSATION BENEFITS IN AU SMALL FINANCE**

**Ms. Anusiya. V,**

II MSW Student, Department of Social Work, Patrician College of Arts & Science

**Ms. Leanne Maria,**

Assistant Professor, Department of Social Work, Patrician College of Arts & Science

### **ABSTRACT**

This study investigates employee satisfaction with compensation benefits, exploring how various factors influence perceptions of fairness and value. Through surveys and interviews, the research examines key elements such as salary, bonuses, health benefits, and retirement plans. Findings indicate that transparent communication, equitable reward systems, and alignment with employee needs significantly enhance satisfaction. Additionally, personalized benefits tailored to individual preferences further improve contentment. The study highlights the importance of a well-structured compensation strategy in fostering a positive work environment, increasing motivation, and reducing turnover. Recommendations are provided for organizations to optimize their compensation practices to boost overall employee satisfaction.

### **INTRODUCTION**

#### **COMPENSATION**

The term compensation represents the exchange between employees and organization, both giving something in return for something else. In the past, the compensation issues were often confidential and governed by individual employer's preferences and choices. (Bhattacharyya 2009).

According to Cascio (1995) the "Compensation includes direct cash payments and indirect payments in form of employee benefits and incentives to motivate employees to strive for higher levels of productivity".

#### **OBJECTIVES OF COMPENSATION**

Equity

Efficiency

Macroeconomic Stability

Efficient Allocation of Labor

Motivating the Employees

Acquired Qualified Employees

Retain Current Employees

Reward Desired Behavior

Control Cost



## A STUDY ON CHALLENGES FACED BY CONTRACT EMPLOYEES IN DIFFERENT SETTINGS

**Mr. Aswin Raj**, II MSW, PG Department of Social Work, Patrician College of Arts & Science

**Dr. Usha Jose**, Associate Professor, Department of Social Work, Patrician College of Arts & Science

**Mr. Dominic**, Assistant Professor, Department of Social Work, Patrician College of Arts & Science

### ABSTRACT

This study focuses on challenges faced by temporary and contract employees. There are different struggles like physical and psychological problems due to the temporary employment individuals are exploited. Researcher used descriptive study design and Purposive sampling to collect data. Attitude towards temporary employees by the employer has a major difference which can be changed for social wellbeing of the employees. Researcher worked alongside with contract employees to understand their perspectives. Researcher found that psychological distress created to employees in contract positions is high through the study. Also the partiality shown in a working environment is at peak. To conclude, study with suggestions of fair wages with partiality in work can be reduced and appreciation for small works will help their psychological well being. And proper grievance cell to address their problems.

**Keywords** Contract workers, Fair wages, Physical problem, Psychological problem

### INTRODUCTION

A contract employee is an employee a company hires to complete a specific task or project during a predetermined time frame and with a fixed fee. Contract employees are typically experts that provide a set of skills or subject matter experience that is unavailable within the organization's internal employee. Studying the challenges faced by contract employees is essential as it provides insights into the dynamic and evolving nature of the modern workforce. Contract employment, also known as contingent or gig work, has become increasingly prevalent in today's global economy.

Understanding the challenges encountered by contract employees is crucial for several reasons, ranging from social and economic perspectives to the formulation of effective labor policies. In this comprehensive exploration, we will delve into the multifaceted aspects of contract employment challenges, covering economic instability, job insecurity, lack of benefits, limited career development opportunities, and the broader societal implications.

### ECONOMIC INSTABILITY

Contract employees often face economic uncertainty due to the unpredictable nature of their employment. Unlike permanent positions, contract contracts are subject to abrupt termination, leaving workers in a perpetual state of financial instability. This insecurity can have profound effects on various aspects of their lives, including housing, healthcare, and overall well-being. Studying these economic challenges is crucial for understanding the broader implications of contract employment on individuals and society.

### JOB INSECURITY

Contract employees typically lack job security, facing the constant threat of contract non-renewal or sudden termination. The fear of job loss can impact their performance, mental health, and job satisfaction. Exploring the causes and consequences of job insecurity among contract workers provides valuable insights into the psychological toll of such employment arrangements.



## A STUDY ON PSYCHOLOGICAL WELL-BEING AMONG HOMEMAKERS IN KOTTAYAM, KERALA

Ms. Gifty Jacob, II MSW, Department of Social Work, Patrician College of Arts & Science

Mr. Abraham Matthew, Assistant Professor, Department of Social Work, Patrician College of Arts & Science

### ABSTRACT

This study investigates the psychological well-being of homemakers in Kottayam, Kerala, shedding light on their socio-demographic profiles and the correlations between various dimensions of psychological well-being. Through a descriptive research design, 80 homemakers aged between 22 and 65 were surveyed using a standardized questionnaire. Findings reveal that the majority of respondents belong to the middle age group of 37-50 years, with prevalent nuclear family structures and lower family incomes. Significant correlations were observed between psychological well-being and factors such as literacy, family structure, and income level. Specifically, autonomy and environmental mastery emerged as key dimensions positively correlated with overall well-being. The study underscores the importance of addressing socio-economic disparities and promoting autonomy-enhancing measures to enhance psychological well-being among homemakers. These findings contribute valuable insights for policymakers, practitioners, and researchers aiming to develop targeted interventions and support systems to improve the quality of life for homemakers in Kottayam, Kerala.

**Keywords:** Psychological well-being, homemakers, women, Kerala.

### INTRODUCTION

The study examines the psychological well-being of homemakers in Kerala, aiming to understand the various factors influencing their mental health and overall satisfaction. Psychological well-being refers to a person's overall state of mental health and emotional functioning. Factors contributing to psychological well-being include a sense of purpose, autonomy, positive relationships, a sense of mastery or accomplishment, and a supportive social environment. The psychological well-being of homemakers refers to the mental health and emotional state of individuals primarily responsible for managing household duties and caring for family members. For homemakers, psychological well-being can be influenced by various factors such as the balance between work and family responsibilities, social support networks, marital satisfaction, financial stressors, and societal expectations regarding gender roles. Understanding the psychological well-being of homemakers is essential for addressing potential challenges they may face, promoting their mental health, and enhancing their overall quality of life.

However, the continuous demands of caregiving and household responsibilities can sometimes lead to stress and burnout, affecting their psychological well-being. Thus, it's crucial for home makers to prioritize self-care, set boundaries, and seek support from their partners or community resources to maintain a healthy balance. In Kerala, home makers face unique socio-cultural dynamics that influence their psychological well-being. The state's high literacy rate and emphasis on education have led to increased aspirations among women, yet traditional gender norms often dictate that their primary duty remains domestic care, potentially creating conflicts between personal ambitions and familial obligations. Furthermore, the absence of formal recognition and support for their contributions often exacerbates feelings of isolation and undervaluation. By exploring the psychological well-being of homemakers in Kerala, this study will delve into various dimensions of well-being, including emotional resilience, stress management, social support networks, and self-esteem.

### REVIEW OF LITERATURE

Teli (2023) conducted a comparative study on the psychological well-being of homemakers in urban and rural areas in India. Despite the traditional division of household responsibilities along gender lines, the study found no significant difference in overall psychological well-being between urban and rural homemakers. However, differences were noted in specific sub-scales of psychological well-being.

## JOB STRESS AMONG WOMEN EMPLOYEES IN IT COMPANIES

Mr. Jeshurun Michael, II BSW, Department of SocialWork, Patrician College of Arts and Science

Ms. Samoodha, II BSW, Department of SocialWork, Patrician College of Arts and Science

Dr.Meena V, Assistant Professor, Department of SocialWork, Patrician College of Arts and Science,

### ABSTRACT

This paper is about job stress experienced by women working in IT companies. This paper explores the unique stressors these women encounter, their coping mechanisms, and the impact of organizational culture on their well-being. This paper underscores the need for IT companies to foster more inclusive and supportive work environments to mitigate job stress and enhance productivity and job satisfaction among female employees. These stressors often lead to burnout, reduced job satisfaction, and lower retention rates. Nonetheless, many women adopt effective coping strategies such as seeking support from peers, engaging in continuous professional development, and utilizing flexible work arrangements when available. The paper highlights the critical need for IT companies to implement inclusive policies, promote gender equality, and establish support systems to alleviate stress and create a more conducive work environment.

**Keyword:** Job Stress, Women, IT Companies, Employees

### INTRODUCTION

In the rapidly evolving landscape of the information technology (IT) industry, the issue of job stress has become increasingly prominent, particularly among women. As IT companies drive innovation and growth, they often demand high levels of performance and adaptability from their employees. However, the unique challenges faced by women in this male-dominated field can exacerbate stress levels, impacting their professional and personal lives. Historically, the tech industry has struggled with gender diversity, leading to environments where women often encounter gender bias, unequal opportunities for career advancement, and work-life imbalance. These stressors are compounded by the high-pressure nature of IT jobs, which frequently involve long hours, tight deadlines, and the need for continuous skill updating to keep pace with technological advancements. Understanding the specific sources of job stress for women in IT is crucial, as chronic stress can lead to significant mental health issues, decreased job satisfaction, and higher turnover rates. Moreover, the strategies women employ to cope with these stressors, and the role of organizational culture in either mitigating or exacerbating stress, are critical areas of inquiry. This paper aims to explore the multifaceted nature of job stress among women in IT companies, examining the underlying causes, the coping mechanisms and the impact of corporate culture on their overall well-being. By shedding light on these aspects, the research seeks to inform policies and practices that can foster a more inclusive and supportive work environment, ultimately benefiting both employee and Organisation. The IT industry is a cornerstone of the modern economy, driving innovation and technological advancement across various sectors. However, this dynamic field also presents significant challenges, particularly for women. Despite efforts to promote gender diversity and inclusion, women in IT continue to face a range of stressors that can hinder their career progression and affect their mental health and well-being.

One of the primary stressors is gender bias, which manifests in various forms such as unequal pay, limited opportunities for leadership roles, and pervasive stereotypes that question women's technical competence. These biases can create a hostile work environment, leading to feelings of isolation and decreased job satisfaction. Additionally, the work-life imbalance is a significant concern, as many women juggle demanding professional responsibilities with family and caregiving duties. This imbalance can lead to chronic stress and burnout, further exacerbated by the industry's often inflexible working hours and high expectations. The rapid pace of technological change also places considerable pressure

## IS CORPORATE SOCIAL RESPONSIBILITY BENEFITING THE COMMUNITY

**Mr. Jerome Kumar. A,** MSW, Department of Social work, Patrician College of Arts and Science

**Mr. Justus Wallis. C J,** Assistant Professor, Department of Social work, Patrician College of Arts and Science

**Mr. Yogith J. P,** MSW, Department of Social work, Patrician College of Arts and Science

### ABSTRACT

Corporate Social Responsibility (CSR) has become a significant focus for companies worldwide, with many investing in initiatives aimed at benefiting communities. This paper explores whether CSR genuinely benefits communities or primarily serves as a public relations tool. It examines various CSR strategies, their implementation, and their tangible impacts on local communities through case studies of Ashok Leyland, Tata Consultancy Services (TCS), TVS Motor Company, Ramco Cements, and Indian Bank. The analysis aims to provide a balanced view of CSR's effectiveness in fostering sustainable community development.

**Keywords:** Corporate Social Responsibility (CSR), Community Benefit, CSR Impact, Financial Investments, Social Welfare, Environmental Sustainability.

### INTRODUCTION:

Corporate Social Responsibility (CSR) refers to a business model in which companies integrate social and environmental concerns into their operations and interactions with stakeholders. The concept has gained traction as businesses recognize their role in contributing to societal well-being beyond generating profits. However, the question arises whether CSR truly benefits communities or is more about enhancing corporate image.

### CSR FUNDING COMPANIES IN TAMIL NADU

There are several CSR funding companies in Tamil Nadu that are making a difference in their respective fields. Some of the top CSR funding companies in Tamil Nadu are:

#### **Ashok Leyland -N V Balachander**

Ashok Leyland is a leading commercial vehicle manufacturer in India, and it is also one of the top CSR funding companies in Tamil Nadu. The company is committed to promoting education, healthcare, and environmental sustainability. They have implemented several initiatives such as setting up schools, providing healthcare facilities, and promoting eco-friendly practices. Ashok Leyland has set up several schools in rural areas, providing quality education to children who would otherwise have limited access to education.

The budget of Ashok Leyland while the company's mandated CSR expenditure amount 2 per cent of annual profit was Rs.146.11 crore, its expenditure was Rs.236.3 crore. Its annual report shows that the company spent a large portion of money Rs.204.73 crore on education and skill development.

The company's "Road to School" program has significantly improved educational outcomes in rural areas. Data from these programs show increased literacy rates and school attendance. Their health camps provide essential medical services to underprivileged communities, contributing to better health outcomes. For example, health camps conducted in Tamil Nadu villages saw a 30% reduction in common ailments and improved overall health indicators in the community.



## ADVANCING CSR THROUGH GENDER EQUITY

Mr. Yogith J. P, MSW, Patrician College of Arts and Science

Mr. Justus Wallis. C J, Assistant Professor, Patrician College of Arts and Science

Mr. Jerome Kumar. A, MSW, Patrician College of Arts and Science

### ABSTRACT

Our goal is to create a workplace where every individual feels valued, respected, and supported. We believe that by promoting gender equity, we cannot only create a more diverse and inclusive workplace but also drive business results and improve our overall performance. This report provides a snapshot of our progress and highlights the work we still need to do to achieve our goals. We look forward to continuing our journey towards a more equitable and inclusive workplace

**Keywords:** Corporate Social Responsibility, Community Benefit, CSR Impact, Education and Training Girls education, Vocational Training.

### INTRODUCTION

**Promotes Diversity and Inclusion:** Gender equity ensures that all employees, regardless of gender, have equal opportunities to contribute to the organization's success.

**Boosts Productivity:** A diverse and inclusive workforce can lead to increased productivity, creativity, and innovation.

**Enhances Reputation:** Companies that prioritize gender equity are more likely to be seen as socially responsible and attractive to customers, investors, and talent.

**Supports Economic Growth:** Closing the gender gap can lead to significant economic benefits, as women's participation in the workforce can increase GDP and stimulate economic growth. CSR can be a valuable tool to addressing gender inequality in workplaces. Traditionally, gender inequality in the workplace has contributed to many problems such as, segregation, wage discrimination and the impeding of female career progression, despite education and qualifications. Workplace gender equality is a core pillar of CSR with companies nowadays increasingly addressing it within their work agendas. These programmes focus mostly on the experiences of women, giving particular attention to their rights, equal pay, sexual harassment and discrimination.

Companies using CSR to achieve gender equality in their workplaces:

**Salesforce:** In 2015, the company started to audit its pay practices to eliminate any gender discrepancies. In March of the same year, the company announced that around 6% of its 17,000 employees were impacted and that it had spent \$3 million to bring the underpaid workers (both men and women) to parity with their peers.

**Deloitte:** Announced its new 16-week family leave benefit in September 2017, being praised for its forward-thinking with a policy that will help the company recruit and retain talent.

**Hilton Worldwide:** In 2015, the company announced its new policy, offering 2-10 weeks of paid parental leave to all staff, from hotel employees to corporate staff, along with those working part-time and hourly.

**Macy's:** CEO and Chairman Terry Lung Ren has been very firm-standing in his desire to have his retailer reflect those that shop there. Thus, half of the 12 board directors are women; two members are African-American, one is Asian-American and one is Hispanic.

## A STUDY ON THE BENEFITS AND EFFICACY OF SOFT SKILLS CLASSES AMONG STUDENTS AT PATRICIAN COLLEGE OF ARTS AND SCIENCE

**Neeraja AI**, Students of II MSW, Department of Social Work Patrician College of Arts and Science  
[findneeraja.ai@gmail.com](mailto:findneeraja.ai@gmail.com),

**Geoffrey Leo A**, Students of II MSW, Department of Social Work Patrician College of Arts and Science  
[geoffreyleo09112001@gmail.com](mailto:geoffreyleo09112001@gmail.com),

**Michael Britto A**, Students of II MSW, Department of Social Work Patrician College of Arts and Science  
[amichaelbritto.04@gmail.com](mailto:amichaelbritto.04@gmail.com),

**Raichel Diana**, Assistant Professor, Department. of Social Work Patrician College of Arts and Science  
[raicheldiana@patriciancollege.as.in](mailto:raicheldiana@patriciancollege.as.in).

### ABSTRACT

This research paper presents an in-depth study on the benefits and efficacy of soft skills classes among students at Patrician College of Arts and Science, located in Kotturpuram, Chennai. The primary aim of this study is to investigate the impact of soft skills training on college students, with a particular focus on the specific advantages gained by students who participate in these classes.

As educational institutions aim to equip students not only with academic knowledge but also with essential life skills, the findings of this research can guide curriculum developers, educators, and policymakers in tailoring programs to better meet the holistic needs of college students. Furthermore, the insights gained from this study may contribute to the optimization of life skills training initiatives, fostering a more comprehensive and impactful educational experience. By utilizing quantitative methods, the research aims to quantify the impact of life skills training, providing statistical evidence to support or refute hypotheses related to the benefits and efficacy of such programs among college students. The research employed a quantitative research design, utilizing a descriptive study approach. This approach allowed for the collection of quantitative data to measure changes in students' soft skills levels. The study used simple random sampling to select a sample of 120 respondents from 12 departments at Patrician College. This sampling technique ensured an unbiased representation of the student population. In conclusion, this research underscores the importance of soft skills training in higher education, demonstrating its efficacy in enhancing students' personal and professional development. The findings of this study have significant implications for educators, policymakers, and higher education institutions, emphasizing the need to incorporate soft skills training into the curriculum.

**keyword:** Softskill, Benefits, Efficiency

### INTRODUCTION

#### IMPORTANCE OF SOFT SKILLS

While having a college diploma does not guarantee that a person has the competencies to be successful in the work environment, nor guarantee a job, a degree is still important to employers. However, employers are looking for people who bring hard skills as well as soft skills. many scholars focused on the importance of preparing students with the theoretical

## BEYOND GRADES: EXPLORING THE COMPREHENSIVE IMPACT OF EDUCATION SYSTEMS ON STUDENT DEVELOPMENT IN RELATION WITH EMPLOYMENT

Samoodha H, BSW, Department of Social Work, Patrician College of Arts and Science

Dr.Meena V, Assistant Professor, Department of Social Work, Patrician College of Arts and Science, Adyar, Chennai

### ABSTRACT

Education system impacts a student's life and has its merits and demerits. This Paper also focuses on how grading system and pressure from parents, society and coaching industry affects a student's holistic development and the mental health related issues because of the current education system. It presents an analysis of the crucial role played by education systems in shaping the holistic development of students and their subsequent transition into the workforce. The contemporary education landscape not only focuses on imparting academic knowledge but also emphasizes the cultivation of essential skills and competencies required for success in the professional realm. This paper explores the multifaceted ways in which education systems influence student development and employability. Firstly, the abstract examines the pedagogical approaches and curriculum frameworks adopted by education systems to foster a comprehensive learning experience. Beyond traditional academic subjects, modern education emphasizes the development of critical thinking, communication, collaboration, and problem-solving skills, which are essential for thriving in diverse employment settings. , the abstract delves into the role of extracurricular activities, vocational training, and internships in supplementing academic learning and providing students with real-world exposure. These experiential learning opportunities not only enhance students' practical skills but also enable them to explore various career pathways and make informed decisions about their future. In conclusion, this abstract underscores the integral relationship between education systems, student development, and employment outcomes. By equipping students with a diverse skill set, relevant knowledge, and practical experiences, education systems contribute to the cultivation of a capable and adaptable workforce that drives economic growth and societal progress.

**Keyword:** Education. Student development, employment

### INTRODUCTION

Education is transforming of knowledge, skills, character traits, values, habits and overall development of a child's life so that they are equipped to deal with problems and have self-confidence to go out in world and be able to survive. Education serves different purposes in shaping individuals. Its primary goal includes fostering intellectual growth, promoting critical thinking, preparing individuals for workforce and fostering personal development and citizenship. In this article we can discuss how far the Education system serves its purpose. Its merits and demerits. Education has a profound impact on employment. Generally, higher levels of education correlate with higher employment rates and better job opportunities. Education equips individuals with the necessary skills, knowledge, and qualifications sought after by employers. Additionally, it enhances critical thinking, problem-solving abilities, and adaptability, all of which are crucial in the modern job market. Moreover, education often opens doors to higher-paying positions and career advancement opportunities. However, the specific impact can vary depending on factors such as the quality of education, the field of study, and regional economic conditions.



## A STUDY ON EFFECTIVENESS OF GRIEVANCE REDRESSAL MECHANISM FOREMPLOYEES IN PRIVATE SECTORS IN CHENNAI

Mr. Thiagarajan P.A, II MSW, Department of Social Work, Patrician college of (Arts & Science)

Mr. Dominic. B, Assistant Professor, Department of Social Work, Patrician College of (Arts & Science)

### ABSTRACT

This study examines the effectiveness of grievance redressal mechanisms for employees in private sectors in Chennai. Grievance redressal mechanisms are essential components of organizational management, providing avenues for employees to address concerns and grievances. However, their effectiveness can vary significantly, impacting employee satisfaction, retention, and organizational harmony. Through a mixed-methods approach including surveys, interviews, and case studies, this research assesses the awareness, utilization, efficiency, and satisfaction levels of existing grievance redressal mechanisms. The study aims to identify common types of grievances faced by employees, evaluate the responsiveness of current processes, and propose recommendations for enhancing effectiveness. By shedding light on the strengths and weaknesses of grievance redressal mechanisms in private sector organizations in Chennai, this research contributes to the improvement of employee relations and organizational management practices.

**Keywords:** Employees in private sectors, (GRM) Grievance Redressal Mechanism, Reason, Redress & Resolve.

### INTRODUCTION

#### DEFINITION OF GRIEVANCE REDRESSAL

Grievance Redress Mechanism is part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective grievance redress mechanism.

#### GRIEVANCE HANDLING MECHANISM (GHM)

The GHM, can be addressed as a Systematic procedure that provides a clear and transparent framework for addressing grievances related to the process in workplace. Due to the diversity of human beings, workplace conflicts will unavoidably arise as a consequence of employee grievances coming from day-to-day working interactions in a firm. It must be expressed by the individual and brought to the attention of management and the organization. When grievances go unresolved, they turn into group conflicts.

#### STAGES IN GRIEVANCE HANDLING PROCEDURE

Grievance handling is a crucial aspect of employee relations, and it involves several stages that organizations must follow to resolve grievances effectively. The following are some more detailed content on each stage of the grievance handling process:

**Grievance Receipt:** This is the initial stage where the employee raises the grievance with the appropriate authority or department. The organization must have a formal process in place for employees to submit grievances, such as a complaint box, email, or a dedicated grievance redressal portal. The organization should also ensure that employees are aware of the process for submitting grievances.



INTERNATIONAL CONFERENCE ON ARTIFICIAL  
INTELLIGENCE & DIGITAL TRANSFORMATION: STRATEGIES  
FOR GROWTH & SUSTAINABILITY



---

## ICAIDT 2024— Nilgiri College of Arts and Science (Autonomous), Thaloor

---

150

### Comprehensive Analysis of Occupational Stress among Information Technology Employees in Chennai using k-means Clustering and Canonical Discriminant Analysis

Rukmani B <sup>1</sup>, Kalaiaarasi N <sup>2</sup>, Joel Preethi F <sup>3</sup>, and Manimannan G. <sup>4</sup>

<sup>1</sup>Head and Assistant Professor, PG Department of Commerce, St.Joseph's College (Arts and science), Kovur, Chennai

<sup>2</sup>Assistant Professor, PG Department of Commerce, St.Joseph's College (Arts and science), Kovur, Chennai

<sup>3</sup>Assistant Professor, PG Department of Commerce, St.Joseph's College (Arts and science), Kovur, Chennai

<sup>4</sup> Assistant Professor, Department of Mathematics, St.Joseph's College (Arts and science), Kovur, Chennai

---

#### ABSTRACT

0.0.1 This research paper explore occupational stress among Information Technology (IT) employees in Chennai by employing k-means Clustering and Canonical Discriminant Analysis (CDA) on data collected from 421 respondents across eleven IT industries. k-means Clustering was utilized to segment employees into distinct stress groups based on parameters such as Organization Climate, Job Satisfaction, Physical Health, and Sources of Work Pressure. The clustering process identified three primary stress levels are High, Medium and Low, across these dimensions, revealing significant variations in stress patterns. CDA was then applied to validate these groupings, achieving high classification accuracy and confirming the distinctiveness of the clusters. The study provides a comprehensive overview of stress dynamics within the IT sector, highlighting variations in stress levels and their implications for employee well-being. This integrated approach of clustering and discriminant analysis offers valuable insights for designing targeted interventions to manage and mitigate occupational stress.

---

**Keywords:** k-means Clustering, Canonical Discriminant Analysis, Occupational Stress, IT Employees and Job satisfaction

---

*ISBN Number: 978-81-966869-5-6**ICRSD-24*

---

## **A STUDY ON WORK LIFE BALANCE OF WOMEN EMPLOYEES IN ALL SECTORS WITH REFERENCES TO CHENNAI DISTRICT, TAMILNADU**

**Ms.F.JOEL PREETHI**

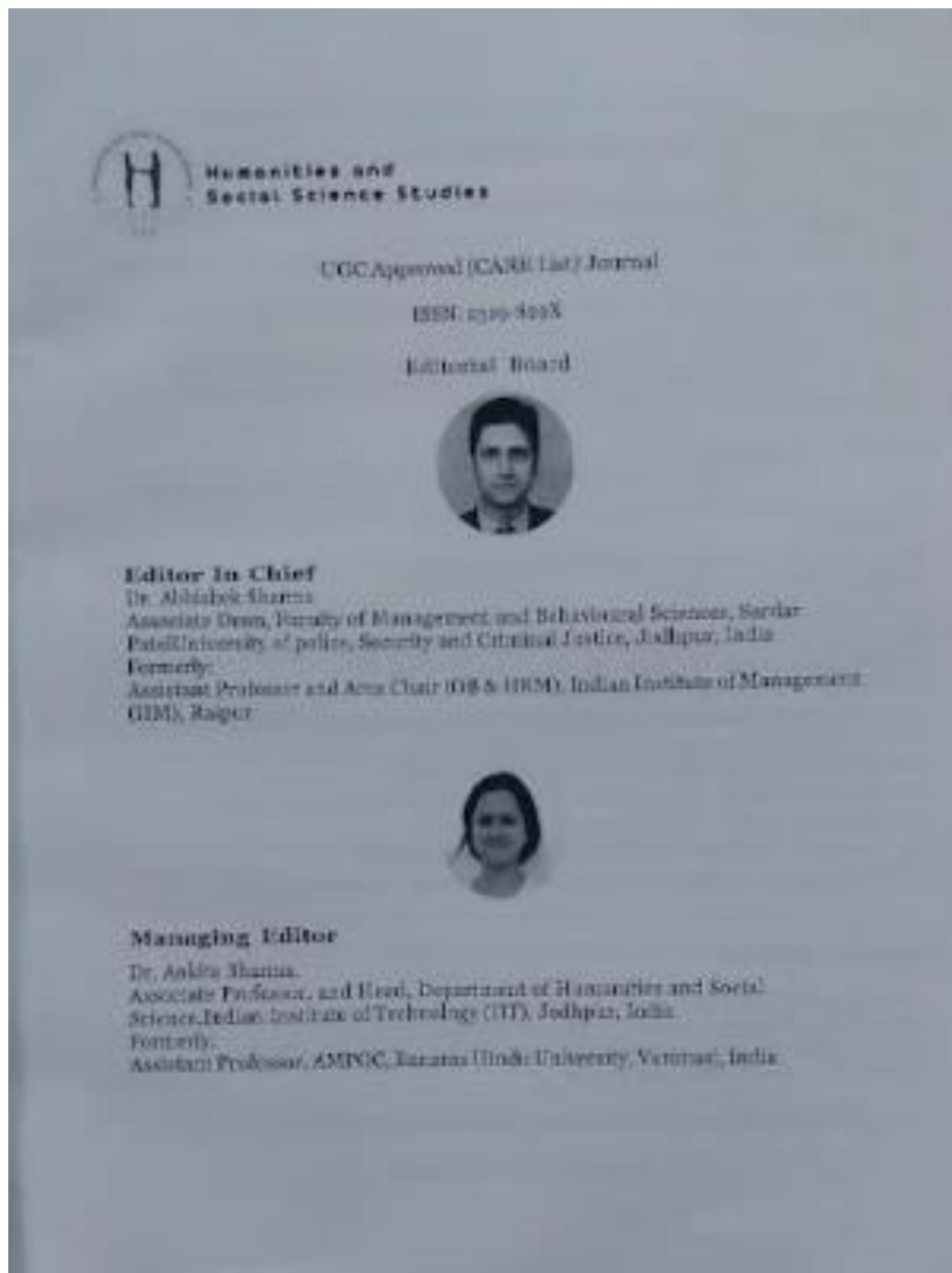
Research Scholar, Patrician College of Arts and Science

---

### **Abstract**

The basic problem of women employees is being a woman in many developing countries marriage is treated as the only career for women. Despite the constitutional and legal equality, women suffer from made reservations. This attitude of reservation creates problems at all level like family support, training, licensing, Banking and marketing. In recent decades most of the women are seeking work to financially support their families. Because of changing surrounding (or) environment and growing necessary needs of modern society. Women's greatest struggle is balancing the responsibilities of family and work. **Career desires, Work- family conflict and Family-work conflict, Child care** with Work- life Balance (WLF) and its approach are all pointed out as a few reasons to study work life balance in women Employees. Women's participation in income – generating activities allows them to meet their domestic demands to a large degree.

**Key Word:** *Work life balance, women, equality, and family work conflict*



**Associate Editors:**

Dr. Ajay K. Chaudhary, Assistant Professor, National Institute of Technology, Uttarakhand, India

Dr. Meenakshi Bajpai, Assistant Professor, AMPGC, Banaras Hindu University, Varanasi, India

Mrs. Munmun Banarjee, Assistant Professor, Govt. College, Bankura, W.B., India

Dr. M.N. Bhatt, Assistant Professor, Sardar Patel University of Police, Security and Criminal Justice, Jodhpur, India

Dr. Puja Khilwani, Product Manager & Clinical Analyst, Round Glass Hao Pvt Ltd, Noida

Dr. Ashish K. Dubey, Assistant Professor, M.M. College, Patliputra University, Patna, India

**Editorial Advisors:**

Dr. Reeta Kumar, Professor, Banaras Hindu University, Varanasi, India

Drs. L. Niemeijer, Consultant Psychotherapist, Amsterdam, The Netherlands

Prof. Drs. R. Niemeijer, Data-analysis Expert and Consultant of Niemeijer Consult, The Netherlands

Prof. C.N. Mathur, Ex Dean, M.L. Sukhadia university, Udaipur, India

Dr. Uma Joshi, Ex-Director AIBAS, Amity University,

Jaipur, Rajasthan, India

Dr. Madhu Jain, Professor,

Rajasthan university, Jaipur, India

Mr. S. Yaseen, Assistant Professor, AL-Ameera Institute Of Management, Bangalore, India

Mr. M. K. Mishra, Editor, ETV, Hyderabad, India

Ms. S. Pasumathy, Researcher, California State University, USA

Dr. Rama S. Yadav (IIM, Rohtak), India

Dr. Durgesh. K. Upadhyay (MCKV, Varanasi), India

Dr. R. P. Singh, Professor, Lucknow University, Lucknow, India

**Contact Details**

Address: 8C, Gayatri Vihar, Jodhpur,  
Rajasthan, INDIA

Email: editor.tissjournal@gmail.com

Mon-Fri: 10.00 AM – 4.00 PM

Copyright © 2023 Humanities and Social Science Studies journal

Designed by Sumoet Mongol









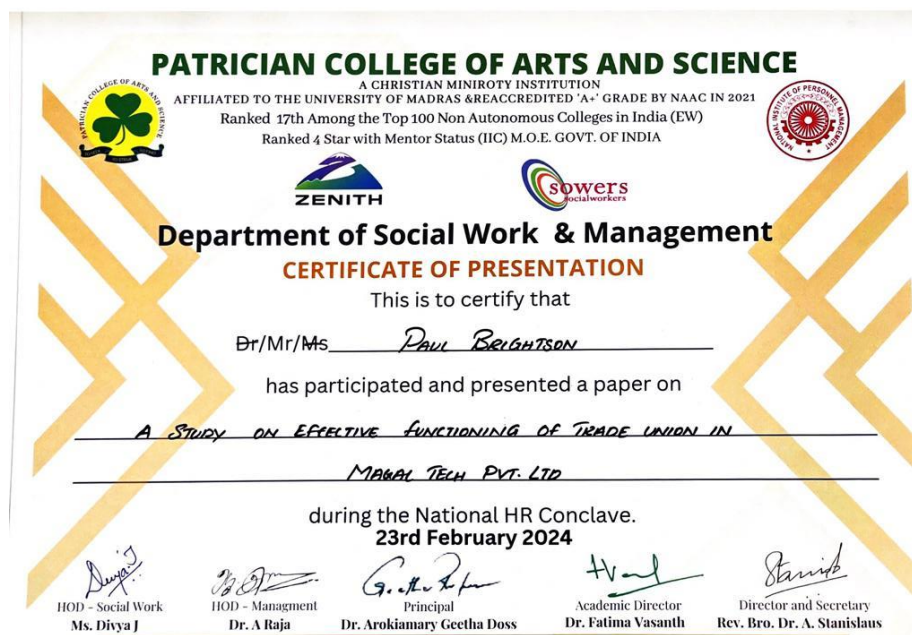
















**PATRICIAN COLLEGE OF ARTS AND SCIENCE**  
A CHRISTIAN MINORITY INSTITUTION  
AFFILIATED TO THE UNIVERSITY OF MADRAS & REACCREDITED 'A+' GRADE BY NAAC IN 2021  
Ranked 17th Among the Top 100 Non Autonomous Colleges in India (EW)  
Ranked 4 Star with Mentor Status (IIC) M.O.E. GOVT. OF INDIA

**ZENITH** **Sowers**  
social workers

**Department of Social Work & Management**  
**CERTIFICATE OF PRESENTATION**

This is to certify that

Dr/Mr/Ms GANESH CHANDRAN R

has participated and presented a paper on

A STUDY ON EFFECTIVENESS OF WELFARE MEASURE AT TOSHIBA

during the National HR Conclave.  
23rd February 2024

HOD - Social Work  
Ms. Divya J

HOD - Managment  
Dr. A Raja

Principal  
Dr. Arokiamary Geetha Doss

Academic Director  
Dr. Fatima Vasanth

Director and Secretary  
Rev. Bro. Dr. A. Stanislaus

**PATRICIAN COLLEGE OF ARTS AND SCIENCE**  
A CHRISTIAN MINORITY INSTITUTION  
AFFILIATED TO THE UNIVERSITY OF MADRAS & REACCREDITED 'A+' GRADE BY NAAC IN 2021  
Ranked 17th Among the Top 100 Non Autonomous Colleges in India (EW)  
Ranked 4 Star with Mentor Status (IIC) M.O.E. GOVT. OF INDIA

**ZENITH** **Sowers**  
social workers

**Department of Social Work & Management**  
**CERTIFICATE OF PRESENTATION**

This is to certify that

Dr/Mr/Ms JOYCE P

has participated and presented a paper on

A STUDY ON QUALITY OF WORK LIFE OF CONTRACT LABOURERS  
WORKING IN JOHNSON LIFTS AND ESCALATORS IN CHENNAI

during the National HR Conclave.  
23rd February 2024

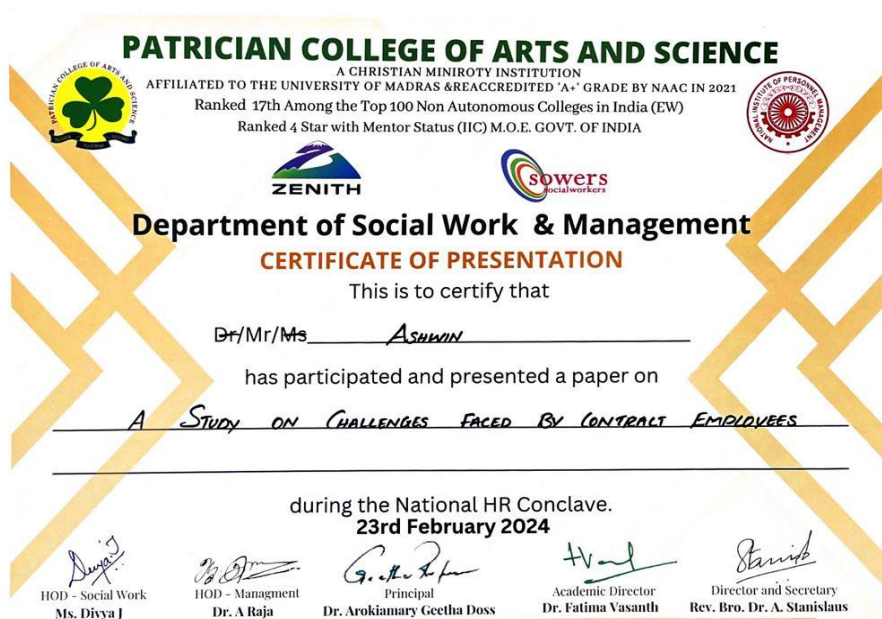
HOD - Social Work  
Ms. Divya J

HOD - Managment  
Dr. A Raja

Principal  
Dr. Arokiamary Geetha Doss

Academic Director  
Dr. Fatima Vasanth

Director and Secretary  
Rev. Bro. Dr. A. Stanislaus









**PATRICIAN COLLEGE OF ARTS AND SCIENCE**  
A CHRISTIAN MINORITY INSTITUTION  
AFFILIATED TO THE UNIVERSITY OF MADRAS & REACCREDITED 'A+' GRADE BY NAAC IN 2021  
Ranked 17th Among the Top 100 Non Autonomous Colleges in India (EW)  
Ranked 4 Star with Mentor Status (IIC) M.O.E. GOVT. OF INDIA

**Department of Social Work & Management**  
**CERTIFICATE OF PRESENTATION**

This is to certify that  
Dr/Mr/Ms VIDHYA LAKSHMI R  
has participated and presented a paper on  
EMOTIONAL INTELLIGENCE AND WORK LIFE BALANCE;  
ITS EFFECTS ON PRODUCTIVITY  
during the National HR Conclave.  
23rd February 2024

HOD - Social Work: Ms. Divya J  
HOD - Management: Dr. A Raja  
Principal: Dr. Arokiamary Geetha Doss  
Academic Director: Dr. Fatima Vasanth  
Director and Secretary: Rev. Bro. Dr. A. Stanislaus

**PATRICIAN COLLEGE OF ARTS AND SCIENCE**  
A CHRISTIAN MINORITY INSTITUTION  
AFFILIATED TO THE UNIVERSITY OF MADRAS & REACCREDITED 'A+' GRADE BY NAAC IN 2021  
Ranked 17th Among the Top 100 Non Autonomous Colleges in India (EW)  
Ranked 4 Star with Mentor Status (IIC) M.O.E. GOVT. OF INDIA

**Department of Social Work & Management**  
**CERTIFICATE OF PRESENTATION**

This is to certify that  
Dr/Mr/Ms CHRISTINA R  
has participated and presented a paper on  
TECHNOLOGY AND INNOVATION IN HR  
during the National HR Conclave.  
23rd February 2024

HOD - Social Work: Ms. Divya J  
HOD - Management: Dr. A Raja  
Principal: Dr. Arokiamary Geetha Doss  
Academic Director: Dr. Fatima Vasanth  
Director and Secretary: Rev. Bro. Dr. A. Stanislaus