WageIndex Report India

Wages and working conditions in the ICT sector

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About WageIndicator Foundation

WageIndicator Foundation (StichtingLoonwijzer) - www.wageindicator.org

The WageIndicator Foundation started in 2001 to contribute to a more transparent labour market for workers and employers. It collects, compares and shares labour market information through (online & face-face) surveys and desk research. It serves as an online library for wage information, Labour Law and career advice.
The WageIndicator Foundation is assisted by world-renowned universities, trade unions and employers' organisations and currently operates in 80 countries. Their international staff consists of some 100 specialists spread over the whole world. The foundation has strong relationships with Monster since 2003. The WageIndicator Foundation is a global organization reaching millions on a monthly basis. For more information please visit: WageIndicator.org. WageIndicator Foundation has offices in Amsterdam (HQ), Ahmedabad, Bratislava, Buenos Aires, Cape Town, Dar es Salaam, Maputo and Minsk.

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About Paycheck India

Paycheck India – www.paycheck.in

Paycheck India a research initiative at Indian Institute of Management Ahmedabad is part of WageIndicator, an organization that collects and shares data about wages, labour law and career in more than 80 countries. Paycheck India aims to bring transparency in the labour market by providing salary predictions for 1600 occupations in India through its Salary Checker. It also provides regular updates on state wise minimum wages in India, living wage calculation, labour laws and career advice.

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About IIMA

Indian Institute of Management Ahmedabad (IIMA) – www.iimahd.ernet.inIIMA is the leading school of management in India and one of the top rated management schools in Asia. It offers long duration programs in management, agri-business, executive management and faculty development programs. IIMA also conducts doctoral level research program in management and public systems. The institute has contributed significantly to management education of working executives, government and policy makers and armed forces. Faculty members participate in governance of firms and organisations by providing advisory, capacity building support as well as taking roles in boards and trusts. IIMA hosts Paycheck India and was the first Asian country to be part of Wageindicator.

About CELSI

Central European Labour Studies Institute (CELSI) - www.celsi.sk

CELSI is an independent non-profit research institute based in Bratislava, Slovakia. It fosters multidisciplinary research about the functioning of labour markets and institutions, work and organizations, business and society, and ethnicity and migration in the economic, social, and political life of modern societies. Supported by its network of Research Fellows and Affiliates and a new Discussion Paper series, CELSI makes a contribution to the cutting-edge international scientific discourse. Hosting the Bratislava Office of the international WageIndicator project, CELSI provides expert data services.

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About Monster India - (www.monsterindia.com)

Monster India, India's leading online career and recruitment resource with its cutting edge technology provides relevant profiles to employers and relevant jobs to jobseekers across industry verticals, experience levels and geographies. More than 200 million people have registered on the Monster Worldwide network. Today, with operations in more than 40 countries, Monster provides the widest and most sophisticated job seeking, career management, recruitment and talent management capabilities globally. Monster India started its operations in 2001. Headquartered in Hyderabad, the company has presence in 11 other cities of India viz., Mumbai, Delhi, Bangalore, Chennai, Pune, Kolkata, Ahmadabad, Baroda, Chandigarh, Jaipur and Cochin.

In 2014, Monster mPower Search was voted **Product of the Year** under the 'Online Job Portals category' in a survey of over 18000 people. Monster India and DishTV partnered in convergence of the Internet and TV medium to make job services accessible to TV viewers across all cities, bridging the unmet need of the audience for whom access to the internet is limited. This first ever job search initiative is called 'Monsterjobs Active'.

The Indian Air Force Placement Cell (IAFPC) selected Monster India for a collaboration to provide a robust platform to assist retired and shortly retiring Air Warriors seek suitable second career opportunities in the corporate world. Monster also initiated 'Rozgarduniya.com' - a job portal exclusively for jobseekers in rural India, in an alliance with ITC e-Choupal to enable in corporate India to connect with rural talent, thus removing the traditional barriers they face in this process.

Key findings

- Information and communications technology (ICT)[1] sector generates 8 % of Indian GDP and 9.5 million workplaces.About 24% of the output is intended for exports.

- Its workers are highly educated 46 % has a Bachelor's and 37 % has a Master's degree.

- 95 % of workers in ICT sector are less than 40 years old

- Supervisors, more experienced workers and workers with permanent contracts earn more than non-supervisors, junior workers and employees with temporary work contracts. Those working in foreign-owned firms earn more than those in domestic companies.

- 27.4 % of ICT workers receive performance bonus and 17.7 % enjoys annual bonus. Paid overtime/weekend work is rare in this sector.

- ICT workers are typically satisfied with their relationships with colleagues and bosses, but less satisfied with their wage.

- Indian ICT managers and professionals enjoy living standards comparable with their European counterparts, but ICT technicians and associate professionals are much poorer.

[1]We understand this industry as being inclusive of all computer, web, data, and communication activities.

About the Dataset and Definitions

The analysis presented in this report is based on the WageIndicator dataset covering the period of March 2012- February 2014. The wage analysis is based on data collected fromPaycheck India's (www.paycheck.in)Salary Calculator and Monster Salary Indexfrom the aforementioned period. The sample used for the analysis consists of 2,329 observations.

Gross hourly wage and bonuses – Gross hourly wage, for our purposes, is computed based on the hourly wage calculated on the ground of wage and working hours reported by respondents. We report median[2] of gross hourly wage. The calculations are based on dataset cleared from outliers.[3] Inflation was taken into account for wages reported in 2012.

Purchasing power parity (PPP) – Is based on differences in prices of goods and services in different country. Using the PPPindex we can calculate an "*international dollar*" that has the same purchasing power as the US dollars have in the USA. The implied conversion rate used for India is 1:22, valid according to April 2013(WEO Database, 2014). For calculation of annual wage, we assume a total of 2000 working hours per year.

Gender pay gap – Gender pay gap is computed according to the formula:

$$Pay\ \ gap = \frac{Median\ \ wage_{male} - Median\ \ wage_{female}}{Median\ \ wage_{male}} * 100\%$$

It can be interpreted as the per cent difference between female and male median wages.

[2] A median is the numeric value separating the upper half of a sample from its lower half. For example, by definition of median wage 50% of the sample earn more and 50% less than median wage.

[3]Respondents reporting wage significantly lower or higher than usual.

1 ICT Sector Performance Review

ICT business is very important for the Indian economy. The Indian government data show that(Government of India, 2012-13):

Aggregate **revenues** of the ICT sector in India amounts to US **$ 108 billion** in 2012/2013 fiscal year.

3 million Indians work in the sector and another **9.5 million jobs** depend on ICT indirectly. This sector employs more than 800,000 women, which accounts for about 30% of the workforce.

Indian ICT sector comprises of "*world's largest talent pool*" with 4.7 million people employed are graduates and post graduates

The ICT sector generates **8 %** of Indian **GDP**.

The sector is **growing rapidly**; in 1998 the ICT sector formed only 1.2 % of the economy in the country.

The rapid growth of the ICT sector contributed to **increased prosperity** of India, which enjoyed 8 % average GDP growth over the last decade.

The annual Survey on Software and Information Technology Enabled Services Exports conducted by the Reserve Bank of India (RBI, 2014) reveals that India's Software services exports has been growing at remarkable pace. The software services exports constituted around 45% of total services exports of India as well as 3.5% of GDP in 2012-13.As per the survey, India's total export of computer and ITES/BPO services has exhibited 20.7% growth in US$ terms over the previous year.

Export revenues are estimated to **$75.8 billion**and 2.3 **million ICT jobs** depend on export. In particular, the **outsourcing activities** for the US and European companies are very important, generating revenue of **$ 14.1 billion.**

The outsourcing and export activities are still growing healthily; nevertheless the dependency relations created by mutual trade also increase vulnerability of India to global economic cycles. This is evident by recent **slowdownof Indian economy**, when growth rate has fallen to 5.4 %

Access to the ICT Services is still limited. According to the International Telecommunication Union the internet penetration in the country is only 12.6% and the share of households **connected to the Internet**is **6 %** as per OECD data(OECD, 2013). Nevertheless, the **middle class growth**, particularly in the metropolitan areas[4], along with Indian government's policies to develop e-governance initiatives areas fuels new **internal demand for ICT** products(Governemnt of India, 2014).

Several major multinational corporations in ICT space have origins in India, including Tata Consultancy Services, Infosys, Wipro and HCL. India is also a major base for global ICT companies like IBM, Accenture, etc.

[4]Particularly observable in Bangalore, Chennai, Kolkata, Hyderabad, Trivandrum, Noida, Mumbai and Pune.

Wages and working conditions in the Indian ICT sector

The average gross hourly wage in the industry is 346.42.

This relatively high level of remuneration reflects that workers in the field are highly educated – nearly all of them reported having 16-17 years of schooling, which amounts to a college degree. The availability of technically trained human resources is a factor which supported the growth of ICT firms in India. Because of strategic importance of this sector, it has received investments for structured training programs, in-house universities and affiliations with academia(NASSCOM, 2013).[5]

46 % of the sample had Bachelor's degree and 37 % had a Master's degree. The premium for Master's degree, in terms of wages was about 45per hour.

Overall, workers in the sector tend to be quite young – about 45 % of our respondents are below 30 and about 50 % belong to the 20-30 age group, the remaining 5 % were over 40. When it comes to wages, young below 30 workers earn on average 234, 30-40 year olds earn 462 and over 40 workers earn 635.

Table 1: Average earnings of men and women in the Indian ICT industry pre age group

Age group	Percentage of sample	Median gross hourly wage
< 30	45.5%	233.51
30 - 40	49.6%	461.89
> 40	4.9%	635.10

Source: WageIndicator Foundation

Impact of gender

The ICT industry is highly **male dominated**. This sector employs only 30% of women out of its total workforce.

Nearly **88%** of survey respondents working in the ICT sector were **men**. Male IT workers were also paid better than their female colleagues. A **male** ICT worker receives a gross wage of **359.25**, while a **female**received only **254.04**per hour. The **gender pay gap** in the ICT industry is, therefore, about **29 %.** In fact it is interesting to note that no country has been able to close down the gender pay gap completely (Tijdens & Klaveren, 2012), but that is not an excuse for allowing the gap to persist.

One way to explain this inequality is through looking at the frequency of employees being in a **supervisory position**. About half of the total respondents reported being supervisors. This is nearly equal to the share for **men**, **52 %** of whom reported being supervisors. However, when we break down this number according to the gender of respondents, we see that only **36 %** of **women** reported being supervisors.

Impact of supervisory position

More experienced women often face higher inequality in pay (Duraisamy & Duraisamy, 1998). There are major differences between wages received by supervisors and non-supervisors. Average **supervisor** receives an hourly wage **of 451.63**, while average **non-supervisor** gets **248.27.** Breaking down the figure per gender, we see that the hourly wage for male non-supervisors is 255.32, for female non-supervisors 206.28, for male supervisors 461.89 and female supervisors get 375.29. In both categories, women earn about 18-20 % less than men. This figure is lower than the overall gender pay gap, which means that part of the gender inequality can be explained by the fact that **men get promoted to supervisory position more often** than women.

The possible explanations for this could be, (1) Job timings: ICT sector jobs often require night shifts. Women are not preferred for these jobs because of extra safety measures are required to be implemented by the employer, which result in overall higher cost for the firm (2) Socio-cultural factors: In Indian society, some male workers may become disgruntled when obligated to work with or take orders from women. And therefore, in the interest of productivity and profits,

[5]Indian IT-BPM Industry – FY 2013 Performance Review, FY 2014 Outlook, retrieved from NASSCOM on 13th April, 2014.

employers may decide to segregate men and women employees on the job[6], (3) Employer's perspective: Many employers have preconceived notions about the job capabilities of women[7] and (4) Marital Status: A promotion or a supervisory role is offered to an employee only after certain years of experience in the job. In India, the average age of marriage for women in 19 years.[8] Employers feel that with marriage comes an additional responsibilityfor women, and hence they may not be able to devote the same amount of time to work (Varkkey, Korde, & Anand, 2012).

Thus, it is often seen that women are not preferred for promotion to higher designations in the occupational hierarchy. This may result in most women crowding at the lower end of the occupational hierarchy.

Table 2: Average earnings of men and women in the Indian ICT industry, for the whole sector and broken down per gender.

			Has a supervisory position			
Gender	%	Median gross hourly wage	No	Yes	No	Yes
Male	87.7%	₹ 359.25	48%	52%	₹ 255.32	₹ 461.89
Female	12.3%	₹ 254.04	64%	36%	₹ 206.28	₹ 375.29
Total	100%	₹ 346.29	49.8%	50.2%	₹ 248.27	₹ 451.63

Source: WageIndicator Foundation

Impact of tenure

Another important factor influencing wages is **tenure**. More experienced workers are paid better than less experienced ones. While average worker with **less than 3 years** of experience gets ₹ **142.97** per hour, average worker with **more than 10 years** of experience gets ₹ **625.55** per hour.

At the same time, it seems women only started being active in the ICT sector recently and also likely find it harder to accumulate tenure due to family obligations. 23 % of women, but only 11 % of men have less than 3 years of experience. Likewise, 55 % of women and 36 % of men have 5 or less years of experience. Meanwhile, 21 % of male workers and only 14 % of female workers have more than 10 years of experience. **Female workers in the sample tend to be less experienced** than male workers. The gender pay gap is 14 % for workers with less than 3 years of experience, 6 % with workers between 3-5 years of experience, 18 % for workers with 6-10 years of experience and 16 % for workers with 11+ years of experience. This likely reflects the higher likelihood for promotion to supervisory position for men.

The possible explanations for this could be, (1)Women in India have to balance multiple roles and this often results in multiple career breaks (could be because of marriage and relocation, child bearing, child rearing, etc). With more number of career breaks in their job history, the bargaining capacity of women in the labour market declines. Hence, men in the same bracket earn a higher salary compared to women (Goldberg & Hill, 2007) and (2) Re-entry to the job market is difficult for women as compared to men and often women are paid less when they decide to enter the labour market again (Education International, 2011).

[6]Bergmann's crowding model (1974).

[7] Becker (1957) had developed a model for race discrimination followed by employers, employees and customers. But the theory behind the model has been used by other economists and Becker himself to explain gender discrimination in employment.

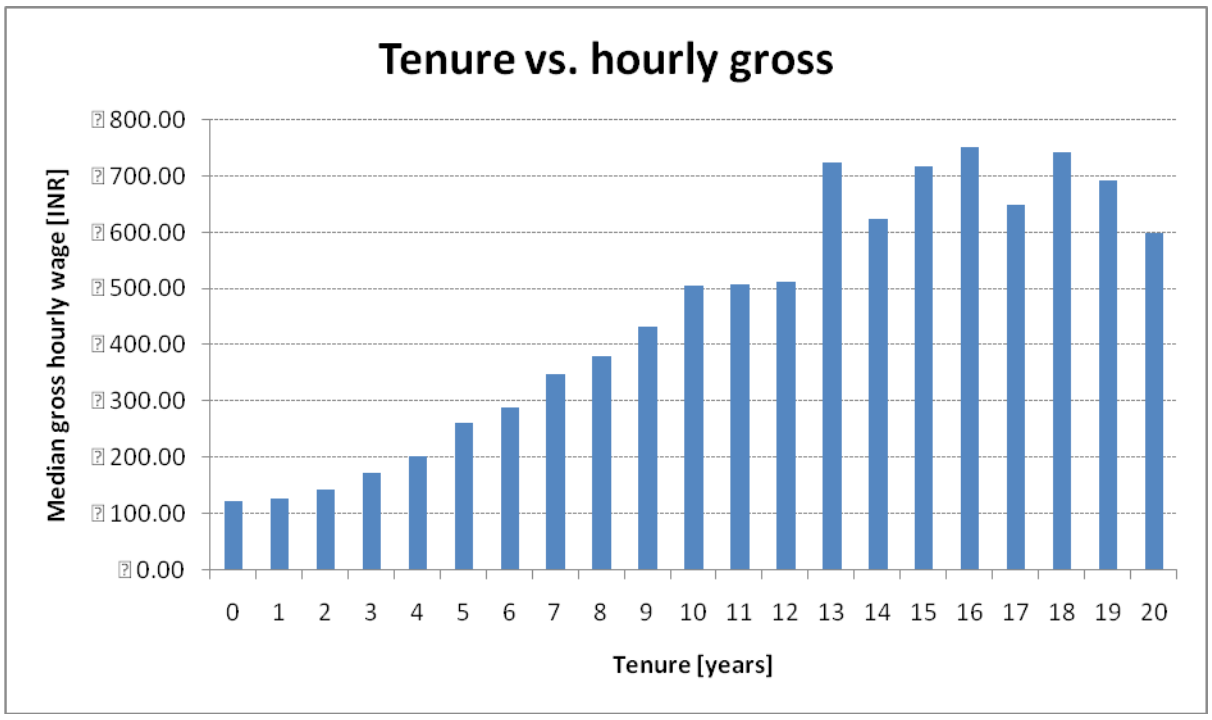
[8]The average age of marriage in India is 18.3(UNICEF, 2001) (though it has been increasing over the years with social and cultural reforms).

Table 3: Average earnings of men and women depending on the length of tenure

	Tenure groups [years of service]							
Gender	0-2	3-5	6-10	11+	0-2	3-5	6-10	11+
Male	11%	25%	43%	21%	₹ 144.34	₹ 215.55	₹ 394.86	₹635.10
Female	23%	32%	31%	14%	₹ 123.45	₹ 203.45	₹323.33	₹ 535.06
Total	13%	25%	42%	20%	₹ 142.97	₹ 213.63	₹ 386.84	₹ 625.55

Source: WageIndicator Foundation

Figure 1: Graphical illustration of the relationship between tenure and wage



Source: WageIndicator Foundation

Impact of contract type

The figures quoted suggest a dual labor market for men and women in the ICT sector. This can be seen when we look at the data concerning the working arrangements. **76 % of men**, but only **66 % of women** have **full time contracts**. Male workers with permanent contracts get paid better than those employed for a limited time, for women it is the other way around. Workers with temporary contracts earn very similar wages;the**wage premium** for men is visible **only in the segment of workers with permanent contracts.** Women in the sector often prefer or are compelled to take up part-time jobs becauseit is expected that theyfulfill primary responsibility of taking care of household activities and children (Goldberg & Hill, 2007).

Table 4: Type of contracts in the ICT sector

	Has permanent employment contract			
Gender	No	Yes	No	Yes
Male	24%	76%	₹ 288.68	₹ 375.29
Female	34%	66%	₹ 274.25	₹ 256.61
Total	25%	75%	₹ 285.80	₹ 359.25

Source: WageIndicator Foundation

The impact of ownership

There are three basic kinds of ICT companies in India according to their ownership structure: wholly domestic owned, partially domestic and partially foreign owned and wholly foreign owned. Generally **the more foreign capital** there is in the company, **the higher the wages**.

Table 5: Ownership structure of the company and wages

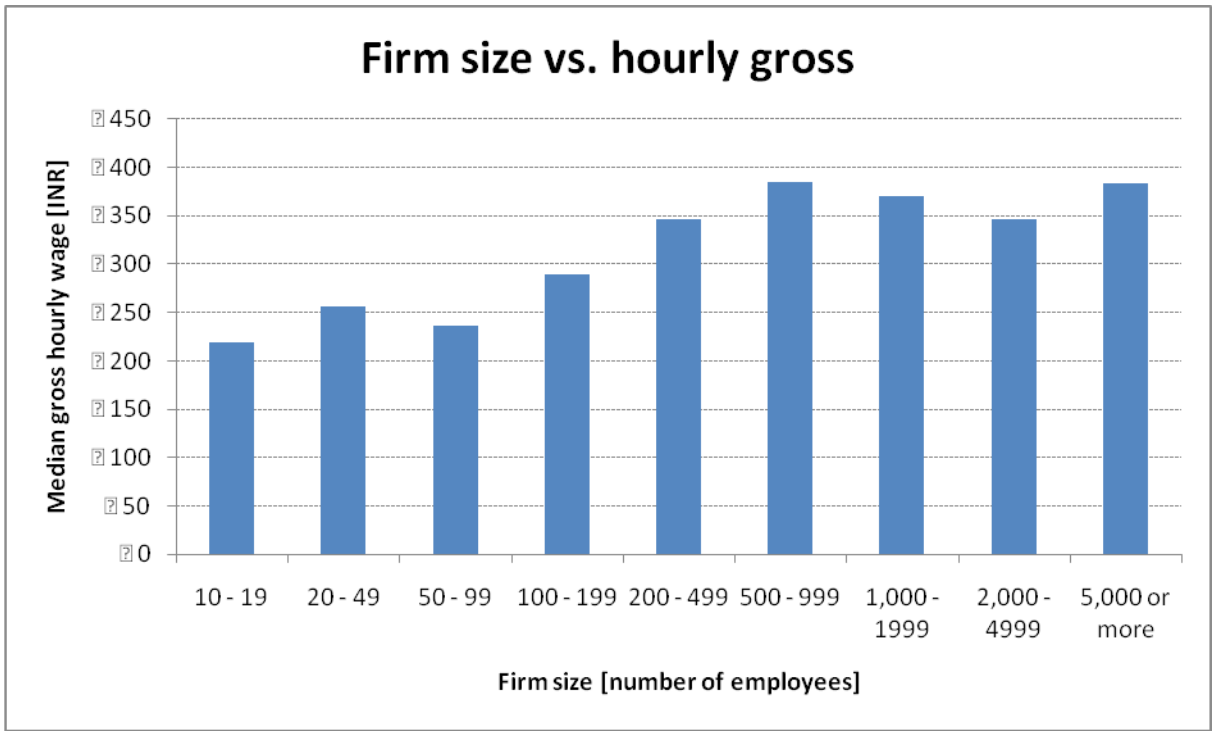
Ownership of company	Percentage of sample	Median gross hourly wage
Wholly domestic owned	44.7%	₹ 261.25
Partly domestic owned, partly foreign owned	17.6%	₹ 424.04
Wholly foreign owned	37.6%	₹ 559.40

Source: WageIndicator Foundation

Impact of company size

ICT workers tend to work in large companies. In India about 65% of workforce in ICT sector works in large to mid-sized companies. About **50 %** of the sample reported to work in **a company with more than 5,000 employees**. While in small companies (with **up to 20 employees**) the average reported wage was ₹ **218.57**, workers in companies **with more than 5,000** employees received an average wage of ₹ **383.73.**

Figure 2: Graphical illustration of the relationship between size of company and wage



Overtime Work

Only **2.1%** of surveyed ICT workers reported to receive extra money for **in night shifts or during weekends**. This is generally in the form of a lump sum payment/allowance and the median payment on that account mounted to ₹**2000 monthly.**Only a tiny fraction of **0.8 %** of workers received compensation for working overtime, the median value of it being₹**1211.**

Table 6: Ownership structure of the company and wages

Special work hours	Percentage of sample	Monthly median benefit received
Night Shifts/ Weekend allowance	2.1%	₹ 2,000
Overtime payment	0.8%	₹ 1,211

Source: WageIndicator Foundation

Bonus structure

Workers in the ICT sector reported to have received three types of bonuses: annual bonus, profit share and performance bonus. Performance bonus was the most common, received by 27 % of workers, 18 % of ICT workers received anannual bonus and roughly 5 % of workers benefited from profit sharing. ICT sector enjoys the privilege of slightly higher numbers receiving bonuses as compared to the national average.

Table 7: Bonus structure

Bonus	Percentage of sample	Indian Average
Annual bonus	17.7%	6%
Profit share	5.2%	3%
Performance bonus	27.4%	18.5%

Source: WageIndicator Foundation

Satisfaction

Workers in the ICT sector were mostly satisfied with the relations at the workplace (75 %), their relationships with superiors (70 %) and working hours (68.2 %). On the other hand, only 53.8 % of respondents were satisfied with their wage. Overall, 61.1 % of workers reported to be satisfied with their life as a whole. The Indian average of satisfaction with job and other related parameters range between 40 to 50% only(Varkkey & Korde, 2013). This implies that workers in the ICT sector enjoy higher satisfaction levels as compared to the Indian average.

Table 8: Satisfaction of workers

Satisfaction with	Satisfaction level for ICT
Job	65.2%
Pay	53.8%
Commuting time	64.9%
Work-life balance	63.2%
Job Security	64.8%
Work environment	65.9%
Working hours	68.2%
Relationship to colleagues	74.9%
Relationship to superiors	70.0%
Life as-a-whole	61.1%

Source: WageIndicator Foundation

International comparison

The WageIndicator database enables a wage comparison across different occupational groups and across various globally (WageIndicator, 2014). Because of different price levels in the above countries, we comparegross wages in **US dollar** equivalent**.** This figure expresses a wage in US dollars that have the same purchasing power as the US dollars have in the USA. As a result, wages in countries with relatively low living cost, like India, are higher in comparison with the actual dollar value and wages in countries with high living cost, such as the United Kingdom, are lower. This measure is used to determine the actual living standard across countries.

What we see is that IT managers in India have a living standard comparable with their European counterparts. At the next level below (professionals), the living standard of Indian IT professionals is slightly lower than in most European countries, but at the same time slightly higher than the living standards of IT professionals in Latin America. However, the wages of technicians and associate professionals is where the difference lies. Indian technicians and associate professionals earn about half of their European counterparts and their wages are comparable with Latin American ones and are slightly higher than those received by similar workers in the former USSR region.

Table 9: International comparison of gross hourly wages among occupational groups[9]

Country	Managers	Professionals	Technicians and associate professionals
India	25.11	15.16	8.92
Argentina	-	12.51	8.05
Brazil	15.65	10.69	5.94
Chile	-	13.53	6.14
Mexico	18.25	13.72	5.11
Belgium	26.4	17.6	15.43
Czech Republic	21.54	15.07	10.77
Finland	29.16	19.36	15.35
France	-	22.91	13.75
Germany	-	26.73	21.09
Italy	-	16.96	15.08
Netherlands	30.49	19.31	16.26
Spain	23.41	18.14	14.82
United Kingdom	32.23	24.99	15.85
Belarus	-	3.88	3.62
Kazakhstan	8.79	5.44	3.75
Russian Federation	13.85	8.95	6.49
Ukraine	6.65	5.98	4.19
South Africa	30.55	20.32	11.18

[9] The classification of Managers, Professionals and Technicians and associate professionals in occupational groups is based on the years of work experience and the designation assigned to them by the organization they work with.

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