

APPENDIX – A

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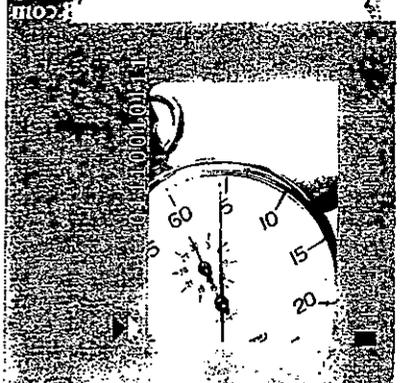
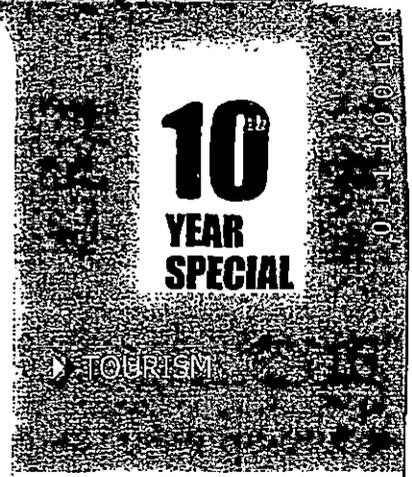
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Migration of Skilled Human Resources from Indian IT Sector : An Empirical Study

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Skilled migration has become an extremely important form of migration in the modern world. Various globally important countries like USA, Canada, Australia, New Zealand, UK (Quaked, 2002) etc. have opened up immigration for the highly skilled professionals and the main criterion of selection of the migrants is their skills. Since the liberalization of Indian economy and particularly between 1999 and 2001 (Hira, 2004), India has become one of the powerful sources for skilled human resource migration. The migration from India increased due to increase of highly skilled professionals in Indian IT sector. Towards the end of 1990, there was a large increment in the number of work permits issued to the IT sector from India and this was in response to the hike in the global demand global demand of skilled human resources. However to the best of our knowledge, despite this consistent rise in the migration, till date very few studies have focused on the specific issues related to IT migrants.

The growing competition among themselves have necessitated the countries like the US, UK, Canada, Australia, New Zealand, Ireland, and Singapore, as well as non-English speaking countries like France, Germany, Netherlands and South Asian countries to look for the cream of Indian professionals. Data collated by the US Institute of International Education's *Open Doors 2005* survey revealed that in 2004-05 India retained its No. 1 position in the US university enrolment (followed by China, Korea, Japan, Canada, and Taiwan) for the fourth year in a row.

The IT professionals are in a huge demand in the developed countries. The German Green Card, the American H1-B visa, the British work permit, the Canadian investment visa, the Australian student visa, the New Zealand citizen-ship, all are encouraging to acquire Indian talents including skilled professionals as well as students. A new destination, that rapidly gained popularity, has been the Middle East. Some south-east countries like Malaysia became such destination later on.

II. Scenario Of Indian IT Professionals In USA

Almost 80 percent of Indian skilled human resources move to USA every year. Globally, India has become a powerful supplier of IT professionals and about 70,000 H1B visas (Khadria, 2001) were offered to IT specialists from India to USA in recent years. Before 2001, UK was the best option for migration for the Indian IT professionals. But after 2001 USA has become first preference (Hira, 2004) of the IT professionals for migration destination. In 2000, 19.7 percent of work permits granted by the UK went to the computer industry, which was the six times bigger than the numbers in between 1995 and 2000.

Information Technology (IT) industries can be an important source of economic growth and development for developing countries. The Indian software industry, which has been successful at exporting IT services, is the exemplar for developing countries. NASSCOM, the Indian software services industry association, estimates that the Indian IT industry has grown nearly eightfold from 1994 to 2001, with revenues in 2001 of approximately US\$13.5 billion and 2.87 percent share of India's GDP.

Many Central and Eastern European countries have similar pools of technically competent workers, and they liberalized their economies at approximately the same time as India did. Therefore, why has India been so much more successful than other countries, such as Romania or Russia? There are many explanations for India's recent success in IT. The most important reason is India's economic liberalization after 1991. Then intellectual mindset of Indian students, technically trained workers who are willing to work for low wages in foreign countries, good English skills. These are the reasons for what India has become a superpower in the field of Information Technology.

The number of IT professionals who migrate from India every year can be obtained from the statistics provided by Department of Labour, Govt. of India. For getting migration to US, H-1B visa is required. A study on H-1B visa will easily throw a light on migration scenario of Indian IT professionals every year.

1. H-1B and L-1 visa for migration of Indian IT professionals

Occupation like IT profession is a highly skilled profession, which requires theoretical and practical application of highly specialized knowledge and skills. It also requires a bachelor's degree from a recognized University. The H-1B visa has been the category of visa, which is most closely linked to the IT industry. The United States employs a variety of visa categories to admit foreigners for business, pleasure, study, work, or immigration. H-1B (Hira, 2004) is a temporary worker visa issued to employers to hire specialized occupation workers. From fiscal years (FY) 1991-1998 the maximum number of new H-1B visas had touched to 65,000. For FY 1999 and 2000, it was raised to 115,000 and for FY 2001-2003, it was raised to 195,000. For FY 2004, it again reverted to 65,000.

Table-1 shows the comparisons of occupational mix of H-1B beneficiaries between 1995 and 1998. IT has become the first preference in recent days H-1B beneficiaries.

Table-2 displays the names of the 16 employers/companies requesting H-1B visa for Indian IT professionals. There are a few large employers on the list such as Oracle, Lucent, and Motorola, but the list also includes software body shops such as Tata Consultancy Services (TCS) and Mastech. TCS is an Indian-based IT firm that was one of the first to penetrate the U.S. market.

By 2001, India was, by far, the largest source of H-1B petitions. Out of the 331,206 H-1B petitions approved by BCIS (Bureau of Citizenship and Immigration Services, USA Govt.) in 2001, 161,561 or 49 percent went to Indian nationals. The next closest country was China, with 27,331, or 8 percent, approved petitions. Almost all, precisely 92 percent, of the petitions for Indian workers were for computer-related or engineering occupations. It is clear that employers of Indian nationals with IT skills are the heaviest users of the H-1B visa.

On the other hand L-1 is an intracompany transfer visa used by multinational companies to move employees to the United States for temporary assignments. The employees are required to be executives, managers, or in

Table-1:

Top 5 H-1B occupations shift between 1995 and 1998

1995		1998	
Top 5 occupations	Percent of H-1Bs (%)	Top 5 occupations	Percent of H-1Bs (%)
Therapists	54	Computer specialists	57
Computer specialists	25	Therapists	14
University faculty	2	Accountants	7
Physicians	2	Electrical engineers	3
Accountants	2	Architects	2

Source: US Dept. of Labour

Table-2:

Top H-1B petitioners, Oct. 1999–Feb. 2000

Rank	Company	Rank	Company
1	Motorola	9	Wipro
2	Oracle	10	Tata Consultancy Svcs
3	Cisco Systems	11	Price WaterhouseCoopers
4	Mastech	12	People Com Consultants
5	Intel	13	Lucent Technologies
6	Microsoft	14	Infosys
7	Rapidigm	15	Nortel Networks
8	Syntel	16	Tekodge

Source: US Dept. of Labour

2001 LCA requests by leading Indian IT firms

Table-3:

Company	Number of employees requested on LCAs	Total LCA wages to be paid (US\$ millions)	Average wages paid per position per year (US\$)
Wipro	3120	158	50,648
HCL	3828	147	38,428
Satyam	8692	483	55,621
Tata	11,982	437	36,502
Infosys	12,211	657	53,880
Totals	39,833	1884	47,294

Source: U.S. DoL (LCA=Labour condition application)

other positions that require specialized knowledge like a Project Manager of a software developing firm. Executives and managers are able to stay up to seven years, while specialized knowledge workers can stay up to five. There is no annual number for L-1 visas and no prevailing wage requirement. These features may make the L-1 more attractive than the H-1B. Some Indian IT firms have increased their use of the L-1 more rapidly than the H-1B.

2. Uses of H-1B and L-1 visas by Indian IT firms

By the end of 2002, at the peak time of NASDAQ, Infosys had 2884 employees on temporary visas in the United States, a 200 percent increase from March 2000. H-1B and L-1 workers represented approximately 21 percent (NASSCOM, 2003) of Infosys' worldwide workforce.

The BCIS tracked the leading H-1B petitioners for a short window from October 1999 to February 2000, and the top 5 firms are shown in Table-3. Three of the top Indian IT firms, namely TCS, Wipro, and Infosys, are among the top H-1B petitioners (PTI, 2003).

Not only do the Indian IT firms use a large number of H-1B and L-1 visas, but they are also among the leaders in H-1B petitions.

3. Causes of USA being an attractive destination to Indian IT professionals

Labour cost is a major driver in winning business in the IT market, and, if H-1Bs are a cheaper alternative compared to American workers, then, those companies utilizing the H-1B will have a competitive advantage. Typically, for a TCS employee with five years experience who is migrated, the annual cost to the American company is \$60,000–70,000,

Table-4: Major reasons for migration of Indian IT professionals

Reason	Percentage
Improved Infrastructure	12.5
Better Work Environment	11.8
Salary	10.2
Career Advancement	9.7
Better Quality of Life	8.9
Family Visits	7.6
Health Insurance	6.3
Retirement	5.1
Education	4.5
Spouse's Career	3.8
Religious Freedom	2.9
Other	1.5

Table-5: SPSS output 1

Model	Sum of Squares	df	Mean Square	F	Sig.
1	1.234	6	.206	1.234	.312
2	1.234	6	.206	1.234	.312
3	1.234	6	.206	1.234	.312
4	1.234	6	.206	1.234	.312
5	1.234	6	.206	1.234	.312
6	1.234	6	.206	1.234	.312
7	1.234	6	.206	1.234	.312
8	1.234	6	.206	1.234	.312
9	1.234	6	.206	1.234	.312
10	1.234	6	.206	1.234	.312
11	1.234	6	.206	1.234	.312
12	1.234	6	.206	1.234	.312

Predictors: (Constant), VAR00007, VAR00006, VAR00004, VAR00005, VAR00002, VAR00003

Table-6: SPSS output 2

Model	Sum of Squares	df	Mean Square	F	Sig.
1	1.234	6	.206	1.234	.312
2	1.234	6	.206	1.234	.312
3	1.234	6	.206	1.234	.312
4	1.234	6	.206	1.234	.312
5	1.234	6	.206	1.234	.312
6	1.234	6	.206	1.234	.312
7	1.234	6	.206	1.234	.312
8	1.234	6	.206	1.234	.312
9	1.234	6	.206	1.234	.312
10	1.234	6	.206	1.234	.312
11	1.234	6	.206	1.234	.312
12	1.234	6	.206	1.234	.312

Dependent Variable: VAR00001

while a local American employee might cost \$80,000-100,000. This (labour arbitrage) is a fact of doing work on-site.

Why would an Indian H-1B worker accept a lower salary than that of a comparably skilled American? Salaries for IT workers in India are significantly lower than in the United States and thus, the salary expectations of Indian workers are lower. Instead of getting low salary in America, Indian IT professionals want to stay back there for non-monitory benefits and possibility of getting permanent immigration in USA. While the cost of living in the United States is higher than in India, the H-1B's perception of his or her net pay is influenced by the substantial differences in purchasing power parity (PPP), an international cost of living index, between the United States and India. The World Bank has calculated a PPP of approximately 0.2 between India and the United States, which means that US\$10,000 in India has the same purchasing power as US\$50,000 in the United States. This PPP differential amplifies any

savings by the Indian H-1B workers.

III. Methodology

A questionnaire consisting of 20 questions was prepared and sent through e-mail to the IT professionals who are working in different organizations in different countries. The questionnaire comprised of some questions seeking responses in a scale of 10 (ten). Totally 200 such questionnaires were sent through snow-ball sampling technique to various IT professionals of different organizations like CTS, TCS, Motorola, RS Software, PWC etc. and ultimately

147 were filled up and received back through e-mail. The responses from the respondents were very much enthusiastic and carry ample scope for analysis. A part of the analysis was done by the statistical tool SPSS. This study is basically an empirical study.

IV. Data Collection And Analysis

With the help of the data obtained through the questionnaire, an effort has been made to illuminate the following:

1. Major reasons for migration of Indian IT professionals.
2. Factors influencing the relative job satisfaction of the Indian migrants in the foreign country with respect to home country.
3. Preferences of migrated IT professionals.
4. Importance of role played by some decision makers in compelling the migrants to take migration decision.
5. Present skills of migrated IT professionals.
6. Fraction of salary sent by the migrants to their homes in India.
7. Job satisfaction of the migrants.
8. Age distribution of the migrants.
9. Academic background of the migrants.
10. Work experience of the migrants.
11. The relationship between job satisfaction and mental satisfaction of the migrants.

1. Major reasons for migration of Indian IT professionals

Out of the questions asked in the questionnaire, there was one question in which the respondents were asked to give scores on the influences of some factors (in a scale of ten) in causing their migration. The averages of the scores of all the respondents have been obtained for each of the factors and are displayed in the Table-4. The factors are ranked according to their mean score.

From Table-4 it can be witnessed that out of these 12 factors the main factor influencing migration from India to other countries and staying there is 'Improved Infrastructure' in foreign countries. Improved infrastructure obviously implies the job infrastructure in foreign countries like

Table-7: Preferences of migrated IT professionals

Country	Mean Score	Rank
Indian Food	2.12	12
Mobile	2.50	10
Present Country's Work Culture	2.89	8
Indian Social Culture	2.68	9
Indian Work Culture	2.52	11
Present Country's Social Culture	2.45	13
English Movie	2.60	10
Indian Festivals	2.18	12
American Food	2.00	13
Child's Education	2.08	13
Religious Freedom	2.00	13

Table-8: Importance of role played by some decision makers in compelling the migrants to take migration decision

Decision Maker	Mean	Standard Deviation	Rank
Ownself	3.78	0.98	1
Previous Job Environment	3.67	0.91	2
Present Employer	3.63	0.92	3
Family	3.63	0.92	4
Previous Employer	3.63	0.92	5
Friends in Present Country	3.16	0.90	6
Friends in India	2.93	1.02	7
Searcher	2.63	1.58	8

The influence of *Salary* in causing migration'- VAR 00002.
The influence of *Achievement* in causing migration'- VAR 00003.
The influence of *Cost of Living in India* causing migration'- VAR 00004.
The influence of *Better Opportunity of Utilizing Skill* in causing migration'- VAR 00005.
The influence of *Better Working Environment* in causing migration'- VAR 00006.
The influence of *Political Turmoil in India* in causing migration'- VAR 00007.

Table-9: Skills of migrated IT professionals

Skill	Mean	Standard Deviation	Rank
Consultancy	4.5	0.8	1
Software Development	4.2	0.9	2
Customer Care	3.8	1.0	3
Managerial Skills	3.5	1.1	4
System Administration	3.2	1.2	5
Quality Assurance	2.8	1.3	6
Project Management	2.5	1.4	7
Business Development	2.2	1.5	8
Human Resources	1.8	1.6	9
Finance	1.5	1.7	10

The results obtained as output of SPSS has been displayed in Table- 5 and Table- 6.
Table-5 reveals that the multiple correlation coefficient between J (VAR00001) and the above mentioned independent variables (i.e. from VAR00002 to VAR00007) is found out to be $R_{1,234567} = 0.342$ and the corresponding significant F is .007. This implies that the multiple correlation is significant at 1% level. However the coefficient of determination (i.e. the fraction of the total variation in J which is explained by the regression line) is given by $R^2 = 0.117$. This indicates that in addition to the variables considered by us there are other variables which affect the relative job satisfaction of the migrants.
From Table-6 it is observed that out of the variables considered by us, only 2 variables are having significant partial correlations (Level of significance being 5%) with J . The partial correlation coefficient between J and Salary as the influencing factor is -0.178, which is significant at 5% level of significance. Also the partial correlation coefficient between J and Better Working Environment is 0.215 which is significant at 1% level of significance. This throws light on an interesting implication like:
Those individuals who have been influenced more by salary to leave India and migrate to other countries are less satisfied with their jobs in the foreign country (since the partial correlation is negative). On the other hand those individuals whose migrations have been influenced more by their search of better working environment are more satisfied with their jobs in foreign countries.

technological infrastructure, management support, job design, job responsibility etc. 'Better Working Environment' gets the 2nd rank. Better working environment comprises of cozy working environment, less politics at the work place, recognition of work etc. 'Salary' is found to be the 3rd influential factor for migration. 'Political Turmoil' in India is ranked 4th for migration. The migrated IT professionals feel that political turmoil in India is not good for doing job in India. 'Better opportunity of utilizing skill' and 'Quality of Work Life' in foreign countries are jointly ranked 5th as the factors influencing the migration. 'Cost Of Living in India' and 'Cost Of Living in Foreign Countries' are the two least influential factors for migration.

2. Factors influencing the relative job satisfaction of the Indian migrants in the foreign country with respect to home country

The respondents were asked to express their present job satisfaction in the foreign country, as well as their job satisfaction before leaving India, each in scale of ten. The scores obtained for present job satisfaction is expressed as a percentage of scores obtained for job satisfaction before leaving India. This percentage (say variable J) may be treated as an indicator of the impact of migration on job satisfaction. The respondents were also asked to rate different factors according to their influences in causing migration in scales of ten. Then a multiple regression equation of ' J ' on different independent variables each representing the influences of different factors in causing migration is obtained with the help of SPSS. The different independent variables are as follows:

ten), which would reveal their preferences towards movies, foods, culture and work culture. The responses obtained are shown in Table-7. The factors are ranked according to their mean score.

Table-7 shows the preferences of the migrated Indian IT professionals for different factors like different food habits, cultures and entertainments etc. They might have migrated to other countries but their liking towards Indian Food is much more than Foreign Food. Their greater affinity for 'Hindi movies' compared to 'English/ Regional Movies' and greater affinity for 'Indian Social Culture' compared to 'Present Countries Social Culture' are also evident. However, a striking revelation is that, as far as the Work Culture is concerned, the migrants prefer their present countries (i.e. foreign countries) more than India.

4. Importance of role played by some decision makers in compelling the migrants to take migration decision

Table-8 summarizes the responses obtained from the migrants regarding the importance of the role played by different decision makers in their migration decision. The averages of the scores of all the respondents have been obtained for each of the factors.

Table-8 reveals the migrated IT professionals consider themselves (ie. 'Ownself') coupled with their 'Previous Indian Job Environment' to be the main driving forces in taking the decision of migration. To some extent, their Present Employer (i.e. the employer in the foreign country) and their Families also played a considerable role in this regard. Other factors shown in the table have not played any significant role in encouraging the migrants to leave India.

5. Present skills of migrated IT professionals

With the objective of developing an idea about the major skills of the migrated IT professionals one question was asked against which the respondents had to rate each of their different skills (i.e. managerial, developer, consultancy, customer care etc.) in a scale of ten. For each skill the averages of the scores obtained from different respondents have been calculated and displayed in Table -9.

From Table-9 we see the respondents are handling all the responsibilities from 'Consultancy' to 'Software Development' as per the job design. However, according to the respondents their main skills are 'Consultancy' and 'Managerial Skills'. As is well known, the managerial skills and consultancy skills are mainly associated with professionals working in the upper level of the hierarchy. This is in consistency with the result obtained (displayed in Table-14) which shows that more than 50% of the migrated professionals have substantial experience and are hence expected to work in the upper level of the hierarchy.

6. Fraction of salary sent by the migrants to their homes in India
Table-10: Remittances sent by the migrants to their home in India

Zero	0%
One Fourth	0%
Half	76.9%
Three Fourth	0%

From Table-10 we see that 76.9% of the 146 respondents send half of their salaries to their homes in India.

7. Job satisfaction of the migrants

Table-11: Job satisfaction of the migrants

Present Job	76.9%
Job before Leaving India	23.1%

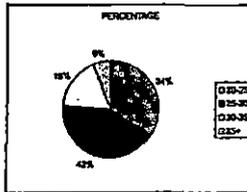
From Table-11 it is seen that the 'Present Job Satisfaction' of the IT professionals are higher than the 'Job Satisfaction before Leaving India'.

8. Age distribution of the migrants

The table below displays the percentages of migrants who fall in each of the different age groups.

Table-12: Age distribution

0-25	9%
25-30	43%
30-35	34%
35+	14%



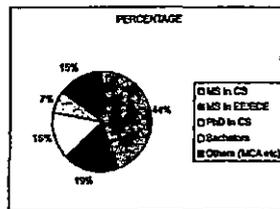
From Table-12 it is evident that the age group of 25-30 is having the highest frequency among the 147 respondents.

9. Academic background of the migrants

Table-13 displays the percentages of migrants who possess each of the different academic degrees mentioned.

Table-13: Academic background

MS in CS	44%
MS in EE/CE	19%
PhD in CS	16%
Bachelors	7%
Others (MCA etc)	14%

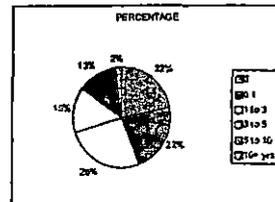


From Table-13 we can see that most respondents are having the degree MS in Computer Science. A good number of IT professionals are having PhD in computer science.

10. Work experience of the migrants

Table-14: Work experience

0	22%
0-1	22%
1 to 3	26%
3 to 5	15%
5 to 10	13%
10+ yrs	2%



From Table-14 it is seen that out of 147 IT professionals, 26% are having 1 to 3 years work experience, 15% are having 3 to 5 years work experience and 13% are having 5 to 10 years experience.

11. The relationship between job satisfaction and mental satisfaction:

A simple correlation coefficient between the scores given by the respondents on 'Present Job Satisfaction' and scores given on 'Mental Satisfaction' has been found out. The value of the said correlation coefficient is -0.091 , which is insignificant at 5 percent level of significance (P value is 0.27). That means the job satisfaction of the migrants who are working in foreign countries have no relation with their mental satisfaction. This implies that the mental satisfaction of the migrants is determined not by the standard and type of job that they are doing. Probably the fact that these migrants are staying in a foreign country is compelling them to feel out of nostalgia, that they are missing some of the basic cultures, properties and traits of their mother nation. This is also proved by the filled up questionnaires where most of the respondents have shown their interest to return back to their homeland. This give rise to the scope for carrying out further research works to find out the major determinants of 'Mental Satisfaction' of migrated Indian IT professionals.

V. Conclusion

To the best of our awareness, this type of study is not common to the existing literature. As a result, this work is a new attempt to explore the different aspects related to the migration of Indian IT professionals whose socio economic importance is bound to increase in the near future.

Our analysis reveals that the main reason influencing migration of Indian IT professionals to the other countries is the search of *Improved Infrastructure*, followed by *Better Working Environment*, and then *Salary*. *Political Turmoil* in India is another factor which has influenced the migrants to migrate to other countries.

The study also throws light on different food habits, different cultures and entertainments of the migrated IT professionals. They might have migrated to other countries but their liking towards *Indian Food* is much more than *Foreign Food*. Their greater affinity for '*Hindi movies*' compared to '*English/Regional Movies*' and greater affinity for '*Indian Social Culture*' compared to '*Present Countries Social Culture*' are also evident. However, a striking revelation is that, as far as the *Work Culture* is concerned, the migrants prefer their present countries (i.e. foreign countries) more than India.

However, despite enjoying the better work culture, most of the migrants are nostalgic about their homeland and want to come back to India with a suitable job offer. Most of them have taken their decisions to go abroad by themselves only. High job satisfaction in foreign countries is unable to generate high mental satisfaction within most of the migrants. From this study it is found that those individuals who have been influenced more by salary to leave India and migrate to other countries are less satisfied with their jobs in the foreign country, which is very interesting. On the other hand those individuals whose migrations have been influenced more by their search of better working environment are more satisfied with their jobs in foreign countries.

The study also analyses the roles played by different decision makers in compelling the migrants to take migration decision. It is observed that most of the IT professionals have taken the decision of migration out of their *own selves*. *Previous job environment* and *Present Employer* have also influenced the migrants' decision for migration.

Most of the migrants send half of their salary to their family in India each month. Among the respondents, 76

percent of the IT professionals are aged between 20 years and 30 years. Majority of them are having their Master Degrees in Computer Science. Bulk of these professionals (56 percent) is having 1 to 10 years job experience.

A striking revelation of this research is that, as far as the *Work Culture* is concerned, the migrants prefer their present countries (i.e. foreign countries) more than India. This is further reflected in the fact that the job satisfaction of the migrants is much more in foreign countries compared to their job satisfaction before leaving India.

It is also revealed that job satisfactions of the migrants who are working in foreign countries have no relation with their mental satisfaction. This implies that the mental satisfaction of the migrants is determined not by the standard and type of job that they are doing. Probably the fact that these migrants are staying in a foreign country is compelling them to feel out of nostalgia, that they are missing some of the basic cultures, properties and traits of their mother nation. This is also proved by the filled up questionnaires where most of the respondents have shown their interest to return back to their homeland. This give rise to the scope for carrying out further research works to find out the major determinants of 'Mental Satisfaction' of migrated Indian IT professionals.

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APPENDIX - B

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Online Migration Opportunity for Differently Abled 'It' Professionals: A Study

Durlav Sarkar

DEFINING DISABILITY

There is no universally agreed definition of disability. Disability is understood to be primarily a social phenomenon. It is society that disables people who have impairments, by failing to recognise and accommodate difference and through the attitudinal, environmental and institutional barriers that it erects against people with impairments. Disability thus arises from a complex interaction between health conditions and the context in which they exist.

In India, the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation Act, 1995) defines disability as one or more of the following: blindness, low vision, leprosy cured, hearing impairment, locomotor disability, mental retardation and mental illness. It says that to be considered disabled, a person must suffer from not less than 40 per cent of any disability, as certified by a medical authority. There are approximately 90 million disabled people in India. Disability was included in the census for the first time in 2001 (Table 1, 2 & 3), following a sustained campaign by the Indian disability movement. The census found that 2.2 per cent of the populations were disabled. However, this figure is contested by organisations working in the field, which estimate India's total disabled population at approximately six per cent or 70 million—a figure larger than the entire population of the United Kingdom.

According to some sources, as many as one person in ten has a disability. Three out of four of those are thought to live in developing countries. 'Disability limits access to education and employment, and leads to economic and social exclusion. Poor people with disabilities are caught in a vicious cycle of poverty and disability, each being a cause and a consequence of the other' (DFID, 2000: 1). The Indian National Sample Survey conducted two countrywide

Table 1
Disability Data For India

<i>Item</i>	<i>Number</i>
Urban	5,518,387
Rural	16,388,382
Total	21,906,769

Source: Government of India, 2001.

Table 2
State/ Union Territory Wise Population of Persons with Disabilities as per the Census 2001

<i>States/Union Territory</i>	<i>Number of persons with disabilities</i>
Jammu & Kashmir	302670
Himachal Pradesh	155950
Punjab	424523
Chandigarh	15538
Uttaranchal	194769
Haryana	455040
Delhi	235886
Rajasthan	1411979
Uttar Pradesh	3453369
Bihar	1887611
Sikkim	20367 ¹
Arunachal Pradesh	33315
Nagaland	26499
Manipur	28376
Mizoram	16011
Tripura	58940
Meghalaya	28803
Assam	530300
West Bengal	1847174
Jharkhand	448377
Orissa	1021335
Chhattisgarh	419887
Madhya Pradesh	1408528
Gujarat	1045465
Daman & Diu	3171
Dadra & Nagar Haveli	4048
Maharashtra	1569582
Andhra Pradesh	1364981
Karnataka	940643
Goa	15749
Lakshadwwe	1678
Kerala	860794
Tamil Nadu	1642497
Pondicherry	25857
Andaman & Nicobar Islands	7057
	<u>21906769</u>

Table 3
Disability wise State-wise Number of Persons with Disabilities in the
Country as per the Census 2001

State/UT	Visual disability	Speech disability	Hearing disability	Loco- motor disability	Mental disability		Total	
					Rural	Urban		
Jammu & Kashmir	208,713	16956	14,157	37,965	24,879	18,959	5,920	302,670
Himachal Pradesh	64,122	12,762	15,239	46,512	17,315	15,975	1,340	155,950
Punjab	170,853	22,756	17,348	149,758	63,808	43,016	20,792	424,523
Chandigarh	8,422	882	607	3,828	1,799	163	1,636	15,538
Uttaranchal	85,668	16,749	15,990	56,474	19,888	15,082	4,806	194,769
Haryana	201,358	24,920	27,682	151,485	49,595	34,309	15,286	455,040
Delhi	120,712	15,505	8,741	64,885	26,043	1,543	24,500	235,886
Rajasthan	753,962	73,147	75,235	400,577	109,058	80,019	29,039	1,411,979
Uttar Pradesh	1,852,071	255,951	128,303	930,580	286,464	211,463	75,001	3,453,369
Bihar	1,005,605	130,471	73,970	512,246	165,319	145,153	20,166	1,887,611
Sikkim	10,790	3,174	3,432	2,172	799	715	84	20,367
Arunachal Pradesh	23,079	2,429	3,072	3,474	1,261	1,068	193	33,315
Nagaland	9,968	4,398	5,245	4,258	2,630	2,330	300	26,499
Manipur	11,713	2,769	2,994	6,177	4,723	3,190	1,533	28,376
Mizoram	6,257	2,006	2,421	2,476	2,851	1,655	1,196	16,011
Tripura	27,505	5,105	5,699	13,970	6,661	5,470	1,191	58,940
Meghalaya	13,381	3,431	3,668	5,127	3,196	2,604	592	28,803
Assam	282,056	56,974	51,825	91,970	47,475	41,309	6,166	530,300
West Bengal	862,073	170,022	131,579	412,658	270,842	181,981	88,861	1,847,174
Jharkhand	186,216	39,683	28,233	138,323	55,922	41,442	14,480	448,377
Orissa	514,104	68,673	84,115	250,851	103,592	87,319	16,273	1,021,335
Chhattisgarh	160,131	30,438	34,093	151,611	43,614	34,301	9,313	419,887
Gujarat	494,624	66,534	70,321	310,765	103,221	65,433	37,788	1,045,465
Daman & Diu	1,898	189	120	690	274	138	136	3,171
Dadra & Nagar Haveli	2,346	295	337	795	275	222	53	4,048
Maharashtra	580,930	113,043	92,390	569,945	213,274	124,748	88,526	1,569,582
Madhya Pradesh	636,214	75,825	85,354	495,878	115,257	78,280	36,977	1,408,528
Andhra Pradesh	581,587	138,974	73,373	415,848	155,199	116,909	38,290	1,364,981
Karnataka	440,875	90,717	49,861	266,559	92,631	62,325	30,306	940,643
Goa	4,393	1,868	1,000	4,910	3,578	1,972	1,606	15,749
Lakshadweep	603	207	147	505	216	126	90	1,678
Kerala	334,622	67,066	79,713	237,707	141,686	105,842	35,844	860,794
Tamil Nadu	964,063	124,479	72,636	353,798	127,521	67,483	60,038	1,642,497
Pondicherry	10,646	1,818	2,277	8,830	2,286	736	1,550	25,857
Andman & Nicobar	3,321	652	545	1,870	669	497	172	7,057
								21,906,769

surveys in 1981 and 1991 to assess the number of people with disabilities. From these it was estimated that the population with a disability in India is approximately 90 million. Within this figure it is estimated that 12 million are blind, 28.5 million have limited vision, 12 million have speech and hearing impairments, 6 million are orthopaedically handicapped, 24 million have a cognitive disability, 7.5 million are mentally ill, and 1.1 million are disabled as a result of leprosy. Estimates vary greatly according to definitions and methods, but negative attitudes towards disability in most communities mean that these are probably underestimates. Many countries throughout the world have, in recent years, adopted policies aiming to promote the rights of people with disabilities to full and equal participation in society. This has often been in response to the ILO Convention No. 159 concerning Vocational Rehabilitation and Employment of Disabled Persons (1983) policy on employment opportunities for people with disabilities is frequently supported by legislation and implementation strategies as essential. The Ninth Five Year (1997-2002) Plan committed the Government to prepare a National Charter for Social Justice to provide equal opportunities for the disabled. It also proposed the earmarking of a certain percentage of benefits for the disabled under various poverty alleviation schemes, including 3 per cent under a scheme—'Swamajayanti Gram Swarozgar' (SGSY)—aiming to provide a 'sustainable income' to rural families below the poverty line through self-help groups and micro-enterprise development. Given the existence of such quotas and welfare benefits for the disabled, some may argue that their needs are already catered for and there is no need to modify other schemes and programmes to include people with disabilities. These arguments are based on rather a limited view of sustainable development, failing to recognise the role played in development by those who are not seen to be working in productive activities.

Now IT industries specifically BPO sectors are recruiting disabled persons as per their HR policies.

BPO SECTORS IN INDIA

Globalisation has accelerated creation of innovative business models and provided unprecedented benefits for economies of the world. The Indian IT-BPO sector had been a frontrunner for India and has played a pivotal role in securing the irreversibility of this trend. The Indian IT-BPO industry, which began based on the value proposition of cost advantage, has today evolved into a large knowledge-based industry. Multiple dimensions like productivity, value add, quality and security have become synonymous with this industry and in fact set global benchmarks for outsourcing. According to the Centre for Monitoring Indian Economy, the offshore IT and BPO industries accounted for nearly 95 per cent of the absolute growth in foreign exchange inflows associated with services industries between 2000 and

Today, the size of the Indian Software and services (exports+domestic) IT industry is \$ 39.6 billion, recording a growth rate of over 30 per cent in 2006-07, employing 1.6 million individuals. The industry is on course to achieve the growth target of \$ 60 billion in exports by 2010, employing 2.3 million individuals by then. What the Indian BPO industry has also achieved is providing employment to 553,000 individuals. It has changed the aspirations of the youth - brought down the criteria for employment and offers opportunity to graduates at the basic levels.

BPO INDUSTRY STARTS TO HIRE PHYSICALLY CHALLENGED PERSONS

The business processes outsourcing (BPO) industry, affecting from attrition rate of staffs, is reaching out to the disabled in the hope that they would be unlikely to job-hop. Till 2006, NASSCOM, Wipro BPO, TransWorks, Progeon Ltd and 24/7 Customer had not a single physically challenged employee on their rolls. But in 2007, each has about 15 and is gearing up to hire more. "The companies that have employed them (the disabled) are happy with their quality of work and loyalty," NASSCOM chief Kiran Karnik said. "To a certain extent, the appointments will offset attrition because these employees are stable and do not leave for a better salary."

The Indian ITES-BPO sector is expected to touch \$20 billion by 2008-09, and employs around one million people. But the non-availability of talent and high attrition rates are driving companies to discover new sources of talent. One such option is the recruitment of disabled people, say industry experts. However, software companies deny they are using disabled people as an alternative. The company does not keep a separate record for staff with disabilities or treat them differently, but it does create the infrastructure needed for their comfort. However, this situation is likely to change soon. Information technology (IT), IT-enabled services (ITES) and business process outsourcing (BPO) firms are seriously considering employing a greater number of disabled people. The reasons include increasing attrition levels in IT (10-25 per cent), and ITES/BPO (35-50 per cent) firms. Corporate Social Responsibility (CSR) is also driving firms to recruit disabled people. Some software firms say 5-10 per cent of their staff comprises disabled people. At Chennai-based Laser Soft Infosystems, 10 per cent of the 500-plus employees are physically challenged. It was no surprise then that at a recent job fair held on 17th November, 2006 in Chennai for disabled people, over 30 companies screened around 700 candidates. The fair drew good response from the ITES sector, while participation from the IT sector was minuscule - only one company. However, the BPO companies are only now waking up to the prospect of employing disabled people. "For the physically challenged, the ITES/BPO industry promises a level playing field", says Ranjit Pisharoty, Senior Vice-President, and Lason India. At the entry level, apart from basic data processing skills, what is required is discipline, diligence, the ability to work in a team and

and an eye for detail. So, all other things being equal, recruiting disabled people in a BPO industry happens by design, and not due to a human resource crunch, he says. "We do not see this as a social or community cause. It is a part of our business delivery model," adds Pisharoty. ValueLabs, a US-based BPO and software services company, has employed three disabled persons at its Hyderabad offshore development centre.

Infosys actively seeks to hire and train persons with disabilities. In 2006 and 2007, Infosys BPO received the Helen Keller award for the best employer from the National Centre for Promotion of Employment for Disabled People (NCPEDP). On December 3rd, Infosys BPO, the business process outsourcing subsidiary of Infosys Technologies, celebrated to commemorate The World Disability Day. In Celebrating Diversity Week, a series of internal and external events were organised across Infosys BPO centers in Pune, Jaipur, Gurgaon and Bangalore. It seeks to communicate to employees and to the general public Infosys BPO's Equal Opportunity Policy of inclusion and diversity and to invite all to express solidarity for the cause of the differently abled. Infosys BPO encourages differently enabled persons to apply for roles/positions and supports them with the right tools and environment that in turn helps them realize their full potential as contributors to society. The industry has neither earmarked a chunk of jobs for the handicapped nor evolved special norms for recruiting them. The disabled candidates are chosen like others. They are chosen after a communication test and technical test followed by an interview," said S. Varadarajan, vice-president (talent engagement and development), Wipro BPO.

Trans Works (an Aditya Birla Group company offering customer care and BPO services) and 24/7 Customer (a Bangalore-headquartered BPO company) have a couple of employees who were trained at EnAble India, an NGO in Bangalore for the differently abled persons. Progeon Ltd (subsidiary of Infosys Technologies Ltd) has listed the services of the National Society for Disabled, New Delhi, for a training curriculum for handicapped youth looking for openings in the BPO sector. This organisation has helped the organization by training 15 physically challenged staff. The firms plan to hire people with disabilities for tasks such as quality control, email processing, data entry, transaction processing or voice and accent trainers. Openings in administration, training and human resource wings, too, are a certainty. According to the experiences of the BPO executives the people with disabilities are on a par with other employees. EnAble identified job opportunities in the industry and mapped the tasks and the methods a disabled person would employ to handle them overcoming barriers of technology, attitude and ability. The industry, however, is divided on whether such recruitment can offset attrition. The study shows that the growing gap between the demand and supply of trained manpower can be balanced if Industries like BPO go for differently abled

prohibits a company from diverting its lease line to homes, Karnik the NASSCOM President said. "Our telecom policy is an inhibiting factor for the physically challenged to work from home. We have brought this to the notice of the government," the NASSCOM president said. Most recruiters find physically challenged candidates confident and assertive. Some demonstrate a high level of maturity in stressful situations, which comes handy in customer service jobs.

NO DIFFERENTIAL TREATMENT

ITES companies find differently abled people loyal and hard working and have no problem hiring them as long as their disability does not affect work. Knowledge-based industries hire disabled people because they bring complementary skills to the table. The industry does not differentiate them from other candidates. Disabled people are not given differential treatment, but the company keeps in mind basic considerations such as holding a meeting close to the person's seat, outdoor travel accompanied by spouse (if possible) and so on. In the BPO world, delivery is demanded at accuracies of 99.995 and assurance levels bordering on Six Sigma—a process must produce no more than 3.4 defects per million opportunities. Here, Lason India finds its disabled personnel an asset as they apply themselves single-mindedly to their work.

The company, a subsidiary of the US-based Lason Inc, was one of the organisers at the job fair. Partnering with the Ability foundation, the company designed a BPO training programme for the disabled. Lason trainers learnt sign language, for example, to impart data processing instructions. The first batch of trainees has found gainful employment. Lason recruited 12 of them, says Pisharoty. Vivek Tripathi, Senior HR Manager, Adobe Systems India, which has recruited one disabled person, says the company does not give any concession to candidates with physical disability. Many ITES companies have created special facilities at their campuses such as customised computers, ramps, chairs and rest rooms. Disabled persons are also given preference for day shifts. ValueLabs' Reddy says the company plans to construct a ramp in its new building, as also specially designed toilets.

TYPES OF MIGRATION OF IT PROFESSIONAL: BODY SHOPPING AND ONSITE LABOUR

Basically there are two types of IT professionals who are migrated to other countries. One is called the Body Shoppers and another is called as Onsite Labour. Body shoppers or Body Migration means the physical migration. The people hired through body shopping, requiring physical presence of software professionals at the site of work. Body shopping is essentially when people are sitting in some kind of recruitment shops in India. Whereas On-line Labor or On-line IT professionals can have three types of features:

- (i) the programmers in India are connected to clients' machines in the US through 64 Kbps and above satellite links and Internet/e-mail;

- (ii) where the situation demands, the client is able to monitor the progress on a continuous basis, implement quality checks and communicate with the programmers and analysts, as if they were on site;
- (iii) since the US and India have an average 12-hour time zone difference, the client enjoys—for certain software projects—virtual round-the-clock office hours. Lots of companies in India organize programmers to provide on-line software labor to the companies in the United States and other countries. By December 1998, more than 109 Indian software firms had acquired international quality certification (NASSCOM 1999). Some well-known U.S. firms that figure in the client list of these Indian firms are Intel, Merrill Lynch, AT&T, and IBM among many others. According to *The Economist* (1996, p. 32), “More than 100 of America’s top 500 firms buy software services from firms in India, where programmers are typically paid less than a quarter of the American rate.” By 1998, Indian software providers have already captured an 18.5 per cent market share in global cross-country customized software work, and the Indian IT sector has consistently achieved more than 50 per cent compounded annual growth rate since 1991 (NASSCOM 1999). Earnings from software exports are projected to gross \$9 billion by the year 2001-02, while the National Task Force on Information Technology—a support arm of the Indian government—has set a target of \$50 billion of exports by 2008 (NASSCOM 1999). It must be noted that these US dollar earnings assume even bigger proportions on conversion into the Indian currency (Rupee) in terms of their purchasing power. The software relationship between India and the U.S. is particularly significant. Just as India is becoming the largest supplier of software labor to the United States both in terms of body shopping and of online labor.

ONLINE MIGRATION OPPORTUNITIES FOR THE DISABLED IT PROFESSIONALS

Migration of disabled professionals from India to other countries is very difficult. Some of the countries do not permit work visa for physically or mentally handicapped people. But in BPO sector the disabled IT professionals are getting job opportunity by which they are getting online migration opportunity. Basically they are working for the other countries through online consultancy, online customer care and online technical support. The disabled IT professionals may be sitting in India but actually they are working for the companies in USA, Canada, UK, Australia etc. They are treated as ‘onsite labour’ for these countries. It means a lot for them. They feel important as the other migrated IT professionals who have physically migrated to various countries. And they are getting the salaries at par with the other ‘Body Shopper’ migrated candidates who are physically working in foreign countries.

CONCLUSION

Since globalisation the demand for the skilled IT professionals from India has gone up. But the BPO sectors in India are providing the same opportunity for the disabled persons also. ITES companies are finding differently abled people who are loyal and hard working and these companies have no problems hiring them as long as their disability does not affect work. Knowledge-based industries hire disabled people because they bring complementary skills to the table and reduce the attrition rate. The industry does not differentiate them from other candidates. Disabled people are not given differential treatment in these companies. They are handling consultancy, customer care, technical support jobs through online. They are treated as onsite labour for the foreign countries. They are providing consultancy, customer care, technical support to the foreign companies. Lots of companies in India organize programmes to provide on-line software labour to the companies in the United States and other countries. The disabled IT professionals in BPO sectors are fulfilling these features and enriching their skills and their lives. The industry, however, is hoping that such recruitment can offset attrition. Because the overall attrition rate in IT and ITES companies is very high. Recruitment of differently abled persons can reduce the growing gap between the demand and supply of skilled manpower.

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