Psychological Wellbeing at Workplace:—An Analytical Study on IT Sector

Richa Aryan
Research scholar, University School of Business, Chandigarh University, Chandigarh, India

Deepika Kathuria
Assistant Professor in Commerce, DAV PG College, Karnal, Haryana, India

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Abstract: Purpose – The research will examine the current scenario of psychological wellbeing of young employees in private sector IT companies. Enhancing the psychological well-being of a employee results in benefits for both the individual employee and the organization. Psychological well-being is a vital aspect of overall well-being and is linked to physical health, mental satisfaction and greater happiness for young employees.

Design/methodology/approach – Structured questionnaire is used to collect the required primary data from 100 respondents from IT companies in India. Descriptive statistics, correlation, regression analysis, and t-test are used as statistical tools in analysis.

Findings – There is difference between the mean score of Wellbeing of Male and females at 5% significance level, but age doesn’t make any difference in wellbeing of employees. High degree of correlation has been found between fourteen facets and well being of IT employees.

Practical implications – The research offers a more precise way to understand the level of psychological wellbeing of young employees. Enhancing well-being in the workplace accelerate performance and profitability by having employees who are psychologically healthy and happy at workplace. Enhancing the psychological well-being of people at work will be beneficial for the employees as it makes a difference to their working life and helpful in the success of organization.

Originality/value – This research is conducted for the first time paradigm which explores the current level of psychological wellbeing of young employees in IT sector in India. This research is one of the very few that has been made from the perspective of young employees.

Keywords: psychological wellbeing, happiness, young employees, satisfaction, IT companies

I. INTRODUCTION

The significance of psychological wellbeing at workplace has developed in last 20-30 years as physical work has more been converted into mental work, and more a person work mentally he or she feels more psychological pressure at work. Some percentage of pressure at work is necessary for creativity and performance in work but after certain level it affects negatively the performance of an employee as well as of the organization. Pressure of being competitive enhances productivity and creativity of an employee, but when an employee find himself into much pressure the wellbeing of employee get smashed.

Psychological wellbeing is the core element of overall well being and is connected to Physical health, mental health, longer lives for individual employees. People are happy when they subjectively believe themselves to be happy. Psychologically well beings experience positive vibrations than negative vibrations. According to circumplex model of emotion, psychological well being measures the two dimensions of individual feelings, the hedonic or pleasantness. Psychologists have experienced the role of pleasantness dimension in the individual’s life. For example depressed people tend to have negative vibrations, pessimist, low self esteem, low motivation level, reduced working capacity, hypertension or alcoholism than people having positive vibrations, optimist, high self esteem and high morale, high productivity, happier life.

Investment in Psychological well being pays dividend to both the employer and the employee. Employer get benefitted in the form of improved outcomes and improved productivity, loyalty, dedicated work force and for the employees longer happier lives, greater level of satisfaction. Many studies and researches have shown that there is relationship between level of psychological well being in workplace and business outcome for organizations. At present times it is a basic issue to develop positive psychological well being for the whole workforce and the employer. Positive psychological well being refers to bring efficacy, hope, optimism and resilience among workers employees. Psychological wellbeing has been found to be related to both work and personal life outcomes.

Cropanzano & Wright (1999) did considerable research on relationship between psychological well being and performance at work. Even positive and happy people have better physical and mental outcomes and behavior and they are more resilient in the face of hardship, have stronger immune systems and live happier lives.

The present study aims at exploring the psychological wellbeing of IT sector employees in India. IT industry of India is one of the greater exporters of services from India. Every year many thousands of young engineers from all over
the country start their carrier with IT companies. The job in IT sector is a dream job for the young generation as it is best paying industry in the country which promises a good life with a higher income. IT companies can be sub divided into two categories, product companies and service companies. Out of these many are clients of foreign based companies. The concentration of these companies is at Bangalore, Pune, Noida, Gurugram, Chennai and Hyderabad. The norms are of working 8 hours a day, but it vary between 10-12 hours depends on the project as well as on the company, sometimes employees need to work on holidays and on weekends too.

Although behind this attracting picture this industry is also known as brain drain industry when Indian software engineers get migrated to other countries. Deadlines, work pressure and targets are also some of the feature of IT companies. Despair and frustration also arise due to assessment and performance appraisal of the system on which promotion and bonuses are based. Most of the IT sector jobs are more of sitting one which causes posture and back problems due to long hours of sitting in front of computer. The work pressure also causes family problems like marital disputes where both the partners are IT workers working long hours. On the other side the BPO employees works in night shifts also that make the problem even more worse that are rotated throughout the week. It disturbs the sleep cycles and has effect on health too. BPO employees also suffer abuse from foreign customers and become targets for their anger. Disappointment often leads to low job performance and lead to many health problems.

II. REVIEW OF LITERATURE

Lu et al. (2006) in their research on cross-cultural study of work/family demands, work/family conflict and wellbeing: the Taiwanese vs. British found that for both the Taiwanese and British, work demands were positively related to WFC on the other hand family demands were positively related to FWC. Both work family conflict and family work conflict are negatively related to wellbeing of employees in both countries. Diverse samples of full time employees in Taiwan and UK were surveyed using structured questionnaires. The study revealed that for British there is stronger relationship between workload and work family conflict as well as a stronger positive relation between sharing household tasks and family work conflict than for Taiwanese.

Baptiste (2008) in his study on wellbeing of employees and its link with work, performance and HRM practices found that HRM practices has a strong impact on wellbeing of employees at work and they tend to be more positive than negative. For the study data was collected from public sector organization. The study revealed that if the behavior of management is supportive and trust is there between management and employees it helps in positive wellbeing of employees. It is not necessary that only high performance HRM practices maximizes the wellbeing of employees, besides this wellbeing is not necessarily be the result of HRM practices but it is also related to good relationship between management and employees and leadership of management.

Alam and Rizvi (2012) in their research on psychological wellbeing of bank employees compare the psychological wellbeing of private sector and public sector employees. Data was collected from 100 private and public sector employees of banks. The age of respondents was between 30 to 50 years. Only male employee has been taken as sample for purpose of study. They concluded that psychological wellbeing of public sector employees is higher than private sector employees. T- test was used to analyze the data. The study revealed that private sector employees suffer more from job related problems. Unhealthy situation and factors responsible for the negative wellbeing should be detected should be removed and organization should provide adequate action to enhance the wellbeing of employees.

Ajala (2013) studied the impact of workplace spirituality on wellbeing of employees at the industrial sectors. Sample of 275 respondents have been taken for the purpose of study from three different industrial sectors that were food and beverages, publishing and agro allied from Oyo state. Descriptive survey research design was used for the study. The study revealed that all the three dimensions of spirituality at workplace, meaningful work, interconnectedness and purposeful work is positively related to wellbeing of employees. When the employee has a spiritual life he/she work with more commitment and with his full potential. It also helps in reducing the stress, conflict and absenteeism.

Wright and Cropanzano (2000) in their research on psychological well being and job satisfaction as predictors of job performance found that PWB Psychological Well Being was related to job performance ratings. A sample of 47 employees of Northern California Country Agency was asked to participate in study. They used correlation analysis and regression analysis to analyze the data and concluded that well being is a predictor of job performance.

III. OBJECTIVES OF THE STUDY

The purpose of this study is to illuminate a vital aspect of Employee satisfaction and happiness, known as Employee psychological wellbeing. The research will analyze the psychological factors influencing the wellbeing of employees. The study will reveal the impact of gender on wellbeing of employees. It will measure the effect of age on psychological wellbeing of employees.

HYPOTHESIS

H1: There is no significant correlation between 14 psychological facets and wellbeing of IT employees.

H2: Employees psychological wellbeing does not differ with respect to the gender of employees.

H3: Employees psychological wellbeing does not differ with respect to the age of employees.

IV. RESEARCH METHODOLOGY

In this research study, a Descriptive Research design was adopted. The source of data is primary and secondary. This research took a period of six months during which data was collected from the field, organized, analyzed and
presented in analytic form. The study employed the use of self structured questionnaire to collect the required primary data. Descriptive statistical analysis technique was employed to obtain useful summary of responses. Simple random sampling is used and total sample population of hundred employees. Simple random sampling was used since no complexities were involved. The 21 version of SPSS has been used to analyses the data.

Following tools are used to analyze the data.

- Percentage Analysis
- Linear regression
- T-Test
- Point biserial correlation

DATA ANALYSIS AND INTERPRETATION

1) SOCIAL–DEMOGRAPHIC FACTORS OF THE EMPLOYEES

Table 1: GENDER * AGE Cross tabulation

<table>
<thead>
<tr>
<th>GENDER</th>
<th>AGE</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>less than 25</td>
<td>more than 25</td>
</tr>
<tr>
<td>FEMALE</td>
<td>16</td>
<td>4</td>
</tr>
<tr>
<td>MALE</td>
<td>45</td>
<td>35</td>
</tr>
<tr>
<td>Total</td>
<td>61</td>
<td>39</td>
</tr>
</tbody>
</table>

Table 2: QUALIFICATION

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percent</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>P.G</td>
<td>30</td>
<td>30.0</td>
<td>30.0</td>
</tr>
<tr>
<td>Valid U.G</td>
<td>70</td>
<td>70.0</td>
<td>100.0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100.0</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Table 3: Model Summary

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
<th>Std. Error of the Estimate</th>
<th>Durbin-Watson</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>.751*</td>
<td>.564</td>
<td>.492</td>
<td>.77122</td>
<td>2.375</td>
</tr>
</tbody>
</table>

The above tables reveal the demographic factors in the study. The majority of respondents are male i.e., 80%, the maximum respondents belong to the age group less than 25 years i.e., 61%. Out of the total respondents 30% are post graduate and rest are under graduates.

2) LINEAR REGRESSION ANALYSIS

H1: There is no significant correlation between fourteen psychological facets and well being of IT employees.
The independent samples T-test was chosen as the statistical measure for this question. Results of the Levene’s test indicated that equal variances could be assumed and an alpha level of .05 was chosen for this test. The p-value of Levene's test is 0.141; we can assume that the variance of two groups is the same. (If the p-value of Levene's test is less than 0.05, we have to use the "Unequal variance" result), since the p-value is 0.000, we reject the null hypothesis and conclude that there is difference between the mean score of Wellbeing of Male and females at 5% significance level.

3. H3: Employees psychological wellbeing does not differ with respect to the age of employees.

Table 4: ANOVA

<table>
<thead>
<tr>
<th>Model</th>
<th>Sum of Squares</th>
<th>df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regression</td>
<td>65.284</td>
<td>14</td>
<td>4.663</td>
<td>7.840</td>
<td>.000</td>
</tr>
<tr>
<td>Residual</td>
<td>50.556</td>
<td>85</td>
<td>.595</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>115.840</td>
<td>99</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 5 shows independent sample t-test that was conducted to compare the wellbeing scores for males and females (Table 5). The results showed there were significant differences in scores for males (M=39.2, SD=2.50) and females (M=35.78, SD=4.03).

The independent samples T-test was chosen as the statistical measure for this question. Results of the Levene’s test indicated that equal variances could be assumed and an alpha level of .05 was chosen for this test. The p-value of Levene's test is 0.141; we can assume that the variance of two groups is the same. (If the p-value of Levene's test is less than 0.05, we have to use the "Unequal variance" result), since the p-value is 0.000, we reject the null hypothesis and conclude that there is difference between the mean score of Wellbeing of Male and females at 5% significance level.

3. H3: Employees psychological wellbeing does not differ with respect to the age of employees.
Table 6 shows independent sample t-test that was conducted to compare the wellbeing scores for males and females (Table 5). The results showed there were not significant differences in scores for males (M=36.37, SD=3.99) and females (M=36.61, SD=4.08).

Results of the Levene’s test indicated that equal variances could be assumed and an alpha level of .05 was chosen for this test. The p-value of Levene's test is 0.865; we can assume that the variance of two groups is the same. (If the p-value of Levene's test is less than 0.05, we have to use the “Unequal variance” result), since the p-value is 0.774, we accept the null hypothesis and conclude that there is no difference between the mean score of Wellbeing different age groups at 5% significance level. In this case, we therefore do not accept the alternative hypothesis and accept that there are no statistically significant differences between means of two groups.

4. Point biserial correlation

Table 8 Correlations

In the Correlations table, match the row to the column between the two continuous variables. The Pearson Correlation is the actual correlation value that denotes magnitude and direction, the Sig. (2-tailed) is the p-value that is interpreted, and the N is the number of observations that were correlated. In the above table the p-value is LESS THAN .05, giving evidence of a statistically significant bivariate association between the two variables. We had coded 1 for female and 2 for male. The value of correlation comes to -0.342 that means as we go up from female to male wellbeing diminishes.

Table 9 Correlations

The p-value is MORE THAN .05, so we can conclude that there is not a statistically significant association between the two continuous variables. These results validate the results we found in T test.
V. CONCLUSION

IT industry in India has got a remarkable increase due to economic reforms in Indian economy and encouraging government policies. IT and ITes professionals are at a continuous stress to deliver services competently and efficiently. Employees working in IT companies are prone to develop a lot of health issues due to continuous physical and mental stress. As technology advances, it brings extra strain on people to familiarize with new technique. Employees suffering from depression feel fatigue, physical discomfort, emotional stress, performance decline which can lead to increased absenteeism. It has already been proved by various studies that there is considerable relationship between Psychological well being and performance at work. This present study concludes that there is difference between the Wellbeing of Male and females at IT companies, but age doesn’t affect wellbeing of employees. Wellbeing of employees depends upon warmth in the relations, how management deals with the employees, motivation level, confidence in self and self ambition. For a happier professional life wellbeing at workplace is of paramount importance. At present times it is an basic issue to develop positive psychological well being for the whole workforce whether it be employees or employers. To enhance wellbeing employees should engage in recreation, meditation, yoga or just have a good holiday. It will bring efficacy, hope, optimism and resilience among workers. Healthy workforce signifies improved performance by employee that in turn helps the management to achieve its higher goals which will help to create a strong community also. Enhancing well-being in the workplace accelerate performance and profitability by having employees who are psychologically healthy and happy at workplace.

REFERENCES