

A Study on Psychological Well-Being among Employees of I.T Companies

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Abstract

Liberalization of the Indian organizational environment through modification in the industrial, trade and financial policies by the government has brought in change and competition of a magnitude that was previously unknown to Indian business. In the present scenario, where multinationals and other global players are competing in the domestic market with the monopoly players, the management of organizations is expected to be more productive and efficient for survival in India. More than a decade ago, the western countries faced similar conditions. A flow of changing organizational structures and changing expectations has forced various departments of the organization to alter their perspectives on their role and function overnight. In this context, it would be important to identify the factors in the organizational environment that have the most positive as well as negative impact on their performance in the organization in order to facilitate the positive and impede negative factors at job setting. Hence, the present research was undertaken to find out, how occupational stress and human resource practices can contribute to psychological well-being among employees of I.T companies.

The main factors affecting the job satisfaction of the I.T. employees are based on Age, Gender, Educational qualification, Marital status, Experience, Salary, Nature of employment. The data collected will be analyzed with the usage of the statistical tools like one way ANOVA, factor analysis and independent t- test. The major findings are reported at the completion of the project work and on the basis of the study, suitable suggestions will be given to the company.

Keywords: well being, productivity, job satisfaction, counselling

1. Introduction

Job satisfaction is a very important attribute and it is believed that- "the happier the people are within their job, the more satisfaction they are said to have". It is indispensable for the company to know about the factors which the employees value the most and understanding the employees is a dynamic and evolving process.

The people are considered to be the most valuable asset of the organization. Companies who acknowledge the above fact continually invest in hiring skilled people and train them according to their requirements. Only satisfied employees will show enthusiasm in the job.

The people with high levels of satisfaction and motivation are an asset to any organization and they will display a positive attitude and cheerfulness, at all times. They adapt to the changes quickly and go an extra mile for the welfare of the organization. They are the "go-getters" and these pillars of strength hold the team/organization together in times of adversity or challenge. Organization with engaged, satisfied, motivated workforce consistently outperforms larger companies with disillusioned and unenthusiastic staff.

Behavioural researches and HR professionals agree that job satisfaction is important for an organization.

1.1 Objectives

1.1.1 Primary Objective

To study the psychological well-being and the overall job satisfaction level of the employees of I.T Companies in Chennai.

1.1.2 Secondary Objectives

- To study the relation between job satisfaction and hygiene level provided by the I.T Companies in Chennai.

- To study the relation between perception and psychological well-being of the employees of I.T Companies in Chennai.
- To study the impact of personal variables such as Age, Gender, Educational qualification, Marital status, Experience, Salary, Nature of employment.
- To evolve effective suggestions in order to improve the level of the job satisfaction among the employees of IT companies of Chennai.

2. Literature Review

Wilson et al (2004) in their study observed negative correlation of job satisfaction with stress and depression. However, in the same study, job satisfaction was found to be a positively related with the general health of the employees, In another study Wright and Bonnet(2007) obtained a positive correlation between job satisfaction and psychological well-being some other previous studies have also shown similar results.

The deprivation/domination paradigm postulates that the higher the deprivation of a need, the higher its need strength. An early review concluded that the deprivation/domination paradigm was only partially supported for self-actualization, and not supported for safety, belongingness and esteem needs (Wahba & Bridwell, 1976). On the basis of this review, many researchers have assumed that the proposition is not supported (Wicker et al., 1993). This assumption may be inaccurate however, as many of the studies included in the review have methodological limitations. These limitations concern: a) the operationalisation of need strength; and b) establishing causality.

Hall and Nougaim (1968) conducted a longitudinal study on managers, interviewing them annually for five years. The participants rated the importance of satisfaction with a number of needs including safety, affiliation, achievement and esteem, and self-actualization.

3. Methodology

Employees from the I.T companies in Chennai are taken as the sample of the study. Random sampling technique is used and 150 employees were selected. The data was analysed using percentage analysis, independent t test and factor analysis.

4. Data Analysis

4.1 Factor Analysis

To measure the sampling adequacy and the usefulness of the data KMO and Bartlett’s, test of Sphericity is used.

Table 1. KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.842
Bartlett's Test of Sphericity	Approx. Chi-Square	2.141E3
	df	120
	Sig.	.000

The result shows that the correlation between the variables under each factor is significantly strong, that is justified with the Chi-square value in the table. The adequacy of the sample is ascertained using the KMO measure of sample adequacy which is 0.842 which is more than the acceptable 0.6.

Table 2. Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	8.723	54.521	54.521	8.723	54.521	54.521	5.169	32.308	32.308
2	1.684	10.527	65.049	1.684	10.527	65.049	2.720	16.998	49.306
3	1.045	6.532	71.581	1.045	6.532	71.581	2.388	14.927	64.233
4	.884	5.523	77.104	.884	5.523	77.104	2.059	12.870	77.104
5	.763	4.767	81.871						

6	.563	3.521	85.391
7	.523	3.269	88.661
8	.473	2.956	91.617
9	.340	2.123	93.740
10	.218	1.362	95.102
11	.214	1.336	96.438
12	.196	1.225	97.664
13	.120	.750	98.414
14	.106	.662	99.076
15	.081	.508	99.583
16	.067	.417	100.000

Table 3. Rotated Component Matrix

	Component			
	factor1	factor 2	factor 3	factor 4
3.) My chances for advancement in the organization	.850			
6.) Overall I feel my career goals can be met in my organization	.838			
2.) When I do an excellent job my accomplishments are recognized.	.774			
14.) In my organization, people are rewarded according to their job performance.	.770			
11.) I understand how my performance is evaluated.	.715			
4.) I am paid fairly for the contributions I make to the organization’s success.	.675			
10.) I receive ongoing feedback that helps me improve my performance.	.665		.525	
1.) Goals set by the Organization for me		.767		.426
5.) My manager and I have identified ways I can develop in my career.		.678		
7.) My relationship with my co-workers		.666		
8.) I feel free to take informed risks in getting my work done.		.614		
9.) I have the technology tools and services I need to support me in how and where I work.		.607	.464	
12.) My organization does not sacrifice quality simply to achieve a goal or metric.			.888	
13.) Processes and procedures allow me to effectively meet my customers’ needs.			.784	
16.) Medical insurance policies and educational support provided				.854
15.) Pension, HRA and Commutation allowances provided				.794

From the above table the following factors were identified.

4.1.1 Factor Variable 1

Organizational Factors

- Chances for advancement in the organization have higher influence.
- Ongoing feedback that helps to improve the performance has lower influence.

4.1.2 Factor Variable 2

Relationship with Co-Workers

- Relationship with my co-workers has higher influence.
- Technology, tools and services at workplace have lower influence.

4.1.3 Factor Variable 3

Support, Quality, Procedures and Process

- Organization does not sacrifice quality simply to achieve a goal or metric have higher influence.
- Technology, tools and services at workplace have lower influence.

4.1.4 Factor Variable 4

- Medical insurance policies and educational support provided metric have higher influence.
- Goals set by the Organization have lower influence.

4.2 Factor Analysis on Psychological Well Being

The result in the table 4 shows that the correlation between the variables under each factor is significantly strong, that is justified with the Chi-square value in the table. The adequacy of the sample is ascertained using the KMO measure of sample adequacy which is 0.788 which is more than the acceptable 0.6.

In the exploratory factor analysis, principle component analysis is applied for the extraction of the factors. Varimax rotation method is used for rotating the matrix. Factors with Eigen value of more than one are only taken for analysis and statements with loading factor less than .40 are suppressed. Based on their correlation within the groups, all the sixteen statements on psychological well being are grouped into two factors namely, like the job and it's a stressful job.

Table 4. KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.788
Approx. Chi-Square		1.218E3
Bartlett's Test of Sphericity	df	45
	Sig.	.000

Table 5. Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.429	44.290	44.290	4.429	44.290	44.290	4.101	41.008	41.008
2	3.021	30.215	74.505	3.021	30.215	74.505	3.350	33.496	74.505
3	.693	6.926	81.430						
4	.659	6.588	88.018						
5	.339	3.390	91.408						
6	.241	2.410	93.818						
7	.215	2.153	95.971						
8	.187	1.871	97.842						
9	.132	1.317	99.158						
10	.084	.842	100.000						

Table 6. Rotated Component Matrix

	Component	
	factor 1	factor 2
10.) I feel like I am part of something great at the Organization	.890	
7.) I am able to choose how best to complete my work.	.864	
6.) I play a key role in my Organization	.818	
8.) I am appropriately involved in decisions that affect my work.	.809	
5.) I am very involved in my work	.789	

9.) I like the kind of work I do.	.752	
3.) I am unhappy/depressed due to work		.948
2.) I am constantly under stress		.930
1.) I have lost sleep due to stress at work		.902
4.) I am unable to overcome the difficulties easily		.836

4.2.1 Factor Variable 1

Like the Job

- Feel like part of something great at the Organization have the higher influence.
- The kind of work done has the lower influence.

4.2.2 Factor Variable 2

It's a Stressful Job

- Unhappy/depressed due to work has the higher influence.
- Unable to overcome the difficulties easily has the lower influence.

After identifying the factors, I have analyzed whether there is any difference between respondents of different age group, experience, salary with these factors.

5. Findings, Suggestions and Conclusion

5.1 Findings

- Majority of the employees, i.e., 43.3% are in the 30 - 41yrs age group, 42% are in the 18 - 29 yrs age group and 14.7% are in the > 42 yrs age group.
- Majority of the employees, i.e., 56% of the respondents are male and 44% of the respondents are female in the company.
- Majority of the employees, i.e., 63.3% of the respondents are Under Graduates, 28.7%of the respondents are Post Graduates and 8.0% of the respondents are others.
- Majority of the employees, i.e., 74% of the respondents are Married,26 % of the respondents are Single.
- Based on work experience, 20% of the respondents are <3 yrs, 48% of the respondents are 3-10yrsand 32% of the respondents are >10yrs.
- Based on Salary range, 21.3 % of the respondents are getting 10000 -25000, 42.7% of the respondents are getting 25000 – 60000 and 36% of the respondents are getting>60000.
- Based on nature of employment, 92.7% of the respondents are Permanent, 7.3% of the respondents are Temporary.
- All the sixteen statements on job satisfaction are grouped into four factors namely, organizational factors, relationship with coworkers, support, quality and procedures and other benefits..
- It is inferred that there is association between chances for advancement in the organization and job satisfaction of the employees.
- It is inferred that there is an association between job satisfaction of the respondent and relationship with the co-workers.
- It is inferred that there is an association between job satisfaction of the respondent provided by the company and quality policy of the organization.
- It is inferred that there is other benefits such as Medical insurance policies and educational support and job satisfaction of the respondent.
- It is inferred that there is an association between being part of the organization and psychological well being of the respondent.
- It is inferred that there is less influence association between kind of work done by the respondent and psychological well being of the respondent.

- It is inferred that there is association between feeling unhappy/depressed due to work of the respondent and psychological well being of the respondent.
- It is inferred that respondents who are above 42 say they like the job and they didn't feel the job stressful.
- It is inferred that the Post Graduate like the job very much and didn't feel stressful.
- It is inferred that the respondents who have experience >10yrs like the job.
- It is found that it is due to the continue feedback that they get from their managers makes them to feel satisfied with the career aspiration provided by the company.

5.2 Suggestions

- Flex time scheduling is an option that allows employees, within specific parameters to decide when to go to work. The plan may reduce absenteeism, leave and increase individual job satisfaction for the employees.
- Engaging with the employees is one of the keys to high performance and may implement new policies to facilitate change. Developing people through enlightened HR and management practices provides a competitive edge.
- Create a sense of purpose and focus employees on what is important and meaningful to them in work. A sense of purpose and direction is important for teamwork, since it instills a sense of pride in employees and engenders job satisfaction.
- Make your employees partners in progress. Believe in your employees and empower them. Give employees more authority over their work and engage them in decision making process and trust them to make the right decisions and act in the best interests of the company. This will increase their responsibilities, challenging job profiles, confidence and create involvement in their jobs.

This will not only improve their skills but also enhances their job satisfaction, as well as to prepare effectively to take over the mantle in the future.

- The organization may give verbal encouragement, recognizing achievement publicly in meetings or company newsletters and rewarding effort to clear misconceptions, quell rumours and gain formal/informal feedback and suggestions that are essential for managing through the tough times.
- Reinforce the right behaviour. Reward right behaviour and destroy the de-motivators (like office politics and cut throat competition), ill will and dissatisfaction among the employees.
- Encourage employees to have fun. An atmosphere of fun at work facilitates better communication and rapport among the employees. When people work in an environment that is enjoyable, they are apt to be more creative, more productive, get along well with co-workers and remain enthusiastic and motivated in the long run.

5.3 Conclusion

People are the most valuable assets of an organization. Only when employees are treated like they matter, they respond with enthusiasm.

The objectives of the project were to know about the employee's satisfaction level. The study also dealt with the effect of psychological well being on job satisfaction. The objectives set for the project have been achieved successfully with use of an appropriate research methodology. Inference have been drawn from the data collected through questionnaire.

Interpretations have been derived with the help of the statistical tools. These interpretations were used for giving the suggestions and recommendations for the growth of the company's business.

The present study has proved the importance of employee satisfaction in an organization. However, in Fred Luthans (1998) opinion, the level of job satisfaction among the employees in an organization requirement or point of departure, is of value to the organizations overall health and effectiveness and is deserving of the study and applications in the field of organization behaviour. If the suggested steps may be taken, then definitely it will lead to happy and productive employee with no fatigue in any kind of situation which definitely will add competitive edge for the organizations.

Job satisfaction and psychological well-being has been measured and less correlation has been found between the both, in the present study, job is a part of life and job satisfaction contributes towards enhancing the feeling of an overall well-being.

The present study has revealed that the people with high levels of satisfaction and motivation are an asset to any organization: and they will display a positive attitude and cheerfulness, at all times. They adapt to change quickly, and think nothing of working hard or going the extra mile for the organization. Thus, the study reveals that focus on enhancing positive attitudes among the employees is crucial not only for the organization but also for the health and well-being of the employees. When the job satisfaction among the employees increases, subsequently the psychological trauma among the employees reduces and leads to a well-balanced and healthy well-being among the employees.

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