

Significance of General Well-being of IT Professionals in India

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ABSTRACT : *General well-being is the extent to which an individual feels good or content with their life as a whole. The aim of this study was to explore the factors influencing the General well-being of professionals also to find the significance of general well-being of IT professionals working in IT industry. Questionnaire was designed to collect data on issues related to well-being of employees. Sample of eight hundred and twenty six respondents were collected from employees working in IT organizations. The factor analysis was applied to find the underlying variance among the variables. The collected data were analyzed and it produced 3 factors which were significant and influencing the General well-being of IT employees they are Physical health, depressive symptom and work stress. Conclusion of the study is elaborated.*

KEYWORDS: *General well-being, IT, Physical health, Depressive symptom, work stress*

I. INTRODUCTION

Global changes and new managerial challenges require new concepts of health and well-being in organizational contexts. General well being is the extent to which an individual feels good or content with their life as a whole. General well-being is conceptualized as influencing and, being influenced by, work. (Simon & Darren 2012) well-being in general is a person's overall feeling; good or bad. The whole spectrum of feelings ranges from positive feelings such as pleased, satisfied, or energetic to negative feelings including sad, depressed or unsatisfied Newel (2002)(Alla, Simona, 2008) well-being in the workplace does not depend exclusively on external conditions in terms of the working and organizational environment within which the individual operates: so, it could be promoted not only from above, through actions by management, but also from below, influencing individual traits and behaviours. (Simon & Darren 2012) To increase work effectiveness and performance, it is important to address a number of issues, including increasing motivation among the employees, making them feel satisfied with their job, and increase their job-related well-being in general. In such a way it is important to explore the concept of a jobrelated well-being, because this is exactly that feeling an employee feels while working. (Alla, Simona, 2008) Although, the health and well-being of workforce has improved due to the disappearance of harsh and hazardous work in the last century, workforce are again at risk because of the nature of contemporary work especially in IT industries is psychologically demanding. Therefore, job demands that cause strain can be detrimental to individual health, thus leading to psychological distress and health complaints (Gunaseelan & Ismail 2008). There is a growing body of evidence linking health and well-being to key business issues. Despite this, corporate uptake of work place health promotion programmes has been slow. The last decade has been increasing interest in the health and well-being of the workforce (Peter 2005). To achieve the organizational objective and to be successful it is important that its employees are satisfied with their work, since work occupies an important place in many people's lives, such conditions are likely to affect not only their physical but also a high level of social, psychological well-being. (Chandranshu 2012).

The growth of IT industry is exceptional in the last two decades and it continues to be one of the fastest growing sectors in Indian economy. It has become one of the significant industries in terms of the total exports and national GDP. The ever increasing competition have led IT organizations to pay high to retain its best talents thus increasing the pressure on its employees performance. Eventually increasing stress in work and work place to be in the workforce competition. Economic instability around the world has resulted in many organizations having to lay off workers and also shut down to save their business. This economic strain and stress have impact on the worker's well being through job insecurity (Fatimah, Noraishah,, Nasir & Khairuddin, 2012). Managerial health concepts were highly individualistic and hardly related to the work environment and the organization. IT industry employs skilled, talented resource who needs to be keenly nurtured, managed and motivated. It is the employer's responsibility to care for the general well-being of its employees.

II. OBJECTIVES OF THE STUDY

The objectives of this study are to identify the factors influencing the well-being of an employee and to identify the inter-correlation between the factors that are derived from the study.

III. RESEARCH METHOD

The response population for this study was employees working in IT industry. A convenient sampling method was applied for obtaining the data. Questionnaire was prepared based on previous research on well-being. The questionnaire was distributed among professional working in IT Organization. Total of 826 responses were collected. This study is based on primary data and secondary data. Primary data was collected from 826 IT professionals. Questionnaire was designed to collect data on issues related to Quality of Work life. Variables in the questionnaire were selected based on the previous studies. The questionnaire was randomly distributed to software professionals working in IT organization. A total of 826 employees in IT sector responded to the survey. A quantitative research design was employed beginning with the literature review to guide the design of the interview questionnaires. The study focused on IT professional's Quality of work life. Items was measured using Linkert's scale. Empirical research work has been carried out to understand the relationship among the construct of QWL of IT employees. The data was utilized to obtain descriptive statistics. Exploratory factor analysis using Principal component analysis with varimax rotation was applied for the analysis.

IV. ANALYSIS AND FINDING

Before the explanatory factor analysis, the Kaiser-Meyer-Olkin approach was used to determine the sufficiency of the sample size for the component, while Bartlett's test of sphericity was used to establish whether the correlation matrix has meaningful difference with zero or not. (Chandranshu 2012) The variables used to measure well-being are composed in likert 5 point scale. It ranges from strongly agree to strongly Disagree. The factor analysis by principal component method is applied on the variable to find the factors affecting or influencing the General well-being of employees in IT industry.

Table I KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.870
Bartlett's Test of Sphericity	Approx. Chi-Square
	df
	Sig.
	3379.475
	105
	.000

From the above table it is found that KMO measure of sampling adequacy is .870, Bartlett's test of sphericity with approx chi square value 3379.475 are statistically significant at 5% level. This shows that the sample size of the research is adequate and they form a normal distribution. This leads to the verification of range of variance for all the 15 variables. The 15 variable exhibit the variances ranging from 0.324 to 0.714. It shows that the respondent's opinion variation lies in between 32.4% to 71.4%. Thus it is concluded that the 15 variables can be segmented in to factors influencing General well-being of employees working in IT industry

Table II Total Variance Explained

Component	Initial Eigenvalues			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.728	31.520	31.520	3.538	23.587	23.587
2	1.824	12.161	43.681	2.370	15.800	39.386
3	1.160	7.732	51.412	1.804	12.026	51.412
4	1.007	6.714	58.127			
5	.826	5.505	63.632			
6	.748	4.984	68.616			
7	.686	4.570	73.186			
8	.617	4.115	77.302			
9	.592	3.947	81.248			
10	.531	3.543	84.791			
11	.509	3.393	88.184			
12	.476	3.174	91.359			
13	.448	2.985	94.343			
14	.437	2.913	97.256			
15	.412	2.744	100.000			

Extraction Method: Principal Component Analysis.

the explanatory factor analysis was performed with maximum probability approach and the variables were interpreted with Varimax rotation approach. The results showed that three factors came out from the “Well Being” component with special values bigger than 1. The cumulative variance of these 3 factors is 51.412%. These 3 factors process individual variances that are 23.587%, 15.800%, 12.026% respectively.

The following variables formed the 1st factor:

1. Enough sleep
2. Healthy food habit
3. Enough physical exercise
4. Often skip breakfast/lunch for work

Therefore this factor is named as **Physical Health**

The 2nd factor was formed by the following variables:

1. Bullied at work
2. Stress affecting social life
3. Lack of energy or headache
4. Feeling rushed at work
5. Difficulties in falling asleep or recurrent awakening at night

Therefore this factor is named as **Depressive symptom**

The 3rd factor was formed by the following variables:

1. Stressful work
2. Conflict with colleagues
3. Too many mistakes at work
4. Feeling depressed because of work related problems.

Therefore this factor is named as **Work Stress**

4.1 Factors of General Well-being

The factors emerging from General well-being also indicate how important it is for an employee and employer to have a favorable job related response. Due to the competitive work environment employees are always under pressure of deadlines in completing the task. This leads the employee to ignore the other important aspects around him or her. They lack in interpersonal communication with peer which results in a poor relationship with colleagues. In the urge of finishing the job many choose to avoid or postponed the breakfast or lunch which results in health related problems. Human capital is the most valuable asset and reason for the success of an organization. An unhealthy and stressful employee is a cost to the organization. Working while sick is known as presenteeism. Presenteeism cost more to an employer than absenteeism. When an employee report to work while illness or do not operate to the usual level of productivity due to stress or depressive it affects both quantity and the quality of the work output. A research conducted on presenteeism in 2006 indicated that, depression costed \$35 billion in terms of reduced performance while pain conditions such as arthritis, headaches and back aches problems cost nearly \$ 47 billion. Pain, no matter what the cause, will always translate into lost time at work.

In a study on well-being by (Johannes, Morten, Olaf, Hendrik, Axel Bo 2006) the authors proposed four Measures of well-being: self-perceived health, depressive symptoms, quality of life, and number of reported bodily symptoms. Forgeard, Jayawickreme, Kern, & Seligman (2011) have given 5 constructs to measure the well being of an employee they are Positive emotion, Engagement, Relationships, Meaning, and Accomplishment. Study conducted by Oliver, Felix and Georg 2009 indicated that the physical health is a major factor that creates work and non-work related issues

4.1.1 Physical Health:

The first category that emerged –*Physical health* can be seen as a set of health related issues of an employee due to work pressure. Work health organization defines Health as “a state of complete physical, mental, and social well-being and not merely the absence of disease, or infirmity” (Elizabeth, Patrick, Tim, Ioannis 2012) managerial concepts of health and strategies mainly refer to not only physical but also to mental and spiritual aspects, with a priority on physical health (Mayer, Christian 2011). More than the absence of illness, injury and disease it also means leading a balanced life, developing one’s potential, making a meaningful contribution to organization. (Graham S 2004)

4.1.2 Depressive symptom:

Some employers allow employees to take a nap at work time. One of the reasons for the changing attitudes towards sleeping at work is the growing recognition of the cost to business of sleep deficiency among employees. These costs include: increased errors and accidents, increased absenteeism, increased drug use, increased turnover, higher group insurance premiums, decreased productivity. (Henerietta, Tamas 2010) Depression is another form of stress that contributes towards the deterioration of health. Employees develop various symptoms of stress that can harm job performance, health and even threaten the ability to cope with the environment. (Gunaseelan & Ismail 2008)

4.1.3 Work Stress

Work stress is defined as the harmful physical and emotional responses that occur when the requirements of a job do not match the capabilities, resources or needs of the worker. Work stress can increase risk for heart disease, psychological disorders and other health problems. Early warning sign of work stress includes disturbed sleep, difficulty in concentration, nervous, long working hours and heavy job responsibilities. Feeling constant pressure and time constraint are some of the factors of work stress. There are ample evidence showing that occupational stress has an impact on worker's mental and well-being. There is significant evidence that chronic and high levels of occupational stress, left unchecked, are related to well-being of the employees. (Zafir, Sheikh 2013)

The application of factor analysis derived the predominant sub factors for the General Well-being. The factors identified are predominant in influence General well-being of IT professionals. The inter correlations among these factors are shown in the following table. The correlation matrix decides the nature of relationship.

4.2 Parametric relationship among the factors of General Well-Being

Table III

		PH	DES	WS
PH	Pearson Correlation	1	.316(**)	.233(**)
	Sig. (2-tailed)		.000	.000
DES	Pearson Correlation	.316(**)	1	.647(**)
	Sig. (2-tailed)	.000		.000
WS	Pearson Correlation	.233(**)	.647(**)	1
	Sig. (2-tailed)	.000	.000	

Table III shows the correlation between the three factors that were identified to be significant for the General well-being of employees. The inter correlation between the factors are elaborately discussed with literature support. Physical Health is positively and moderately correlated to Depressive symptom (.316, $p=.000$) and work stress (.233, $p=.000$) at 5% level. Depressive symptom is positively correlated to work stress (.647, $p=.000$) at 5% level. This implies that the increase in depressive symptoms will have effects on physical health illness. And also stress at work for an employee eventually leads to depression. From an individual perspective, stress is related to a wide variety of health related problems, including anxiety, headaches, depression, influenza, coronary disease, and substance abuse. (Gideon 2006) In the study conducted by Nicholas (2013) respondents indicated how frequently they experienced minor health problems, sleep problems affecting job performance, feeling nervous or stressed, unable to control important things in life, feeling unable to overcome difficulties, and depression.

V. SUGGESTION

Improving the general well-being of people at work is best tackled through a positive approach, with attention being paid to prevention and health promotion rather than simply responding with provision of help when problems arise. In training and motivation programs organization should include health activities, session on handling pressure and team building activities. Improving employee general well-being can increase productivity, improve absenteeism rates, help retain staff, reduce workplace injuries, improve the morale of the workplace and create a positive corporate image.

5.1 General Well Being Initiatives:

Initiatives that can be taken for the well-being of IT professionals are listed below

<p>HR Policy</p> <ul style="list-style-type: none"> • Health and safety • Career development and talent management • Career breaks, Flexible working • Special leave • Work life balance and home-working • Child care vouchers • Disability • Diversity and Equal Opportunity • Bullying and harassment • Managing attendance • Performance management • Staff attitude survey • Stress survey • Welfare Support Service 	<p>Training Programmes</p> <ul style="list-style-type: none"> • First Aid • Time management • Stress awareness/management • Assertiveness • People management • Leadership development • Managing attendance • Coaching and Mentoring • Change management • Conflict management • Team buildin
<p>Corporate Social Responsibility</p> <ul style="list-style-type: none"> • Community outreach • Prince's Trust • Blood donation • Charitable fundraising • Re-cycling • Family days • Sporting events 	<p>Health Promotion</p> <ul style="list-style-type: none"> • Health awareness roadshows / events • Health promotion news • Health seminar • Safe workplaces • clean restrooms • Exercise / gym space

Source: Robert Kerr, Managing Wellbeing

VI. CONCLUSION

The aim of this study was to explore the factors significant to the well-being of employees working in IT industry. Interpretation of data produced three factors which influence the well-being *Physical health, depressive symptom and work stress*. It is necessary to understand the importance of good sleep to health, productivity and safety. The consequences of lack of sleep and poor sleep, and to find out what can be done to improve employees' sleep problems. An unstrained work environment ensures good health and psychological conditions which enable the employees to perform job and non-work related functions without inhibitions. Thus, it leads to an unstressful work environment providing comfortable work life. (Gunaseelan & Ismail 2008). A healthy lifestyle must be adopted to combat these diseases with a proper balanced diet, physical activity and by giving due respect to biological clock. To decrease the ailments caused by occupational postures, one should avoid long sitting hours and should take frequent breaks for stretching or for other works involving physical movements (Mukesh, Majumdar 2010). Results would be useful for developing training, workplace counselling, and organizational development activities aimed to support small groups, leaders, and other strategic players in the construction of the subsystems of wellbeing in the workplace.

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